Winning With Teamwork:

A Guide to Internships

for

Undergraduate Students

in

The School of Information Studies

Syracuse University

This Guide is for undergraduate students at the School of Information Studies, Syracuse University, majoring in Information Management and Technology.

Updated 08/11/2008
Table of Contents

Introduction and Philosophy of the IST Internship Program .......................... 4
Benefits for Those Involved in the Internship Program ........................... 5
Frequently Asked Questions about Internships ........................................ 6
**Just the Facts:** Finding an Internship Opportunity .................................. 8
Tips for Finding an Internship Opportunity ........................................... 9
Who's Who in the Internship Process ..................................................... 10
**Just the Facts:** When You’ve Accepted a Position ............................... 11
…..Once You’ve Started Work ............................................................. 11
What’s What: The Forms and Their Destinations .................................. 13
Making the Grade ................................................................................. 14
Getting Credit ....................................................................................... 14
Money Matters ..................................................................................... 14
A Checklist ........................................................................................... 15

The Forms .............................................................................................. 17-29
  Sample Resume...................... 17
  Sample Cover Letter............. 19
  Proposal.............................. 21
  Learning Agreement.......... 23
  Student Evaluation......... 25
  Site Supervisor Evaluation.. 27
An Introduction to the Internship Process

The Purpose of an Internship Opportunity:

In recognition that education extends beyond the formal classroom, the faculty of the School of Information Studies (IST) recommend students to participate in special learning situations outside existing courses. The internship program is designed to provide the student with the opportunity to work in a day-to-day professional environment under the supervision of an experienced professional and with the guidance of an IST faculty member. In addition, the programs are designed to promote positive interaction between the faculty and students of IST and experienced information management and technology professionals in institutions, businesses, libraries, and other agencies.

The difference between Co-ops and Internships:

At the School of Information Studies, co-ops and internships are differentiated primarily by their duration. A co-op, or cooperative work or education experience, is a paid position that usually lasts 12-16 weeks, extending beyond a single semester. An internship is much shorter, 6-10 weeks, and can be paid or non-paid.

Students are encouraged to seek meaningful, relevant experiences in which they can apply the theories taught in the classroom to real world applications. While Site Supervisors do share their knowledge and expertise with interns and co-ops, the students give a tremendous amount back to the organization in terms of projects completed, professional services rendered, enthusiasm, creativity, and new approaches to information problems.

Where the Internship fits into an IST Program:

Students can register for credit for their internship experience, but only after completing approximately one-half to two-thirds of their academic program for the School of Information Studies. This is to ensure that they have the skills to be successful in the work experience they select. However, students are encouraged to plan early so that their work experience will best parallel their professional goals. It is never too early to contact the Academic Advisor or the Faculty Supervisor to develop a goal and discuss possibilities.

Internship experiences for credit can be used as “Elective IST” credit or “General Elective” credit.

The School of Information Studies at Syracuse University does not discriminate against employers, students, or applicants on the basis of race, gender, handicap, age, veteran status, national origin, or political affiliation.
Benefits for Everyone

An internship opportunity is a winning situation for everyone involved! While you, the student, gain real work experience, your employer gains the use of your skills for a short period of time. Let’s take a closer look at exactly what benefits will accrue for the various parties:

**For the Student:**

- practical experience using information skills and applying theoretical knowledge
- pursue a special interest in a subject specialty
- interact and communicate with professionals
- experience an information setting consistent with professional goals
- become aware of employment opportunities
- test theoretical concerns against reality
- understand the role of the sponsoring site within the community
- develop a professional self-awareness
- develop professional contacts for future advice and job seeking

**For the Site:**

- develop and implement special projects
- have additional professional-level assistance available
- gain fresh insights from students currently studying leading-edge approaches
- interact with students and programs of the School of Information Studies

**For the School of Information Studies:**

- provide stimulating, practical learning environments for students
- meet the individual needs of students
- promote a good working relationship with public and private sector organizations
1. **Do I HAVE to do an internship?**
No. Internships are not currently required in the undergraduate curriculum at the School of Information Studies. However, the chance to further develop skills learned in the classroom, to make connections in the working world, and to test possible career plans is an invaluable opportunity that many students choose to take advantage of. In addition, internships are an impressive addition to a recent college graduate’s resume.

2. **What will an internship opportunity cost?**
You must pay regular Syracuse University credit hour costs for your internship. If you are earning 6 credit hours, you must pay the bursar’s office for 6 credits.

Also, an internship opportunity which takes place outside of the Syracuse area may require students to find and pay for their own housing, and provide for their own transportation. For this reason, the experience should not necessarily be considered a money-making undertaking. However, the paybacks in terms of professional experience and personal networking may outweigh the financial challenges of such an experience.

3. **How and where do I register for an internship?**
You must register through the online MYSLICE system for your internship, just like you would for any other class. Register for IST 471 for all paid and non-paid experiences. Be sure to enter the number of credit hours you are seeking for the internship. This is a variable amount (1-6) in the MYSLICE system that defaults to one credit hour if no value is entered. If you have questions about registering for your internship, contact Kathy Benjamin (kabenjam@syr.edu) for assistance.

In addition, you must document your internship by submitting the forms found in the LMS - IST 471. **The Proposal Form must be turned in to the LMS - IST 471 at least one week before you begin working (an example of this form can be found on page 21 of this booklet). You will not get credit for the internship if you do not turn in this paperwork!**

Also, the Proposal cannot be accepted for past work experiences. The three additional forms necessary for internship credit are the Learning Agreement, Student Evaluation and Site Supervisor Evaluation. There are also required postings, all of which can be found in the LMS - IST 471.

4. **What if my work assignment won’t end before the end of the semester?**
You will have a missing grade on your next grade report. Once the assignment is completed and your Evaluation Forms have been turned in, a grade will be inserted for you. Make arrangements ahead of time with your Faculty Supervisor.

5. **What if I want to extend my internship for another semester?**
A maximum of six (6) internship credit hours can be earned for an internship experience. However, undergraduates are allowed a total of twelve (12) internship credits during their program of study. Contact your Faculty Supervisor to decide how to register for the additional credits and to ensure that your grade is not withheld.
Internship sites are as varied as the students who find them. When you are searching for a site, consider these organizations that have hosted iSchool interns in past semesters:

- **MTV Networks**, New York, NY
- **Pratt & Whitney**, East Hartford, CT
- **Bank of New York**, Syracuse, NY
- **Travelers**, Hartford, CT
- **Cigna Corporation**, Bloomfield, CT
- **United Parcel Service**, East Syracuse, NY
- **Merrill Lynch**, New York, NY
- **Paine Webber, Inc.**, Weehawken, NJ
- **Bristol-Myers Squibb**, Syracuse, NY
- **Children’s Hospital of Boston**, Boston, MA
- **General Electric (GE)**, Schenectady, NY
- **Harper Collins Publishing**, New York, NY
- **America On Line (AOL)**, Dulles, VA
- **Liberty Mutual**, Portsmouth, NH
- **Discover Financial**, Riverwoods, IL
- **US Department of the Treasury**, Hyattsville, MD
- **Via-Health**, Rochester, NY
- **Hewlett Packard**, Palo Alto, CA
- **Acquire Media**, Burlington, MA
- **JPMorganChase**, New York, NY
Just the Facts: Finding an Internship

In selecting a site, use the following Resources:

1. **Academic Advisor.** Your advisor has probably worked with other students in similar situations, and may have suggestions for where you can pursue an internship. He or she may also help you define your skills to include on your resume.

2. **Your program listserv.** This listserv (istugrad) is utilized by the School of Information Studies’ Internship Coordinator to post some currently available jobs, internships and co-ops, including local to international positions. The main web-based system in which students should search for jobs, internships, and co-ops is OrangeLink, [https://syr-csm.symplicity.com/](https://syr-csm.symplicity.com/).

3. **Center for Career Services, located in the Schine Student Center.** [http://students.syr.edu/careerservices/index.htm](http://students.syr.edu/careerservices/index.htm). This office operates in conjunction with the School of Information Studies, but may have additional strategies and/or resources for students to utilize in the career planning process. They can assist with resume preparation, interviewing, and utilization of the online database known as OrangeLink.

**Important Note:** Not all internship opportunities are secured through leads provided by career services on campus. You can also develop an opportunity on your own. Target a particular company and contact them for an initial meeting and/or conversation about a potential internship. Keep in mind these criteria that a site must meet:

- There must be a Site Supervisor who is more knowledgeable than the student
- The Site Supervisor must be willing to guide, supervise, and evaluate the student
- There must be specific, finite tasks for the student to complete
- These tasks must be considered educationally useful by the Program Director
- Be sure to obtain Susan Bonzi’s approval **before** you begin work
Tips for finding an internship site:

- **Use all your connections.** The internship opportunity does not have to come from the School of Information Studies or the Center for Career Services. Feel free to enlist the help of family, friends, professors, administrators, or anyone else you may know who is in a position to help you. Be creative in the utilization of resources from the library such as national guides for internships to reach outside of the Syracuse community. There is a vast assortment of online resources available that provide lists of internships worldwide, as well as individual company websites listing internship opportunities. Just keep in mind that the site and your role there must meet the criteria specified by the School of Information Studies in order for you to earn credit.

- **Have an effective resume.** Remember, this may be your initial contact with an employer. Make sure it reflects exactly what you want conveyed to an employer. Students who may be unfamiliar with the resume and its purpose should visit the Syracuse University’s Center for Career Services, located in the Schine Student Center for additional assistance or refer to their website: [http://students.syr.edu/careerservices/undergrad/resumes.htm](http://students.syr.edu/careerservices/undergrad/resumes.htm)

**Be persistent.**

Fax and mail your resume. Include a cover letter, and follow up with a phone call.
Who’s Who

*A guide to the important players in your internship opportunity search and successful experience:*

1. **Internship Student.** This is you. The weight of this experience is on you, but the benefits are yours to reap. Here are some things you MUST do:
   - be proactive in your search for an internship opportunity
   - ask questions and be persistent in securing an internship
   - turn in the necessary paperwork on time
   - meet with your Faculty Supervisor

2. **Your Academic Advisor.** This faculty member is assigned to you when you begin taking classes at IST. This person is available for advising you not only about the internship process, but throughout your program at IST. As your advisor, this person may be familiar with your future plans and with the classes you have taken, and may be able to offer these services to you:
   - refining skills to put on your resume
   - suggesting potential sites
   - assist in writing or approving your Learning Agreement

3. **Your Faculty Supervisor.** This faculty member will act as the professor for the course, assisting you throughout the internship opportunity, contacting your Site Supervisor to track your performance, and assigning your grade.

   *The faculty supervisor cannot give you credit for a work experience you completed in the past.* He or she cannot guarantee you a position. Your own initiative is essential for finding and completing a successful internship opportunity.

4. **Site Supervisor.** This is the person with whom you will work at the site. He or she is not determined until you have selected a site and been offered a position; and this might not be the same person who hired you. In order to qualify for this position, this person must have skills superior to yours, and must be willing to guide you and evaluate your work. The Site Supervisor’s main responsibilities are to:
   - advise you in your work
   - orient you to the site
   - provide you with the necessary space and supplies to work
   - assist with completion of the Learning Agreement
   - evaluate you at the completion of your assignment
   - communicate with the Faculty Supervisor in reference to your work

5. **Employer Relations Coordinator.** Kathy Benjamin, kabenjam@syr.edu, can help you with the internship process. She can also assist with internship registration issues and general help for internship and career searches.

6. **Slutzker Center of International Services.** International students must see their advisor in this office to ensure that they can work in the United States. *There is additional paperwork generated by the SCIS that you must complete prior to starting an internship.* The Slutzker Center is located on Walnut Place (across Waverly Ave. from Bird Library) and the telephone number is 315-443-2457.
Just the Facts: When you’ve accepted a position...

**Step 1:** Contact your Faculty Supervisor, particularly if you have not done so up to this point. This person will make sure that your selected site is appropriate before you have spent significant time filling out paperwork.

**Step 2:** Register for the course through the online MYSLICE system. It is preferable to register during the regular registration period for a semester. If you have any problems, contact Kathy Benjamin, Employer Relations Coordinator, 114F Hinds Hall, or kabenjam@syr.edu. You may register before you have found a site if you anticipate that you will find one during a particular semester.

**Step 3:** Fill out the Proposal Form and submit it to LMS – IST 471 Assignment Box. This registers your internship opportunity with the School of Information Studies. This form provides the school with a brief, overall outline of what you think you will be doing at the site. While it must have some detail, you do not need to know every aspect of your internship at this point. If you need assistance, discuss the form with your Site or Faculty Supervisor. This form **MUST be turned in at least one week before you begin work.**

....Once you’ve started work...

**Step 4:** Complete the Learning Agreement. This form should be completed once you have worked **30 hours** on the site. By this point, you will have a much better idea of exactly what you are doing on the job, and can detail your assignment more accurately. If there are changes between what you expected to do and what you find you are actually doing, report them here. You may limit your response to the form, or attach additional pages if necessary. This form is an important part of your grade, so it should be taken seriously and filled out with care. Submit your Learning Agreement to the Assignment Box in LMS – IST 471.

**Step 5:** Check LMS - IST 471 for additional assignments/postings during the semester.

**Step 6:** Midway point. Expect your Faculty Supervisor to contact your Site Supervisor for a discussion of your performance. In some cases, the Faculty Supervisor may make a site visit.

**Step 7:** Finish the work assignment. At this point, you must complete the Student Evaluation Form. This form will not affect your grade, but will give you the opportunity to rate the value of the experience in relation to your overall program at the School of Information Studies and to your career goals.

**Step 8:** Ensure that your Site Supervisor has completed the Site Supervisor Evaluation Form. Your supervisor will receive a copy of this form early in your internship, but it is a good idea for you to make sure that he or she is in possession of the correct form, and that it is returned in a timely manner. In addition to the form provided by the School of Information Studies, the Site Supervisor may choose to evaluate your performance using an in-house evaluation form. This is also an excellent time to request that your Site Supervisor provide you with a reference letter for your future use.
When you've made it this far...

Congratulations!

You have successfully completed your Internship Opportunity!
What’s What: Forms and Their Destinations

Only the underlined forms are required to earn credit. All forms should be sent directly to LMS-IST 471.

♦ **The Resume:** (page 17) This is your primary method of introducing yourself to potential employers. It usually consists of 1-2 pages, highlighting education, skills, and work experience. Resource: [http://students.syr.edu/careerservices/undergrad/resumes.htm](http://students.syr.edu/careerservices/undergrad/resumes.htm)

♦ **Cover Letter:** (page 19) A cover letter may act as an introduction to an employer by accompanying your resume, or act as your formal application for a position. It should be one page, clearly stating why you are the person for the job. Resource: [http://students.syr.edu/careerservices/undergrad/coverletters.htm](http://students.syr.edu/careerservices/undergrad/coverletters.htm)

♦ **Proposal Form:** (example on page 21) This form must be filled out by you, the student, and submitted to the assignment box in LMS – IST 471 (formerly WebCT). It is due at least one week before beginning a work assignment. This form provides information about the assignment such as where and with whom you will be working, and gives a brief outline of the tasks that have been discussed with the Site Supervisor.
   *This form is required in order to earn credit.*

♦ **Learning Agreement:** (example on page 23) This form should be filled out by you, in cooperation with your Site Supervisor, and submitted to LMS – IST 471. It is due after completion of 30 hours of work at the site. This form will establish precise learning objectives which will be met throughout the assignment, detail the tasks to be completed, and finalize your responsibility to the employer. *This form is required in order to earn credit.*

♦ **Student Evaluation:** (example on page 25) This evaluation is due upon completion of the work assignment, and provides you with an opportunity to rate the work experience and process. Your comments on this form will not affect your grade, but it must be submitted to LMS – IST 471 before the grade is assigned. *This form is required in order to earn credit.*

♦ **Site Supervisor Evaluation:** (example on page 27) The Site Supervisor Evaluation is due upon completion of the work assignment. It provides the Site Supervisor with the opportunity to express satisfaction or dissatisfaction with your performance, and recommend a grade. *This form is required in order to earn credit.* Site Supervisors should submit the evaluation form to Kathy Benjamin (email kabenjam@syr.edu or fax 315-443-5673) for assessment purposes and it will then be passed on to the faculty supervisor for review.
A+  Making the Grade

The person responsible for assigning your grade is your Faculty Supervisor. He or she may require additional assignments in addition to the forms required by the School of Information Studies. Be sure to check LMS - IST 471 for any assignments or postings. Your Learning Agreement is also an important element toward your grade. If the Proposal and Learning Agreement forms are not turned in, you will not receive a grade. If you have a problem that may prevent you from turning the appropriate forms in on time, contact the Faculty Supervisor before the end of your work assignment.

Getting Credit

Basically, the hours spent at the work site are those included toward your earning credit. However, in some cases, the employer may allow you to work remotely for a portion of the internship. This does not include hours spent traveling to and from the internship site. A rule of thumb: 1 Credit = 50 work hours.

For 3 Credits, you must work 150 on site hours.
For 6 Credits, you must work 300 on site hours.

Take care to register for the correct course number and the correct number of credits. If you need to change your registration, use the online MYSLICE registration during the "schedule adjustment" timeframe or see Kathy Benjamin (kabenjam@syr.edu) for assistance.

$  Money Matters

Credits earned through internships are credits just like those earned in class. You will need to pay the regular University credit hour charge for each one. Financial aid will apply to these credits as to any others.
A Checklist for your use:

1. Finding an Internship Position:
   _____ Meet with your Academic Advisor (*recommended*)
   _____ Check OrangeLink for internship opportunities
   _____ Familiarize yourself with the internship process outlined in the iSchool's guide book, "Winning with Teamwork"

II. After you have accepted an offer:
   _____ Contact your Faculty Supervisor (*recommended*)
   _____ Register for IST 471
   _____ Meet with your Site Supervisor
   _____ Fill out a Proposal Form, submit it to LMS - IST 471 assignment box

III. During the internship:
   _____ Fill out the Learning Agreement, submit to LMS – 471 Assignment box after you have worked 30 hours
   _____ Work the necessary number of hours
   _____ Complete any postings and/or assignment(s) for your Faculty Supervisor

IV. Upon completion of the assignment:
   _____ Fill out the Student Evaluation Form
   _____ Remind your Site Supervisor to complete an evaluation form
   _____ Complete any assignment(s), if required, for your Faculty Supervisor
LORA A. STUART  
XXX@SYR.EDU

464 Brown Street  
Brooklyn, NY 11209  
718-238-xxxx

1009 Harrison Street, Apt. 2  
Syracuse, NY 13210  
315-423-xxxx

OBJECTIVE
To obtain a challenging position in information management and technology which utilizes my strong communication, organizational and technical skills.

EDUCATION
Syracuse University, School of Information Studies, Syracuse, NY
Bachelor of Science in Information Management and Technology, May 20XX
Minor: Biology
Major GPA 3.6; Overall GPA 3.094
Dean’s List Spring Semester 1999

COMPUTER SKILLS
Internet, Windows 3.x/9X, Microsoft Access, Excel, PowerPoint, Word, Adobe PageMaker, Pascal, Delphi

RELATED COURSEWORK
- Applications of Information Systems: types, organization, management, database management
- Systems Analysis: systems development life cycle, CASE tools, modeling concepts, data flow diagrams
- Networking: protocols, topologies, OSI Model, TCP/IP, LANs, MANs, WANs, devices, data transmission
- Telecommunications Regulations: local/long distance, wireless, cable TV, satellites, Internet issues
- Information Retrieval Skills: Dialog, Data Star, Lexis Nexis, search strategy, indexing, file structure
- Information Policy: encryption, computer crime, piracy, intellectual property, copyright, E-commerce
- Internet Design: HTML, UNIX, Telnet, FTP, PERL, Java, JavaScript, relational databases

RELATED EXPERIENCE
Summer Intern, KeySpan Energy, Hewlett, NY  
Summer 1999
Planned and designed a database (Microsoft Access) to maintain employee records for implementation by Electric Design & Construction Department of KeySpan Energy

Projects:
- Semester long individual project creating a website for a business (12/99)
- Team presentation about the Intranet and its value to the corporate world (April 2000)
- A proposal to secure hardware and software to implement an information system for a small business (12/99)
- Individual project modeling an organizational process using specified modeling techniques (12/99)
- Team project analyzing a business process using specific information modeling techniques (12/99)

EMPLOYMENT
Demonstrated and strengthened my communication, interpersonal and organizational skills. Exhibited responsibility, adaptability and perseverance across these temporary jobs (full details upon request):
- Snack Bar Associate, Syracuse University Food Services (Syracuse, NY)  
  August 1997-May 1999
- Sales Associate, Genovese Inc. (Brooklyn, NY)  
  Summer 1998
- Head Camp Counselor, World of Discovery Day Camp (Brooklyn, NY)  
  Summer 1998
- Camp Counselor, Poly Prepatory Country Day School (Brooklyn, NY)  
  Summer 1996, 1997
- Circulation Desk Attendant, Barclay Law Library (Syracuse University)  
  August 1996-May 1997
- Junior Camp Counselor, Good Shepherd Lutheran Church (Brooklyn, NY)  
  Summer 1995

INTERESTS/ACTIVITIES
Alpha Xi Delta National Sorority – Marshal (responsible for maintaining order at meetings) 1997-present
Volunteer at Lutheran Medical Center Emergency Room  
Summer 1998

17
Mr. John Doe  
Senior Product Planner  
Acme Information Systems  
Six Cutler Drive  
New York, NY  10001  

Dear Mr. Doe:  

While I was reading through the September 2 issue of *Computers This Week* I was impressed with the description of your agency’s Macintosh to IBM connectivity solutions. I will graduate from Syracuse University with a Bachelor of Science in Information Management and Technology this May. I am seeking an opportunity to work with personal computers and workstations at your company.  

My academic coursework has required me to thoroughly learn how computer systems function in a corporate environment. One class project involved establishing a computer network among more than 50 personal computers at a local company in Syracuse. The project was successfully completed using the innovative skills I have gained in my program.  

My internship at Hospice of Central New York gave me the chance to work with a large network of Macintosh computers and to see ways to increase productivity through the use of personal computers. With the widespread implementation of the Macintosh System 7.0, all Macintosh users will gain unprecedented networking capabilities. I am confident that I could support all of your end users in their transition to more sophisticated systems such as client server database access. My attached resume describes by background in more detail.  

I will plan to call you within the next two weeks to discuss any opportunities there may be for me at Acme Information Systems. Thank you for your time and consideration.  

Sincerely,  

Matt Knowitall  

Enclosure  

STUDENT INFORMATION
Name: ___________________________ SU ID #: ___________________________

Degree Program: Undergraduate □ BS Graduate □ IM □ TNM □ LIS (School media students must use other form)

How many credit hours have you completed towards your degree? __________________________

Current Address: __________________________
City: __________________________ State: _______ Zip: _______ Phone: __________________________

E-mail: __________________________

Gender: □ Female □ Male Disability: □ Yes □ No

Ethnicity: □ African American □ American Indian/Alaskan Native
□ Asian American/Pacific Islander □ Caucasian
□ Hispanic □ Other __________________________

Are you a United States citizen? □ Yes □ No If no, are you a permanent resident? □ Yes □ No

Semester your Internship will begin: □ Fall □ Spring □ Summer Year: __________

Semester in which you will register: □ Fall □ Spring □ Summer Year: __________

Number of credits: _________________ (Remember, 50 work hours = 1 credit)

Is this your □ 1st Internship through the iSchool? □ 2nd Internship through the iSchool?

Have you been involved in any type of experiential learning since you enrolled in college? □ Yes □ No

This is for a □ paid Internship □ unpaid Internship

Approximate dates of work block: From: / / To: / / __________

Schedule (days, hours of work): __________________________

Academic Advisor: ___________________________ Faculty Supervisor: ___________________________
I INTERNSHIP SITE INFORMATION

Organization Name: ____________________________________________________________

Address: __________________________________________________________________

City: ___________________________ State: _________ Zip: _________________________

Phone: _________________________ Fax: _________________________________

E-mail: _________________________ URL: _________________________________

SITE SUPERVISOR

Name: (Mr. or Ms.) ____________________________________________________________

Title: ___________________________ E-mail: _________________________________

Phone: ___________________________ Fax: _________________________________

Additional Contact (if any): _________________________________________________

Title: ___________________________ E-mail: _________________________________

Phone: ___________________________ Fax: _________________________________

PLEASE PROVIDE A BRIEF DESCRIPTION OF YOUR PROPOSED PROJECTS/ACTIVITIES.
(This is only your proposed activities. We realize this may change once you are involved in the internship.)
## Learning Agreement

This form is **required** to earn credit for an internship or co-op and **must** be submitted to the Assignment Box in LMS – IST 471 upon completion of **30 hours** of the work assignment. *Late paperwork can affect your grade.*

Student and Site Supervisor must agree to the contents of this form. Keep a copy for your records and give a copy to your site supervisor. We will notify you if any parts of the Learning Agreement need to be changed.

<table>
<thead>
<tr>
<th>Name: ________________________________</th>
<th>SU ID #: ____________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Degree Program: Undergraduate ☐ BS</td>
<td>Graduate ☐ IM ☐ TNM ☐ LIS (School Media students use other form)</td>
</tr>
<tr>
<td>Current Address: ______________________</td>
<td></td>
</tr>
<tr>
<td>City: ___________ State: ___________ Zip: ___________ Phone: ____________________________</td>
<td></td>
</tr>
<tr>
<td>E-mail: ____________________________</td>
<td>Dates of work block: From <strong><strong>/</strong></strong>/____ to <strong><strong>/</strong></strong>/____</td>
</tr>
<tr>
<td>Schedule (days, hours of work): ____________</td>
<td></td>
</tr>
<tr>
<td>Semester of Registration: ____________</td>
<td>Course #: ____________ Credits: ____________</td>
</tr>
<tr>
<td>Academic Advisor: ______________________</td>
<td>Faculty Supervisor: ______________________</td>
</tr>
<tr>
<td>Internship Site Name: ______________________</td>
<td></td>
</tr>
<tr>
<td>Internship Site Address: ______________________</td>
<td></td>
</tr>
<tr>
<td>City: ___________ State: ___________ Zip: ___________</td>
<td></td>
</tr>
</tbody>
</table>

### STUDENT

| Title: ______________________ |
| Work Phone: ______________________ |
| Fax: ______________________ |
| Wages (hourly): ____ (stipend): ________ |

### SITE SUPERVISOR

| Name: ____________________________ |
| Title: ____________________________ |
| Work Phone: ____________________________ |
| E-mail: ____________________________ |

114 Hinds Hall • Syracuse, NY 13244 • TEL 315-443-6137 • FAX 315-443-5673

[www.ischool.syr.edu](http://www.ischool.syr.edu)
**Project Description:** Be as detailed as possible; use extra sheets if needed.

**Rationale:** (How does the internship fit into your overall program?)

**Methodology:** (How is the work to be done?)

**Communications:** (When, where, and how often will discussions take place?)

**Miscellaneous:** (Vacation days, holidays, special arrangements, etc.)

**Criteria for Evaluation:** (How will your supervisor evaluate your performance?)

☐ By completing and posting this form, I am aware of my responsibilities and will abide by them and the agreement written above.
Syracuse University  
School of Information Studies  

Student Evaluation

This form is due upon completion of your internship opportunity. While your answers will not affect your grade, the evaluation form must be submitted to the assignment box in LMS – IST 471 before you will receive a grade. Please use additional pages if necessary.

Name: ___________________________ SU ID #: ___________________________

IST Degree Program: Undergraduate □ BS  
Graduate □ IM □ TNM □ MSLIS □ School Media  
Distance Learning: □ Yes □ No

Current Address: __________________________________________________________

City: ______________ State: ____ Zip: ______ Phone: _________________________

Academic Advisor: ______________________ Faculty Supervisor: ______________________

Internship Site Name: ______________________________________________________

Address: __________________________________________________________________

City: ______________ State: ____ Zip: ______ Phone: _________________________

Dates of work block: From: ___ / ___ / ______ To: ___ / ___ / _________

Supervisor Name: ______________________ Title: _____________________________

E-mail: _________________________________________________________________

• Brief description of project/activities:

• Did your work assignment meet your expectations? (No 1 2 3 4 5 6 7 Surpassed them) Please explain:

• Did you feel your time was well spent? (No 1 2 3 4 5 6 7 Very well spent) Please explain:

• Did you receive enough direction and feedback from your Site Supervisor? (No 1 2 3 4 5 6 7 More than enough) Please explain:

114 Hinds Hall • Syracuse, NY  13244 • TEL 315-443-6137 • FAX 315-443-5673  
www.ischool.syr.edu
Did you receive enough direction and feedback from your **Faculty Supervisor** (Susan Bonzi)?
(No 1 2 3 4 5 6 7 More than enough) Please explain:

In total, what did you think of your internship opportunity? (Useless 1 2 3 4 5 6 7 Extremely Valuable) Please explain:

To what degree were you able to apply your classroom knowledge to your work experience?
(None 1 2 3 4 5 6 7 High) List classes that were helpful:

In your opinion, what was the **most outstanding** part of the experience?

In your opinion, what was the **least valuable** part of the experience?

Please list any honors/special recognition you received during the internship:

How did you obtain your internship? (Career Fair, OrangeLink, School of Information Studies, Career Services at Schine, personal contacts/networking, alum, direct contact with organization, other online resource, faculty, etc.)

☐ Please check this box if we have your permission to share the contents of this evaluation with your employer.

THANK YOU!
Site Supervisor Evaluation

for

Bachelor of Science in Information Management & Technology Program

Student Name: __________________________________________________________

Semester of Internship: __________________________________________________

Organization Name: _____________________________________________________

Site Supervisor Name: ___________________________________________________

To the Site Supervisor:

Please evaluate the student intern’s performance by completing this form. Your comments, as well as your rating of the student’s performance, would be most helpful in providing valuable feedback to the student intern. This evaluation also provides the Faculty Supervisor overseeing the internship, valuable information helpful in determining the student intern’s grade for the experience. This evaluation can be reviewed with the student prior to your returning it to the School of Information Studies.

In an effort to ensure that the learning objectives for the academic program in which the student is enrolled are on target, we would appreciate your feedback. Please evaluate, to the best of your ability, the students’ competencies for these learning outcomes. This evaluation tool is also included.

We appreciate the time and consideration you have given our student intern. All completed forms can be sent to Kathy Benjamin (kabenjam@syr.edu or fax 315-443-5673).

1. If you had a vacancy, would you recommend this student for consideration? If yes, for what type of position? If no, why not?

2. Do you have any suggestions for improving the School of Information Studies Internship Program from your perspective?

3. Would you like to have another School of Information Studies student intern? Y / N ________

4. Was the content of this evaluation discussed with the student? Y / N ________

Please give a number grade and comments if applicable:
| Ability to analyze problems, assist in providing original solutions, and follow through with implementation plans | Poor | 1 | 2 | 3 | 4 | 5 | Excellent |
| Comments: | | | | | | | |

| Ability to grasp essentials, follow instructions, and reach sound conclusions | Poor | 1 | 2 | 3 | 4 | 5 | Excellent |
| Comments: | | | | | | | |

| Enthusiasm, curiosity, and creativity; attitude towards work | Poor | 1 | 2 | 3 | 4 | 5 | Excellent |
| Comments: | | | | | | | |

| Ability to work on a professional level | Poor | 1 | 2 | 3 | 4 | 5 | Excellent |
| Comments: | | | | | | | |

| Quality of work | Poor | 1 | 2 | 3 | 4 | 5 | Excellent |
| Comments: | | | | | | | |

| Trustworthiness and reliability | Poor | 1 | 2 | 3 | 4 | 5 | Excellent |
| Comments: | | | | | | | |

| Ability to learn from others and take criticism | Poor | 1 | 2 | 3 | 4 | 5 | Excellent |
| Comments: | | | | | | | |

| Ability to work independently | Poor | 1 | 2 | 3 | 4 | 5 | Excellent |
| Comments: | | | | | | | |

Please rate the **Intern’s Capabilities** using the following scale: **S/D** (Strongly Disagree), **D** (Disagree), **1**, **2**, **3**, **4**, **5**.
Information Management & Technology
Learning Objectives

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<th></th>
<th></th>
<th>S/D</th>
<th>D</th>
<th>A</th>
<th>SA</th>
<th>N/O</th>
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</thead>
<tbody>
<tr>
<td>1.</td>
<td><strong>Information Management:</strong> Knowledge of the functional areas</td>
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<td></td>
<td>of information management and their application to a variety of</td>
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<td></td>
<td>organizational contexts.</td>
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<td>2.</td>
<td><strong>Information Problem Solving:</strong> The capability to use critical</td>
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<td>thinking skills and creativity for understanding the uses of</td>
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<td>information for solving complex problems.</td>
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<td>3.</td>
<td><strong>Information Technology Understanding:</strong> An understanding</td>
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<td>of the uses of information technologies for solving human</td>
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<td>problems.</td>
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<td>4.</td>
<td><strong>Leadership and Teamwork:</strong> The capability to accomplish</td>
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<td>5.</td>
<td><strong>Information and Society:</strong> An understanding of the need for</td>
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<td>and use of information in relation to ethical, societal,</td>
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<td>regulatory, and technological issues.</td>
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<td>6.</td>
<td><strong>Professional Communication:</strong> The capability to clearly and</td>
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<td>effectively communicate ideas in writing and orally.</td>
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<td>7.</td>
<td><strong>Information Technology Capabilities:</strong> The capability to use</td>
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<td>relevant technologies appropriate to solve problems.</td>
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<td>8.</td>
<td><strong>Lifelong Learning Skills:</strong> Recognition of the need for and</td>
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<td>an ability to engage in lifelong learning.</td>
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Thank you for participating in our program.

Signature ____________________________________  Title _____________________________  Date __________