

North Park University

Internship Manual

Procedures and Guidelines for the NPU
Academic Internship Program

Career Development and Internships Office (CDIO)

The Career Development and Internships Office is committed to the professional growth and development of North Park University students. All students are encouraged to participate in internships during their academic tenure at NPU.

This manual serves as a guide to provide students, faculty, and internship site partners with important information on the procedures and guidelines of the internship program at North Park University.

In order for all parties involved to carry out a successful semester, it is essential that students, faculty, and site supervisors commit to their responsibilities. With full participation, we are better able to serve our students and develop lasting relationships with faculty and sites.

It is important to have feedback on this internship program. Therefore, we request that you give us any suggestions you consider helpful in making this program work well. We hope to broaden our internship contacts and provide access to internships that challenge and supplement the education our students receive at North Park University.

North Park University's Career Development and Internships Office

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❖ THE NPU INTERNSHIP PROCESS

- Step 1 Credit or Non-Credit?**
Determine whether to pursue a for-credit or non-credit internship with your academic advisor. *Non-credit interns – Skip steps 2 and 3.*
- Step 2 Get approved for Credit:**
Complete the Internship Application in the Career Hub (www.northpark.edu/careerhub).

NOTE: You do NOT need to have an internship locked in to complete the application.
- Step 3 Register for ACSR 4970—the internship placeholder course code.**
If you do not register during the normal registration period, you may incur a late registration fee.
- Step 4 Apply to and secure an internship, and obtain a copy of your job description.**
The Career Development and Internships Office provides assistance and support but does not guarantee placement. To ensure sufficient time to research sites and secure an internship, it is recommended all students begin the internship process 3-4 months in advance. The most competitive internships often begin selection processes 6-8 months in advance.
- Step 5 Complete the Internship Agreement in the Career Hub** by the 2nd week of the semester. This form is the most important as it is your agreement with the internship site. ***If you wish to receive credit for your internship, this step must be completed.***
- Non-credit interns:**
1. Enter Career Development Office as your Faculty Advisor and careers@northpark.edu as the faculty email address.
 2. Skip Step 6
- Step 6 Meet with your faculty sponsor to develop your learning objectives, a communication schedule, and final assignment for grading.**
- Step 7 At the conclusion of your internship, complete the student survey that will be emailed to you when you have met the required hours, and complete all outstanding obligations to your faculty sponsor and internship site, including the log of your hours in the Career Hub.**

❖ GENERAL DETAILS OF THE CREDIT-BEARING INTERNSHIP PROGRAM

Student Eligibility is determined by the following criteria:

- Students must have a declared major and have a faculty advisor from that major.
- Internships must be done at a site where students may directly use the knowledge, skills, and abilities gained from their academic major.
- Student must have an overall grade point average of 2.0 at the time of application.
- Student must have a grade point average of 2.5 or above in their major.
- To receive academic credit for an undergraduate internship, students must have been enrolled at North Park University for two semesters prior to the inception of the internship and must have third or fourth year status (junior or senior level credits) to receive academic credit for an internship.

Obtaining Academic Credit

The following chart lists **majors that require** academic internships and their corresponding required credit hour amount.

Major	Credit Hour Option
Advertising (B.S.)	1-4
Art-Curatorial Studies	4
Art-Graphic Design	4
Biology (B.S.)	4 (or Research)
Biomedical Sciences	4 (or Research)
Business and Economics (B.S.)	1-4
Conflict Transformation	2-4
Engineering	4
Environmental Science (B.S.)	4 (or Research)
Mechanical Engineering	4
Molecular Biology (B.S.)	4 (or Research)
Music (Music in Worship and Arts Administration)	4
Nonprofit Management (B.S.)	4
Nonprofit Leadership Alliance (NLA)	1-4
Philosophy	2-4
Psychology (B.S.)	4 (or Departmental Honors)
Spanish Language Foreign Study	4
Theatre and Performance Studies	1-4
Youth Ministry	1-4
SBNM (Graduate level)	2 (1 credit hour per quad)

Four credit hours is the maximum amount per semester and there is an eight credit hour maximum during undergraduate studies. Majors that do not require internships may have specific criteria should you choose to complete one. Please see your Student Handbook for details to ensure you are meeting the expectations of your major and degree program. Below is a list of additional requirements by major that must be met before a student is eligible to do a credit-bearing internship. *It is critical to meet with your advisor to understand policies of your major.*

- Biology students must have completed at least 16 credit hours in Biology and have at least a 3.0 major GPA.
- Business students must have completed 5 BSE courses.
- Exercise Science students must have completed at least 30 hours in the major.

- Psychology students must have at least a 2.75 GPA and must be seniors when completing an internship unless otherwise permitted by department.
- Youth Ministry students must have completed YM 1510 Introduction to Youth Ministries and YM 2710 Youth Ministry Practicum.
- Nonprofit Leadership Certificate students must complete a total of 300 hours in a non-profit organization. Only 150 of these hours need to be counted for credit.

Financial Considerations

- Academic internships are counted for credit and students receive a pass or fail grade.
- Fall and Spring semester internships are included in the financial aid package within the 12-17 hour range.
- Summer internships are at your own expense. Students should take this into consideration when determining how many credit hours they wish to receive for summer internships.

Deadlines and Hour Requirements To Receive Credit

Students must observe the following deadlines for the internship application process.

Application Deadlines:	Fall Semester – May 15
	Spring Semester – October 15
	Summer Semester – March 15

NOTE: You do NOT need to have an internship at this stage.

After being approved to receive internship credit, secure the internship experience by completing the Internship Agreement in the Career Hub, which is due by the end of the second week of the semester in which the internship is taking place. Students must communicate with the CDIO Internship Coordinator if they believe they will not be able to submit their internships on time. Deadline extensions may be possible for students who maintain communication, but are NOT guaranteed.

Students should take into consideration the overall hour requirements and the corresponding approximation of weekly hours per credit hour received. A log of internship hours is required at the conclusion of the internship to be recorded in the Career Hub, as well as the final assignment submitted by the faculty sponsor, and evaluation of the experience.

Credit Hours Received	Overall Hours	Weekly Hours (approx.)
1	150	10
2	175	12
3	200	14
4	225	16

Note for International Students

Before beginning any internship, international students must obtain Curricular Practical Training (CPT) approval from the NPU International Office. Students are eligible for CPT after 1 full academic year (2 semesters) and must have declared their major, which can be done online at www.northpark.edu/majordeclaration. Once approved, CPT is available for 8 credit hours only (including summer) unless your academic program requires more, and you must maintain full-time enrollment (12 credit hours or more). During the academic year CPT is for part-time experiences only. Summer CPT may be approved for full-time hours and will be approved ONLY if you are registered for fall semester. Students should NEVER begin any type of work experience (including part- and full-time jobs and volunteerism) before obtaining new I-20 showing approval of CPT. Working without CPT approval will put students in violation of their Visa. Please remember CPT is for academic experience only and can never be used for employment purposes. For further information contact NPU's International Office.

❖ EXPECTATIONS AND ROLES

Credit-Bearing Internship Students

Students who wish to participate in a credit-bearing internship need to have a conversation with their advisor at least one semester ahead of time.

Below is a list of steps students will need to complete throughout the internship process.

- Complete the Internship Application in the Career Hub www.northpark.edu/careerhub.
- Read emails and other communications from the CDIO Internship Coordinator concerning reminders and important information.
- Once approved, register for ACSR 4970.
- Search for internship positions on the Career Hub at www.northpark.edu/careerhub and through your independent research on job boards, LinkedIn, professional associations, etc., and apply according to site's instructions. You can also check out this webpage: www.pearltrees.com/npucareers.
- When you have an internship offer you would like credit for, submit the Internship Agreement in the Career Hub.
- Establish a communication schedule with your faculty advisor to regularly discuss the internship experience throughout the semester.
- Submit your internship hours weekly into the Career Hub hours log.
- Submit final assignments according to guidelines and deadlines assigned by faculty advisor.
- Complete student internship experience surveys mid-term and at the conclusion of the experience.

Keep your faculty and the CDIO Internship Coordinator informed about your progress in your internship. Consult these support people right away should any challenges arise during your internship.

Faculty Sponsors

Faculty members who agree to the role will be asked to complete following:

- Minimum three (3) hours of internship consultation with their student(s) to set goals and objectives.
- Three (3) phone calls to student's site supervisor in the beginning, middle, and end of internship to discuss goals and objectives as well as student process.
- One visit to the student's site if within a reasonable distance.
- Assign final paper/project to student(s) and collect before end of semester.
- Enter pass or fail grade in WebAdvisor by the grade submission deadline.
- Complete the Faculty Narrative form for all students they are sponsoring by the grade submission deadline.
- Failure to submit the faculty narrative and copy of the student's final paper/project within 2 weeks of the grade submission deadline may result in forfeiture of the faculty sponsorship stipend per the Provost's Office.

Faculty narrative forms can be found online on NPU's Career Development and Internships Office webpage hot linked here: [website](http://www.northpark.edu/outcomes/career-development-and-internships-office/undergraduate-students/internship-planning/) or copy and paste this url into your browser: <https://www.northpark.edu/outcomes/career-development-and-internships-office/undergraduate-students/internship-planning/>.

Site Supervisors

To ensure students and sites maximize their experience, North Park University has a list of requirements sites should meet when hosting an intern:

- Nonprofit Organizations must have official status as a 501c3 organization or another non-profit designation.
- Physical Location – We want our students to gain professional experience in an office/workplace setting. Although we are aware that many businesses are home-based and/or exclusively remote, we do not allow any internships in homes, or remote/satellite locations.

- Expertise and Site Supervision – Students must have the guidance and supervision of someone knowledgeable in their field of study.
- Skills and Hours – Sites should have opportunities for students to utilize their existing skill set while also building new areas of expertise. Students must obtain a required number of working hours based on the number of credits they are registered for. Students and host sites should agree on the amount of working hours to satisfy the academic requirements in advance, before completing the Internship Agreement.

North Park University also aligns with standards from the National Association of Colleges and Employers (NACE) as well as the Department of Labor’s regulations on internships. Below are a few best practices for internships according to NACE. For the full list and details please visit the NACE website. www.naceweb.org

1. Provide interns with “real” work assignments. Students should be doing work that is related to their major, is meeting their goals and objectives, is challenging, is recognized by the organization as valuable, and that fills the entire work term.
2. Hold orientations for all involved.
3. Provide interns with a handbook and/or website information.
4. Offer flexible work arrangements.
5. Encourage team involvement.
6. Conduct exit interviews.

Determining Compensation

According to the Department of Labor, the following criteria must be applied when making the determination on whether an internship should be paid or un-paid:

- The internship, even though it includes actual operation of the facilities of the employer, is similar to training which would be given in an educational environment
- The internship experience is for the benefit of the intern.
- The intern does not displace regular employees, but works under close supervision of existing staff.
- The employer that provides the training derives no immediate advantage from the activities of the intern; and understands that on occasion its operations may actually be impeded.
- The intern is not necessarily entitled to a job at the conclusion of the internship.
- The employer and the intern understand that the intern is not *entitled* to wages for the time spent in the internship, unless negotiated prior to the start of the internship.

❖ FINDING AN INTERNSHIP

The Process

There are internship opportunities available in the Career Hub on NPU’s website for students to search through and apply for. Students are encouraged to have their resumes reviewed and revised before submitting applications—all of which can be done in the Career Hub.

If students cannot find internships of their interest on the Career Hub website, it is their responsibility to conduct their own searches. Internship sites that students find must meet the criteria stated under ‘Site Supervisors’ in the Expectations and Roles section on page 5.

After securing an internship, students are to submit a completed Internship Agreement by the end of the second week of the semester.

Accepting / Rejecting Offers

After being interviewed, it is recommended that students send a card or email to the interviewer thanking them for their time and consideration. Once students are offered an internship position, they must either accept or

reject. Students who accept an internship position should then be sure to communicate with their site to establish a start date and discuss internship duties.

Students who reject an internship position should contact the interviewer or supervisor thanking them for the interview and for considering them for the position. It is unnecessary to go into great detail about the reasons. Keep it simple and professional.

Developing Goals and Objectives

Students should be provided job descriptions before being interviewed, and should request one if not readily provided. Based on the job and the students' course of study, they must develop goals and objectives with their faculty sponsors. This list of goals and objectives should be shared with site supervisors to ensure everyone involved is in agreement with the purpose of the students' internship.

This should drastically reduce the amount of 'busy work' or 'dead time' a student experiences while at the site and should give them the opportunity to discuss specific project opportunities with their supervisors.

Evaluating Your Internship

Students are encouraged to meet with their internship supervisors regularly to discuss their performance and workload. Students are required to track their hours, and may also be required to provide journal notes for evaluation purposes.

Students will be expected to complete an exit survey provided by the Career Development and Internships Office. This feedback is crucial to the future of the internship program as we continue to improve the experience for all involved.

❖ GETTING THE MOST OUT OF YOUR INTERNSHIP

Effective Communication and Management Styles

Be mindful that there are different supervisory styles. Some supervisors are *expressive* meaning they are more relational/"people oriented" and their primary concern is for people and relationships. Some supervisors are *instrumental* meaning they are more pragmatic and practical, and more concerned with productivity and task accomplishment. Others may be a mixture of the two. Whichever style your supervisor exhibits, remember that you are participating in an internship, and you should be learning from them. If you find yourself in a difficult situation with your supervisor or another staff member and are unsure of how to address it, speak with your faculty sponsor or the CDIO Internship Coordinator for direction. However, it will also be important to communicate with your supervisor and take advantage of this time to learn how to address your questions and concerns in professional ways.

Workload Difficulties

Sometimes, internships are not quite what we expect them to be. There may be more work or less work than you bargained for and it is important to be able to navigate those situations. Whether your workload is too heavy or too light, communication with your supervisor is the core element needed in resolving the issue.

When workload is too light:

If your workload is too light it may be a good idea for you to be creative and think up new projects for yourself and present them to your supervisor. In expressing your thoughts on possible projects make sure you communicate how it will benefit the organization, and the position you/or your supervisor hold. If you can't seem to imagine new projects, it is a good idea to politely and professionally ask if there are projects that they might need more assistance with. Your supervisors may not have thoughts in that exact moment, but they should catch the hint that you can take on more work.

When your workload is too heavy:

If your workload is too heavy you may need to prioritize which projects need to be done first and which can wait a little while. Remember, you are an intern and not a worker at the organization. If you feel like you have been overloaded and you are doing more busy work than anything, a conversation with your supervisor is appropriate to discuss the objectives you need to meet for your internship.

(H. Fredrick Sweitzer, Mary A. King, *The Successful Internship*, (Cengage Learning, 2013)

Safety & Harassment

North Park University's Career Development and Internships Office is committed to engaging students in safe professional working environments. In accordance with the University's policy (see student handbook), harassment, discrimination and intimidation of any kind will not be tolerated. This applies to supervisors and colleagues toward a student, as well as students toward their supervisors and colleagues. Students are also expected to familiarize themselves with their site's policies, and are encouraged to use NPU's LiveSafe safety app which is accessible on their smartphones. LiveSafe allows students to report information about sexual assault, mental health concerns and violence before an incidence occurs with the goal of prevention.

In addition, students are asked to report such incidences to CDIO staff right away allowing the University and the site staff to intervene. When a student reports an incident or concern of harassment or discrimination to a member of the CDIO staff, the CDIO staff member will immediately enact appropriate interventions with the internship site. All reports and interventions will be documented by CDIO and kept on file.

Behaviors that may constitute sexual harassment include but are not limited to the following:

- subtle pressure for sexual activity
- unnecessary brushes or touches
- offensive sexual graffiti
- disparaging remarks about one's gender
- physical aggression such as pinching and patting
- sexual innuendos or persistent use of sexually suggestive language which another person finds offensive, demeaning, or otherwise inappropriate
- verbal sexual abuse disguised as humor
- obscene gestures
- sexist remarks about a person's clothing, body, or sexual activities
- conditioning an educational or employment decision or benefit based on submission to sexual conduct.

If you are unsure if something constitutes harassment or you need help processing an action that has occurred, please consult a CDIO staff member.

The CDIO asks internship sites to also report any incidence of misconduct to CDIO staff as soon as possible. When a site reports an incidence or concern of harassment or discrimination to a member of the CDIO staff, the CDIO staff member will immediately enact appropriate interventions with the student. All reports and interventions will be documented by CDIO and kept on file.

Dealing with Conflict

1. Acceptable Behavior: Remember that your behavior can result in positive or negative references. Which would you rather have? If you find yourself in conflict with anyone in your internship site, act professionally and maturely. Seek out your supervisor to discuss conflicts you are having and inform your faculty sponsor. Don't let emotions dictate your actions.

2. Hit Conflict Head-on: While you can't always prevent conflicts, the secret to conflict resolution is in fact conflict prevention... where possible. By actually seeking out areas of potential conflict and proactively intervening in a just and decisive fashion you will likely prevent certain conflicts from ever arising.
3. Understanding the Other Position: Understanding the other's position is critical. It is absolutely essential to understand other's motivations prior to weighing in. If you approach conflict from the perspective of taking the action that will help others best achieve their goals you will find fewer obstacles with regard to resolving conflict.
4. The Importance Factor: Pick your battles and avoid conflict for the sake of conflict. If the issue, circumstance, or situation is important enough, and there is enough at stake, people should do what is necessary to open lines of communication and close positional and/or philosophical gaps.
5. View Conflict as Opportunity: Hidden within virtually every conflict is the potential for a tremendous teaching/learning opportunity. Where there is disagreement there is an inherent potential for growth and development. Smart leaders look for the upside in all differing opinions.

Professional Tips

- Dress appropriately. Dress codes vary by office, but above all, you will be expected to look professional. You don't need to invest in an entirely new wardrobe, but take this seasoned advice: dress for the job you want, not just the job you have.
 - Guys: Slacks and jackets are the norm.
 - Ladies: Skirts, dress pants, blouses, and business dresses will do just fine.
- Be responsible for your work and accountable to your supervisor.
- Be on time, take your assignments seriously, and meet your deadlines. Organizations often hire interns for future full-time positions, and will look closely at your performance and attitude to decide if you are a candidate for a full-time opportunity.

Time Management:

This internship is not the only thing that requires your attention. Find the balance in managing school, work, friends, families and other commitments. While being overloaded is sometimes hard to avoid, try not to overcommit and become overwhelmed.

Take Time For You....to relax, refresh and regroup yourself. Do an activity that you enjoy and will help you feel refreshed and ready to attack all the tasks awaiting.

Make and prioritize your schedule as efficiently and effectively as you can.

Taking Advantage of Networking Opportunities:

Introduce yourself to everyone and talk to as many people as you can! Seek out a mentor who may or may not be your supervisor. This is your chance to meet and connect with new people who are already in your field of interest or can help connect you to people who are.

Add your supervisor and other valuable professionals to your professional contact list and keep in contact with them. When graduation comes and you are searching for a full-time position, they may be able to hire you or connect you to others.

For questions regarding any information provided in this manual, please contact the Career Development and Internships Office at (773)244-5575 or careers@northpark.edu.