

# Strengthening Experiential Learning: Marymount's Internship



**FALL CHAIRS WORKSHOP**  
**AUGUST 23<sup>RD</sup> 2010**

# 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*

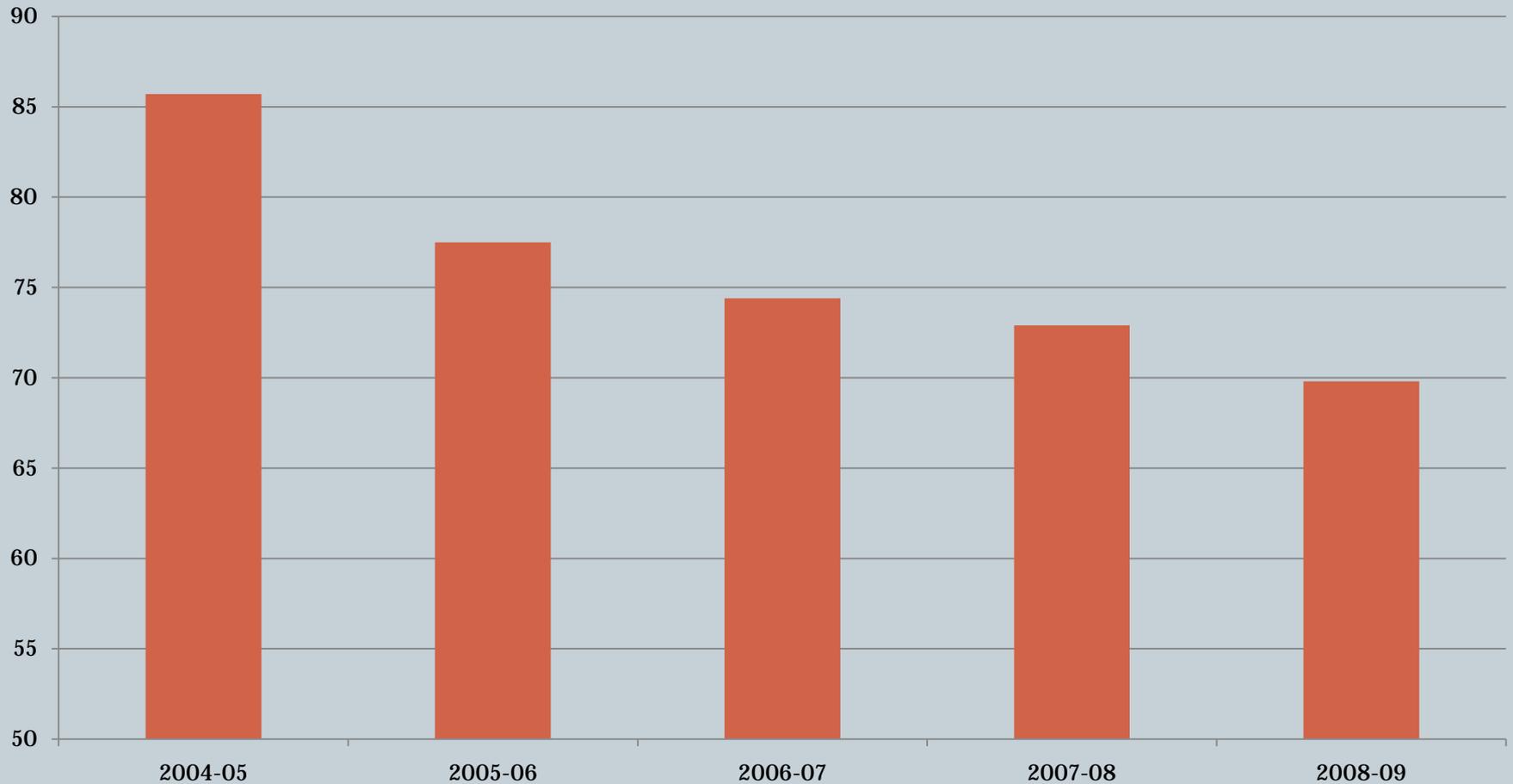
David Pomeroy, *Internship Coordinator, Business Administration*

Michael Schuchert, *Institutional Effectiveness*

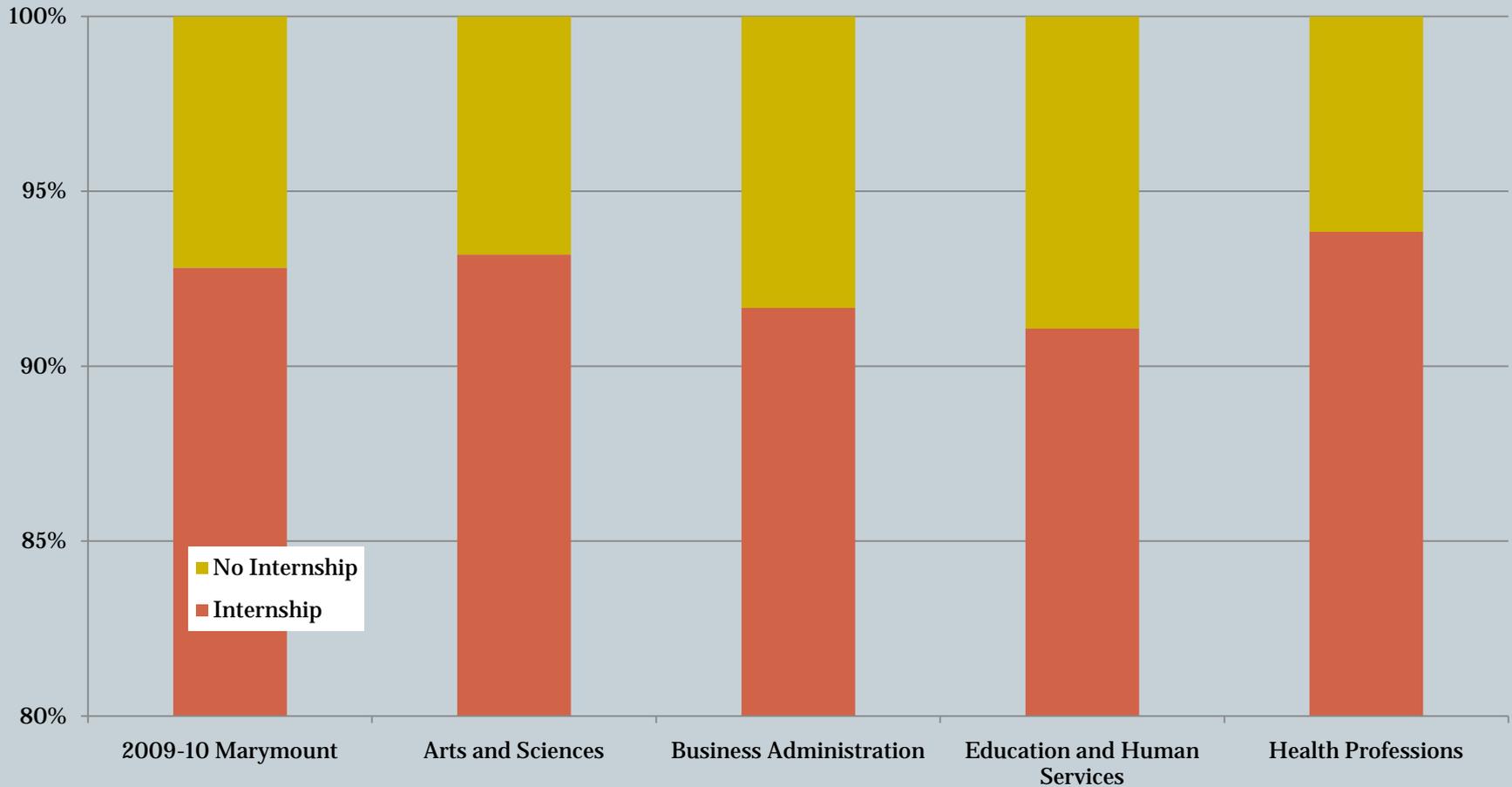
Scott Spencer, *Registrar*

Liane Summerfield (Chair), *Academic Affairs*

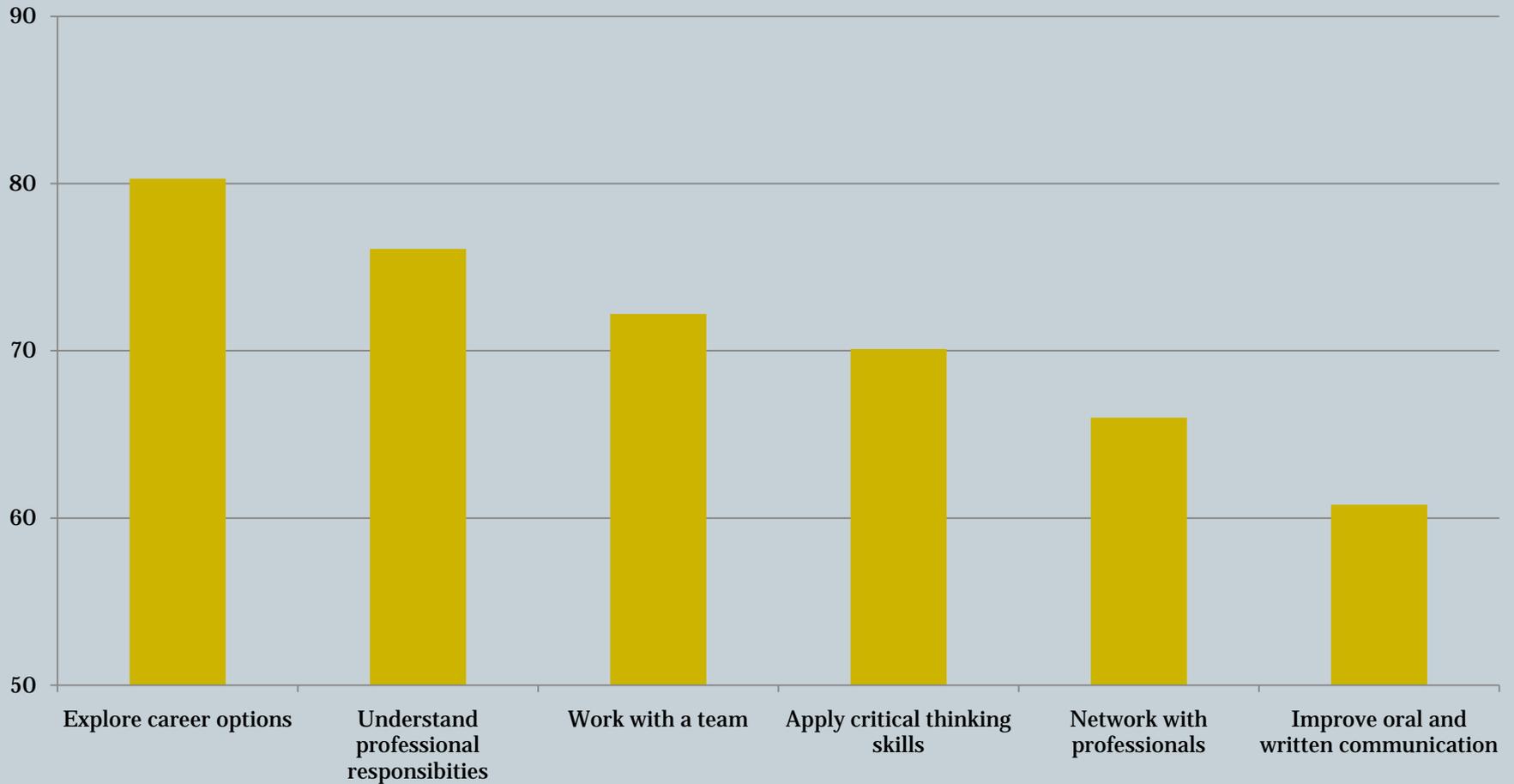
# Percentage Satisfied or Very Satisfied with Internship Experience by Year of Graduation



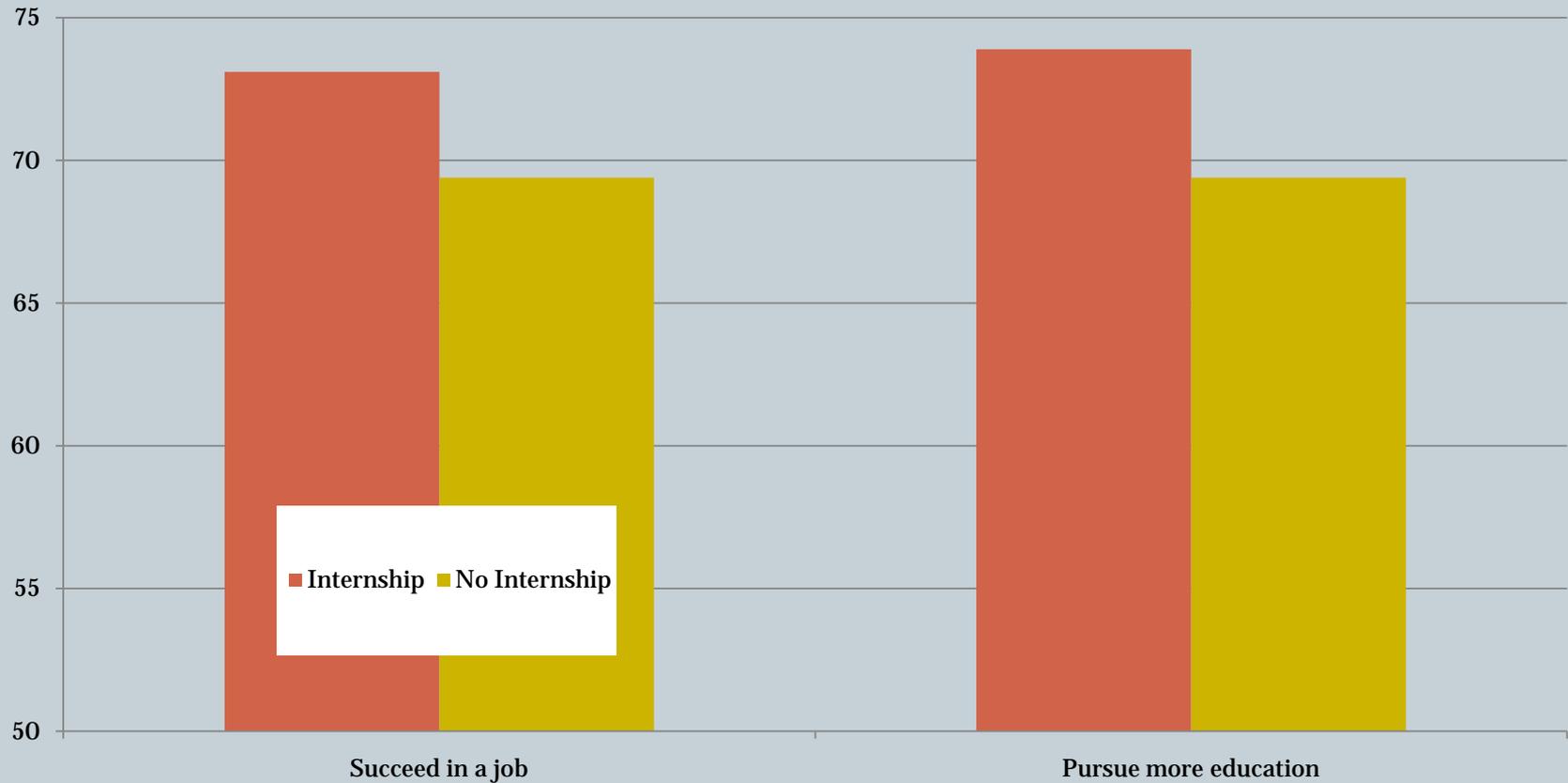
# 2009-10 Undergraduates Completing Internship as Part of Degree



# Percentage of undergraduates indicating Internship included Specific Experiences



# Student Evaluation of Preparation by Participation in 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



First Year	Second Year
<ul style="list-style-type: none"><li>• Create career “portfolio” (TaskStream) in DSC 101</li><li>• Preliminary advising conversations</li><li>• Create <i>CICWeb</i> login</li></ul>	<ul style="list-style-type: none"><li>• Participate in program-specific career activity</li><li>• Develop resume in <i>CICWeb</i></li><li>• Advising conversations about potential internship opportunities in the discipline</li></ul>
Third Year	Fourth Year
<ul style="list-style-type: none"><li>• Participate in CIC internship workshops</li><li>• Identify personal goals for internship</li><li>• Faculty recommendation on preparedness is filed through <i>CICWeb</i></li></ul>	<ul style="list-style-type: none"><li>• Complete required <i>CICWeb</i> forms</li><li>• Enroll in internship course</li><li>• Report on internship (reflection piece)</li></ul>

# 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



## Services for Faculty

- Classroom presentations and “commercials”
- Advising Assistance - Student referrals and consultative services
- “*What Can I Do With a Major in*” and other materials
- *Interfolio.com* - allows faculty to complete recommendations for students pursuing employment or graduate school
- *CICWeb* online software system for tracking and documenting the internship processes

## Services for Students

- Career Interest and Personality Testing
- *OptimalResume Suite* - Software assisting students to develop application materials
- CIC’s lending and resource library
- “*What Can I Do With a Major in*” and other materials
- Career-related events - Workshops, job fairs, etiquette dinners, and alumni panels
- *CICWeb* online software system for tracking and documenting the internship processes

# *CICWeb*: powered by NACELinkSimplicity



- 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

# CICWeb for Faculty...



Student access  
CICWeb here...

Faculty access  
CICWeb here...

The screenshot shows a web browser window with the URL <http://www.marymount.edu/studentLife/career/faculty>. The page header includes the Marymount University logo and navigation tabs for ACADEMICS, ADMISSIONS & FINANCIAL AID, EXPLORE MARYMOUNT, STUDENT LIFE, ATHLETICS, and NEWS & EVENTS. The breadcrumb trail reads: Home > Student Life > Internships & Careers > Information for Faculty. The main content area features a large image of a building with a cross on top, with the heading "Information for Faculty". Below the image, the text reads: "Your friendship with the Career and Internship Center is important to us – AND to students! This section of our site was created to help you help students who seek your advice about career exploration, internships, and jobs on their path to becoming successful professionals." A sidebar on the right lists "INTERNSHIPS & CAREERS" with a sub-section "CICWeb for Faculty" containing links for Classroom Presentations, Consultation Services, Credential Files & Online Portfolios, Major-to-Career Connection, and Services for Students. At the bottom right, a red box contains the text: "Need to Provide a Letter of Reference? We can help. Find out more here". The Windows taskbar at the bottom shows the Start button, My Computer, TRAVELDRIVE (E:), NACELinkSymplic..., How to register ..., and Marymount Univ... with the time 6:31 PM.



Home > Student Life > Internships & Careers > Information for Faculty

**STUDENT LIFE** | [CICWeb for Students/Alumni](#) | [CICWeb for Employers](#) | [OptimalResume](#)



### Information for Faculty

Your friendship with the Career and Internship Center is important to us – AND to students! This section of our site was created to help you help students who seek your advice about career exploration, internships, and jobs on their path to becoming successful professionals.

The navigation menu offers information and resources about the most popular and consultation about other career-related matters or

**Need to Provide a Letter of Reference?  
We can help.**

**Find out more here**

# CICWeb Faculty page cont.

Faculty can log-in at the following links...

The screenshot shows a web browser window displaying the Marymount University website. The browser's address bar shows the URL: <http://www.marymount.edu/studentLife/career/faculty/CICweb.aspx>. The website header includes the Marymount University logo and the text "ARLINGTON, VIRGINIA". A navigation menu contains links for "ACADEMICS", "ADMISSIONS & FINANCIAL AID", "EXPLORE MARYMOUNT", "STUDENT LIFE", "ATHLETICS", and "NEWS & EVENTS". Below the navigation menu, a breadcrumb trail reads: "Home > Student Life > Internships & Careers > Information for Faculty > CICWeb for Faculty".

The main content area features a "STUDENT LIFE" header with a sub-link for "CICWeb for Faculty". Below this, the text reads: "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.

The right sidebar, titled "INFORMATION FOR FACULTY", contains a list of links: "CICWeb for Faculty", "Classroom Presentations", "Consultation Services", "Credential Files & Online Portfolios", "Major-to-Career Connection", and "Services for Students". A red callout box on the left side of the image points to the "CICWeb for Faculty" link in this sidebar.

The Windows taskbar at the bottom shows the Start button, several open applications including "My Computer", "TRAVELDRIVE (E:)", "NACELinkSyplic...", and "How to register ...", and the system tray with the time "6:32 PM".

# Faculty management page...

Faculty can view and take action on advisee's internship record here...

Faculty can access advisee's internship record and document library here...

**MARYMOUNT UNIVERSITY** NACElink CAREER SERVICES MANAGEMENT SYSTEM software by symlicity

Monday, August 09, 2010 | 6:34 pm | David Pomeroy | Logout

**CSM Staff Home**

**ANNOUNCEMENTS**

**SAINTS BEING SAINTS MENTORING**  
Click here to access the new Saints being Saints Mentoring database and update your preferences for serving as a mentor, mentee, or both! For mentors, be sure to update your profile here.

**NACELINK PRIVACY POLICY-EMPLOYERS**  
**Employers:** Marymount University maintains a site license with Symlicity Corporation and NACElink. To view the current privacy policy, click here.

**NACELINK PRIVACY POLICY-STUDENTS/ALUMNI**  
**Students and Alumni:** Marymount maintains a site license with Symlicity Corporation and NACElink to bring you a wide array of internship and job vacancy notices, company information, and access to recruiting events both on- and off-campus. If you would like to familiarize yourself with the privacy policy, please click here. The documents that you upload into the CIOWeb reside on NACElink Network servers are fully supported by the most advanced security software available to protect the integrity of the system.

Please note that the jobs that appear under the NACElink Network feature are not screened by NACE.

**RECENT ITEMS**

Experiential Learning: Fall 2009: Ralph Critten - () (Marymount University Career and Internship Center)

**PENDING ACTIONS SUMMARY**

New Employer Registrations	0
Pending OneStop Registrations	0
Pending OneStop Employer Updates	0
New OCR Schedule Requests	0
Pending Schedules	0
New Job Postings	2
New Information Session Request	0
Pending Student Files	1

**CSM STATISTICS** August 9, 2010 6:02 PM

Registered Employers	5421
Registered Employer Contacts	7182
Registered Students	10667
Job Postings	360
Multi-School Postings	20
Scheduled Interviews	0
Pending Interviews	0
Wait-Listed Students	0
Scheduled Information Sessions	1

**SHORTCUTS**

- Register/View Your Internship Record
- Document Library

**Navigation Menu:** Home, Announcements, Calendar, Contacts, Employers, Students, Survey, Internship/Co-op Info, Internship Registrations, Events, Resume Book, Quick View Reports, Resume Builder, Publications, Reporting, Document Library, NACE Salary Survey, My Account.

**Users Online:** (1) Manager, (1) Students

**Training:** User Guide, Videos

**Support:** Submit Issue, Send Email

Call Help Desk: 1-703-373-7040  
Hours: Mon-Fri 9am-6pm ET (Except holidays)

# Learning objectives

Faculty can review and add learning objectives

The screenshot shows a web browser window with the following content:

- Browser Tabs:** Google, Marymount University | CI..., Marymount CSM
- Address Bar:** [https://marymount-csm.symplicity.com/manager/index.php?\\_edit=1](https://marymount-csm.symplicity.com/manager/index.php?_edit=1)
- Page Title:** Learning Objectives and your Faculty Advisor/AIM
- Form Fields:**
  - Select Faculty Advisor: David Pomeroy
  - Name of Academic Internship Mentor (AIM) if other than your Faculty Advisor\*: David Pomeroy
  - AIM Phone number: Please include area code. (703) 284-5960
  - AIM Email Address: dpomeroy@marymount.edu
  - Common Learning Objectives: Outline how completing your internship at this site will help you achieve the following common learning objectives. Please be complete and use proper grammar and capitalization.
- Learning Objective Information 1:**
  - Learning Objective\*: To learn as much as possible the ins/outs of window washing.
  - Tasks/Strategies\*: Read books on how to use windex, latex gloves to wash windows.
  - Evaluation\*: I will have very clean windows that I can show off during a window display.
- Confirmation:** Did you discuss your Learning Objectives with your AIM? All learning objectives must be reviewed and approved by your faculty. Answer: yes
- Specific Role and Responsibilities of the University, Faculty, Student, and Employer:**

In order to complete your Internship Agreement, you must review the Role and Responsibilities policy that can be found in the Document Library (use the Quicklink on the home page and then use "policy" as your keyword).

Please check here to indicate that Yes, I have reviewed and understand the Role and Responsibilities you have reviewed and understand policy for internships the Role and Responsibilities policy for internships:
- Internship Record:**

Academic Internship Mentor (AIM)/Faculty Advisor Approved\*: By checking YES, you are agreeing to the information provided by your advisee is acceptable as an internship opportunity and therefore, granting permission to the advisee to work at this particular internship site.

yes  no

# Faculty approval & grading option



Faculty can approve the posted internship record here...

Option for faculty can post an initial grade here..

In order to complete your internship Agreement, you must review the Role and Responsibilities policy that can be found in the Document Library (use the Quicklink on the home page and then use "policy" as your keyword).

Please check here to indicate that **Yes, I have reviewed and understand the Role and Responsibilities** you have reviewed and understand **policy for internships** the Role and Responsibilities policy for internships:

**Internship Record**

Academic Internship Mentor (AIM)/Faculty Advisor Approved: By checking YES, you are agreeing to the information provided by your advisee is acceptable as an internship opportunity and therefore, granting permission to the advisee to work at this particular internship site.

yes  no

Has this student requested an extension to register his/her internship?:  yes  no

Internship Registration Extension Granted:  yes  no

Please indicate why an extension was not granted:

Internship Registration Notes:

Total Hours Completed\*:

Academic Credits Earned\*:

**Internship Grade Record**

Overall Internship Grade\*:

Additional Comments:

# 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.

# Exercise 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