

INTRODUCTION AND OVERVIEW

This manual has been developed to guide the field experiences of students enrolled in the Internship for Professions courses of the Department of Foreign Languages and Literatures, FREN, GERM and SPAN 4882, 4883, and 4884. Upper division foreign languages majors who have met the criteria for field placement may enroll in these courses to earn 1, 2 or 3 credit hours. These student interns will perform professional services in the foreign language for an appropriate agency, business or organization (henceforth referred to as the Sponsor) for a total of 42-126 contact hours/credit hours, depending on the amount of work done outside the placement (such as students' written reports). The internship may serve as the capstone experience of students' academic preparation for working in a professional environment, and may be pursued in a variety of fields including but not limited to business, criminal justice, health sciences and social services. Faculty supervisors from the Department of Foreign Languages and Literatures organize and provide indirect supervision of field placements. An on-site field supervisor directs and evaluates students' activities at the business, agency or organization. Faculty supervisors evaluate written assignments, and, in consultation with the field supervisor, assign grades. The student, field supervisor and faculty supervisor maintain communication concerning professional development, issues, policies, and evaluations.

During the internship, students are expected to provide service to the Sponsor, and are expected to gain an understanding of the philosophy, organization, and internal structure of the sponsoring entity. The internship is a means whereby students can assume professional responsibilities, clarify their own goals and interests, assess aptitudes, and acquire direction for their future careers. In addition to developing their own professional expertise, interns will be expected to contribute to the mission and goals of the sponsor so that both parties benefit from the internship.

PROGRAM GOALS

The internship provides students with practical experience in the use of the foreign language and the opportunity to develop cultural competence under the supervision of practicing Sponsors in different professional fields. It affords experiences that will help students attain beginning professional competence and develop self confidence. It offers students the opportunity to test their aptitude and commitment to a field of professional activity and help clarify future career goals. In terms of general educational and performance goals, interns are expected to:

- Become familiar with the purposes, methods, and problems of the Sponsor and to learn to work within its policies and procedures.
- Learn the practical mechanics of the Sponsor's operations; e.g., the use of equipment, files, forms, and reports; and the proper approach to working with colleagues and clients.
- Gain competence in professional skills involving the use of the target language and increased familiarization with the cultures that employ it.
- Develop an ability to observe and listen and to strengthen communication skills in both

written and oral forms in the foreign language.

- Accept persons from different cultural and socio-economic backgrounds and respect various value systems and lifestyles.
- Tolerate frustration and be flexible, adaptive, and creative.
- Practice discipline in reporting to work on time, keeping appointments, preparing for supervisory conferences, planning and organizing work, meeting deadlines, and accepting constructive criticism as part of the learning process. Gain an understanding of the Sponsor's relationship to its community, clients and/or customers.

EXPECTATIONS FOR STUDENTS

The specific nature of the internship will depend on the sponsoring entity and its needs. A successful internship requires that the Sponsor provide a meaningful experience for the student by allowing him or her to understand clearly the role of the professional in that setting, and that the intern provide assistance to the Sponsor. Potential activities in which students may be involved include but are not limited to:

- Rendering translating and/or interpreting services.
- Assisting in community outreach or service program.
- Assisting in the planning, development, and evaluation of materials and programs.
- Participating in training programs and staff meetings.
- Observing and studying the organization and management of the Sponsor, paying special attention to the techniques of administration it employs in providing goods and services to its publics.
- Assisting other professionals in achieving the Sponsor's goals.
- Preparing, editing, and presenting information for the media; assisting in public relations and informational campaigns.
- Sitting in on meetings; conducting intakes and interviews; managing casework.
- Developing pamphlets, exhibits, posters, or library resources; preparing newsletters, brochures, or information packets addressing Sponsor's activities.
- Participating in fund raising, membership drives, and proposal writing activities.
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- Assisting with networking, referral, and inter-agency coordination of activities.
- Assisting with needs assessment; proposing plans, programs, and actions for addressing identified needs.

STUDENT INFORMATION

Placement with a Sponsor

To be eligible to begin an internship, a student **must be a declared major in the Department of Foreign Languages and Literatures, have junior or senior status, and possess a 3.0 overall GPA and a 3.0 GPA in the language in which they are majoring. There are no exceptions to these rules.** The student must complete an application form (Appendix A) before registering for an internship.

Each student will meet with his or her academic advisor, or the coordinator of the internship experience if that is not the same person as the advisor, to discuss the possible placement sites for the internship and the selection of a faculty member to serve as faculty supervisor. This meeting should take place early in the semester prior to the semester in which (s)he plans to do the internship. The placement will be determined by the Sponsor's needs, the student's professional interests and goals, and the advisor's assessment of student's potential to be a successful intern.

Students must come to the meeting prepared to discuss the professional area(s) in which they are most interested and the type of Sponsor for which they most wish to work. After narrowing their interests to two or three prospective Sponsors, they will then contact supervisors at possible placement sites and ask if they are willing to take an intern during that semester. If they are willing, schedule appointments to meet and discuss the type of work to be done by an intern. After the interviews, the student will decide for which Sponsor they prefer to work. Sponsors will then provide feedback to the faculty advisor about their willingness to accept you as an intern. The acceptance of an intern candidate is solely at the discretion of the Sponsor.

You will then inform your advisor and the internship coordinator, which sponsor you prefer. You will provide the name and telephone number of the person with whom you spoke at the agency/business/organization to the coordinator who will then contact the agency to finalize the plans for the internship. You will exhibit professional integrity during the placement planning stage and during the interview. After the interview, you will follow-up with a thank-you letter to your field supervisor for providing you with an internship.

As soon as the semester begins, you must complete an information form (Appendix C), and a contract (Appendix D) and give it to the coordinator. Failure to complete the information form in a timely fashion will result in your being withdrawn from the sponsoring agency.

Many students enter an agency believing that this is exactly what they want as a career. By the

end of the semester, however, some students come to realize that "this is what I DON'T want to do" professionally. This also is a positive learning experience. It is important to see the internship as an opportunity for you to try a professional lifestyle, clarify goals, and gain confidence and direction. Decisions about graduate school or future employment can be better assessed after getting a sample of the work world for a semester.

Termination of Internship

If a student's performance is deemed unsatisfactory, the internship may be terminated by the sponsor and/or the department. The student will be notified in writing of this decision. Similarly, if the sponsor is unable to provide suitable learning experiences, the student may request termination.

Following termination, the student may request reassignment. A panel consisting of the department Chair, the coordinator, and the students' academic advisor will review the situation and decide whether the student should be re-assigned. *A student may be reassigned only once.*

STUDENT RESPONSIBILITIES TO THE SPONSOR

Specific responsibilities and details of the internship are a matter of negotiation between the sponsor, the student, and the coordinator to ensure a good match between the educational goals of the student, the objectives of the Department of Foreign Languages and Literatures, and the needs of the sponsor. To assist with this cooperative venture, the "Supervisor-Student Agreement Form" (Appendix E) serves to identify specific goals, tasks, and expectations of the student. Aside from those specifics, the student is expected to do the following:

1. Work 3 hours/s.h.in the sponsoring agency or on assigned, related tasks throughout the semester.
2. Be prompt and regular in attendance. If the student must be absent at any time, the supervisor must be informed as soon as possible, and the time lost must be rescheduled.
3. Perform the tasks outlined by the supervisor and meet regularly with the supervisor for feedback, instruction, coordination, and future assignments.
4. Advise the supervisor of university holidays well in advance and plan workload accordingly.
5. Demonstrate initiative, creativity, and openness to learning.
6. Practice confidentiality as relevant to the privacy of clients and the mission of the sponsor.

7. Perform in an acceptable and professional manner within the placement setting and when representing the agency.
8. Dress appropriately. If in doubt, the student should consult with his or her supervisor.
9. Demonstrate sensitivity toward and respect for coworkers and patrons of the sponsor.

ACADEMIC REQUIREMENTS

Students must prepare a written report or other agreed-upon work to their faculty supervisor at agreed upon intervals (See Appendix F for example). Students must also keep a time and travel log and a checklist of course work deadlines (Appendix G and Appendix H). The field supervisor will complete an evaluation form at the end of the semester (Appendix J). The faculty supervisor assigns a grade to your internship based on the field supervisor's recommendation and the student's other work, according to the following criteria:

A - Superior accomplishment and creativity in carrying out many assignments at the placement site. This includes exhibiting confidence (not cockiness) in all the assignments at the site; volunteering to develop, implement, etc., new programs that the site supervisor deems important and successfully doing so. You must attach any supporting evidence of such accomplishments to your weekly reports.

B - Satisfactory accomplishment of all tasks at the agency. Satisfactory accomplishment is judged by doing all that you are asked to do, but not taking initiative, volunteering, or showing creativity for any activities on your own; following all agency policies and procedures satisfactorily; etc.

C - Satisfactory accomplishment of part of the tasks at the agency but not all. Such violations as being tardy for work, not notifying placement supervisor of illness, etc., in a timely fashion, dressing inappropriately, and questionable rapport with clients and staff would be considered as deserving a grade of C.

D - Minimal accomplishment of most of the tasks at the agency. No initiative, unreliability, overall appearance of being unprepared for work, low quality work, etc., will also be considered as deserving a grade of D.

F - Failure to perform adequately in the agency OR early termination of the internship because of performance difficulties. A student will not automatically have the opportunity to retake the internship but must meet with the departmental coordinator and chair to determine the disposition of his or her particular case.

SUPERVISION OF FIELD WORK

Roles and Responsibilities of Coordinator

The coordinator is a faculty member in the Department of Foreign Languages and Literatures appointed by the department Chair. S/He has overall responsibility for field placements, and is responsible for planning, organizing, and coordinating the supervised field work. The coordinator serves as the primary liaison between the field supervisors and the Department. The coordinator works with other faculty members to ensure an exemplary field experience for each student. Basic expectations and responsibilities of the coordinator are to:

1. review student applications and assign students faculty supervisors.
2. approve and coordinate appropriate placements for students.
3. keep faculty abreast of field placement procedures and developments in the area.
4. assist students in application for field placements and serve as the first point of contact with supervisors.
5. inform student of location of available sites.
6. match student's career interest with work done by the sponsor.
7. inform student of agency assignment.
8. confer with faculty supervisors periodically to inform them of the status of placements, changes in the internship or other departmental or curriculum issues.
9. provide over-all evaluation of field education.

Roles and Responsibilities of Faculty Supervisors

Faculty supervisors work with the coordinator to ensure appropriate placements for students. The faculty supervisors maintain viable department-sponsor relations and ensure that students receive field education experiences consistent with students' needs and departmental standards. Basic expectations and responsibilities of the faculty supervisors are to:

1. review student information files.
2. coordinate field placements according to Department of Foreign Languages and Literatures procedures.
3. communicate with student and field supervisor during the semester to discuss

progress, questions, concerns, plans for improvements, and final evaluation.

4. provide information to field supervisor regarding student orientation, field experience objectives, syllabus, schedules, etc.
5. review and evaluate student's written assignments.
6. assist with planning; attend evaluation meetings.
7. make visits to the sponsor as needed and/or arranged by the student and/or the sponsor.
8. assign grades in consultation with field supervisor.

Role of the Field Supervisor

The field supervisor is the sponsor's staff person who has overall responsibility for organizing and directly supervising the student's field work experience. This includes structuring the work load for the student, assigning projects, monitoring student progress, and providing weekly or regular conference time with student, and communicating with the faculty supervisor. More specifically, the basic roles and responsibilities for the on-site or field supervisor are to:

1. interview student prior to final acceptance to determine if there is a good match sponsor student and agency expectations.
2. plan and implement an observation and orientation program for the student during the first week at the sponsor which include the following:
 - a. discuss the agency's function, philosophy, goals and policies.
 - b. provide a tour of the facility, introduce to key staff members and co-workers
 - c. discuss areas where student can expect to participate.
 - d. assign student a work space, when appropriate.
3. Provide opportunities for student to observe and/or participate in as many areas of the sponsor's work as possible, such as administrative activities, routine office procedures, intake of information, community forum, sponsor training, and staff meetings.
4. discuss term project and assign other sponsor activities.
5. refer student to references and resources and suggest readings that may assist student with sponsor activities.

6. provide ongoing guidance and support, and specific suggestions for improving skills, knowledge, and attitudes.
7. communicate with student and faculty supervisor during the internship period to discuss student's progress.
8. evaluate student at midterm and again at the end of the internship on forms provided by the Department of Foreign Languages and Literatures.

RISK MANAGEMENT

Conflict Management. In any situation involving human beings, conflicts and disagreements sometime arise. These may be minor disagreements or misunderstandings or there may be difficulties that seem important to those involved. One of the tasks of working with others is to learn how to prevent problems and resolve conflicts that may arise between or among individuals in the most constructive way possible. Working through a conflict, even though it may involve emotions and frustration, can be a positive growth-promoting learning experience. A win-win solution is in the best interest of all parties.

Following are some guidelines to use when misunderstandings and conflicts occur:

1. The first step is to talk with the person who is directly involved. For example, if there is a misunderstanding with a procedure, technicality, program activity, or with a staff member, discuss it with the person involved.
2. If the problem cannot be resolved, talk with field supervisor and faculty coordinator. (It is important to hear both sides of a disagreement and help the persons involved solve the problem, if possible). If the problem is not resolved in this way, the problem should be taken to the next level in the organizational structure until it is resolved.
3. Conflicts are personal matters and should be treated to ensure confidentiality. The conflicts should be discussed only with those involved or those who have the responsibility to solve the problem. It should not be discussed with other staff members, clients, faculty, or students.

Personal Safety. A student should never be put in a compromising position, given inappropriate/inadequate information, or make decisions for which the student has no authority. Despite diligent efforts to prevent such situations, there may be times when a student will need to make decisions about his/her personal safety or liability. It is in the best interest of the student that he or she abides by the ECU Student Code of Conduct, the code of conduct and ethics set by the agency, and expectations of professional behavior.

Boundaries With Sponsors and Clients. You are a representative of East Carolina University. Success in the internship can influence our ability to place other students. In order to provide and maintain acceptable boundaries with sponsors and their clients, you should:

1. Not transport coworkers or clients in your car.
2. Be responsible for car accidents.
3. Follow sponsor's rules when using a sponsor-owned vehicle.

Confidentiality. Follow the sponsor's rules about restricted and private materials. When in doubt about a matter of confidentiality, ask your field supervisor.

Sexual Harassment. The university has a sexual harassment policy already in place. Follow this policy for your personal safety (Appendix L). Report any suspected behavior, including substance abuse, to your field supervisor. Any irregular work hours must be approved by your field supervisor.

In order to minimize risks and to have a successful field placement, students should follow these procedures:

1. Carry yourself and conduct business in a professional manner at all times.
2. Follow sponsor's rules and regulations.
3. Be prompt in meeting assignments and responsibilities.
4. Make up any absences due to illness or an emergency. Notify supervisor and field faculty member immediately of missed days or assignments.
5. Notify supervisor of University holidays as indicated in the academic calendar.

APPENDICES

A. Application Form

B. Information Sheet

C. Student's Academic Internship Contract

D. Internship Activities Agreement Form

E. Example of Weekly Activity Report Form

F. Student Time and Travel Log

G. Checklist – Calendar of Activities and Deadlines

H. Internship Evaluation

I. Student's Assessment of the Internship

J. Sexual, Racial, or Ethnic Harassment, Discrimination, Academic Integrity, and Code of Conduct Policies

**DEPARTMENT OF FOREIGN LANGUAGES AND LITERATURES
INTERNSHIP APPLICATION FORM**

College of Arts and Sciences, East Carolina University

Student's Name _____ ID# _____

Local Address _____

Phone: Local # _____ Permanent # _____

In case of emergency, notify:

Person to notify _____ Phone # _____

Relationship to you _____

Address _____

Semester you want to do the internship: _____

List in rank order three agencies/organizations you where would like to do your field placement.

1. _____

2. _____

3. _____

Briefly describe why you selected the agencies and the experiences you hope to gain at these agencies or organizations.

Student's Signature

Date of Application

INTERNSHIP INFORMATION SHEET

Return to Dr. Dale Knickerbocker, Dept. of Foreign Languages and Literatures, GCB 3302

Student's Name: _____

I.D. Number (for grades): _____

]

Local Residence: _____

]

Name of Sponsoring Organization: _____

Telephone: _____

Name of Field Supervisor: _____

Mailing Address: _____

Directions to Sponsor: _____

Student's work schedule:

M

T

W

Th

F

Sat.

Sun.

Class schedule:

M

T

W

Th

F

ACADEMIC INTERNSHIP CONTRACT

**Department of Foreign Languages and Literatures
College of Arts and Sciences
East Carolina University**

This is a three party agreement between:

1. _____ (the "Student")
Name of intern
2. _____ (the "Agency")
Name of institution or agency hosting the internship
Represented by _____ (the "Supervisor")
Name of intern's supervisor at the Agency
3. Department of _____, East Carolina University ("_____ Department")
Represented by _____ (the "Faculty Member")
Name of faculty member directing the internship

The purpose of this agreement (the "Agreement") is to define the responsibilities of the parties in connection with the Student's internship at the Agency (the "Internship"), in order to provide an appropriate educational experience for the Student.

The Student agrees:

1. To report to the Supervisor for a total of _____ clock hours between the starting date of the Internship: _____ and the ending date of the Internship: _____.
date date
2. To enroll in ECU course _____ (the "Internship Course") in the Fall Spring Summer I Summer II semester of _____, for _____ hours of academic credit.
circle as appropriate year
3. To perform the tasks designated by the Supervisor, as described in Appendix D.

4. To perform the academic work described in Appendix D, and any other academic work assigned by the Faculty Member.
5. To provide to ECU a written evaluation of the Internship experience.
6. That he/she is not made an employee or agent of the Agency or of ECU by this Agreement.

The Agency agrees:

1. To assign educationally meaningful tasks to the Student, as described in Appendix A, and to oversee and instruct the Student as necessary in the completion of these tasks.
2. To have the Supervisor confer with the Faculty Member during and after the Internship in connection with the Student's progress.
3. At the end of the Internship, to submit to the Faculty Member a written evaluation of the Student's performance.

The Department of Foreign Languages and Literatures agrees:

1. To assess the Student's work based on conferences between the Supervisor and the Faculty member, and all written and other work to be submitted by the Student as described in Appendix D.
2. To submit a grade for the Student in the Internship Course that reflects the Student's performance of the Internship and any other requirements of the Internship Course.
3. To assess the academic quality of the Internship, and to provide the Agency upon request with a written evaluation of the assessment.

Signatures:

Student

Date: _____

For the Agency:

Supervisor

Date: _____

For the _____ Department:

Faculty Member

Date: _____

Chair

Date: _____

Appendix D

1. (To be completed by Supervisor). Tasks to be performed by the Student in connection with the Internship include, but are not limited to:

2. (To be completed by the Faculty Member) Other work to be submitted to the Faculty Member by the Student:

Accepted and approved by:

Student: _____

Supervisor: _____

Faculty Member: _____

Chair: _____

Appendix E

WEEKLY ACTIVITY REPORT FORM (sample)

A. **ACTIVITIES PARTICIPATED IN:**

B. **ACTIVITIES OBSERVED:**

C. **PERSONAL COMMENTS AND EVALUATION:**

Name: _____

Sponsor: _____

Reporting dates: _____ thru _____

Submit to your faculty supervisor by 5 p.m. on Monday of the week following the week being reported on.

CHECKLIST
CALENDAR OF ACTIVITIES AND DEADLINES

<u>Activity</u>	<u>Date Due</u>
Application for Internship	_____
Placement Selection	_____
Interview for Placement	_____
Contract Signed	_____
Report to Site for Internship	_____
Midterm Conference	_____
Midterm Evaluation Form	_____
Final Conference	_____
Final Evaluation Form	_____
Travel Log	_____
Student Evaluation Form	_____
Final Conference with Faculty Supervisor	_____

INTERNSHIP EVALUATION

College of Arts and Sciences
Department of Foreign Languages and Literatures
East Carolina University

This evaluation is an assessment of the student's knowledge, skills, attitudes, and performance during the internship period. Please respond to each item in Sections A, B, C, and D utilizing the rating scale below. Section E is provided for you to add items that are pertinent to sponsor but not covered on the listing. Sections F and G are included for you to provide additional input about the internship.

Rating Scale

- 5 = Always
- 4 = Usually
- 3 = Sometimes
- 2 = Rarely
- 1 = Never
- 0 = Insufficient evidence for evaluation.
- NA = Not applicable.

A.	<u>Attitudes and Work Habits</u>	<u>Midterm</u>	<u>Final</u>
1.	Arrives at placement on time; informs supervisor of emergencies; makes up time if necessary.	_____	_____
2.	Dresses appropriately.	_____	_____
3.	Complies with agency procedures.	_____	_____
4.	Takes initiative; a self-starter in	_____	_____
5.	Seeks out information and help when necessary.	_____	_____
6.	Is enthusiastic, open to ideas and suggestions.	_____	_____
7.	Able to work cooperatively and communicates effectively with supervisor.	_____	_____
8.	Able to develop and maintain relationships with other agency members.	_____	_____

- | | | | |
|-----|--|-------|-------|
| 9. | Able to accept suggestions and criticisms. | _____ | _____ |
| 10. | Takes advantage of and appropriately responds to supervision. | _____ | _____ |
| 11. | Recognizes and attempts to alleviate inadequacies in knowledge base or skills. | _____ | _____ |
| 12. | Able to accept increasing responsibility. | _____ | _____ |

B. Knowledge of Sponsoring Organization

- | | | | |
|----|---|-------|-------|
| 1. | Has knowledge of sponsor's structure, function, and policies. | _____ | _____ |
| 2. | Has knowledge of clientele and clientele's needs and backgrounds. | _____ | _____ |
| 3. | Has knowledge of the sponsor's primary services. | _____ | _____ |
| 4. | Complies with sponsor's policies and procedures. | _____ | _____ |

C. Interpersonal skills

- | | | | |
|----|---|-------|-------|
| 1. | Shows ability to work with persons from different cultural backgrounds, different ages, levels of emotional stability, and intellectual capabilities. | _____ | _____ |
| 2. | Is able to establish and maintain Professional relationships. | _____ | _____ |

3. Is able to plan effectively for individuals/ families/groups using agency's resources. _____

4. Demonstrates skills in observation and listening _____

D. What final letter grade would you recommend for this student's performance and attitude? Note that performance is one component of the total grade and that the student and faculty supervisor have input into this component.

A _____ B _____ C _____ D _____ F _____

E. Do you feel you have benefitted by hosting this student? _____ Yes _____ No
(Explain.)

F. Additional Comments:

Supervisor's Name _____

Student's Name _____ Date _____

STUDENT'S ASSESSMENT OF INTERNSHIP

Name _____

Sponsor _____

Semester _____

In what ways did you find yourself ready for the internship? What courses and experiences were most useful in preparing you for this experience? What experiences (e.g. university, departmental, volunteer or personal) helped this internship be of benefit to you?

In what ways were you not prepared for this internship? (Please cite course preparation, sponsor selection, school and work conflicts, personal emergencies, and other things that hindered you from meeting some of your expectations).

How helpful were the activities you were assigned or volunteered to implement?

Please list ways in which you think the internship experience can be improved.

cc: FCS Coordinator
Faculty Advisor

Students will be expected to comply with the ECU policies on Academic Integrity:

<http://www.ecu.edu/cs-acad/fsonline/customcf/facultymanual/newmanual/part4.pdf>

Students will also be expected to follow the Student Code of Conduct regarding drug and alcohol use; racial, ethnic, or sexual harrassment, and other behaviors:

<http://www.ecu.edu/cs-studentlife/policyhub/>