

Apex High School
Academy of Information Technology

School to Career
Internship Workbook



Apex High School

***BE FUTURE
READY***

*ACADEMY OF
INFORMATION TECHNOLOGY*



Dear AOIT Junior:

Research suggests that internships can produce substantial, long term improvements to young people’s ability to earn money and make successful transitions into adulthood. Internships introduce students to the habits and value of compensated work, while making connections between academic learning and its real world application.

Your upcoming internship is one of the highlights of the AOIT program at Apex High School. This package provides you with the tools to make the most of the internship as well as understand your responsibilities. Enclosed you will find important information that will be helpful to you in your internship. Please read the material and utilize the suggestions to make the most of your internship experience. Much of the material must be turned in as part of the internship credit you will receive.

While the school, the program director and the Business Advisory Board assist you in finding an internship, it is your responsibility to find an internship, interview and complete it.

The positive impression you make during your internship will be helpful to you in the future when you are seeking a reference or a permanent position. Your internship will give you a chance to demonstrate your competence and initiative; we hope you will use it as an opportunity to learn and grow. Recognize that through your job performance you are representing Apex High School and the AOIT program. We hope this experience will ensure that your employer will warmly receive future interns.

Sincerely,

John Evans
AOIT Director
Apex High School

Internship Overview

An internship is an experience in which a high school student learns by taking on a responsible role as a worker in a company or organization and then reflects on what happened while in the workplace. The Internship Program is a supplement to formal classroom instruction. Its intent is to significantly add to the vitality of the instructional program and to impact the courses that a student has taken or will take. Internships are for juniors and seniors and must be at least 135 hours. Students will earn a credit o(1) for the internship.

Internship Requirements:

Pre-Internship

- ✓ Conference with Internship Coordinator**
- ✓ (Transportation, scheduling, counselor approval, expectations, and possible placements – must be off campus)
- ✓ Complete internship application
- ✓ Complete Code of Conduct
- ✓ Complete Internship Agreement

During the Internship

- ✓ Complete workplace orientation
- ✓ Complete learning objectives
- ✓ Track and complete a minimum of 135 contact hours
- ✓ Complete at least 10 journal entries
- ✓ Maintain communication with your Internship Coordinator
- ✓ Internship Coordinator will complete a site visit

Post-Internship

- ✓ Complete summary of experience (PowerPoint presentation)
- ✓ Participate in final presentation
- ✓ Complete student evaluation
- ✓ Completed internship supervisor's evaluation
- ✓ Complete thank you cards
- ✓ Internship Coordinator will award final credit

Internship Scheduling: Internships are a CTE class and correspond with the school calendar. Interested students should work with the Internship Coordinator and their Counselor to begin the application process at least one semester before they are interested in interning. Credit and grades are assigned after the student completes all requirements and submits all work to the Internship Coordinator. Hours can be earned over the summer prior to the school year the credit is awarded only if the Internship Coordinator is available to oversee this experience. Students should work with their parents to identify friends or neighbors who could help in the securing of internships at desired companies.

**Internship Coordinator: Career Academy Director, Career Development Coordinator, Teacher of Record or member of the Business Advisory Board

PREREQUISITES FOR AN INTERNSHIP

1. Excellent attendance and punctuality during your junior year – no more than five absences per term
2. Students applying for an internship should have a minimum overall GPA of 2.5
If you do not have an overall GPA of 2.5, you must submit:
 - A written request for an internship, including bulleted reasons why you should be awarded an internship
 - Two (2) teacher recommendation letters
3. Satisfactory performance on the preliminary practice interview conducted at the school by School Staff or business representative if applicable
4. Submission of an acceptable résumé
5. Availability for a minimum of 135 hours either full time in the summer or part time in the junior/senior year
6. Personal possession of requisite documents (social security card, green card, working papers, etc.)
7. Proper business attire and careful grooming for all interviews
8. On time for internship interview, meetings, etc. (Failure to follow through or keep appointments will result in removal from internship pool)
9. Attendance at the pre-internship meeting
10. Any problem related to placement must be brought to the immediate attention of the Internship Coordinator
11. Abide by any regulations, practices, and procedures of the Wake County Public School System and the Wake County Public School System Internship Program.
12. Ability to provide own transportation

I have read the above and understand that these criteria must be met before I will be eligible for an internship placement through Apex High School. I understand that ultimately it is my responsibility to secure the internship.

Student Name (printed) _____

Signature _____ *Date* _____

Witnessed by (Parent Signature) _____

Traits of a Successful Worker

Responsible

- Work hard for excellence, even if a task is unpleasant.
- Pay attention to detail.
- Work toward high standards of attendance, punctuality, and attitude.

Confident

- Believe in your own self-worth, skills, and abilities.
- Be aware of how your emotions, behavior, and attitude can affect others.
- Take responsibility for your actions.

Sociable

- Be friendly, sensitive, and polite to others.
- Be interested in what other say to you.
- Be flexible so you can interact with people from different backgrounds.

Self-Managing

- Know your own abilities, skills, and knowledge.
- Set realistic personal goals and be self-motivated to achieve them.
- Use others' criticism and feedback to improve yourself.

Honest/Ethical

- Know your community's and organization's code of ethics.
- Know how behavior that violates these codes hurts individuals and the organization.
- Be committed to ethical behavior in the workplace.

Guidelines

Employers expect me to:

- Come to work on time, notify employer when you can't make it to work (i.e illness, car trouble)
- Make smart decisions.
- Follow directions.
- Concentrate on my work and care about the quality of my work.
- Read, write, and calculate well.
- Recognize problems and find solutions; research independently and ask for assistance.
- Finish a job when I am supposed to without sacrificing quality.
- Be honest and dependable.
- Take the lead and work hard.
- Communicate well and get along with other people, especially customers.
- Dress properly and practice good grooming.
- Be cooperative.
- Have a positive attitude.
- Treat internal company information as confidential unless directed otherwise
- Always keep the best interest of the business in mind

Skills for Success in the 21st Century:

What skills are employers looking for?

1. THE ABILITY TO LEARN

With technology changing so rapidly, more than ever, employers are searching for employees who can acquire, process, and apply new information.

2. THE BASICS: STRONG READING, WRITING, AND MATH SKILLS

Companies are increasingly demanding that their new employees have these basic skills.

3. GOOD COMMUNICATION SKILLS – ESPECIALLY LISTENING AND SPEAKING SKILLS

Good communication skills are the single most important factor in workplace success after having an understanding of one's job.

4. GOOD INTERPERSONAL COMMUNICATION SKILLS – ESPECIALLY GOOD ATTITUDE

A good attitude about one's job and motivation to take initiative on important issues and ideas are key to being successful in any job.

5. CREATIVE THINKING AND PROBLEM-SOLVING SKILLS

People who can recognize and define problems, come up with new approaches and solutions and put them into action help a company stay competitive. This is a very important skill employers are looking for in this tight economy.

Guidelines for Interviews:

1. Practice interviews are recommended and will be held at school prior to internship interviews if at all possible. Evaluations will be given directly to student if a practice interview is given.
2. The Internship Coordinator will provide job leads when possible. **However, the interview and the secured internship are the ultimate responsibility of the student.**
3. Students can see Internship Coordinator about potential positions. Student resumes will be sent to the internship provider. The provider determines who to interview based on resumes.
4. The internship provider's contact information will be provided to selected students. **It is the student's responsibility to contact the organization and schedule the interview.**

Potential Interview Questions

1. Tell me something about yourself.
2. What do you know about our company?
3. What do you think are your personal and academic strengths in school? Other areas?
4. Weaknesses in school? Other areas? (Explain how you are working to improve)
5. What would you consider to be the highlight(s) of your life thus far?
6. What hours are you available for the internship?
7. What part of (insert specific course) do you enjoy the most?
8. Why are you interested in this position?
9. If you were working in an organization and a client came to you expressing unhappiness with a service she/he received, how would you handle the situation?
10. If your internship supervisor asked you to make copies, file, or fax letters to a client, would you have any problem performing these tasks?
11. If you are scheduled to start work at 9:00 am and you arrive at 9:03 am, are you late?
12. What would you do if you find that after two weeks your internship is not what you had expected and you are very unhappy?

WCPSS School to Career Internship Program
STUDENT INTERN CODE OF CONDUCT

- I will be punctual and conscientious in the fulfillment of my commitment and duties.
- I will accept supervision graciously.
- I will conduct myself in a dignified, courteous, and considerate manner.
- I will take any problems, criticisms, or suggestions to my supervisor.
- I will follow all company policies and procedures (dress code, safety, training, etc.).
- I will always knock on closed doors.
- I will not discuss or ask about the amount of money employees earn.
- I will not chew gum or eat food while working.
- I will not take friends to the worksite.
- I will not solicit the organization or employees for donations, fundraisers, etc.
- I will always notify my supervisor if I am not able to report for work.
- I will work only when and where assigned.
- I will refrain from loud talking and inappropriate laughing.
- I will not use company phones or email for personal use.
- I will not use my cell phone for personal use while on the job, including texting.
- I will not surf the Internet, use personal email, or play games while on the job.
- I will keep company information confidential unless directed otherwise.

Interns follow the same code of conduct as other members of the team. I further understand that all business information is confidential and any dissemination of this information could lead to legal prosecution. Always remember that you are representing WCPSS to the public.

Intern signature

Date

Intern name - printed

WCPSS School to Career Internship Program INTERNSHIP AGREEMENT

Student Name: _____

Organization: _____

Supervisor Name & Title: _____

Supervisor Email: _____

Organization Address, City, Zip: _____

Organization phone #: _____ FAX #: _____

Internship start date: _____ Number of weeks: _____ # Hours per week _____

Internship end date: _____

Rate of pay (if applicable): _____ per _____ Frequency payment: _____

The Student Intern agrees to:

1. Undertake activities that provide a comprehensive view of the organization and that focuses on the roles, responsibilities, and functions of the organization sponsor.
2. Communicate desired learning objectives to the Internship Supervisor.
3. Consult with the Internship Coordinator bi weekly or as assigned by the Internship Coordinator.
4. Be regular in attendance and on time to assigned internship and notify the Internship Coordinator and internship supervisor should accident or illness occur.
5. Conform to the regulations of the organization (dress, conduct, etc.)
6. Understand that dropping the internship will result in a withdrawal/failure to complete the internship.
7. Understand the Internship Coordinator and the organization must give permission to terminate the internship.
8. Complete all WCPSS internship credit requirements.
9. Abide by any regulations, practices, and procedures of the Wake County Public School System and the Wake County Public School System Internship Program.

The Internship Coordinator agrees to:

1. Review the student intern's learning objectives and internship responsibilities.
2. Monitor the student performance during the internship.
3. Maintain contact with the internship supervisor.
4. Conduct a site visit and schedule meetings as needed with the student to advise the student intern on appropriate behavior, performance standards, and academic information (minimum of 2 times).
5. Assess the student intern using the WCPSS internship rubric.

WCPSS School to Career Internship Program

INTERNSHIP JOURNAL/BLOG

The internship journal provides an opportunity for you to write about your learning experience. There are several ways that you can use your journal to examine your internship experience. Some of its uses are to examine new knowledge and skills, to discover what you feel as a result of experiences in your internship, and to reflect on your own learning. In your journal you can reflect on successes or problems, as well as anxieties or other feelings you have about your internship. You may record your responses to difficulties that come up during the course of your internship. In addition, you may record your personal reactions to teachers, internship coordinators, supervisors or co-workers or groups you take part in. You may use the journal to record any problems you are having that interfere with your learning experience.

Directions: You will begin your journal at the start of your internship. The journal will be used to help determine your final internship grade (25%).

Futures For Kids may also be used for your journal entries if you have a F4K account.

If using the blog: after the internship and blog permission forms have been turned in, the Internship Coordinator will send you instructions on how to set up the blog.

- The Internship Coordinator will be the administrator and you will be the author.
- You will receive an email invitation from blogspot.com that you must accept to be an author.
- To begin, only you, your supervisor, and the Internship Coordinator will be allowed to see your blog entries. With approval, the blog may be available for others to see and comment on.

The blog address will be given to you by the Internship Coordinator. You must complete ten journal entries that answer the requested information in the prompts below. **The journal format should be followed with emphasis on the reflection.** Please follow these guidelines in your blog/journal entries below:

- Only use first names
- Do not include any personal information such as email addresses, phone numbers, addresses, etc.
- Follow all school guidelines
- Follow any guidelines provided by your supervisor

Required Journal Entries:

1. Define the purpose of the business/organization – what they do, structure, who are their customers, etc. What is your job description – what will you be doing, who will you work with, where do you fit in, etc.?
2. Describe the work atmosphere. How are decisions made, is it cooperative or competitive, what is the dress code and work ethic of the organization?
3. How have your classroom experiences prepared you for the internship? What do you wish you had learned prior to the internship?
4. How is the internship meeting or not meeting your expectations/objectives and why? Do you have control of this? Explain.
5. What do you feel is your main contribution to your internship? What have you done at your internship that makes you proud? Why?
6. How have your duties changed since you first started? Have you been given more responsibility?
7. How has this experience affected or changed your career/college plans?

8. What have you learned about yourself and what you want in a career?
9. What major problems or frustrations have you experienced or observed in your work? How did you handle it?
10. Write a final reflection of the entire internship experience.

EXAMPLE OF A BLOG ENTRY (abbreviated version)

Entry

Date(s):

Activities:

Technical Information:

Reflection: *This section should be the longest and bulk of each entry and should be at least four sentences. An additional topic (below) must be answered AFTER your reflection*

Topic:

SAMPLE

ENTRY

Post #5

Date(s): 7/19/13 - 7/22/13

Activities: Edit and Crop Videos, Work on Intranet

Technical Information: VideoPad, Adobe Dreamweaver CS4, Canon Video Camera

Reflection: As The Hamner Institutes continually is expanding their partnerships and relationships with other companies, one major connection is with China. This week, the majority of my time was devoted to cropping and editing videos of speakers from China and The Hamner at important events. Even though most of the videos were in another language, it was interesting to see the presentations. To edit the videos, I used software called VideoPad, which was rather easy to pick up and learn. The only frustrating part about the program is how long it takes to make the video into a movie and how long it takes to upload a video file. Other than those two issues, VideoPad is great editing software to use!

When I wasn't working on editing China presentation videos, I would work on the intranet. In all, I have 13 pages to make, with many subpages under each! It's been hard to get people to meet with me about their webpages, but it's coming along! So far, I have completed 3 of the intranet sites and have 10 pages left to finish before I leave! Fortunately, it doesn't take me that long to make a site; typically, I only need one day to complete one of the 13 webpages.

I believe my main contribution to The Hamner is tying up loose ends to projects that need to be completed. For example, many of the posters that I have worked on are now completed and ready to be printed. Also, working on these videos from the China presentations probably wouldn't have been done quickly if I hadn't taken on the project! Overall, I'm here to learn and experience what work life is like and have learned so many new skills along the way!

INTERNSHIP BLOG – VIEWER PERMISSION FORM (only for those doing blog)

Internship Supervisor:

Interns are required to write journal/blog entries for every 5-10 hours of work during the internship. Some basic guidelines are below. If you have additional guidelines, please discuss these with the student. Please review the guidelines and complete the information below.

Please follow these guidelines in your blog entries:

- Only use first names
- Do not include any personal information such as email addresses, phone numbers, addresses, etc.
- Follow all school guidelines
- Follow any guidelines provided by your supervisor
- **Fax, email or turn in this signed document to the Internship Coordinator (fax #/email address) at the start of the internship**

I have discussed blog guidelines with _____ and approve of an
Intern's Name
internship blog that is restricted to the intern, the Intern Coordinator, and others that I authorize.

Supervisor Printed Name, Title

Organization

Signature and date

Email Address (please print neatly)

Please check one or more of the following as they apply:

- I authorize the intern's blog to be open to the public for viewing and commenting.

OR

- I authorize members of the Career Advisory Board (for Career Academies), Career Academy faculty and administration, and intern's parents to view and comment on the intern's blog.
- I authorize these employees of my organization to view and comment on the intern's blog.

List email addresses: _____

WCPSS School to Career Internship Program INTERNSHIP SITE VISIT CHECKLIST

Student Intern _____

Internship Location _____

Internship Site Visit Date & Time _____

The student intern must provide any specific driving/parking directions to the Internship Coordinator.

- The student is responsible for coordinating the date and time of the site visit with the Internship Coordinator or designee and Internship Supervisor.
- The site visit should occur at approximately half way through the internship.
- The goals of the site visit include:
- Accountability/verification of student work and hours
 - Open communication between the Internship Coordinator, Student Intern, and Internship Supervisor
 - Student intern will perform and/or describe their internship responsibilities and communicate how they align with the intern's learning objectives
 - Internship Supervisor may provide feedback on the intern's work thus far
 - Remind the student and inform the supervisor of the upcoming internship presentation
 - Determine any follow-up if necessary

WCPSS School to Career Internship Program
STUDENT INTERNSHIP EVALUATION

The following questions are designed to help you summarize the internship experience. You may draw from your journal entries. Please answer these questions at the conclusion of your internship.

1. Student Name: _____

2. Where did you complete your internship?

3. What occupation or AOIT curriculum specific skills did you observe/practice/learn?

3. What is your overall rating of this program as a learning experience?

Excellent: _____ Good: _____ Poor: _____

4. If you had an excellent or good learning experience, what made it good or excellent?

5. If your experience was less than satisfactory, please explain.

Instructions: The following list describes features of an internship experience. Please describe your particular experience by circling the appropriate number from 1 to 5.

	<u>Practically</u>		<u>Sometimes</u>		<u>Very</u>
	<u>Never</u>				<u>Often</u>
1. Had adult responsibilities	1	2	3	4	5
2. Had challenging tasks	1	2	3	4	5
3. Made important decisions	1	2	3	4	5
4. Offered input that was accepted	1	2	3	4	5
5. Did interesting tasks	1	2	3	4	5
6. Performed tasks instead of observing	1	2	3	4	5
7. Received training to do tasks	1	2	3	4	5
8. Received clear instructions	1	2	3	4	5
9. Had freedom to develop and use my own ideas	1	2	3	4	5
10. Worked with adults who took a personal interest in me	1	2	3	4	5
11. Had freedom to explore my own interests	1	2	3	4	5
12. Had a variety of tasks to do	1	2	3	4	5
13. Received help when needed	1	2	3	4	5
14. Was appreciated when I did a good job	1	2	3	4	5
15. Received feedback about my performance	1	2	3	4	5
16. Felt I made a contribution	1	2	3	4	5
17. Applied things I learned in school to my internship	1	2	3	4	5
18. Achieved my original goals for this internship	1	2	3	4	5

Comments:

WCPSS School to Career Internship Program
ORGANIZATION SUPERVISOR INTERN EVALUATION

Intern's name: _____

Number of hours worked: _____ Organization: _____

Supervisor Name & Title: _____

Brief description of intern's experiences: _____

Note to sponsor: This form was developed to help the Internship Coordinator assign the student's academic credit. It is suggested that you share this evaluation with the student intern before sending to the Internship Coordinator. We realize that not all categories listed below may be applicable to this particular internship. Please check only those items you feel comfortable evaluating. Thank you for your assistance and cooperation.

Personal Qualities	Excellent 90-100	Above Average 80-89	Average 70-79	Below Average <70	Not Applicable
Accepts and fulfills responsibilities					
Exercises good judgment					
Is friendly and courteous					
Accepts and understands the needs, feelings, and faults of others					
Is accepted well by other employees					
Is dependable					
Is willing to accept suggestions					
Conscientious in fulfilling assignments					
Follows directions					
Work is neat and accurate					
Is honest and sincere					
Reports to site on time					
Calls if unable to attend in advance					
Is cooperative and industrious					
Is creative					
Shows initiative					
Is flexible and adaptable					

Please evaluate overall performance:

Circle one: 10 9 8 7 6 5 4 3 2 1
 Excellent Above Average Average Below Average

What are the student's major professional assets and strengths?

What are the student's major professional development needs?

Did the student have adequate organizational/management skills? If not, please elaborate.

Do you know of any other organizations that may be interested in supporting School-To-Career programs such as internships and work-based learning?

Comments:

Supervisor's Signature _____ Date _____

Will you or your organization be interested in sponsoring future interns? _____

If you are not the contact person, who is? _____

Please check one box below:

Please **share** this evaluation with the intern.

Please **do not** share this evaluation with the intern.

Please fax this form (both sides) to the attention of Internship Coordinator 919 387-3023 or mail it to:

Apex High School

Attn: John Evans Academy Director

1501 Laura Duncan Road, Apex, NC 27502

If comfortable, you may give the completed form to your intern to turn in to the internship coordinator.

WCPSS School to Career Internship Program

ELECTRONIC SUMMARY

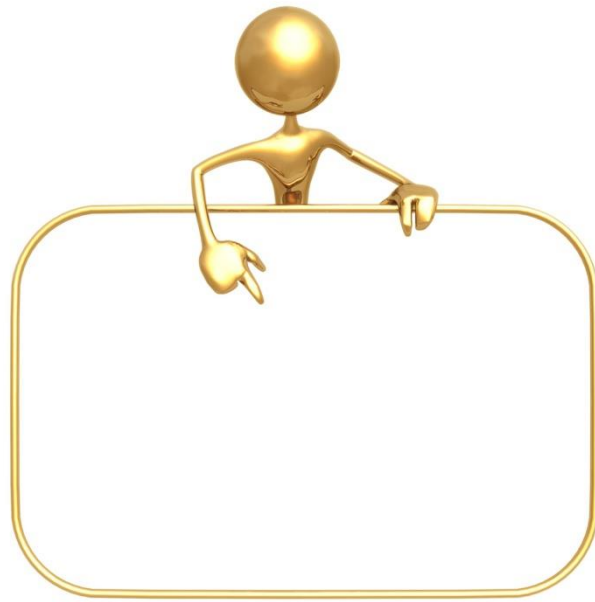
The Presentation must include the following:

- Picture of student on the job and student's name
- Picture of facility and the name of the organization
- Description of the organization and what the organization does
- What you gained from this experience
- Picture of supervisor and/or others who were influential in the experience
- List of duties, responsibilities, and specific skills required which could be organized as "A day in the life of ...at work"
- Relationship of internship experience to student's classes at school (in other words, what did the student discover while working that relates to what he/she learned from classes-technical or soft skills)
- Include examples of work if possible
- How the internship affects future plans after high school
- Minimum of 7 slides

Other suggested topics can include:

- Include examples of your experience such as:
 - What was the best thing that happened to you during the internship?
 - What did you find to be challenging?
 - What influence, if any did your supervisor or co-workers have on your plans for the future?
- Summarize overall experience
- Be creative

Students do not present this PowerPoint individually during the group internship presentation. However, the individual PowerPoint presentations are combined and used in a large presentation during the group internship presentations. Parents, teachers and internship supervisors are welcome to attend the presentation.



INTERNSHIP RUBRIC

Name _____ Presentation Date _____

Final Exit Project Requirements

Each student must complete a final exit portfolio and presentation in lieu of a final exam. The portfolio and presentation will include:

GRADING RUBRIC

Requirements	Excellent 93-100	Above Average 92-85	Average 84-72	Below Average < 71
Paperwork (internship application, learning objectives, code of conduct, internship agreement, time sheet, student evaluation, copies of thank you notes)– 15%				
Journal Entries – 25%				

<p>Summary Portfolio/Presentation includes (formal presentation-students dress accordingly): – 30%</p> <ul style="list-style-type: none"> • 3-ring Binder • Cover Page • Signed Internship Agreement • Signed Code of Conduct • Internship Schedule • Driving Directions • Copy of Learning Objectives • Copy of Weekly Reflections/Journal/Blog • Minimum of 5 Pictures (picture of student on the job, picture of the facility) • Student Evaluation • Copy of Thank You Notes • Documentation of 135 Hours <p>Presentation:</p> <ul style="list-style-type: none"> • Picture of student on the job and student’s name • Picture of facility and the name of the organization • What the company does • Picture of supervisor and/or others who were influential in the experience • Experience gained through internship • List of duties, responsibilities, and specific skills required which could be organized as “A day in the life of ...at work” • Relationship of internship experience to student’s classes at school (in other words, what did the student discover while working that relates to what he/she learned from classes-technical or soft skills) • Include examples of work if possible • How the internship affects future plans • Minimum of 7 slides 				
<p>Supervisor’s Evaluation – 30%</p>				