**Lincoln College**

**Step Five: Learning Outcomes and Application for Approval**

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| **Student Name (Last, First):** | **Student ID:** |
| **Address:** **City:****State:** | **Phone:****Student email address:** |
| **Major:** | **Minor:** | **Current Class Standing:****\_\_\_\_\_\_\_\_\_**Students must have earned 90 credit hours prior to registering for his/her Senior Internship |
| **Term of enrollment: Year: \_\_\_\_\_\_\_****Please Select ONE of the following semesters:**Spring **\_\_\_\_\_\_\_\_**Summer **\_\_\_\_\_\_\_\_**Fall  **\_\_\_\_\_\_\_\_** | **Credit hours to be earned:****CJS**: 3 credit hours **HSA**: 4 credit hours **SIT**: 3 credit hours**SPM**: 3 credit hours**BUS:** 3 credit hours |
| **Approved Internship Site:**Internship Site/Job Title:Address:Site Supervisor Name and Contact Information: |

**INTERNSHIP CANDIDATES:**

Please submit the following information electronically to your Program Director only after the Internship Coordinator has approved Steps 1, 2, 3, 4, and 5.

**PROGRAM DIRECTORS**

|  |  |  |
| --- | --- | --- |
| Business Administration:Sports Management: Health Services Administration:Criminal Justice Studies:Liberal Arts: | Dr. Jonathan PierceDr. Jonathan Pierce Dr. Jonathan PierceDr. Donna BradleyDr. Janine Peacher | jpierce@lincolncollege.edujpierce@lincolncollege.edu jpierce@lincolncollege.edudonna.bradley@lincolncollege.edujpeacher@lincolncollege.edu |

Program Director(s), by signing this form, you hereby verify that this student has met the credit hour requirements for Senior Internship, has crafted and submitted 5 -7 learning objectives that are specific, measureable, achievable, and related to their degree, and is approved to register for a Senior Internship course. The student has discussed strategies on how he/she will complete each learning objective while representing Lincoln College, our mission and vision, positively and professionally in our community.

\_\_\_\_\_ Student is approved to register for the Senior Internship course.

\_\_\_\_\_ Student is not approved to register for the Senior Internship course at this time.
 Please state why, and how the student can remedy this situation: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Program Director Signature Date**

**Student’s Senior Internship Learning Outcomes**

**Internship Learning Outcomes:** Please complete a minimum of 5 - 7 Learning Outcomes using the information provided in this step. A detailed summary of how to create learning outcomes, strategies to complete learning outcomes, evaluation methods, and the proposed closing activity is provided in this packet.

1. **Learning Outcomes 1:**

 Strategy 1:

 Strategy 2:

 Strategy 3:
Evaluation Method:

1. **Learning Outcomes 2:**

 Strategy 1:

 Strategy 2:

 Strategy 3:

 Evaluation Method:

1. **Learning Outcomes 3:**

 Strategy 1:

 Strategy 2:

 Strategy 3:

 Evaluation Method:

1. **Learning Outcomes 4:**

 Strategy 1:

 Strategy 2:

 Strategy 3:

 Evaluation Method:

1. **Learning Outcomes 5:**

 Strategy 1:

 Strategy 2:

 Strategy 3:

 Evaluation Method:

**Proposed Closing Activity/Final Project**

Describe your proposed final project. This is a project designed to professionally benefit both you and your site. Feel free to discuss general project ideas and topics that you would like to complete for your project.)

***Create Your Proposed Closing Activity Here: If you are planning an on-site project, be sure to describe your project in detail. If you are planning on a research paper, please indicate the area of research that is of interest to you and how your research will benefit the site.***

**Submission of Step Five**Please complete Step Five by including your 5 - 7 Learning Outcomes, Strategies for Each Learning Outcome, Evaluation Methods, and a Proposed Closing Activity/Final Project using this template and materials provided in this packet.

**Submit your application to the Internship Coordinator for approval prior to submitting this application and learning outcomes to your Program Director/Division Chair.**

**DELETE THIS PAGE AND THE CONTENT FOLLOWING PRIOR TO SUBMITTING THIS DOCUMENT TO THE INTERNSHIP COORDINATOR AND YOUR DIVISION CHAIR. THANKS**

**Supplemental Material: How to Craft Learning Outcomes for Your Senior Internship**

The Learning Agreement outlines educational and work related goals and criteria and techniques for grading and evaluating your internship experience. In your Learning Agreement, you want to describe your learning goals, specific strategies for achieving those goals, and methods for documenting their accomplishment. You are negotiating what you want to learn, what your site supervisor needs done, and how your faculty supervisor wants you to demonstrate what you have learned.

For each learning objective you develop (and it is typical that there should be several), you must show that it is specific, commit to a date for its achievement, and state how its achievement is to be verified. The faculty supervisor will examine each agreement that has been prepared and signed by the site supervisor and student for conformance to these standards.

The following components make up the Learning Agreement:

**Learning Outcomes (What I intend to learn during my Senior Internship)**List 5 - 7 specific goals of what you want to be able to do, or have learned, by the end of the internship. One or more of your learning outcomes for an internship should be focused on learning how the organization or agency operates. But you should also have additional outcomes. These could include learning new skills (e.g., technical or communication skills), developing educational or promotional materials, learning how projects involving people outside the agency are best accomplished, and so on.

To help understand how to design learning outcomes, the following examples are offered to convey the nature of learning outcomes. These examples are not meant to be offered as examples to be adopted word-for-word. Students and site supervisors should design their own learning outcomes to meet their overall training goals keeping in mind that outcomes will be as individual as the person. Here are some examples to consider:

* Develop an understanding of corporate organizational structure and operations to determine the suitability of working for a large or small company.
* Gain hands-on experience and a better understanding of a number of different software applications.
* Learn more about the policy-making process within this agency and how policies have been and are changed.
* Develop exceptional written and oral communication skills that are critical in any working environment to ensure that messages are correctly understood.
* Become an excellent team player by communicating and interacting with co-workers, clients, and suppliers to meet deadlines and ensure customer satisfaction.
* Learn how to conduct yourself appropriately in a business environment with people at all levels of the organization.
* Develop the ability to multi-task effectively and improve time management and organizational skills.
* Gain confidence in skills and abilities and take advantage of opportunities to explore employment options within the organization by networking whenever possible.

Of course, the list could be endless, but you get the picture. Remember that the most important aspect of setting learning outcomes is to make them attainable.

**Strategies (What I will do during my internship)**The next step is to identify, along with the Internship Coordinator and/or Program Director, what specific tasks will help you work toward your learning outcomes. List at least one strategy for each learning objective — specific actions you propose to take to accomplish the corresponding learning objective. While some internships come with responsibilities already defined, and may represent the reason you chose the internship, most have some flexibility. "Negotiating your particular tasks with your site supervisor is an important part of the learning agreement process. In contrast to learning outcomes, strategies (tasks or assignments) are concrete, bound to a time frame, and in some way measurable. While identifying outcomes helps you keep your overall goals in perspective, identifying specific tasks helps you frame your internship in manageable, doable ways.

**Examples of strategies:**
I will:

* Observe a client interview.
* Learn the methods involved in researching client needs.
* Help in the conceptual stage for at least one project.
* Help prepare for a client presentation.
* Observe a client presentation.
* Become familiar with agency resources by working in the firm's resource area.
* Listen to sales representatives explain their products.
* Identify three dynamics of teamwork between management and staff from various departments.
* Develop a yearly plan with staff to accomplish learning needs, supervision plans, and rewards.
* Explain five strategies to give frequent verbal and non-verbal encouragement and rewards.
* Describe the industry in which the company operates in order to actively assist with product
management.
* Mentor and train staff members regarding the agency's new process for .
* Identify at least three characteristics of an effective team.
* Develop guidelines to set specific goals with staff and help them plan to meet these goals.
* Learn three approaches to problem solving which includes identification of the underlying problem.
* Outline a new recruitment process using current resources such as the Internet and mailings.
* State at least three examples of ethical practices observed that contribute to responsible business conduct.
* Outline three to five stress management strategies.
* Explain at least five basic principles of empathetic communication to handle conflict.
* Make available for staff a series of learning opportunities for increased world knowledge and cultural information.
* Provide tools to use in prioritizing tasks.
* Learn and note the aspects of the organizational culture and policies of the company.

These outcomes are too vague and *not* good examples:

* Learn all about working in the agency.
* Shadow my site supervisor to see what she does all day.
* Observe personnel in the office.

**Evaluation Methods (How my progress regarding each objective will be measured)**

This section is what you will provide to your Internship Coordinator to document that you achieved your Learning Outcomes.

**Examples of Evaluation Methods:**

* Provide samples and artifacts of work completed on-site.
* Keep a journal of daily activities.
* Create a newsletter.
* Conduct an oral presentation of my work.

**Closing Activity (Describe the final project; different from ongoing evaluation methods)**

The final project will be either a research paper of a minimum of 15 pages or an on-site project. Examples of the research paper topics may include:

* Business opportunities and potential for the site.
* Benchmarking and best practices for your location.
* Best practices in the Health Care segment as it relates to your site.
* Demographics, Psychographics, Behavioral, and/or Geographic segments of the firm's market
* Consumer behavior study
* Customer/Employee retention best practices for your site.

Your final project may also consist of an on-site project to improve your site and enhance your own professional skill sets. Examples of project include:

* Create a marketing campaign to improve the visibility of your site or enhance your site's branding.
* Create a mid-to-large scale event.
* Implement a sales project to increase your firm's sales revenue.
* Orchestrate a social media campaign.
* Engage a public relations campaign and/or publicity oriented campaign or event.

By thoughtful examination of your growth and development, your faculty supervisor will be looking for a serious and probing examination of this growth and development as a result of the internship experience, as well as an in-depth analysis of the synthesis of learned material and practical experiences, and expressive elegance in your writing.

As always, ask if you are having problems formulating any of the above components. Your internship coordinator is available to assist you in any way!

**Examples of Completed Learning Outcomes and Strategies**

1. **Learn how to use managerial skills acquired from past work experiences and apply these skills to a corporate setting.**

 Strategy 1: Learn how to conduct a meeting and stay on track using an agenda.

 Strategy 2: Learn how to take meeting minutes and apply to an institutional meeting.

 Strategy 3: Apply Roberts Rule of Order to organize a meeting.
Evaluation Method: Weekly Journals, site supervisor feedback, and my final project.

1. **Learn how to become more professional in communicating with clients, colleagues, and supervisors.**

 Strategy 1: Work on speaking in a more professional tone and manor.

 Strategy 2: Work on confidence when speaking in a networking situation.

 Strategy 3: Learn to be precise and concise when working with written work.

 Evaluation Method: Weekly Journals, site supervisor feedback, and my final project.

1. **Learn how to work with deadlines, timeliness, and organization.**

 Strategy 1: When working with different projects set a deadline that falls within in the set time frame

 Strategy 2: Work on keeping personal and professional work separate.

 Strategy 3: Create a Gantt chart to organize my Senior Internship Project and help stay on task with my project.

 Evaluation Method: Weekly Journals, site supervisor feedback, and my final project.

1. **Learn the billing software and be able to work collaboratively with institutional customers, insurance companies, and all other employees and organizations involved in this process.**

 Strategy 1: Work with my site supervisor and billing manager to process claims.

 Strategy 2: Develop a relationship with the insurance representative and shadow this employee for a few days while on-site.

 Evaluation Method: Weekly Journals, site supervisor feedback, and my final project.

1. **Learn to hone my project management skills through multitasking and task delegation.**

 Strategy 1: Be able to work on multiple tasks at a time throughout my internship.

 Strategy 2: Create a challenging internship project that involves different departments within the organization and requires a high amount of multitasking and employee delegation to complete.

 Evaluation Method: Weekly Journals, site supervisor feedback, and my final project.