INTERNSHIP SUCCESS BEGINS HERE

USF Sarasota-Manatee Co-Curricular Program
The National Association of Colleges and Employers (NACE) define an internship as the following:

An internship is a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills development in a professional setting. Internships give students the opportunity to gain valuable applied experience and make connections in professional fields they are considering for career paths; and give employers the opportunity to guide and evaluate talent.

**The Benefits to the Student:** NACE reports students who participate in internships secure employment faster and at a higher wage than students who do not participate in internships. But there’s more students gain valuable experience, make connections with professionals in their field, and internships can reinforce or redirect a career decision.

**The Process Prior to an Internship (Steps 1-7):** Students interested in completing a Co-Curricular Internship must complete the following with Career Services. Original copies must be turned into Career Services at the time specified.

**Steps 8-12:** Occur once the internship is secured. Forms will be turned in at the time specified. Make sure forms have signatures where required. College Central and Optimal Resume can be found at [www.usfsm.edu/CareerCenter](http://www.usfsm.edu/CareerCenter).

1. Complete the Application: [https://docs.google.com/forms/d/1BJPPp25VSpIomm9jpjpnv1JnJvYT9Cb6Zy4fawf7x4k/edit#](https://docs.google.com/forms/d/1BJPPp25VSpIomm9jpjpnv1JnJvYT9Cb6Zy4fawf7x4k/edit#)
2. Sign and initial the Students Rights and Responsibilities. (Page 3)
3. Review the Job Success Skills (Page 4) & complete the Quiz. (Page 5)
4. Refine and create or upload your resume into Optimal Resume. Upload three samples of academic accomplishments into Optimal Portfolio. Complete an interview simulation with Optimal Interview.
5. Authorize picture, provide a quote and sign the Press Release form. This is optional.
6. Register with College Central, online job and internship posting database, and upload your resume.
7. Meet with the Coordinator of Career Services to discuss and identify internship opportunities. **Come Dressed Appropriately for an Interview.**
8. Internship Site Supervisor Form (Page 8): Original copy is to be turned into Career Services at the end of the first week of the semester.
9. Time Sheet (Page 9): Original copy must be submitted by the end of the last week of the semester.
11. Student Evaluation of the Internship (Page 12): Original copy must be submitted by the end of the last week of the semester.
12. FCPA Award: Students are eligible to apply for the FCPA award if they meet the criteria. This is optional.
13. Create your account and upload the documents in OrgSync to document the internship on co-curricular transcript.

**Schedule:**

**Summer & Fall - Internship Application:** This form begins the process.
- January 15—Refine your Resume & Portfolio with Optimal
- February 15—Identify & Research Employers
- March 1—Apply
- April 15—Placement Deadline

**Spring - Internship Application:** This form begins the process.
- August 15—Refine your Resume & Portfolio with Optimal
- September 15—Identify & Research Employers
- October 1—Apply
- November 15—Placement Deadline

**The search for an internship is the student’s responsibility.** Students should search for positions on [www.CollegeCentral.com/USF-Sarasota](http://www.CollegeCentral.com/USF-Sarasota) and meet with the Career Advisor to discuss prospective opportunities.
Career Services will assist you in identifying employers and teach you how to make an application with them.
USF Sarasota-Manatee Students Rights and Responsibilities in an Internship

USF Sarasota-Manatee delivers quality educational programs and services to upper division baccalaureate and master degree candidates. Students, alumni, faculty and staff have the responsibility to perform in an ethical manner.

1. I authorize Career Services at USF Sarasota-Manatee to make my resume available to prospective employers for the purpose of employment.
2. Students understand that some employers may require background checks, credit check and or drug screening.
3. I understand that I am not guaranteed a job upon completion of the internship. (Initial here: _________)
4. I hereby release from liability USF Sarasota-Manatee, the Executive Board and the University’s employees harmless from any and all claims and causes of action which might be brought by me or my parents or dependents for loss of property, personal injury, or death sustained by me arising out of any activity conducted with the participating employer. I also understand that the USF Sarasota-Manatee does not provide insurance coverage for personal property damage or bodily injury covering participants in an internship. (Initial here: _________)

The Role and Responsibilities of the Intern

1. I understand that I represent myself and USF Sarasota-Manatee while participating in an Internship. I am expected to conduct myself in a manner reflecting good citizenship and courtesy both on and off campus. Any misconduct reflects back on me, on my educational career and on USF Sarasota-Manatee. The term misconduct includes and is not limited to: false or slanderous statements, discrimination, harassment, sexual harassment, disclosure of confidential information, and arrest by law enforcement officials concerning alcohol, drugs, moral turpitude and felonious conduct.
2. I understand that information regarding personnel, clients, patients and events or occurrences at the internship site is strictly confidential. Disclosure of such information is a serious breach of confidentiality. Any breach in confidentiality may result in dismissal.
3. I will dress professionally for the interview. I will dress appropriately for the internship. Unless stated otherwise, business casual is defined as slacks and a collared, short or long sleeve shirt for men and for women dress pants and blouse or knee length skirt or a dress. All interns must maintain normal standards of cleanliness and neatness in appearance.
4. I will avoid unnecessary absences, be prompt, complete assignments carefully and accurately, comply with workplace regulations, work cooperatively with co-workers and take initiative.
5. I will inform the Faculty Advisor and Career Services of issues that arise affecting the status of my internship and progress during my internship including promotions or duty changes.
6. I will complete and turn in paperwork to Career Services or the Faculty Advisor according to established deadlines. I will turn in to Career Services on completion of my internship a summary of what I learned and accomplished during the internship. I will assist Career Services with securing the Employers Evaluation of the Intern.
7. I will keep Career Services informed of interview progress, internship placements and job offer as well as update Career Services with changes in my address, email or phone number. (Initial here: _________)

Your signature indicates that you understand and agree to the Code of Ethical Conduct as outlined above.

Student Name (Print): ______________________________________ Date: ___/___/___
Student Signature: __________________________________________
**Job Success Skills**

**Employer Expectations**

- A positive attitude is one of the most important factors in achieving job success. Don’t carry negative feelings into your new workplace. Resolve them elsewhere.
- Always be on time. How long will it take to get to work? Allow a few extra minutes for traffic problems and getting children to daycare. Set an alarm clock to help you get up. Being reliable and dependable gains the trust and respect of your new employer.
- Good attendance and promptness are always important. If you’re going to be unavoidably late or out sick, ask your supervisor the proper method of informing them.
- Listen and learn. Be open to new ways of doing things, even if you were taught differently in school or on a different job. Don’t be quick to find fault, criticize or complain until you can prove you can do something a better way.

**Career Management**

- Learn all you can about the job you were hired to do before thinking about moving up.
- Know and follow all office rules, policies and procedures. Read the employee manuals.
- Take advantage of your performance reviews. Stay calm. Learn from them. Ask how you can improve. Show results or job-related classes you’ve taken. Most supervisors appreciate employees who are concerned about performance and in finding ways to improve. Your job success is also their success.
- Follow the proper chain of command. Discuss items with your supervisor first.
- Observe the organization’s culture (i.e. how employees communicate, interact, behave and the language they use).
- Learn the organization’s structure, the mission, vision and values.
- Know the goals of your position, where your department fits within the organization and your position fits within the organization.
- Read about the industry.
- Find a mentor, someone who knows the employer and the job well enough to coach you or show you the ropes.
- Realize playing politics or power games could be dangerous and backfire on you.
- When you need to talk with your supervisor, ask when would be a good time to meet. Do not complain, but rather suggest solutions to the problems.
- Volunteer for projects and committees if your work is completed and your supervisor approves.

**Getting Along With Others**

- Don’t express your opinions, biases or prejudices about others while you’re at work. Diversity is a priority in the workplace.
- Accept criticism as constructive. Don’t become defensive or take criticism personally. Thank the person for their input. Consider changing if it’s warranted. If you’re unsure how to handle the situation, check with your supervisor.
- Always be friendly to everyone. Be willing to go the extra mile. This creates goodwill with employers, coworkers and customers.
- Notice who your boss relies on and model yourself after them.
- Treat everyone with courtesy and respect. Remember that as you climb the career ladder, you may meet the same people on your way down the ladder.
- Keep your emotions under control. The job isn’t the place to express or show your opinions or feelings.
- Strive to be positively recognized. Be friendly and helpful to everyone at all levels.
- Be a team player. Be willing to help. Avoid a “know-it-all attitude.” Try to fit in with the team.
- Ask for help when you need it. If you make a mistake, let your supervisor know immediately. Find out how you can fix it.

**Personal**

- Prior to starting the job, have all of your appointments with doctors, dentists, etc., out of the way. Have your transportation and daycare lined up so you don’t immediately have to take time off. Have an emergency plan for daycare and transportation.
- Be willing to learn new skills. Keep a record of classes you’re taking that relate to the job. Review this with your supervisor at an appropriate time.
- Take time in making new friends. Find positive and upbeat coworkers. Avoid negative, critical and gossiping people.
- Be clean and well groomed. Wear clean and job-appropriate clothes. Pay attention to how your coworkers are dressed. Avoid wearing strong perfumes or colognes.
- Keep your personal life and problems at home. Don’t use the employer’s equipment and time to do personal things like making personal phone calls, using the copy machine or resolving your personal problems on the job. If you’re having trouble resolving personal problems, counseling, support groups or employee assistance programs may be useful.
- Create the image. Dress for the job you want next.
- Be patient with yourself and your employer. It takes time to get used to, learn and like a new job.

Adapted from the Minnesota Workforce Job Success Skills handout.


**Job Success Quiz**

The answers to the following questions are specific key words that can be found on the Students Rights and Responsibilities Agreement and the Job Success Skills page.

1. Employers say this is the most important factor leading to job success:

2. What two attributes build trust and respect on the job?

3. How should colleagues be treated?

4. Rather than express opinions, biases, or personal views in the workplace, your communications should focus on what?

5. What behavior describes the term “Misconduct”?

6. What should be done prior to starting a new job?

7. How should criticism be treated?

8. How should personal problems be handled?

9. What “Attitude” should be avoided?

10. Is a job guaranteed upon completion of the internship?

11. Breach of confidentiality can result in what?

12. Whose reputation do you represent during the internship?

13. Who is the first person you are going to call when you land the interview or the internship?

14. During the Internship you should have an end date defined. If you were to resign from a position, it is common courtesy to submit notice in writing. How much notice should you give an employer when resigning?
Interview Preparation

Are you ready for the interview? We have great tools to help you prepare. You only have one chance and 30 seconds to make a good first impression. The following information will help you be successful.

1. Prepare what you are going to wear. Conservative business attire is recommended.

2. Use Optimal to practice the interview. Optimal is free and provides great coaching tips. Optimal can be found on the Career Center web page at www.usfsm.edu/careercenter. Select “Prepare for Employment”.

3. Treat everyone you speak to and meet with kindness and respect. You never know who will report back to the person who makes the final hiring decision on your behavior.

4. Make sure you know the day, date, time, location and the contact person for the interview. Ask for directions and if possible drive to the location to avoid being lost on the day of the interview. Ask for the names and job titles of those who will be interviewing you. Ask how much time you should allow for the interview. Ask if you will be tested during the time of the interview.

5. One day prior to the interview call and confirm the above information. This step will send the message that you are someone who plans ahead and uses your time wisely. It also confirms the appointment and indicates that you value your time and theirs.

6. Learn about the company. Be able to answer the questions: What do you know about my organization? Why do you want to work here? Look at their latest press releases and learn about what they are doing in the community. This information will help you to develop small talk.

7. Be able to sell your skills, education and experience. Think in terms of results. What were the results of your activities or your accomplishments? How can these accomplishments contribute to the company? Be positive and show enthusiasm and energy.

8. Arrive early on the day of the interview. Allow time for traffic or getting lost. Deep breathe from your diaphragm. This will help you stay calm and appear confident.

9. Smile. Offer a firm handshake. Make sure you connect with the interviewer. One way is to find commonalities, for example, maybe you went to the same school, chose the same major or have similar goals.

10. You can take a moment to gather your thoughts when answering the interview questions.

11. Research the company and be prepared to ask questions at the end of the internship.

12. After the interview, thank them for their time. Obtain their business card and follow-up immediately with a thank you note. Your goal is to email or mail a thank you note. The thank you note should state your interest in the position, share what you take away from the interview, restate your skills for the position, demonstrate enthusiasm about working with the organization and show appreciation for their time.
Career Services: Student/Alumni Success Story

Did you receive assistance that helped you in deciding on career/major or gaining employment through Career Services? Career Services is collecting success stories from students and alumni. Some examples of success are: deciding on a major/career; getting into graduate school, finding an internship, part-time or full-time position. We will be showcasing these success stories via our website, digital boards, flyers, and/or our bulletin boards. If we’ve helped you achieve success, we’d love to hear about it. The information will be highlighted in our Career Center Student Success promotional materials, therefore we will need a photo (jpg format) of you and this completed form, giving us permission to use the following: your photo; name; major; graduation date; how you used our services, and if employed, the name of the employer.

PROFILE INFORMATION

First Name __________________________    Last Name _______________________
E-mail Address: _______________________   Phone: __________________________
Major: ______________________________   Graduation date: _______________

SERVICE(S) USED:

I found my □ Internship □ Part-time □ Full Time position as a:
Job title: __________________ with the following organization ________________
by using the following: □ Online Job postings □ On Campus Interview
□ Networking Event □ Information Session

QUOTE
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________
______________________________________________________________________________

PERMISSION

I, ________________________, do hereby grant to the photographer and the University of South Florida Sarasota-Manatee, permission to photograph and/or capture video of me and use such images in any manner consistent with promotion of the University of South Florida Sarasota-Manatee and its affiliated agencies. Such uses to include, but not limited to: publications, displays, advertising, editorial illustration, web use, broadcast, etc. I hereby swear that I am an adult of sound mind and body, and agree to all terms stated above.

Signature ___________________________________________ Date __________________

USFSM Co-Curricular Internship Program
Internship Site Supervisor Form: To Be Completed by the Student in Consultation with the Intern site Supervisor. Due the end of the first week of classes.

<table>
<thead>
<tr>
<th>Student:</th>
<th>Email:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name of Company:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Contact Person:</td>
<td>Email:</td>
</tr>
<tr>
<td>Intern-site Supervisor:</td>
<td></td>
</tr>
<tr>
<td>Term of Internship: FROM______/<strong><strong><strong>/</strong></strong></strong> TO:<em><strong><strong>/</strong></strong></em>/____</td>
<td></td>
</tr>
<tr>
<td>Hours per week:</td>
<td></td>
</tr>
<tr>
<td>Title of Internship position:</td>
<td></td>
</tr>
</tbody>
</table>

Learning Goals of Internship:

Duties of the Student:

Benefits to the Student:

**FINAL SIGNATURES: (Student, Employer Internship Supervisor & Professor)**

1. **Supervisor:**
   Supervisor Name & Title: ______________________________ Phone: __________________

   *Internship Supervisor Signature*  
   Date:

2. **Student:**
   Student Name: ____________________________________ Phone: __________________

   *Student Signature*  
   Date:
   Student is to sign at time of evaluation by internship reviewer. Student may comment below.

   **STUDENT COMMENTS: (OPTIONAL)**
   Any comments concerning this internship may be stated here.

   ____________________________________________________________
   ____________________________________________________________

3. **Internship Professor:**

   *Professor Signature*  
   Date:
**Internship Time Sheet.** Due at the end of the last week of classes.

Student Name: ______________________________ Semester___________ Year_________

<table>
<thead>
<tr>
<th>Date</th>
<th>Hours Worked</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**TOTAL HOURS:**

Supervisor Name____________________________________

Signature____________________________________________

Telephone #__________________________ Email: ___________________________________
Employer Evaluation of the Intern. (To be completed by the Intern’s Supervisor) Original copy must be submitted by the end of the last week of the semester.

Date: _____________________________________________________________________________________
Intern Name: ______________________________________________________________________________
Supervisor’s Name & Title: __________________________________________________________________
Department: _______________________________________________________________________________

Describe the responsibilities and duties of the student during the internship.

Performance Review: Please rate the intern on their performance in the following areas as observed during the internship. Please rate the intern on their knowledge and skills in each of the following areas. If the student was not able to demonstrate their knowledge and skills in a certain area, please mark N/A.

<table>
<thead>
<tr>
<th>Intern Performance Indicators</th>
<th>Outstanding</th>
<th>Strong</th>
<th>Satisfactory</th>
<th>Unsatisfactory</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professionalism:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Time Management:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Critical Thinking Skills:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication Skills:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leadership:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Guest Service:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diversity:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ethics:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Knowledge and Skills</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Learning Goal I:
<table>
<thead>
<tr>
<th>Learning Goal II:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning Goal III:</td>
</tr>
<tr>
<td>EXAMPLE GOALS BELOW -</td>
</tr>
</tbody>
</table>

**Marketing and Sales:** Ability to evaluate and reflect on the sales and marketing practices.

**Finance and Accounting:** Ability to apply financial & accounting principles.

**Human Resources:** Practical application of the theoretical aspects of human resource management.

**Information Systems:** Theoretical understanding and practical application of information systems and technologies.

**Employment Questions:**

1. If a full-time position were available, how likely would you be to hire this USF Sarasota-Manatee intern?
   - Extremely Likely
   - Very Likely
   - Somewhat Likely
   - Not Likely
   - Does Not Apply

2. How ready do you feel this USF Sarasota-Manatee intern is for a leadership position?
   - Extremely Ready
   - Very Ready
   - Somewhat Ready
   - Not Ready
   - Does Not Apply

**Supervisor’s Signature:** ________________________________

**Date:** ___________________
Student Evaluation of an Internship. To be filled out by the student. Due at the end of the last week of classes.

Please respond to the following questions regarding your internship experience and site. The purpose of this form is to provide the opportunity for honest appraisal of your current internship experience.

| Your Name: ____________________________________________ |
| Date: ____________________________________ |
| Semester/Year: ________________________________ | Department: ________________________________ |

What did you gain from the internship?

1. Please rate the following aspects of your internship experience on the basis of this scale:  

<table>
<thead>
<tr>
<th>4 - Excellent</th>
<th>3 - Good</th>
<th>2 - Fair</th>
<th>1 - Poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Site</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Physical environment is safe</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>An orientation was provided to the organization</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Adequate resources were available to accomplish projects</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Co-workers were accepting and helpful</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervisor provided a clear job description</td>
</tr>
<tr>
<td>Regular feedback was provided on my progress and abilities</td>
</tr>
<tr>
<td>An effort was made to make it a learning experience for me</td>
</tr>
<tr>
<td>Supervisor provided levels of responsibility consistent with my abilities</td>
</tr>
<tr>
<td>Supervisor was supportive of the agreed-upon work days and hours</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Learning Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work experience related to my academic discipline and/or career goal</td>
</tr>
<tr>
<td>Opportunities were provided to develop my communication skills</td>
</tr>
<tr>
<td>Opportunities were provided to develop my interpersonal skills</td>
</tr>
<tr>
<td>Opportunities were provided to develop my creativity</td>
</tr>
<tr>
<td>Opportunities were provided to develop my problem-solving abilities</td>
</tr>
<tr>
<td>This experience has helped prepare me for the workplace</td>
</tr>
</tbody>
</table>

**Overall Value Rating for this Internship**

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Will you provide us with feedback on Glassdoor?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Like us on Facebook?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Follow us on Twitter?</td>
<td>Yes</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

Thank you for participating in the internship and providing us with your feedback.
FCPA Student of the Year - Application Eligibility and Procedure

Each year, the Florida Career Professionals Association presents an award to a deserving student who has demonstrated exceptional achievement in the field of experiential learning. Any student of a 2 or 4 year Florida higher education institution may be nominated for this award. Eligibility includes the following:

- All applicants should have completed a **minimum** of 10 weeks of experiential education or employment in an internship, co-op or work experience.
- All applicants should have demonstrated achievement of professional, personal and academic skills in a working and learning environment.
- All applicants must be nominated by a current FCPA member (either employer or college member) and submit the application form and other required documents by the stated application deadline. An FCPA member may nominate more than one student for this award.

To submit a nomination, a current FCPA member (school or employer) must complete the attached application form along with a letter of support/recommendation that includes the following information:

- A brief description of the student’s internship, co-op or job duties and how they relate to the student’s academic program or future career plans.
- Any special achievements or accomplishments of the student relating to their internship, co-op or work experience.
- Narrative describing why the nominator believes the student should be chosen for this award.

Nominators may include any other supporting documentation(s) for the selection committee to consider including:

<table>
<thead>
<tr>
<th>outstanding employer evaluation</th>
<th>overcoming a hardship</th>
</tr>
</thead>
<tbody>
<tr>
<td>community service</td>
<td>special recognitions</td>
</tr>
<tr>
<td>campus involvement</td>
<td>well written resume</td>
</tr>
<tr>
<td>GPA</td>
<td>any other documentation that supports application</td>
</tr>
</tbody>
</table>

**The completed and signed application form and supporting documents must be received no later than April of that year.** Applicants and nominating members of FCPA will be notified of the outcome via email, prior to the conference in June. The student award recipient will receive a plaque and cash prize of $300 which will be presented to them by their FCPA representative after the annual conference in June. The formal announcement of the winner will be made during the FCPA Awards Luncheon at the annual conference.

The FULL application can be found online at [www.fl-cpa.org/student-of-the-year-award](http://www.fl-cpa.org/student-of-the-year-award). The website will indicate who to direct the completed application to.