ABLE
Internship Program
Program Guide & Materials
Part 1: Intro to Applied Business Learning Experience
TO-DO LIST

The following items must be completed in order to request enrollment into the ABLE internship course:

- Successfully complete BUAD 300 and all pre-requisites for your major
- Attend the ABLE Workshop (as part of BUAD 300)
- Search for an internship
  - Visit Career Services for resume and cover letter review (optional)
  - Open your erecruiting.com account (optional); create a profile, upload your resume
- Find/secure an internship
- Read, complete and/or sign the following ABLE documents
  - Rules & Policies
  - Agreement, Disclosure and Certifications
  - Student Application
  - Job Description- Obtain or complete a Job Description for your internship; complete contact information
  - Complete the Learning Goals and Objectives Agreement (signed by you and your internship supervisor)
  - Complete the Credit Agreement (signed by you, your internship supervisor, and the chair of your department)
- Get approval from your department chair
- Register for and attend a pre-internship seminar

You will have completed the ABLE preparation process and may request enrollment if you can check-off ALL the items!
ABLE Mission Statement

The Applied Business Learning Experience (ABLE) Internship program in the Franklin P. Perdue School of Business facilitates our graduates' transition from business student to business professional by allowing them to apply classroom concepts in an authentic work experience, enhance their professional skills, and relate their experience to future learning situations. Central to the ABLE internship experience is a classroom component that reinforces and compliments the work experience, and provides opportunities for each student to reflect upon that experience. The net result is an individual fully ready to enhance his/her education and engage in business opportunities.

The ABLE Internship program provides the following for our students:

- the opportunity for students to understand how they, as employees will interact with other professionals and develop the ability to communicate in a professional setting
- an environment in which to further develop problem-solving skills and develop the propensity to accept risk and challenge, with a result of enhancing self-confidence upon doing so
- a better understanding and appreciation for their discipline and for different career options
- the opportunity to enhance soft/people skills, which are so critical to success
- a decided advantage toward securing professional employment and delivering outstanding performance
The ABLE Internship Experience

ABLE (Applied Business Learning Experience) is the program through which every business major will meet the requirement to successfully complete an approved internship or a designated experiential course as a part of the curriculum for a major.

The ABLE experience helps assess student performance on a number of learning objectives related to the Perdue School of Business Learning Goals.

From the Goal: **Able to function professionally in an organizational environment**

*Interns will:*
- Demonstrate self-awareness and the interpersonal skills necessary for success in business
- Demonstrate the professional behaviors and attitudes expected in business
- Demonstrate ethical awareness on a personal level

From the Goal: **Knowledgeable about business concepts and able to apply that knowledge**

*Interns will:*
- Apply business knowledge to new problems and situations

You will earn 3 hours of academic credit for ABLE and receive a grade for the ABLE experience. Unlike most courses which begin and end in one semester, your ABLE experience requires time and effort before you begin the actual professional experience.

So, wherever you do your internship, take special care to plan ahead and challenge yourself during your experience; you will graduate with professional experience and a track record of demonstrating the value you can add to future employers.

**What situations lead to problems completing an ABLE experience?**

- Procrastination!
- Do NOT wait until your final (graduating) semester to fulfill your ABLE requirement
  - You are expected to meet your ABLE requirement prior to your final semester. Why? You should be searching for a job during your final semester. Many times your ABLE experience is instrumental in helping you get better job opportunities after graduation.
  - At times, though, there are very good reasons why students want to meet the ABLE requirement in their final semester.
    - If you and your advisor agree this is your best alternative, discuss your situation with the department chair of your major. If he or she agrees, your request to satisfy ABLE in your final semester may be approved.
Satisfying ABLE through Internship

Remember the ABLE Workshop from BUAD 300?

➢ During that workshop we discussed your options for satisfying your ABLE requirement for graduation.
➢ We also discussed two separate but equal plans that you could choose from:
   o Completing one of the ABLE Qualifying Courses or;
   o Participating in an ABLE approved internship experience

By acquiring this ABLE Handbook, you have initiated your plan to satisfy your ABLE requirement by participating in an ABLE approved internship experience. By choosing this plan you are ultimately going to:

➢ Use proper job search techniques to identify, apply to, interview for and be selected for an approvable internship position
➢ Optional: Develop a resume and publish it to erecruiting.com (the internship database)
➢ Develop an internship proposal (using the documents in this handbook)
➢ Request approval of that proposal from your department chair
➢ Request course enrollment from the ABLE Office
➢ Enroll in and actively participate in a 3 credit ABLE course (490 course)
➢ Complete reflective learning assignments for your internship faculty
➢ Participate in self assessment activities during your internship
➢ Be assessed by your site supervisor and your ABLE (490 course) Faculty to receive a grade for your internship experience

If you have questions regarding anything related to Internships, you should bring those questions to the Undergraduate Programs Coordinator/ABLE Director.

If you have questions regarding qualifying courses, you should bring those questions to your department chair.
The Essence of an ABLE Internship Experience

Encouraging personal and professional growth through participating in an interactive work experience with a professional or professionals in the field relevant to your major

What does it involve?

- Successfully navigating a job search to obtain a position within a company of your choice that is new to you OR negotiating a move within your current place of employment to gain work experience pertinent to your business degree studies and identified career aspirations.
- Being assessed and selected (or not selected) for the experience based on criteria defined by a person or persons outside of the business school.
- Participating in an approved work experience to satisfy the ABLE requirement for your business degree.
- Accepting quality work that is of a challenging nature for a junior or senior business major.
- Accepting work that is relevant to your academic major and related to a career objective that you have defined for yourself.
- Remaining flexible to your needs balanced against the needs of the community.
- Working to the satisfaction of a business professional or professionals as a service to the community or the business organization.
- Accepting responsibility for the choices you make and the effort you put forth in the context of career exploration and development.

While you are out there...

- Experience the affirmation of being selected for a professional experience you have sought out.
- Discover how your talents, personality and approach to work will play an important role in your professional development.
- Step outside of the traditional role and perception of yourself as a “student” in a class - in a school- with peers; and replace it with the perception of yourself as a “one-day-soon-graduate” in a business- in a community – on your own.
- Through professional interactions, observations and performance develop a sense of respect for the business community and the professionals you work with.
- Discover first hand that a career is a reward that is earned - based solely on the merits you have presented and the effort you have put forth.
- Possibly develop the opportunity for permanent employment at the internship organization, ultimately creating a stronger relationship between the Perdue School and the business community.
• If you choose not to adhere to our advice nor follow our guidelines you may experience professional consequences that procrastination, lack of professional demeanor, lack of focus or diminished academic performance could have on career opportunities.

For your ABLE experience we want you to CHALLENGE yourself.

We want you to experience a TRANSFORMATION and a new sense of EMPOWERMENT as a result of your experience.

You get to set the level of challenge for your internship; 
You get to choose where you go and what you do; 
You get to decide just how much effort to put into your internship.

We hope that you will push yourself just a little bit past your comfort zone; 
We hope that you will look to your future beyond school when making choices and decisions; 
We hope that you will approach your ABLE experience as an opportunity, not an obligation.

ABLE 490/491 course credit will NOT be awarded for:

• Students not yet admitted to the professional school 
• Students who are not declared majors in the Franklin P. Perdue School of Business. Business minors are not granted ABLE credit. 
• Students who have not yet completed the prerequisite courses as determined by their department. 
• Work done prior to the credit bearing semester. 
• Work done as part of a “regular” part-time (or full-time) job. 
• Work done in a family business or where a relative is the direct supervisor.

ABLE 490/491 course credit may NOT be awarded for:

• Participation or leadership in a Registered Student Organization. 
• Participation in a project or research for a Perdue School staff or faculty member. 
• An internship experience currently receiving credit through another department.
There are ALWAYS exceptions. But exceptions are made on a case-by-case basis and are dependent on the nature of the exception requested. Situations where exceptions may be granted:

- A student is missing a prerequisite course, but, after careful review by the department chair, it is determined that the student could satisfactorily complete the internship responsibilities.
- Non-traditional students who are employed full-time and wish to remain with their current employers beyond graduation.
- A student with a documented disability that would prevent him or her from meeting any of the ABLE requirement options.

Get ready…

**Know the Process and Deadlines**

*These are the guidelines to follow to keep you on track:*

- **This semester:**
  - Attend the ABLE workshop as required for the BUAD 300 course
  - Successfully complete BUAD 300
  - Attend other skills workshops offered this semester that may be helpful during your internship search
    - Interviewing skills (if available) would be very beneficial
    - Networking skills (if available) would be very beneficial
  - Draft a resume and a cover letter if required for your internship search
- **These are strongly encouraged** – not required
  - Participate in resume review at Career Services
  - Open your erecruiting.com account
    - Complete your profile
    - Upload your resume
      - Publish your resume to the **Internship Resume book** if you are actively searching for an internship.
      - Publish your resume to the **After ABLE Internship Resume book** if you are not actively searching for an internship
    - Upload a cover letter if required
      - This step is necessary only if you are searching for your internship and using the erecruiting.com apply feature to apply to internships.
  - Apply for internships until you receive and accept an offer.
  - ACCEPT AN OFFER!

- **Before the end of the THIS semester:**
  - Complete the following ABLE Documents in this handbook:
Attend a pre-internship seminar
- Request your permission number.
- Register for the class – class begins the second or third week of the semester (fall and spring semesters).
- Registration must end at the end of the Drop Add period. Certain students may qualify for a provisional registration.
- Provisional registration will be granted on a case-by-case basis by the Undergraduate Programs Coordinator/ABLE Director.

Special circumstances that allow for Provisional Admissions to an ABLE Internship Course

At times, there may be special circumstances where you can request a provisional admission to the ABLE Internship course.

What is a provisional Admission?
- It is only processed by the Undergraduate Programs Coordinator/ABLE Director during the drop add period of a semester.
- It is granted on a case-by-case basis – depends on the circumstances.
- It allows you to register for an internship 490 course even though the enrollment procedures have not yet been completed.
- Provisional admissions expire at a pre-determined date after which you will be unable to participate in your internship course.

What are considered “special circumstances?”
- You may have a qualifying special circumstance if you:
  - are coming up short for credits to be considered a full-time student and must register for the internship course to complete your full-time status for the semester
  - are 99% sure you have the internship; you just do not have the approval of your department chair yet

How do I get a provisional admission?
- Come to the ABLE office before or during the drop add period for the semester.
- Bring your handbook and some kind of evidence of the internship you are 99% sure you have.
- Be prepared to explain your situation and back up your request with proof, then you are well on your way to landing and gaining approval for your internship.
What are my responsibilities when I get a provisional admission?

- If you are granted a provisional admission to an ABLE Internship course
  - You are responsible to know that your provisional admission is only valid for a specific period time (usually one to two weeks).
  - You are responsible for meeting the remainder of the enrollment requirements (submitting missing documents, signatures, etc) before your provisional status expires.
  - You must stay in contact with the Undergraduate Programs Coordinator/ABLE Director for the entire period of your provisional admission status – failure to remain in contact may cause your provisional status to be revoked and you will lose access to your Internship course.
Get Set...

- You are expected to observe and adhere to proper job search etiquette including but not limited to:
  - Presenting a professional and accurate resume
  - Dressing in appropriate business attire
  - Returning all contact calls from prospective internship companies
  - Being punctual and prepared for all scheduled interviews
  - Following up on all interviews with a professional thank you letter
- You will uphold the excellent reputation of the Perdue School of Business in the community.
- You should only accept positions that you feel comfortable in, that meet your requirements, and that you consider challenging.
  - You are not required to remain in an internship that has become unproductive or unsafe.
    - If your employer is asking you to participate in tasks that you feel uncomfortable completing (for physical, emotional or ethical reasons); you are required to alert your Internship Seminar Faculty and the Undergraduate Programs Coordinator/ABLE Director.
    - If you feel you are being subjected to discriminatory practices or sexual harassment; you are required to alert your Internship Seminar Faculty and the Undergraduate Programs Coordinator/ABLE Director.
- You can obtain detailed information on SU’s Sexual Harassment policy, your rights and the grievance process by visiting this website:
  - [http://www.salisbury.edu/psh](http://www.salisbury.edu/psh)
- Please be aware, there are restrictions applied if an internship is with an employer in a home-based business. Please alert the Undergraduate Programs Coordinator/ABLE Director if it is your plan to intern in a home-based business setting.
- You will be expected to adhere to the 5 Professional Standards for ABLE Participants:
  - Standard I: Professional Work Ethic
  - Standard II: Professional Demeanor
  - Standard III: Communication Skills
  - Standard IV: Problem Solving Skills
  - Standard V: Core Business Knowledge
Go...

Know your expectations:

Expectations of the student:
- You are expected to perform duties assigned at the internship site diligently and respectfully.
- You are expected to, at the minimum, meet the performance standards outlined in this handbook.
- You are responsible to facilitate your own learning on the job. You are expected to ask many questions, listen to and learn from your site supervisor.
- If you are not treating an internship experience with seriousness and professionalism you risk being pulled from the job-site and dropped from the 490 class which will result in an F for the course.
- If an internship opportunity is not completed due to no fault of your own, you may account for time completed, given time to find a new internship and allowed to continue until the minimum hours are completed.
- You are NOT allowed to quit your internship! – If there is a problem let us know immediately. If you quit – you may lose credit for this experience.
- You will be required to submit a completed mid-term and final evaluation via MyClasses. An email with the link to the evaluation will be sent to your campus email account.

Expectations of the Company:
- Supervisors hosting an intern are expected to conduct themselves in a professional manner.
- Supervisors are encouraged to be flexible to your school schedule and responsibilities.
- Supervisors are expected to be reasonable in work assigned and accepting that you are a student and not a seasoned professional.
- Supervisors are encouraged to be receptive to your questions and available to offer guidance and training.
- Companies are expected to reasonably adhere to the job description designed for the internship experience.
- Companies are expected to offer the minimum hours required over the minimum 10-week time period.
- Supervisors should expect to have contact with the ABLE department throughout the internship experience.
- Supervisors are expected to complete the evaluations on their interns.

Confidentiality during your internship is very important.

Remember: You are working within a real business and what goes on there – stays there. Other than completing course assignments – or resolving work conflicts – Do not discuss the details of your work with other students or faculty without expressed permission from your site supervisor.
Academic credit through 490 course enrollment

You receive credit for your internship by enrolling in a 490 course.

- Academic credit (3 hrs) is received through enrollment and participation in the internship (490) course which satisfies your ABLE requirement.
- Requires 10 weeks at 10 hours per week for a minimum of 100 hours in an approved internship experience
- 490 courses are available in:
  - Finance
  - Management
  - Marketing
  - Accounting
  - Information Systems
  - Business Administration
- Students are grouped into sections based on major.
- The 490 courses are graded.
- Enrollment in a 490 course is done exclusively through the ABLE office after you have landed an internship position and have submitted your documentation to the ABLE office.
- Class size is limited to approximately 10-15 students
- Classes are mentored by faculty from each department.
- Requirements for the seminar vary based on which faculty is mentoring the section; however the curriculum is the same.
- You will be completing reflective learning activities based on where you are working and what you are learning.
- 490 courses may be offered:
  - As traditional courses that meet regularly
  - As web integrated courses that meet three times during the semester with assignments delivered through the Internet
  - As a web course where all activities are completed using Internet communication tools or course management programs

You can intern more than once for credit:

- A second (491) class is available for students wishing to do a second internship for credit.
- This course is available to all majors
- This course counts as a free elective only - unless other arrangements have been made with your department chair to count the 491 as an elective in your major.
- The enrollment process is the same for the 490 course.
- Minimum hour requirements are the same for the 490 course.
- The second internship experience must be in a new position, either in a new company or a change in responsibilities within a current placement.
Evaluations and Grading
Your grade for your crediting course will be drawn from two areas:

1. Your academic performance:
   o Your academic performance pertains to how well you complete the internship course you have been enrolled in.
     ▪ Completion of academic assignments determined by the faculty and listed in the course syllabus distributed by your faculty or on the MyClasses course homepage.
     ▪ Submitting assignments in accordance with the assignment deadlines set by your faculty.
     ▪ Maintaining an acceptable level (as determined by your faculty) of interaction with the course throughout the semester.
   o Poor academic performance will affect your final grade for this course.

2. Your professional performance:
   o Your professional performance pertains to your performance at the internship site.
   o You will be expected to, at a minimum, meet the program Standards as outlined in this handbook.
   o You are encouraged to aspire to exceed the Standards outlined in this handbook.
   o Using our program Standards, your site supervisor will evaluate your performance twice during the semester:
     ▪ First with the completion of an Initial evaluation
     ▪ Later with the completion of a Final evaluation
   o Samples of these evaluations are included in this packet for you to review to gain an understanding of the performance aspects we will be evaluating.
   o These evaluations are distributed from the ABLE office directly to your site supervisor and returned only to the ABLE office. Copies of the completed evaluations are sent to your faculty.
   o Poor professional performance will affect your grade for this course.

What are the standards and how will they affect me?
Your grade for this course depends on your performance meeting or exceeding the behavior traits of the standards. The next few pages identify the standards and their behaviors. You can learn how you can aspire to exceed the standards – and know if you are not meeting the standards.

The definition of the Standard is identified in Italics. The bullets below each Standard identify the behavior trait or knowledge categories relating to the Standard.
ABLE Standards of Performance

**Standard I: Professional Work Ethic** – *Unfailingly exhibits an understanding of the value of work and fairness, balancing personal and professional life with integrity.*
- Punctuality
- Engagement on the job
- Efficiency in your work
- Professional ethics

**Standard II: Professional Demeanor** - *Consistently demonstrates respect, responsiveness, and professionalism with colleagues, subordinates, and supervisors from all backgrounds and levels.*
- Professional Dress
- Professional Attitude
- Courtesy
- Teamwork capabilities

**Standard III: Communication** - *Ensures that key issues are addressed and that important information is shared quickly and effectively up, down and across the organization*
- Listening skills
- Writing skills
- Verbal interactions
- Electronic communication
- Technology usage

**Standard IV: Problem Solving** - *Demonstrates critical thinking and ability to generate feasible solutions to business problems*
- Identify the problem
- Gather information
- Analyze information
- Recommend solutions

**Standard V: Core Business Knowledge** – *Demonstrates knowledge of core business concepts in the functional areas of business*
- Understand the Customers
- Understand the Revenue Source
- Understand the role of an intern (Human contributions)
Organizational understanding

How to exceed the Standard every time...

Punctuality

1) **Meet the standard:** Arrive on time and prepared to work.
2) **Exceed the standard:** 1) + Arrive on time & be willing to stay as long as needed.
3) **You are not meeting the standard if you:** Call in late and/or come in unprepared to contribute to the day's work.

Engagement on the job

1) **Meet the standard:** Engage in productive tasks.
2) **Exceed the standard:** 1) + Proactively seek additional tasks.
3) **You are not meeting the standard if you:** Participate only minimally and barely do what is required.

Efficiency in your work

1) **Meet the standard:** Be dependable, meet your deadlines.
2) **Exceed the standard:** 1) + Complete professional quality work earlier than expected.
3) **You are not meeting the standard if you:** Are undependable and turn in your work late and with errors.

Professional Ethics

1) **Meet the standard:** Engage in professional, ethical behavior.
2) **Exceed the standard:** 1) + Raise awareness of ethical issues with others in the organization.
3) **You are not meeting the standard if you:** Engage in unprofessional or unethical behavior at any time while at your internship.

Professional Dress

1) **Meet the standard:** Dress professionally and appropriately.
2) **Exceed the standard:** 1) + Dress beyond expectations for a student intern.
3) **You are not meeting the standard if you:** Dress unprofessionally, inappropriately or sloppy on the job.

Professional Attitude

1) **Meet the standard:** Accept feedback from co-workers and supervisor.
2) **Exceed the standard:** 1) + Seek out feedback to improve work performance.
3) You are not meeting the standard if you: Act defensive and appear unwilling to accept feedback.

**Courtesy**

1) **Meet the standard**: Perform all duties in a courteous and prompt manner.
2) **Exceed the standard**: 1) + Remain professional under stress, turn out quality work even when personally challenged.
3) **You are not meeting the standard if you**: Speak abruptly or are short tempered with others and/or avoid unpleasant or undesirable tasks considered important by your supervisor.

**Teamwork capabilities**

1) **Meet the standard**: Interact well with fellow employees and demonstrate teamwork.
2) **Exceed the standard**: 1) + Serve in a leadership role on the work team.
3) **You are not meeting the standard if you**: Do not interact with others and/or engage in teamwork assignments.

**Listening skills**

1) **Meet the standard**: Listen attentively to others’ perspectives and ideas without interrupting.
2) **Exceed the standard**: 1) + Ask for further comments and ideas.
3) **You are not meeting the standard if you**: Are not attentive, Are quickly defensive and/or interrupt others as they are speaking.

**Writing skills**

1) **Meet the standard**: Present written information clearly, accurately and effectively.
2) **Exceed the standard**: 1) + Written work is always accurate, concise, and of exceptional quality.
3) **You are not meeting the standard if you**: Produce written work that presents information in a confusing manner or causes miscommunication because it contains significant content and/or grammatical errors.

**Verbal Interactions**

1) **Meet the standard**: Verbal exchanges are clear and effective.
2) **Exceed the standard**: 1) + Verbal exchanges are accurate, concise, and highly professional.
3) **You are not meeting the standard if you**: Engage in verbal exchanges that cause confusion or miscommunication, use profanity or excessive slang (like, you know) at the worksite.
Electronic communication

1) **Meet the standard:** Exchange electronic information in an appropriate manner.
2) **Exceed the standard:** 1) + Demonstrate use of electronic communication that is exceptionally professional, where communication tools are perceived as business tools.
3) **You are not meeting the standard if you:** Use "net-ease" in your electronic communications or use office equipment/programs for personal tasks/enjoyment.

Technology usage

1) **Meet the standard:** Use office technology programs to work effectively.
2) **Exceed the standard:** 1) + Enhance or expand existing technology programs to improve business processes and performance.
3) **You are not meeting the standard if you:** Need assistance from others to accomplish basic MS Office functions.

Identify the Problem

1) **Meet the standard:** Identify the problem or decision point.
2) **Exceed the standard:** 1) + Understand and identify underlying causes or reasons.
3) **You are not meeting the standard if you:** Have trouble identifying the problem and choose not to seek assistance.

Gather Information

1) **Meet the standard:** Gather information as instructed, ask questions, and seek assistance from others.
2) **Exceed the standard:** 1) + Gather information without direction, provide comprehensive and valid information for decision making.
3) **You are not meeting the standard if you:** Are unable or unwilling to gather necessary information or to research the problem.

Analyze Information

1) **Meet the standard:** Analyze data and offer reasonable alternatives or suggested courses of action.
2) **Exceed the standard:** 1) + Generate sound alternatives and articulate their associated risks.
3) **You are not meeting the standard if you:** Are unable or unwilling to generate reasonable alternatives for the problem and choose not to seek assistance.

Recommend Solutions

1) **Meet the standard:** Offer sound recommendations or solutions.
2) **Exceed the standard:** 1) + Offer recommendations based on a cost/benefit analysis.

3) **You are not meeting the standard if you:** Are unable or unwilling to offer viable solutions for the problem and choose not to seek assistance.

**Understand the Customer**

1) **Meet the standard:** Express an understanding of the customer served.

2) **Exceed the standard:** 1) + Express an awareness of the overall mission of the organization.

3) **You are not meeting the standard if you:** Are unable or unwilling to offer viable solutions for the problem and choose not to seek assistance.

**Understand the Revenue Source**

1) **Meet the standard:** Demonstrate an understanding of organization’s source of revenue, profits (or funding), and costs.

2) **Exceed the standard:** 1) + recognize the organization’s economic engine and demonstrate ability to identify specific performance improvements.

3) **You are not meeting the standard if you:** Are unable to demonstrate an understanding of the organization’s revenue, profits (or funding) and choose not to seek assistance.

**Understand your role as in intern (Human Contribution)**

1) **Meet the standard:** Recognize your role as a participant in the organization’s mission.

2) **Exceed the standard:** 1) + recognize the value of employee contributions to the organization’s mission across several positions or areas.

3) **You are not meeting the standard if you:** Are unable or unwilling to demonstrate a minimal recognition of your role as a participant in the organization’s mission.

**Organizational Understanding**

1) **Meet the standard:** Verbalize an understanding of the organization’s customers, competition, and suppliers.

2) **Exceed the standard:** 1) + verbalize an understanding of the nature of the industry and the organization’s key environmental stakeholders.

3) **You are not meeting the standard if you:** Consistently verbalize a naive or unsophisticated understanding of the organization’s customers, competition, and suppliers.