Strengthening Experiential Learning: Marymount’s Internship
Relationship to Marymount’s Strategic Plan

- **Enhancing the Intellectual Experience**

- **Capitalizing on the Region’s Rich Resources**
  - Establish a systematic, integrated approach to career preparation that uses the region’s resources to help students achieve their personal and professional goals
Internship Task Force

**Charge:**

- Identify the problems that students, faculty, and staff have encountered in the internship program and recommend strategies to address those problems and enhance the academic and professional experience for students.

**Motivation:**

- Revised Marymount mission affirming professional preparation
- Newly established *University Requirement* relating to experiential learning
- Declining student evaluations of their experience
- Frequent inconsistencies and irregularities in student registrations for internships
Task Force Members

Nyla Carney, *Arts and Sciences*
Michael Clump, *Liberal Arts Core and former chair*
Ralph Critten, *Career and Internship Center*
Kelly DeSenti, *Student Development*
Suzanne Harvey, *Career and Internship Center*
David Pomeroy, *Internship Coordinator, Business Administration*
Michael Schuchert, *Institutional Effectiveness*
Scott Spencer, *Registrar*
Liane Summerfield (Chair), *Academic Affairs*
Percentage Satisfied or Very Satisfied with Internship Experience by Year of Graduation

2009-10 Undergraduates Completing Internship as Part of Degree

- Arts and Sciences: 95%
- Business Administration: 90%
- Education and Human Services: 85%
- Health Professions: 80%

2009-10 Marymount: 100%
Percentage of undergraduates indicating Internship included Specific Experiences

- Explore career options: 80%
- Understand professional responsibilities: 70%
- Work with a team: 60%
- Apply critical thinking skills: 50%
- Network with professionals: 60%
- Improve oral and written communication: 50%
Student Evaluation of Preparation by Participation in Internship

- Succeed in a job
- Pursue more education

Internship vs. No Internship
Taskforce Work

- Collected and analyzed data on MU internships
- Developed a series of common learning outcomes
- Designed a 4-year model of internship preparation
- Determined feasibility of using university-wide electronic system for facilitating and tracking internship process and documentation
Common Learning Outcomes

- Analysis of the learning outcomes listed on internship syllabi indicated overlap, but not consistency
  - *With no standardized set of outcomes articulating the expected learning associated with the internship, the Taskforce was concerned that students have uneven experiences*
Suggested Outcomes

Upon successful completion of the internship experience, students will:

- Strengthen their ability to apply course-based material to real-world situations
- Expand their ability to communicate effectively
- Develop professional identity
- Adhere to appropriate standards of behavior in a professional setting
# Four-Year Approach to Internships

<table>
<thead>
<tr>
<th>First Year</th>
<th>Second Year</th>
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<tbody>
<tr>
<td>• Create career “portfolio” (TaskStream) in DSC 101</td>
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<tr>
<td>• Preliminary advising conversations</td>
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<tr>
<td>• Create CICWeb login</td>
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<tr>
<td>• Participate in program-specific career activity</td>
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<tr>
<td>• Develop resume in CICWeb</td>
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<tr>
<td>• Advising conversations about potential internship opportunities in the discipline</td>
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<tr>
<th>Third Year</th>
<th>Fourth Year</th>
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<tr>
<td>• Participate in CIC internship workshops</td>
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<tr>
<td>• Identify personal goals for internship</td>
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<tr>
<td>• Faculty recommendation on preparedness is filed through CICWeb</td>
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<tr>
<td>• Complete required CICWeb forms</td>
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<tr>
<td>• Enroll in internship course</td>
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<td>• Report on internship (reflection piece)</td>
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Internship Table

For undergraduate programs, the table provides a program-by-program information on the internship experience. It includes information on:

- Credit options
- Suggested outcomes already listed on syllabus
- Eligibility
- Assignments
- Evaluation
- Data on student participation and evaluation
Exercise 1: Strengthening the Internship Syllabus

- The purpose of this exercise is to generate ideas on how to strengthen the internship syllabus.

- Using the suggested outcomes as a basis:
  - Discuss and write down any ideas for making them more applicable to the programs in your group
  - Discuss and write down ideas for assessing student achievement of these outcomes

- For graduate chairs:
  - Discuss and write down changes that would be necessary to make them appropriate for graduate study
  - Discuss and write down ideas for assessing student achievement of these outcomes
Intermission
We will return to the show in 10 minutes
## Faculty and Student Resources

<table>
<thead>
<tr>
<th>Services for Faculty</th>
<th>Services for Students</th>
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<tbody>
<tr>
<td>• Classroom presentations and “commercials”</td>
<td>• Career Interest and Personality Testing</td>
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<tr>
<td>• Advising Assistance - Student referrals and consultative services</td>
<td>• OptimalResume Suite - Software assisting students to develop application materials</td>
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<tr>
<td>• “What Can I Do With a Major in” and other materials</td>
<td>• CIC’s lending and resource library</td>
</tr>
<tr>
<td>• Interfolio.com - allows faculty to complete recommendations for students pursuing employment or graduate school</td>
<td>• “What Can I Do With a Major in” and other materials</td>
</tr>
<tr>
<td>• CICWeb online software system for tracking and documenting the internship processes</td>
<td>• Career-related events - Workshops, job fairs, etiquette dinners, and alumni panels</td>
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<tr>
<td></td>
<td>• CICWeb online software system for tracking and documenting the internship processes</td>
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</tbody>
</table>
**CICWeb**: powered by NACELinkSymplicity

The most widely used Career Management Software by College & University Career Centers. It allows faculty to:

- View, edit and approve the required internship paperwork
- Generate robust reports for Deans, VPs, Admissions, and others
- Facilitate awareness and involvement with CIC events and programs
- Communicate with students, faculty, employers, and CIC easily via e-mail
- Browse internship/job vacancy listings received on a daily basis
- Support MU’s sustainability and “going green” initiatives through use of electronic files
How CICWeb works

1. Student, faculty or employer log-in
2. Student populates information regarding internship
3. Faculty review, edit & verify internship meets Marymount standards
4. Employer confirms information
5. Student registers for internship
6. Student participates in experience with faculty guidance.
   - Needed communication between student, faculty, employer and CIC is facilitated through CICWeb.
7. CICWeb tracks all needed paperwork including evaluations, journals, and other assignments needed to complete internship experience
Faculty can log-in at the following links...

CICWeb for Faculty

Faculty can now use the Career and Internship Center's CICWeb system to manage the internship registration process. Through CICWeb faculty can, view, edit, and track MU students throughout the internship experience.

Also, faculty members can browse internship/job vacancy listings received on a daily basis via the CICWeb system. Faculty can log-in to the CICWeb system by using the information below.

Username: (your Marymount email address)
Password: advisor

Designated faculty access to the CICWeb system is intended to provide the most useful career center information for advising MU students, from access to internship/job listings, on-campus recruiting events, career related programs/workshops, employer information sessions, job fairs, to overall career and internship advisement, and more.
Faculty can view and take action on advisee’s internship record here...

Faculty can access advisee’s internship record and document library here...
Faculty can review and add learning objectives
Faculty can approve the posted internship record here...

Option for faculty can post an initial grade here..
What’s in it for faculty

- Advisement resource
- Better internship management
  - Pre-loaded information
  - Checks & Balances
  - Log-in access
- Elimination of paper
  - Supports university sustainability efforts
- Improved/fast communication:
  - You, student, employer, and the registrar
  - Customized emails
- Easy way to complete registration
- Saves time
- Empowerment
  - Students input data & own their own “career destiny”
- Standardization of each departments internship process
- Training available for faculty, students, and staff
Want to see more?

There’s so much more to show you that time today does not permit.

- Student Evaluation of the Internship
- Employer Evaluation of Student
- Journal Submissions and time sheets
- Reporting and more

If you would like to experience the system through a one-on-one or group training demo, contact the CIC at (703) 284-5960.
Exercice 2: Using the Career and Internship Center

The purpose of this exercise is to generate ideas on how to work with the CIC to help students get the most out of their experiential learning at Marymount.

Using the 4-year model:
- Discuss and write down ideas that the program is doing or would consider adding to students’ experience by year
- Discuss and write down what services or programs the CIC could provide to assist programs with these ideas

For graduate chairs:
- Discuss and write down ideas that the program is doing or would consider adding to the experience by students’ progress in the program
- Discuss and write down what services or programs the CIC could provide to assist programs with these ideas