PSY630
INDUSTRIAL/ORGANIZATIONAL INTERNSHIP

COURSE DESCRIPTION: This course is designed to expose the I/O intern to a variety of work experiences in the workplace. It is, therefore, a transition point from the academic to the "real world" in terms of I/O training.

The Master's program in Industrial/Organizational Psychology at West Chester University requires an internship placement in a business, industrial, or government setting. Graduate students are eligible for internships after completing (at minimum) the first full year of graduate coursework for the MA in Industrial/Organizational Psychology. This coursework includes courses in Industrial Psychology, Organizational Psychology, two courses in Statistics, and, typically, courses in Training and/or Advanced Systems Analysis (analyzing work flow among subsystems within the organization). The following points summarize the main elements of internship placements:

Requirements of the Industrial/Organizational Internship

1. Interns are expected to devote a *minimum* of 12 weeks (approximately one semester) to the host site, with a *minimum* 20-hour/week commitment, and a TOTAL *minimum* commitment of 300 hours. All time need not be spent on site. **The minimum hours/week are required and are not flexible** (you cannot work fewer weeks for more hours/week or more weeks for fewer hours/week).

2. Interns are expected to be assigned to and carry out professional level work. Clerical duties are appropriate only to the extent that other professionals engage in similar activities.

3. Interns are expected to participate in the full range of professional activities available, including staff meetings, client meetings, etc.

4. Interns are expected to be assigned to projects for which they have substantial responsibility. Such assignments might include the development of a training manual, the design of a program to evaluate training, the study of a test validation procedure, the analysis of a set of jobs, the design of a performance feedback system, analyses of selection practices, and so forth.

5. Interns are expected to maintain a time/activity log which serves as feedback to both the site and campus supervisor. **Site supervisors should plan to provide written evaluative comments regarding the intern's performance every two weeks, based on direct observations and the log.**

6. Interns are expected to receive compensation commensurate with the contribution they make to the host site. Whereas compensation at the same rate as a full-time employee is not always possible, some acknowledgement of benefit to the host site is reasonable. The intern and site supervisor negotiate the exact compensation arrangement.

7. Grades will be based on supervisor's bi-weekly (every other week) and summary evaluations and the intern's final overview paper.

For additional details, contact Dr. Stefani Yorges, Department of Psychology, West Chester University, West Chester, PA 19383   syorges@wcupa.edu ph: 610 436 3154

SAMPLE Internship Evaluation Form

Intern's Name and Position: _____

Company Name: _____

Supervisor's Name and Title: _____

Supervisor's Telephone and Email: _____

Number of hours worked for two-week period _____ (/   /   to   /   /   )

Projects completed during the two-week period:

-
-
-
-
-
-

Please rate the intern's performance on the following items, by highlighting (to send electronically) or circling your rating, using the following scale:

1 = Poor   2 = Fair   3 = Average   4 = Very Good   5 = Excellent

Item	Rating
Quality of work:	1 2 3 4 5 NA
Level of effort:	1 2 3 4 5 NA
Ability to learn:	1 2 3 4 5 NA
Attitude to work:	1 2 3 4 5 NA
Punctuality:	1 2 3 4 5 NA
Organization:	1 2 3 4 5 NA
Judgment:	1 2 3 4 5 NA
Interaction with others:	1 2 3 4 5 NA
Computer/technical skills:	1 2 3 4 5 NA
Written communication skills:	1 2 3 4 5 NA
Oral communication skills:	1 2 3 4 5 NA
Overall performance:	1 2 3 4 5 NA

Please feel free to add any further comments:

Supervisor's Signature: _____ Date: _____

I/O Internship Supervisor Final Evaluation

Student name: Supervisor Name**:**
Dates of experience (month/year) From: To:

Please check or 'X' the appropriate response for the student you are reviewing:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
Reliability					
reliable	_____	_____	_____	_____	_____
volunteered extra time	_____	_____	_____	_____	_____
regularly punctual	_____	_____	_____	_____	_____
Attitude					
enthusiastic	_____	_____	_____	_____	_____
interested	_____	_____	_____	_____	_____
Contributions to organization					
significant contributions	_____	_____	_____	_____	_____
met expectations	_____	_____	_____	_____	_____
Response to mentoring					
seeks professional guidance	_____	_____	_____	_____	_____
responds well to feedback	_____	_____	_____	_____	_____
asks appropriate questions	_____	_____	_____	_____	_____

	Excellent	Good	Fair	Poor	Not Applicable
Competencies					
theoretical foundations	_____	_____	_____	_____	_____
knowledge of techniques	_____	_____	_____	_____	_____
improves with practice	_____	_____	_____	_____	_____
potential for growth	_____	_____	_____	_____	_____
Relationships					
with mentor	_____	_____	_____	_____	_____
with other staff	_____	_____	_____	_____	_____
Ethics					
ethical awareness	_____	_____	_____	_____	_____
ethical behavior	_____	_____	_____	_____	_____
Communication Skills					
written communication	_____	_____	_____	_____	_____
oral communication	_____	_____	_____	_____	_____

Thank you for completing this form. Feel free to provide additional comments on a separate page.
Return electronically to syorges@wcupa.edu or mail to Dr. Stefani Yorges, Psychology Department, Peoples Building, West Chester University, West Chester, PA 19383.

PSYCHOLOGY DEPARTMENT'S GRADUATE MISSION STATEMENT: The Psychology Department seeks to advance the discipline of psychology as an area of scholarly, professional, and scientific endeavor. Our primary focus is to provide high quality education. We actively engage in the discovery and dissemination of knowledge in the behavioral sciences and encourage research and scholarship by both the faculty and student body. We prepare students for specific careers within psychology, including those in education, research, industry, consulting, and the delivery of clinical services. Our programs are designed to prepare students for lifelong self-education and participation in an increasingly diverse society. The essence of our graduate programs is to stimulate independent, critical, and creative thinking skills. Our graduate programs in Clinical Psychology, Industrial/Organizational Psychology, and General Psychology are expected to lead to significant advances in basic and applied research. Our programs are also designed to provide technical and professional skills essential for maintaining and advancing the quality of life for others.

STUDENT LEARNING OUTCOMES: All graduate Psychology courses are designed to meet specific student learning outcomes consistent with the above stated mission statement. These outcomes represent the skills, knowledge, and attitudes that we believe important to the preparation of Psychology professionals. **PSY630, I/O Internship,** is designed to meet the following student learning outcomes:

Prof. Skills 2B - Psychology graduate students will be able to generate novel insights about the psychology of human behavior.

Prof. Skills 2C - Psychology graduate students will be able to appraise the quality of various solutions to problems and select an optimal strategy from multiple alternatives.

Prof. Skills 2D - Psychology graduate students will be able to evaluate the power of psychological strategies to promote change and recommend or develop courses of action that could produce beneficial outcomes

Prof. Skills 2F – Psychology graduate students will be well informed about practices and applications of psychology in field settings.

Prof. Skills 2G - Psychology graduate students will be well prepared to practice in their respective fields, including the ability to make professional presentations.

Prof. Skills 2H - Psychology graduate students will be able to apply psychological principles to personal, social, and organizational issues.

Recent/popular internship sites:

Astra-Zeneca	Bentley Systems
NorthHighland Consulting	Exelon Corporation
TowersWatson Consulting	Gap International
Canon	VA – Coatesville
Melmark	LockHeed Martin
Philadelphia Housing Authority	IKON
QVC	Hay Group
SAP	Accenture
Siemen's Healthcare	Lincoln Financial
Pfizer	Parkway Corporation
Harrah's	TD Bank
CIGNA	Grant Thornton
Vanguard	Oberthur Tech
Tyco	Genesis Healthcare
ORS Partners	The Urban Institute

Potential resources for locating sites:

Indeed - http://www.indeed.com/ (search using "internship")

RAM Career Network - https://www.wcupa.edu/_services/stu.car/

FindInternships - http://www.findinternships.com/search/label/Pennsylvania#.VQsPVOHcvvZ

InternMatch - https://www.internmatch.com/

SIOP JobNet - http://www.siop.org/jobnet/default.aspx

LinkedIn - https://www.linkedin.com/job/home?trk=nav_responsive_sub_nav_jobs (also join the West Chester I/O LinkedIn group)

Be sure you check your WCU email! WCU alums contact us regularly about potential internship opportunities and when I hear about them, I will send out an email. Sometimes these require a VERY QUICK turnaround, so be sure to check your email frequently.

Use your own personal network. Connect with people on LinkedIn/Facebook/Google+. Think broadly. Tell everyone you meet that you are looking for an I/O internship. You never know what connections people have. I know of a student who found an internship by telling a bartender about it when he was out for a drink!

List of companies with HQs in Philadelphia area:

http://en.wikipedia.org/wiki/List_of_companies_based_in_the_Philadelphia_area

Consulting firms in Philadelphia:

http://www.consultingbench.com/consulting-firms/city/philadelphia

To find **CONTACT INFORMATION** for people inside these companies, use a site such as Salesforce's data.com (https://connect.data.com/). It is free to sign up. You enter the name of the company where you want to search for contact information. Once in the **directory tab**, you can search only in the HR department and by level. You will be given a list of names for free. To get their email and phone number, you can "purchase" that information. You can either pay money OR "give one to get one." Essentially, you can enter relevant contact data in order to get contact data. When purchasing, carefully note their location (they may be on the West Coast) and the date that the contact information was submitted (usually only the information submitted in the past 1-2 years is accurate). Now you can send your cover letter and resume to a specific person inside the company you are interested in.

Items to include in a cover letter:
Introduce yourself
Explain I/O (if applying to a company that may not be familiar)
Describe your training, classes you have taken, qualifications (include GPA if high)
Describe some specific projects you have worked on or unique experiences
Describe what you are hoping to achieve with an internship, how they might be a good fit for you
Attach a professional resume

Tips for improving your resume:
1. https://www.themuse.com/advice/43-resume-tips-that-will-help-get-you-hired
2. http://career-advice.monster.com/resumes-cover-letters/resume-writing-tips/avoid-the-top-10-resume-mistakes/article.aspx
3. http://careerservices.princeton.edu/graduate-students/exploring-options-outside-academy/non-academic-job-search-toolkit/resumes/resume-tips

Preparing for interview questions:
1. https://www.internmatch.com/guides/internship-interview-questions-and-answers
2. http://www.forbes.com/sites/jacquelynsmith/2013/02/22/12-tricky-interview-questions-for-interns/
3. https://www.interexchange.org/career-training-usa/internship-co-op-trainee-job/interview-be-prepared-answer-and-ask-these
4. http://internships.about.com/od/interviewing/tp/InterviewingTip.htm

Interview dress guidelines:
1. http://jobsearch.about.com/od/interviewattire/a/interviewdress.htm
2. http://www.livecareer.com/interview-tips/preparing/clothes/dress-for-success

Frequently Asked Questions
PSY630 I/O Internship

Does the position have to be identified as an I/O position? Or would something offered as an HR internship, but that related to I/O principles, be allowed?

No, it does not have to be specifically identified as "I/O." Job titles that our interns have held in the past have included, for example, "HR Intern," "HR and Organizational Excellence Specialist," and "Intern – E-learning and Instructional design." Of course, the job responsibilities need to be I/O related. Your supervisor needs to be an I/O or HR professional who can give objective feedback on your progress.

Can I start my internship before May?

You cannot officially start clocking internship hours until you have finished all your core I/O classes (May). You can, however, start working somewhere before then if you want. You just need to make sure you have the position long enough in order to clock at least 12 weeks of internship for at least 20 hours a week *after* May (and accumulate a total number of 300 clock hours).

What does my supervisor need to provide prior to starting an internship?

I will need a letter from your potential supervisor prior to starting the internship. This letter should be from your potential supervisor on company letterhead, or via email directly from that person. The letter needs to include:

1.   Acknowledgement that you need to work a minimum of 12 weeks and a minimum of 20 hours per week – until you accumulate 300 clock hours total.

2.   A description of the duties you will be assigned in enough detail to demonstrate that the duties are clearly I/O in nature.

3.   The supervisor agrees to provide you and I with bi-monthly (every other week) feedback on your work.

4.   The supervisor agrees to provide you and I with a final rating evaluation.

What is the process for enrolling in PSY630 internship?

Once you believe you have secured an appropriate internship, you should contact me at syorges@wcupa.edu or 610-436-3154. We will discuss the site, your potential work there, and the supervision requirements. You should review this syllabus with any potential employer to be sure that all of the requirements will be met. I will need a description of the duties you will perform which are intended to qualify for the internship. These must, of course, be clearly related to I/O, and should be sent over with the signature of your supervisor (preferably via email).   Once I receive this information, I will get you enrolled in PSY630.

When should I register for PSY630 internship?

The work for the internship must be done during the semester you are enrolled for the credits. You cannot do the work in one semester and then enroll in another. It is not possible to do the internship work in the summer and register for the class in the fall. You must be registered and do the work in the same semester. You only have to schedule it once in the summer (session 1 or 2), even though you would work the entire summer.

What should be included in the final overview paper?

You should provide a description of the work and projects accomplished at the internship site. You can address the benefits and skills you believe you acquired while participating in the internship. Describe the positives and negatives of the internship work, how it related to your coursework in I/O, how it is related to your career goals, and any other relevant comments about the internship you wish to provide. The final paper should be approximately 4-5 pages in length.

Why are all the feedback forms necessary?

The bi-weekly feedback forms and final supervisory rating form are a requirement of the internship course and really are necessary. All I/O interns must have these forms submitted every two weeks by their supervisors. These forms provide documentation for the Psychology Department, the University, the Pennsylvania State System of Higher Education, and the Middle States Accrediting Board that the student is regularly evaluated on their work for the course, and that ultimately grades assigned are based on that work.

Just to be clear, it is **your** responsibility to enter the information at the top of the form and to identify the major projects you have worked on during each two-week period. The supervisor is asked only to rate your work during that two-week period and to provide a brief written commentary. I recognize that providing routine feedback to an intern requires time that a supervisor might spend on other activities. However, in order for this experience to be the most beneficial learning opportunity for you and for the accounting purposes I noted above, the evaluations must be completed as required.