



TEXAS TECH UNIVERSITY

College of Education™

MASTERS PROGRAM INTERNSHIP HANDBOOK

**A Guide for the Intern, Supervisor, and Advisor
in the
Internship**

**Master of Education
Higher Education and Student Affairs**

**College of Education Graduate
Education and Research Texas
Tech University
Box 41071
Lubbock, TX 79409-1071
(806) 742-1997
Fax (806) 742-2197**

INTRODUCTION

The internship experience is required for completion of the Master of Education degree in Higher Education at Texas Tech University. Criteria set forth in this handbook have been developed according to standards and guidelines of the Council for the Advancement of Standards for Student Services/Development Programs (CAS).

Students enrolled in the Higher Education Administration Program are provided with opportunities to participate in supervised, professional settings other than those associated with a graduate assistantship or fellowship. These experiences provide for the integration and Internship application of theory and methods gained through the formal program of study, allowing development of professional competencies that enhance personal and professional growth. Also, the internship provides on-the-job experiences of reasonable depth and length to strengthen qualifications while broadening the range of career alternatives for the student.

In the internship, there are three primary participants: 1) the Student, 2) the On-site Supervisor, 3) the Advisor.

Student: The Internship Student is a graduate student enrolled in the Higher Education Administration program at TTU and is registered for EDHE 5393 (Master's students). He or she has primary responsibility for constructing the internship experience, with consultation with their Advisor, completing the internship, and providing evidence of having met the learning objectives required for academic credit. Specific responsibilities are outlined below.

On-site Supervisor: The On-site Supervisor is an experienced professional administrator actively employed at a college, university, or other higher education organization site. He or she is responsible for working collaboratively with the Student to design the internship experience, supervising and mentoring the Student throughout the term, and providing to the Student and Advisor both verbal and written constructive feedback as well as an evaluation of the Student's performance. Specific responsibilities are outlined below.

Advisor: The Advisor is the faculty member of record for the for-credit course and is employed by TTU. He or she reviews and approves the application and proposal plan as indicative of a potentially successful internship. The Advisor receives all documentation from the Student and On-site Supervisor throughout the term and monitors progress through the experience. It is the Advisor's responsibility, in consultation with the On-site Supervisor, to assign and submit a final grade by the university grading deadline. The Advisor also is available to both the Student and the On-site Supervisor for discussion and support throughout the term. The Advisor is also responsible for make sure the Graduate Certificate and Masters Program Coordinator has copies of all documentation for assessment purposes.

Internship Program Objectives

- 1) To provide experiences that will help develop and refine competencies compatible with the academic and professional goals of the Student, in consultation with his or her Advisor and the On-site Supervisor;
- 2) To provide experiences that will clarify and broaden professional career alternatives for the Student;
- 3) To establish a teaching and learning environment in which the On-site Supervisor assumes a teaching role, encouraging the Student to experience and be adequately instructed in pertinent aspects of the functions, responsibilities, and relationships of the Internship site and various personnel involved in these activities;
- 4) To provide Students with opportunities for the establishment of professional relationships with administrators in higher education and student affairs settings; and
- 5) To ensure that supervised experiences are conducted under established professional ethical practices and that participants are provided with support for resolving concerns or questions during the Internship.

Program Guidelines for Internship

Internships are supervised professional experiences involving a significant learning relationship between a Student and an On-site Supervisor in which a Student may begin with limited knowledge and experience in a professional area and be oriented to, participate in, and take responsibility for professional activities progressively over the course of the term.

The Internship must provide new experiences to the Student and not be a simple continuation of work done in a graduate assistantship, paid job, or previous Internship. A great deal of latitude is provided for a Student and an On-site Supervisor to design a set of learning experiences, but the Internship should 1) be agreed upon at the outset of the Internship through the use of the Internship Plan, 2) be approved by the Advisor, and 3) place primary importance on meeting the learning needs of the Student. In exchange for supervision and teaching, the host site receives the benefit of the work product and enthusiasm of a Student.

An internship should be designed by the student where a particular area of interest has been defined, and for which goals and learning outcomes are compatible with the learning objectives of the MED program. The student should bear in mind that the internship experience is an integral aspect of the entire learning experience and should represent sufficient challenge to stimulate intellectual growth and promote professional development.

Internships will generally be undertaken beginning **after** successful completion of a minimum of eighteen (18) credits in the higher education program.

Internship experiences are not paid positions. However, some formal summer internship programs sponsored by professional associations include stipends and other support, and some local Internship sites are able to cover some costs (such as conference attendance or parking fees). A student may ask the On-site Supervisor about any additional financial or logistic support before the Internship begins so that both parties are clear about the arrangements; however, students should expect to cover their own costs associated with the experience (e.g., transportation and professional attire.)

The Internship requires a total Student time commitment of not less than 150 hours. For fall and spring terms, students will work 10 hours per week during a 15-week term. In the summer term, weekly hours are adjusted to complete the 150 minimum required hours. The time commitment of 10 hours per week may not be scheduled in one day (i.e., the hours must be spread over two or more days). While consistently working above the 10 hours per week is discouraged, it is recognized that some experiences have special opportunities that culminate in projects which consume a large number of hours in a short period of time (e.g., weekend orientation, admissions processes). If the student chooses to participate in these activities, the total number of hours should not be strictly deducted from the 150. In essence, although 150 hours is the minimum for completion of the Internship, the experience should involve extended contact, therefore should span the length of the term.

For clarification, please check with the Advisor or the Masters Program Coordinator.

Generally, the Internship should be scheduled to begin at or within one week of the beginning of the academic term for which the Student is registered for the course. Also, all Internship requirements (hours, site visit, and required paperwork) must be completed and submitted by the Friday prior to Finals Week in fall and spring terms, and the Thursday of Week 8 during the Summer II term. Significant departures from this time line must be approved in advance by the student's assigned Advisor.

APPLICATION PROCESS

NOTE: Reference is made throughout these pages to **Forms A-D**. The forms are separate from the handbook and are available on the internship website.

1. You (the internship applicant) shall meet with your Advisor to determine the internship placement options. Student strengths and any related experience should be taken into account in developing the internship project and selecting the site, so that an overall understanding of competencies will be gained from the internship. This meeting **MUST take place at least TWO WEEKS** prior to the end of the semester in advance of starting semester of the proposed internship.
2. Plans to implement the internship project should be developed at this point and a site should be selected. The **HIGHER EDUCATION MASTERS INTERNSHIP AGREEMENT FORM** naming the site and Site Supervisor must be completed and submitted to your advisor in the Higher Education Program.
3. Final approval must be given to the project by your Advisor before you may begin the internship experience. Upon notification of approval, you will meet with the Advisor and Site Supervisor to develop and fully describe the objectives of your internship in writing using the Internship Agreement and outline planned activities designed to meet these objectives (**HIGHER EDUCATION MASTERS LEARNING OBJECTIVES FORM Form A**).
4. Upon completion of the **HIGHER EDUCATION MASTERS INTERNSHIP AGREEMENT FORM** and **HIGHER EDUCATION MASTERS LEARNING OBJECTIVES FORM Form A**) the student will finalize the internship project with the Site Supervisor, whose signature must be included on the Agreement.

EVALUATION, DOCUMENTATION AND FINAL GRADE

The quality of the student's work will be evaluated based on the nature of activities in which the student is involved, and the student's performance in meeting the stated objectives of the internship.

The Student and On-site Supervisor should plan to meet weekly for progress updates and formative evaluation. It is imperative that On-site Supervisors provide timely, specific, and substantive constructive feedback throughout the Internship and are encouraged to share with students the processes of professional performance evaluation.

On-site Supervisor: One official written evaluations of the Student's performance by the On-site Supervisor will be completed at the conclusion of the internship. The forms include both quantitative and qualitative evaluations of the Student's performance. Completed evaluation forms should be shared with the Student before submission to the Advisor by the indicated deadline.

Student: Documentation of successful completion of the internship must be submitted by the Student in the form of a self-evaluation form. The self-evaluation form is located in the appendix.

Students are expected to submit a completed internship evaluation form, in which they provide information about the internship and the internship site for the use of the Higher Education Program and future students.

Responsibilities of the Student

The Student is responsible for completing the following activities and assignments:

- 1) Submit a completed Internship application and Internship plan to the Advisor before the deadline stated above.
- 2) Ensure that the On-site Supervisor has a final evaluation form and has submitted it to the Instructor by the due date (for fall and spring, the Friday prior to finals week, and Thursday of week eight during Summer II.)
- 3) Submit the completed Internship evaluation form to the Instructor by the Friday prior to finals week during fall and spring terms (Thursday of week eight during Summer II).

The Student also is expected to do the following:

- 1) Inform the On-site Supervisor of all deadlines and provide him or her with a copy of this manual and all necessary forms.
- 2) Communicate concerns or significant difficulties with the Internship to the On-site Supervisor, the Instructor, or both as soon as possible.
- 3) Maintain professional behavior at all times. Also, Students are subject to the student conduct policies of TTU.

Expectations of the On-site Supervisor

The On-site Supervisor is a teacher and guide for the Internship learning experience. As such, he or she should:

- 1) Have sufficient professional experience, time availability, office resources, and willingness to provide a Student with the necessary supervision;
- 2) Make the site selection interview as rigorous as an employment interview, thereby giving the Student the chance to practice interviewing skills;
- 3) Hold a meeting with the Student to discuss and document expectations at least one week prior to the beginning of the Internship experience;
- 4) Orient the Student to relevant professional and institutional norms, ethical standards, and policies;
- 5) Provide an appropriate and timely formative and summative evaluation of performance;
- 6) Be a role model of professional behavior; and
- 7) Contact the Advisor or Graduate Certificate and Master's Program Coordinator if there are questions or concerns as to the appropriateness of the Internship experience or if the performance of the Student falls below “satisfactory” levels.

Additionally, the On-site Supervisor is responsible for the following tasks and activities:

- 1) Work with the student to complete the Internship application form, including signatures;
- 2) Collaboratively design an Internship experience, assist the Student in crafting a Internship plan, and sign the cover page indicating approval;
- 3) Conduct two student evaluations—mid-term and final. Please meet with the student to discuss the evaluations. **Please note, only the final evaluation is required to be turned into the program.** The written evaluations should assess the level of performance of the Student.
 - a) The Final evaluation form is due to the Instructor by 5:00 p.m. of the Friday prior to finals week (Thursday of the last week of Summer II). It is the responsibility of the Student to notify the On-site Supervisor of the specific due dates for that particular term.
 - b) We also request that you complete an evaluation of the Internship Program for our records (form available from the Student or online)

4) Schedule regular weekly meetings (especially early in the term) to ensure continuous feedback and review of the Internship Plan.

5) Identify an appropriate work area and resources to be used as the Student's office during the scheduled blocks of work time each week.

As Students create an Internship plan, they should consider including opportunities to participate in the following:

- Staff and interdepartmental meetings;
- Planning meetings (e.g., staff development, program development, budget development and management);
- Publication preparation or review (e.g., reports, manuals, bulletins, newsletters, handbooks, brochures, web sites);
- Institutional research (e.g., projects in which assessment data are obtained and program reports and recommendations are made);
- Policy development and implementation;
- Interviews and conferences (i.e., areas directly related to the Internship site);
- Special projects or programs of appropriate levels of responsibility; and
- Foundational administrative activities (e.g., routine office procedures of professionals including records maintenance, software use, periodical reading, routine reports).

Please Note: Any barrier to the successful completion of the Internship Plan that cannot be resolved by the On-site Supervisor and the Student should be brought to the attention of the Advisor.

On-site Supervisor Guidelines for Evaluation of the Internship Student

Evaluation is an essential component of the Higher Education Administration Internship. When completing the separate mid-term and final evaluation forms consider the following elements:

- 1) Assess the quality of performance of the Student.
 - a) Has the Student's overall professional performance met with your expectations?
 - b) Has the Student completed assignments/projects?
 - c) Has the Student developed professional relationships with other staff members?
 - d) Has the Student demonstrated the professional behaviors necessary for the required assignments (e.g., keeping time commitments)?
- 2) Provide feedback to the Student on his or her professional competencies.
 - a) What are the observed professional strengths of the Student?
 - b) What professional skills need further development?
- 3) Evaluate the professional experiences that the Internship provided the Student and the activities in which he or she participated.
 - a) What impact did the Internship activities have on the goals and direction of the department/office?
 - b) What professional skills has the Internship provided for the Student?
 - c) What interaction with other professionals has the Internship experience required?

Please share your assessments and feedback with the Student and provide him or her with opportunities for self-reflection. When completing written evaluations, provide the Student an opportunity to view your comments and numerical evaluation and ask questions about them. Finally, submit written evaluations to the Advisor by the deadline dates (e.g., e-mail, mail, FAX, or student delivery of a sealed envelope). Finally, as an On-site Supervisor, you might consider requesting feedback or evaluation from the Student. He or she will complete an evaluation of the Internship for the Internship Program, so you may request a copy from the student or design your own feedback instrument.

Grading

All materials must be submitted on time in the proper form. The Advisor will determine the final grade in consultation with the On-site Supervisor using the following criteria:

- 1) Evaluations by the On-site Supervisor, including the site visit;
- 2) Submission of the Internship application;
- 3) Quality of the Internship plan;
- 4) Successful completion of Internship;
- 5) Submission of the Internship evaluation; and
- 6) Timeliness and professionalism of completing all requirements for the Internship.

Because of the short turnaround between the due date for final materials and the grade submission deadlines, late materials may jeopardize the ability of the Instructor to submit a final grade, so please observe due dates. Grades of Incomplete will be considered only in special circumstances and with the prior approval of the Advisor.