

Course Syllabus

MGT 4382 – Internship in Management

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MGT4382: Prerequisite: Approval prior to employment. Permits students to apply the concepts, principles, and techniques learned in the classroom. Up to 3 hours of internships can be applied toward a degree program.

Purpose of Course: The purpose of this course is to assist students in gaining practical experience in their field of study. It is a special learning program rather than a “regular” full- or part-time employment position.

Learning Outcomes:

Students in the Area of Management at the Rawls College of Business are expected to:

- Demonstrate systematic thinking about effective organizations, teams, and people at work.
- Recognize ethical issues and propose alternative approaches to ethical decision making.
- Demonstrate understanding of the relationship between organizations and their external environments and conduct a strategic and competitive analysis.
- Demonstrate ability to write and speak effectively, considering both audience and purpose.
- Recognize leadership and interpersonal challenges at work and propose alternatives approaches for addressing them.

Course Student Learning Outcomes:

Student will gain valuable MGT job experience.

Student will extend MGT related problem-solving and critical thinking skills.

Demonstrate the ability to communicate in written form effectively.

Expectations/Responsibilities of the student as a representative of the RAWLS College of Business:

- The student must be dependable, punctual and professional always.
- The student must dress in a manner appropriate for the position in the business.
- The student should understand that he/she represents that business as an employee and must accept the responsibilities of the position.
- The student also must realize that he/she represents TTU and must accept that responsibility.
- The student will be evaluated by his/her supervisor at the business and by the Business Faculty representative at the conclusion of this internship.

Internship Requirements:

1. The expectation of a three-hour course credit is that, on average, a student will spend 135 hours in total work, both in class and in outside learning activities. An internship is no different as it is expected that the student will perform a similar amount of work.
2. Since it is a management internship, the work should involve work in at least three of the following areas: corporate structure, supervision, employee selection, employee training and development, compensation and rewards, business plan development, international operations, inventory control, business communication, facility (e.g. store) management.

Course Credit Requirements:

1. Credit will only be awarded in the semester in which the internship is undertaken.
2. Credit will be awarded upon successful completion of the internship and after course requirements are completed.
3. Credit will only be awarded to students who have registered and paid required tuition and fees for MGT4382, in accordance with University policies and procedures. The RCOBA Undergraduate Services Center (USC) will help with the course registration process.

Course Deadlines:

1. An up-to-date Journal will be submitted at the end of each two week period of the Internship during the Summer or at the end of every month during the long semester.
2. Students should send a reminder email to Dr. Fullerton when they begin their last week of work so that Dr. Fullerton can request the employer evaluation.
3. All other assignments and the remainder of the Journal are due within one week of the internship ending.

Course Assignment Requirements:

In order to receive academic credit for your internship, you will need to complete (1) a journal, (2) a written evaluation of your internship, and (3) the internship survey. These are described below. These will be turned in on the course Blackboard page.

Journal: A journal can be one of the most effective learning tools in an internship, helping you to monitor your own learning, record problems and solutions, and keep track of new information. It is easy to forget exactly what projects you worked on and what experiences you had after the internship is over so please remember to journal at the end of each work day.

A template is provided for you below. You will use this template to keep track of your activities/thoughts/observations during EACH day of your work during your internship. Please copy this template into a word document and save it using your last name, the company you are interning with, and the word 'journal' (ex. Smith XYZ Co Journal.docx).

Questions to Consider as you complete your journal:

- What do I like most about my work? What do I like least?
- What are the formal and informal power and social structures? What kinds of behaviors are rewarded/criticized? What are the unwritten codes of dress and conduct? What do I like most/least about this company's culture?
- Does this internship work match my values, interests, and skills?
- How have my internship experiences compared to my expectations?
- How did my academic background help my work? Which classes, subjects and projects have been the most helpful?

Internship Journal Template:

Date:

Tasks for the day:

Difficulties I faced/ways to overcome them:

Questions that remain unanswered for me, a.k.a. Things I wish I knew (No fewer than 2 per week)

Good things that happened:

Your perceptions of your work and where you fit in to the overall structure:

New skills or words learned:

Paper: Students will answer the discussion questions listed below. This assignment should not be completed until the student has finished their internship work. Each *answer* should be no less than 250 words and should be written in sentence form, not as a short answer. When appropriate, students should relate these answers to specific information in the Internship Journal or from your academic courses.

Students should copy these questions in to a .docx file and save that file using the file name: student last name, the company you were interning with, and the word 'paper' (ex. Smith XYZ Co Paper).

The paper formatting guidelines are as follow: 12-point Times New Roman font, Double-spaced, 1-inch margins. Please include a cover sheet with your paper submission.

- Briefly describe your job as stated when you were hired.
- Briefly describe your job as you really did it. How did your duties and responsibilities change from a. above (if at all)?
- Describe how well the MGT curriculum did in preparing you for your internship. Be specific about the places that the curriculum did a good job and those where course topics or learned skills were lacking.
- Describe an MGT-related problem or challenge you addressed in your internship. How did you go about addressing the matter? What did you learn from this experience?
- Describe:
 - Something interesting about your internship.
 - Something that surprised you in your internship.
 - Something you liked/ enjoyed about your internship
 - Something you disliked/ did not enjoy about your internship.
- What one piece of advice would you give to future MGT interns?
- What has been the most significant accomplishment or satisfying moment of your internship?
- What did you dislike about the internship?

- j. Did you feel like your organization was organized in systematic, efficient design which promoted company success? Why or why not?
- k. While working in your internship, were you faced with any ethical dilemmas in the work place? If yes, please describe and explain how you handled it. If the answer is no, please explain what you feel the company is doing that is keeping ethical issues at bay.
- l. What were your organization's main competitors? Explain the relationship of your company with those competitors? Was it a healthy or unhealthy relationship?
- m. Briefly explain two instances of leadership that you observed in your workplace. One should be an explanation of effective leadership and one should be an example of ineffective leadership. How do you feel you would have reacted in each of those situations if you were that leader?

Internship Evaluation:

The following internship evaluation will be completed at the conclusion of your internship.

Indicate the degree to which you agree or disagree with the following statements.

| This experience has: | Strongly Agree | Agree | No Opinion | Disagree | Strongly Disagree |
|---|----------------|-------|------------|----------|-------------------|
| Given me the opportunity to explore a career field | | | | | |
| Allowed me to apply classroom theory to practice | | | | | |
| Helped me develop my decision-making and problem-solving skills | | | | | |
| Expanded my knowledge about the work world prior to permanent employment | | | | | |
| Helped me develop my written and oral communication skills | | | | | |
| Provided a chance to use and develop leadership skills | | | | | |
| This experience has: | Strongly Agree | Agree | No Opinion | Disagree | Strongly Disagree |
| Expanded my sensitivity to the ethical implications experienced in the work place | | | | | |
| Made it possible for me to be more confident in new situations | | | | | |
| Given me a chance to improve my interpersonal skills | | | | | |
| Helped me learn to handle responsibility and use my time wisely | | | | | |
| Helped me clarify my career goals | | | | | |

Grading Policy:

At this end of this course you will receive a grade of either 'P' (Pass) or 'F' (Fail)..

You will receive a grade of 'P' in this course if you:

- a. Successfully complete your internship. Successful completion includes (but is not limited to) finishing the full internship and representing well the Area of Management, the Rawls College of Business, and Texas Tech University.
- b. Your journal, paper, and internship evaluations submissions include all the requirements listed above, are written clearly and concisely, and contains no or minimal grammatical/ spelling errors.

If your submissions only includes some of the requirements listed above, is not clear and concise, and/ or contains grammatical/ spelling errors, the assignment will be returned to you for correction. Failure to correct these deficiencies within one week will result in a grade of 'F'

If you do not successfully complete your internship (as defined above), you will receive a failing grade in the course.

You will also receive a failing grade for not submitting the above assignments.

If your paper is submitted before the submission deadline, but the submission occurs after the last class day of the semester you are enrolled, you will receive a PR (in Progress) until your submission is received and graded.