

INTERNSHIP PROJECT HANDBOOK
SCHOOL OF BUSINESS AND MANAGEMENT

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Course Textbook

There is no standard textbook associated with this internship course. However, it is recommended that students access the NULS link for the American Psychological Association (APA) standards regarding grammar, style, format, and citations for research. This format is the required structure for all papers and projects in the School of Business and Management.

Letter of Consent: Any research conducted by NU faculty, staff, or students that involves human subjects in any way must receive Institutional Review Board (IRB) approval before the research can be undertaken. Also, any research that utilizes NU faculty, staff, or students as subjects must be approved by the NU-IRB before the research can be undertaken. If the research involves human subjects in any way, such as being recorded in a data pool or being asked to participate in a focus group, then approval of the NU-IRB is required. For more information and application form see [Http://www.nu.edu/Academics/schools/SOBM.html](http://www.nu.edu/Academics/schools/SOBM.html) and www.irbnet.org .

Intern Protocol and Conduct

An intern holds an unofficial status at the host company, and there are no rights or privileges associated with this status. For a successful internship for both the student and the company, the following guidelines are suggested:

Students may have access to confidential and proprietary information regarding company sales, revenues, and technology. It is critical to maintain confidentiality and not disclose any sensitive information to anyone without company approval.

Obtain company guidelines (on hours, dress code, rules of conduct, and use of company resources, phone usage, e-mail, duplicating equipment, fax, office supplies), and follow them.

No harassment of any kind is tolerated. Even non-paid interns are bound by federal and state laws regarding the harassment of employees, vendors, customers, or anyone the student comes in contact with as a result of their affiliation with the company.

There are many situations, which may not be covered by a formal policy or procedure. When in doubt, ask! Students are instructed to refer all questions and concerns to their immediate supervisor.

The Faculty Advisor is also a resource for the student.

Be courteous, cooperative, and professional in all interactions at the host company.

**Memorandum of Agreement with Client Organization (Must be submitted with Internship
Position Description form)**

This Agreement is entered into as of the last date on page five by and between National University, a California non-profit public benefit corporation (the “University”) and [name of company], a business entity (the “Company”), with reference to the following facts:

Article 1

Recitals

- 1.1 The University is an institution of higher education accredited by the Western Association of Schools and Colleges. The University offers programs in business, technology, and other disciplines through its School of Business and Management, including a program leading to a Master in Business Administration.
- 1.2 The Company is engaged in a business that will provide valuable experience to the University’s students enrolled in programs offered by the School of Business and Management.
- 1.3 The University desires that the Company provide students enrolled in the program or other programs in business and related disciplines the opportunity to obtain experience as interns. The Company agrees to accept such students as interns on the terms and conditions specified in this Agreement.

Article 2

Internship Placement

- 2.1 Acceptance of Interns: The Company shall accept qualified students as interns for the purpose of providing them experience in business or other disciplines, including conducting any research authorized by the Company. The internships will be served at the Company’s facility under the supervision of Company employees. The University and the Company from time to time shall agree as to the number of students assigned to the Company as interns.
- 2.2 Coordinators: Each party shall designate from time to time a coordinator to coordinate with the other party regarding all activities contemplated under this Agreement. The University hereby appoints as its coordinator Ronald Uhlig, Dean, School of Business and Management. The Company hereby appoints as its coordinator [name], [title]. Either party may appoint different or additional coordinators by giving Notice to the other party.

2.3 Standards of Conduct

2.3.1 The University and the Company agree that all students assigned to the Company will adhere to all the rules, regulations, and standards applicable to the University and the Company, including rules of ethical and professional conduct as set forth in the University's catalog and the written policies, procedures, standards of care of both the University and the Company.

2.3.2 The Company has the right to require the University to withdraw any student in circumstances where:

- The Student's achievement, competence, progress, adjustment, or health does not warrant continuation at the Company; or,
- The student's behavior fails to conform with the applicable regulations of the Company; and,
- The Company provides the student with notice of the problem and an opportunity for the student individually to be heard before a final decision is made.

2.3.3 The Company, in any event, reserves the right to exclude from its premises any student whose conduct or state of health is deemed detrimental to the proper administration of the Company, provided the Company consults with and advises the University coordinator prior to such exclusion.

Article 3

Other Terms and Conditions

3.1 Term: This agreement shall commence as of the date hereof and shall continue until such time as either party gives the other party written notice of its intent to terminate the Agreement. The termination of the Agreement shall be effective upon the date specified in such written notice.

3.2 Arbitration: Any dispute arising under or relating to this Agreement shall be referred to binding arbitration under the rules of the Commercial Arbitration Rules of the American Arbitration Association. NOTICE: BY INITIALING IN THE SPACE BELOW, YOU ARE AGREEING TO HAVE ANY DISPUTE ARISING OUT OF THE MATTERS INCLUDED IN THE "ARBITRATION OF DISPUTES" PROVISION DECIDED BY NEUTRAL ARBITRATION AS PROVIDED BY CALIFORNIA LAW AND YOU ARE GIVING UP ANY RIGHTS YOU MIGHT POSSESS TO HAVE THE DISPUTE LITIGATED IN A COURT OR BY JURY TRIAL. BY INITIALING IN THE SPACE BELOW, YOU ARE GIVING UP YOUR JUDICIAL RIGHTS TO DISCOVERY AND APPEAL, UNLESS THOSE RIGHTS ARE SPECIFICALLY INCLUDED IN THE "ARBITRATION OF DISPUTES" PROVISION. IF YOU REFUSE TO SUBMIT TO ARBITRATION AFTER AGREEING TO THIS PROVISION, YOU MAY BE COMPELLED TO ARBITRATE UNDER THE AUTHORITY OF THE CALIFORNIA CODE OF CIVIL PROCEDURE. YOUR AGREEMENT TO THIS ARBITRATION PROVISION IS VOLUNTARY. THE PARTIES HAVE READ AND UNDERSTAND THE FOREGOING AND AGREE TO SUBMIT DISPUTES ARISING OUT OF THE MATTERS INCLUDED IN THE "ARBITRATION OF DISPUTES" PROVISION TO NEUTRAL ARBITRATION.

INITIALS: _____ [University] _____ [Company]

3.3 Indemnity: The University shall not be liable or responsible for and the Company agrees and shall hold the University free and harmless from loss or liability (including attorney and expert fees and costs) from any accident, loss, injury (including death) or damages, happening or occurring during the term of this Agreement to persons and/or property (caused in whole or in part) by the negligence or willful misconduct of the Company irrespective of whether the University may have been partly or wholly negligent with respect to such accident, loss, injury, or damage. The Company hereby agrees to fully indemnify and protect the University from and against same. In addition to the liability imposed by law upon the Company for damage or injury (including death) to persons or property by reasons of negligence of the Company or their agents servants, or employees, which liability is not impaired or otherwise affected hereby, the Company hereby assumes liability for and agree to hold the University harmless and indemnify the University from any expenses liability, or payment by reason of any damage or injury (including death) to persons or property suffered through any negligent and/or intentional act or omission of the Company's subcontractor or anyone directly or indirectly employed by the Company or its subcontractors.

3.4 Copyright: The University and the company shall each retain ownership of all rights whatsoever in their respective organizations, including all reproductions, corrections, modifications, enhancements and improvements thereof. All such items are exclusive and proprietary property of each respective institution. Title and full ownership rights in all University programs and all reproductions, corrections, modifications, enhancements and improvements, and all related patent rights, copyrights, trade secrets, trademarks, service marks, related goodwill and The University's intellectual property are reserved to and shall remain proprietary to the University. Title and full ownership rights in all the Company's programs and all reproductions, corrections, modifications, enhancements, and improvements, and all related patent rights, copyrights, trade secrets, trademarks, service marks, related goodwill and the Company's intellectual property are reserved to and shall remain proprietary to the Company. Each party will use its best efforts to prevent any violation of the others intellectual property and copyrights. Each party would not remove or destroy any copyright, trade secret, proprietary or confidential legends or markings of each other placed upon or contained or embedded within any licensed products and/or related materials. Each party represents and warrants that in connection with the affiliation with each other, the University and the Company will not infringe any patent, copyright, trademark or trade secret or other proprietary right of any person.

Article 4

Compliance with Laws

- 4.1 Discrimination: During the performance of this Agreement, neither the University nor the Company shall deny any of the benefits under this Agreement to any person on the basis of religion, color, ethnic group identification, sex, sexual orientation, age, physical, or mental disability, nor shall the Company or the University discriminate unlawfully against any employee or applicant for employment because of race, religion, color, national origin, ancestry, physical or mental disability, marital status, age, sex or sexual orientation.
- 4.2 Drug-Free Workplace: The Company and the University shall each certify that it is a drug-free workplace and shall provide a written statement to the other containing such certification.
- 4.3 Compliance with Laws: Each party agrees to certify to the other party that it is in compliance with all applicable laws within ten (10) days after receiving Notice by the other party requesting such certification.

Article 5

General Provisions

- 5.1 Notice: All notices, demands, or other communications given under this Agreement shall be in writing and shall be deemed to have been duly given as of the second business day after mailing by United States mail, postage pre-paid addressed to the addresses designated below, or to such other address or to such other person as any party hereto shall designate to the other for such purposes in the manner herein above set forth. Personal delivery of such notice, demand, or communication may also be made to the above-described addressees and shall be deemed given as of the date of such delivery.
- 5.2 Integration Clause: This Agreement contains the entire agreement between the parties relating to the transactions contemplated hereby and all prior or contemporaneous agreements, understandings, representations, and statement, whether oral or written, are merged herein. No modification, waiver, amendment, discharge, or change to the Agreement shall be valid unless the same is in writing and signed by the party against which the enforcement of such modification, waiver, amendment, discharge, or change is or may be sought.
- 5.3 Independent Contractor: Both the University and the Company are, for the purpose of this Agreement, independent contractors and nothing in his Agreement should be construed as creating a partnership or joint venture.

General Provisions: This Agreement (i) shall be binding upon and inure to the benefit and be enforceable by the parties hereto and their respective legal representatives, successors, or assigns, (ii) may be executed in any number of counterparts, each of which may be deemed an original, but all of which together shall constitute one and the same instrument, (iii) shall be construed and enforced in accordance with the laws of the State of California, and (iv) has been executed as San Diego, California as of the last date set forth below.

NATIONAL UNIVERSITY, a California
Non-profit, public benefit corporation
By _____
Dr. Ron P. Uhlig
Dean, School of Business and Management
11255 North Torrey Pines Road
La Jolla, CA 92037-1011
Telephone: (858) 642-8402
Facsimile: (858) 642-8740

Date _____

COMPANY

By _____
Signature

Name (Type or Print)

Date _____

Title

**NATIONAL UNIVERSITY
SCHOOL OF BUSINESS AND MANAGEMENT
STUDENT INTERNSHIP INFORMATION**

March/April 200X

Student's Name: _____

Address: _____

Work: _____

Phone: _____

Home: _____

Phone: _____

E-Mail: _____

INTERNSHIP INFORMATION

Employer: _____

Supervisor's name & title: _____

Address: _____

Work Phone: _____

FAX # _____

E-Mail: _____

Part-time, average hrs/wk: _____

Full-time

NATIONAL UNIVERSITY
INTERNSHIP POSITION DESCRIPTION

Company/Firm Name: _____

Address: _____ Phone: _____

Division/department: _____ Salary/Pay Rate (optional): _____

Intern will report to: _____ Title: _____

Type of intern the firm is interested in hiring: Accounting __ Management __ Finance __ Others (specify) _____

Brief description of the company/firm:

Outcomes and responsibilities: Briefly describe the learning outcomes of the internship, and list the major tasks, responsibilities, projects, decisions, reports, etc. of this internship position:

Training provided: include a breakdown of the amount of time will be spent in classroom, research, and/or on the job:

Specific requirements or skills desired:

Evaluation process: (other than as required by National University)

Approved by:

Student: _____ Date: _____

Employer: _____ Date: _____

Faculty Advisor: _____ Date: _____

STUDENT'S RESPONSIBILITIES DURING THE INTERNSHIP:

1. To National University (Faculty Advisor):

- A. Bi-weekly Activity reports
- B. Final activity report
- C. Short research paper
- D. Oral presentation on work experience (this can be done over the phone. Also it is up to the Faculty Advisor to determine if the intern needs to make an oral presentation or not)
- E. Intern's evaluation of the internship

2. Employer's responsibilities to the Intern

- A. Employer Sets Qualification Requirements
- B. Specific Responsibilities of the Employer to the Intern
- C. Firm evaluates the intern (Original to be sent, via email, to the Faculty Advisor who will then send a copy to the student)

TO NATIONAL UNIVERSITY(FACULTY ADVISOR)

Items A & B. Bi-weekly Activity Report (4)

1. The purpose of these reports is to indicate the nature & extent of your internship experience during each two-week period of the internship. Four of the reports are required. The first report is due in the appropriate advisor's office on Wednesday of the second week of your internship. Subsequent reports are due on Wednesday of the fourth, sixth, and eighth week of your internship. For those interns with fewer than 8-week internships, the reports must also total four.
2. The fifth and final report is due the Saturday following the last day of your internship and will be a cumulative description of your work experience and your evaluation of the internship.
3. Unsatisfactory reports will be returned to the intern and must be redone. "Nothing new happened this week" is automatically unsatisfactory.

TO NATIONAL UNIVERSITY

BI-WEEKLY REPORT

The bi-weekly report **must be legible** and contain the following sections:

Bi-weekly Activity Report No. _____ Name

Report for 2 week period ending

Name of your firm

Your office phone:

Email:

Supervisor's name & title:

Supervisor's phone:

Email:

1. Briefly note the nature of your assignment, such as: Finance, Marketing, Personnel, Consulting, Forecasting, International business, etc.
2. Indicate in reasonable detail the type of work you performed & also indicate the purpose of any procedures followed, such as: Interns should highlight in their reports any application of marketing, financial management, quantitative analysis, accounting, ethical practice concerns, etc. that is observed. Keep a type of diary which can serve as a reminder to you of the type of work you performed during a given time period.
3. Indicate what you **learned** from the week's experience. Also, indicate how what you learned is related to your course work at NU: Finance, Marketing, Management Theory, Accounting, Business Ethics, etc. Do not restrict your comments to learning about your academic major. You may have learned something about accounting systems, human relations, business policies, computers, your career goal, or even office politics.
4. List any problems or difficulties you encountered, how you resolved it, and suggested solutions.
5. Are there any problems requiring assistance?
6. Other relevant comments.
7. Number of working hours.

Approved and Signed by:

Student: _____ Date: _____

TO NATIONAL UNIVERSITY (FACULTY ADVISOR)

WRITTEN FINAL REPORT RELATING TO WORK EXPERIENCES

The final report should address the following issues:

1. Discuss nature of firm at which intern is employed.
2. General description of work performed on internship (Go into some detail and explain technical terms if used).
3. Is the work experience anything like intern expected? Why or why not?
4. In what way did school work at National University prepare intern for internship?
5. How could the intern have better prepared himself/herself for the internship?
6. What did the intern most enjoy about the internship from a professional point of view and from a personal point of view?
7. What did the intern find most difficult about the internship from a professional point of view and from a personal point of view?
8. What type of person (aggressive, laid-back, etc.) would fit in well with the intern's firm?
9. Would the intern want a permanent position with his/her firm? Why or why not.

To National University (faculty Advisor)

Item C. Short Research Paper (10-15 pages):

You are expected to write a short research paper related to a current development within your profession or a current development which will affect your profession.

In your paper, you are expected to demonstrate that you keep abreast of developments affecting your profession and the aspects of the firm by which you are employed. Sources for learning about current developments include but are not limited to: Best of Business, Business Week, California Management Review, California Real Estate Report, The Economist, Entrepreneurship Theory and Practice, Federal Reserve Bank, Journal of Marketing, Journal of Small Business Management, Marketing Insight, National Business, Harvard Business Review, Sloan Management Review, Forbes, and The Wall Street Journal. This report is due in the advisor's office on the Wednesday of the eight week of your internship. This report should be on the same topic as your technical oral presentation.

The report should contain the following information:

Current Development Report No. _____ Name _____

1. List the development and briefly describe or define (if any), i.e., Management theory, marketing techniques, financial instruments, etc. Note the source and the date of your information (APA style).
2. Discuss the significant aspects of the development (one of two type pages approximately)
3. Discuss any expected or actual specific impact of the development on the firm with whom you are interning. The development does not have to specifically impact your firm. If not specifically applicable to your firm, discuss its applicability to business generally and to specific types of firms other than your own (one to two typed pages approximately).

To National University (faculty Advisor)

Item D. Oral Presentation on work experience (It is up to the faculty to determine if the intern needs to make a presentation or not)

Your presentation is to be made at one of the internship meetings. Your presentation should be no more than 20 minutes in length and will be critiqued by your peers and by faculty members.

Refer to the meeting schedule which will be sent to you to determine the date you are scheduled to make your presentation.

Interns are not allowed to read their presentations; instead, use note cards and visual aids if desired.

No later than two weeks prior to the date of your presentation, you must notify your advisor of your topics. You are encouraged to call at any time to discuss possible topics or approaches. Interns at the same firm or giving presentations on the day must have different topics. A typed outline of your presentation is due in the advisor's office one week before the presentation date.

To National University (faculty Advisor)

Item E: Intern's Evaluation of the Internship:

You must prepare an evaluation of your experience at the conclusion of your internship. This report is your last report and is prepared for the benefit of the participating firms, the School of Business and Management, and the internship advisor. The report should be two to four (maximum) pages, typed and double-spaced. It must be well-written and well-organized. You are encouraged to offer constructive criticism to the firm and to National University. Your evaluation should address the following points and should use side-headings listing each point:

What the internship did for you as a student.

How National University could improve the internship.

What the participating firm did well.

How the participating firm could improve the internship.

You must submit three copies of the report: one to be sent to the firm by the internship advisor, one to be retained for National University, and one to be returned to with comments and grading. **The three copies of your evaluation are due in the internship advisor's office no later than the Wednesday following the last day of your internship. DO NOT SUBMIT** the evaluation directly to the firm. The internship advisor will send the report to the firm. The proper layout of the cover sheet to be used for this report follows: It should be centered horizontally and vertically.

Evaluation on the Management Internship

at

(Insert name of the firm)

March/April 200X

Prepared by:

(Insert your name)

(Insert date prepared)

EMPLOYER'S RESPONSIBILITIES TOWARD INTERN

A. Employer Sets Qualification Requirements

B. Specific Responsibilities of the Sponsor

Meet with the intern to discuss a work schedule.

Assist the intern in developing a realistic learning plan.

Provide intern with an orientation to the sponsor's organization, including office policies and procedures.

Provide training, supervision, and feedback to the intern.

Establish clear expectations for the quality of completed work.

Provide clear instruction for completing assigned tasks.

Provide adequate working space for the intern.

Provide the intern with reasonable access to the resources within the sponsor's organization as are needed to complete assignments.

During the course of the eight-week internship you will be sent two evaluation forms.

Please complete each and return to the NU in the envelope provided.

C. Firm's Evaluation of Intern

Note to student: Two evaluations of your performance are to be completed by your supervisors. The first is due after the first four weeks, and the second is due during the last week of your internship. Your supervisors will be provided with the necessary forms and will be notified of specific due dates. In your packet, there is a copy of the form which your supervisors will use. Review it so that you will be aware of the nature of your evaluation.

**SCHOOL OF BUSINESS AND MANAGEMENT
INTERNSHIP PROGRAM
FIRM INTERN EVALUATION**

STUDENT INTERN _____

FIRM NAME _____

ADDRESS _____

PHONE _____ **E-Mail** _____

CONTACT TITLE _____ **TITLE** _____

Please complete the following performance evaluation of the student intern using the following scales:

4 = outstanding 3 = above average 2 = average 1 = below average

____ 1. Understands accounting/business concepts. ____ 2. Uses computer

3. Analytical ability __ 4. Quality and quantity of work

____ 5. Oral communication ____ 6. Written communication

____ 7. Follows directions ____ 8. Works well under pressure

____ 9. Adapts to changes in work

environment ____ 10. Gets along well with others

____ 11. Team player ____ 12. Takes responsibility for actions/reliable

____ 13. Uses good judgment ____ 14. Organizes work efficiently

____ 15. Manages time well ____ 16. Needs little supervision

____ 17. Completes work on time ____ 18. Accurate/pays attention to details

____ 19. Motivated/enthusiastic ____ 20. Professional (appearance/on time)

____ **OVERALL RATING**

Please comment on the student's progress since the start of his/her internship. What area if any, has the intern exhibit increased knowledge, skills or ability? You may use the reverse side of this sheet for your response.

Are you willing to accept future National University students as interns in your organization?

Yes ____ **No** ____ **Why?**

SIGNATURE _____ **Date:** _____

**SCHOOL OF BUSINESS AND MANAGEMENT
Faculty Advisor Evaluation Sheet**

Name of intern:
NU identification No.:
Phone and e-mail:
Name of the firm:
Address:
Phone and e-mail:
Supervisor's name:
Beginning date:
End Date:

BI-WEEKLY ACTIVITY REPORTS: (A) 25%

GRADE: 1) 2) 3) 4)

DATE: 1) 2) 3) 4)

Final Activity Report: (B) 10%

GRADE: _____ DATE: _____

Short Research Paper: (C) 10%

GRADE: _____ DATE: _____

Oral Presentation: (D) 15% (if there is no presentation, then faculty needs to redistribute the 15%)

GRADE: _____ DATE: _____

Intern's Evaluation of Internship: (E) 10%

GRADE: DATE: _____

FIRM'S EVALUATION OF INTERNSHIP (2 B) 30% OF FINAL GRADE

FIRST GRADE (15%) _____ DATE: _____

SECOND GRADE (15%) _____ DATE: _____

OVERALL GRADE _____ DATE _____

ACADEMIC INTERNSHIP
RELEASE OF LIABILITY, PROMISE NOT TO SUE, AND ASSUMPTION OF RISK

Academic Internship Course (Course Name/Number & Instructor):

Description of Academic Internship: _____

Academic Internship Date(s) and Time(s): _____

Academic Internship Site(s): _____

In consideration for being allowed to participate in this Academic Internship (Activity), on behalf of myself and my next of kin, heirs and representatives, I **release from all liability and promise not to sue** National University Trustees; National University; and their employees, officers, directors, volunteers and agents (collectively "University") from any and all claims, **including claims of the University's negligence**, resulting in any physical or psychological injury (including paralysis and death), illness, damages, or economic or emotional loss I may suffer because of my participation in this Activity, **including travel to, from and during the Activity.**

I am voluntarily participating in this Activity. I am aware of the risks associated with traveling to/from and participating in this Activity, which include but are not limited to physical or psychological injury, pain, suffering, illness, disfigurement, temporary or permanent disability (including paralysis), economic or emotional loss, and/or death. I understand that these injuries or outcomes may arise from my own or other's actions, inaction, or negligence; conditions related to travel; or the condition of the Activity location(s). **Nonetheless, I assume all related risks, both known or unknown to me, of my participation in this Activity, including travel to, from and during the Activity.**

I agree to **hold** the University **harmless** from any and all claims, including attorney's fees or damage to my personal property that may occur as a result of my participation in this Activity, including travel to, from and during the Activity.

I am 18 years or older. I understand the legal consequences of signing this document, including (a) releasing the University from all liability, (b) promising not to sue the University, (c) and assuming all risks of participating in this Activity, including travel to, from and during the Activity.

I understand that this document is written to be as broad and inclusive as legally permitted by the State of California. I agree that if any portion is held invalid or unenforceable, I will continue to be bound by the remaining terms.

I have read this document, and I am signing it freely. No other representations concerning the legal effect of this document have been made to me.

Participant Signature: _____

Participant Name (print): _____ Date: _____