

Lumpkin College of Business and Applied Sciences, Eastern Illinois University

An internship is a “carefully monitored work or service experience in which an individual has intentional learning goals and reflects actively on what he or she is learning throughout the experience” (National Society for Experiential Education). Internships provide a learning opportunity to supplement traditional classroom learning. Business students who enroll in an internship for academic credit are required to complete an Internship Portfolio designed to help the students achieve their internship learning goals and to document the development of business skills and knowledge during the internship.

The Internship Portfolio

Contents of Evaluation Portfolio

At the beginning of your internship, assemble a three ring binder with tabbed dividers for each of the following:

- Learning Agreement
- Documentation of Work Hours
- Progress Reports
- Analytical Reports
- Supervisor Evaluations
- Final Internship Report

You will complete the parts of your portfolio throughout the semester based on an assignment scheduled developed by you and the MBA Coordinator. Each time you prepare a report, you should add it to the portfolio and turn in the entire portfolio (notebook) to the MBA Coordinator on or before the due date.* A graduate business faculty member or the MBA Coordinator will review each of the reports when you submit them with your portfolio. If any part of the portfolio is not satisfactory, you may be asked for additions or revisions. You should make those additions or revisions and include both the revised report and the original report in your final portfolio.

Your assignment schedule will include a deadline for the final portfolio. It will be used to determine your final grade for the internship. All internships are graded on a credit/no credit basis.

**Students who will not be on campus during the internship should make arrangements with the MBA Coordinator. Those students may submit reports through alternate means (such as mail, e-mail, fax) if approved in advance by the MBA Coordinator.*

Internship Learning Agreement

The Internship Learning Agreement is the basis of the Graduate Business Programs internship. The Learning Agreement identifies the internship site, the site supervisor, and describes the intern's duties and responsibilities. The Learning Agreement also includes learning objectives for the internship.

In the semester prior to your intended internship, meet with the MBA Coordinator to discuss your internship and to obtain a Learning Agreement form. You then should meet with your internship supervisor and complete a draft of the Learning Agreement. Submit the draft to the MBA Coordinator. The MBA Coordinator and one or more faculty members will review the agreement to ensure that the internship responsibilities and learning objectives are appropriate. The MBA Coordinator may request additional information if the Learning Agreement is not satisfactory.

After a satisfactory Learning Agreement has been developed, it will need to be signed by you, the site supervisor, the MBA Coordinator and the Associate Chair of the School of Business. The signed Learning Agreement should be completed no later than the first week of class during the semester of the internship. You should plan to meet with the MBA Coordinator before that time to set a schedule for your assignments.

Insert a copy of the signed Learning Agreement and assignment schedule in the proper sections of your portfolio.

Instructions for Progress Reports

During your internship you will write two progress reports as described below. You should submit the reports as part of your portfolio on the dates shown in your schedule. Reread your reports when they are returned to you after faculty review. If the faculty member requested revisions, complete the revisions before the completion of your internship. Keep all progress reports, as well as any revised progress reports, in your portfolio.

Format of the Progress Reports

Each progress report should be written clearly in standard business English. You should proofread the reports carefully and correct all spelling, typographical, or grammatical errors before submission. Each progress report should be typed in memo form and addressed to Dr. Cheryl L. Noll, Coordinator, MBA Program, School of Business. A copy of your work log (which may be handwritten) should be attached to each progress report.

Contents of the Progress Reports

Progress Report #1

Suggested length: 3-5 pages

1. Describe the organization where you are working including:
 - ❑ the name of the organization and the location of your work site,
 - ❑ the department or area in which you are working,
 - ❑ the name and title of your supervisor, and
 - ❑ a brief description of the functions of your department/area.
2. Describe the orientation and/or training that you received when you began the internship.
3. Describe the projects and activities that you have been assigned.
4. For each of your internship learning objectives, summarize the tasks/activities on which you have worked that are intended to help you achieve the learning objective. If you have not yet been assigned any task/activities for a learning objective, state "none."

Progress Report #2

Suggested length: 3-5 pages

1. Describe the projects and activities that you have been assigned since your last progress report.
2. For each of your internship learning objectives, summarize the tasks/activities on which you have worked that are intended to help you achieve the learning objective. If you have not yet been assigned any task/activities for a learning objective, state "none."

Instructions for Analytical Reports

During your internship you will complete three analytical reports as described below. Submit the reports on the dates shown in your assignment schedule. Reread your reports when they are returned to you after review. If the MBA Coordinator or faculty member requests revisions, revise the report and resubmit it. Any revisions as well as your original report must be included in your final portfolio.

Format of Analytical Reports

Each analytical report should be written clearly in standard business English. Proofread the reports carefully and correct all spelling, typographical, or grammatical errors before submission. Each report should be typed. Number the sections of the report to correspond with the questions listed below in Contents of Analytical Reports.

Contents of Analytical Reports

Analytical Report #1: Analysis of Formal Structure and Organizational Culture

Suggested Length: 5-7 pages

1. Describe the formal organizational structure of the organization in which you are working. Include an organizational chart if it would help clarify the structure. Identify where the department or area in which you are working fits into the overall organization and briefly describe the functions of your department/area.
2. What is the organization's mission? How is this mission shared with stakeholders? Explain how the department/area in which you work contributes to achieving the organization's mission.
3. Explain what is meant by the term "organizational culture."* Use at least three sources (such as newspaper articles, magazine and journal articles, books, reliable on-line information resources) as the basis for your explanation. Cite your sources within the text and include references at the end of the report.
4. Using your definition of "organizational culture," describe the organizational culture of the firm in which you are working. Support your description with specific examples.

*Organizational culture sometimes is referred to as "organizational climate," "corporate culture," or "corporate climate."

Analytical Report #2

Suggested Length: 5-7 pages

Analysis of Business Perspectives

1. Your graduate business courses at EIU have included discussion of the perspectives that form the foundation of business including, but not limited to: business ethics and social responsibility, global/international issues, management of information, and communications.
2. Research the role and effect of these perspectives on organizations in the industry represented by the organization in which you are working. Use at least two sources of information (such as magazine/journal articles, newspaper articles, books, reliable on-line information sources) for each perspective. Summarize the results of your research.

In your assessment, consider:

- a. Is the perspective an important factor to your organization? Explain.
- b. Is the perspective addressed in any strategic documents of your organization (such as the mission or strategic plan)? Explain.
- c. Is the perspective important to the area in which you are working? Discuss the role of the perspective with an employee or employees and a manager or managers in the area in which you are working. Describe how they perceive the perspectives relative to their area.
- d. Is the information obtained from your organization consistent with the information that you obtained through your research? Explain. In your explanation, identify any inconsistencies and suggest reasons for those inconsistencies.
- e. Do you believe the organization is giving adequate attention to the each of the perspectives? Why or why not?

Analytical Report #3: Analysis of Business Issue

Suggested Length: 5-7 pages

Identify a business issue or problem that is affecting the organization in which you are working.

1. Fully describe the issue or problem (in sufficient detail that a person not associated with the organization would be able to understand the issue or problem). Explain how you became aware of the issue/problem. Identify the sources of the information that you obtained about the issue/problem.
2. Discuss how the issue/problem is affecting the organization and the potential future effects if the issue/problem is not resolved.
3. Have you studied or discussed this type of problem in your classes? If so, in what class(es)? Describe briefly what you studied or discussed with respect to this type of problem.
4. Research this issue/problem using appropriate business resources. Summarize the results of your research.
5. Using your research as well as appropriate theories or models that you have studied in your classes, propose possible ways in which the issue/problem can be resolved. Clearly explain each proposal.
6. Recommend what you think is the best way to resolve the issue/problem. Explain the reasons for your recommendation.

Instructions for Midterm and Final Evaluations

During your internship you and your supervisor will complete two evaluations of your internship experience. The evaluation forms will be provided to you by the MBA Coordinator.

- ❑ Complete the student section of the evaluation.
- ❑ Give the employer section to your Internship Site Supervisor for completion.
- ❑ Discuss the evaluation with your Internship Site Supervisor.
- ❑ Keep a copy of the evaluation for your portfolio.
- ❑ Return the original copy of the evaluation to the MBA Coordinator by the due date.

Instructions for Final Internship Report

At the end of your internship you will write a final internship report as described below. You should submit the report as part of your internship portfolio by the due date shown in your schedule.

Format of the Final Internship Report

The final internship report should be written clearly in standard business English. You should proofread the report carefully and correct all spelling, typographical, or grammatical errors before submission. The report should be typed in report form with a cover page.

Contents of the Final Internship Report

Suggested length: 5-7 pages

1. Describe the organization where you completed your internship including, the name of the organization, its location, and the industry in which it operates.
2. Briefly describe your internship including the area/department in which you worked and the nature of your work.
3. List the learning objectives for your internship. For each objective, describe the tasks/activities on which you have worked that helped you achieve the learning objective. If the objective was not achieved, explain why it was not.
4. Describe the personal qualities (e.g., communication, diplomacy, assertiveness, etc.) that you have developed through the internship. In what ways do you anticipate that these qualities will help you in the future?
5. Describe the professional/technical skills you have developed through the internship. In what ways do you anticipate these skills helping you in the future?
6. Identify the personal qualities and professional/technical skills you feel you will need to develop before entering the workforce. Describe how you plan to develop them.
7. Discuss whether you would recommend a similar internship with this organization to another student.