

Apex High School

**AOIT Internship Guide
Class of 2013**

Academy
of INFORMATION
TECHNOLOGY

November 3, 2011

Dear AOIT junior:

Enclosed you will find important information that will be helpful to you in your AOIT 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.

We require you to keep a journal of your internship experience; this will be an online blog you maintain. At the completion of 10 - 15 hours, you will complete a blog entry for your portfolio. In addition, you are required to give a final presentation at the end of the internship. The employer, school representatives, parents and others may be present during your presentation. This will be the time to share what you have learned and also thank the people you have worked with during the internship.

Your journal will be a key element in preparing your presentation. You will use your blog entries to recall information and experiences you might have otherwise overlooked if they hadn't been written down. You will prepare a PowerPoint presentation for the internship presentation. Completion of the internship, the journals, required forms, evaluations, and participation in the presentation will secure the internship credit (1 elective credit).

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

Sincerely,



Julie Oster, Director
AOIT

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 the student was 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 recommended for juniors and seniors and must be at least **135 hours**. Students will earn a credit for the internship that will be on the transcript, although the letter grade will not be factored into the student's GPA.

Internship Requirements:

Pre-Internship

- ✓ Attendance at AOIT Pre-Internship Meeting and Internship Guide session
- ✓ Complete and turn in Code of Conduct & Prerequisites for an Internship
- ✓ Complete and turn in Internship Agreement and Blog Permissions form

During the Internship

- ✓ Complete workplace orientation
- ✓ Complete learning objectives (form)
- ✓ Track and complete of a minimum of 135 contact hours
- ✓ Complete at least 10 journal entries
- ✓ Maintain communication with the AOIT director
- ✓ Schedule a site visit with the AOIT director

Post-Internship

- ✓ Complete electronic summary of experience (PowerPoint presentation, Prezi, video)
- ✓ Participate in final presentation
- ✓ Complete student evaluation (online)
- ✓ Turn in completed internship supervisor's evaluation
- ✓ Complete thank you cards
- ✓ AOIT director will award final credit

Internship Scheduling:

For students in a career academy, internship hours can be cumulative over two school years (ex. junior and senior year). Credit is awarded upon completion of hours and all requirements and will be added to the student's transcript. Students can include the internship as a course during senior year and must submit the request to the AOIT director.

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.

WHAT DO EMPLOYERS EXPECT OF ME AS AN INTERN?

Employers expect me to:

- Come to work every day and on time.
- 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.
- Finish a job when I'm 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.

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. Mock interviews will be held at school prior to AOIT internship interviews. Evaluations will be given directly to AOIT students.
2. Every effort will be made by the AOIT Academy Team to provide possible internship leads. Job descriptions for the internships will be provided by the business to the AOIT director who will provide the internship leads and job descriptions to AOIT students. **However, the interview and the secured internship are the ultimate responsibility of the AOIT student.**
3. Organizations will provide job descriptions to AOIT and they will be posted at the AOIT office (606A), sent via email, and/or on the AOIT website.
4. AOIT student will sign up for positions of interest. Student resumes will be sent to the internship provider. The provider determines who to interview based on resumes.
5. The internship provider's contact information will be provided to selected students. **It is the AOIT student's responsibility to contact the organization and schedule the interview.**

Potential Interview Questions

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

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 other employees earn.
- I will not chew gum or eat food while working.
- I will not bring 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 only work when and where assigned.
- I will refrain from loud talking and inappropriate laughing.
- I will not use company phones for personal calls.
- 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.

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

PREREQUISITES FOR AN INTERNSHIP

1. Excellent attendance and punctuality during your junior year – no more than five absences per term
2. Passing grades in all Academy courses and an 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 mock interview conducted at the school by Academy Staff or business representative
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 Academy pre-internship meeting
10. Acceptance of placement tendered by sponsor organization
Students may not reject a job offer; any problem related to placement must be brought to the immediate attention of the Academy office.

I have read the above and understand that these criteria must be met before I will be eligible for an internship placement through AOIT. I further understand that the AOIT Board and Apex High AOIT teacher team will do everything possible to secure an internship, but the ultimate responsibility is mine. Though not preferred, it may be necessary to complete the internship requirement during the school year.

AOIT Student Name (printed) _____

Signature _____ *Date* _____

Witnessed by (Parent Signature) _____ *Date* _____

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 class or 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 completed in an online blog that will be set up for you. This journal is used to help determine your final grade (20%).

After the internship agreement and blog permission forms have been turned in, the AOIT director will set up a blog site for you.

- **The AOIT director 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 Mrs. Oster 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 similar to www.aoityourfirstname.blogspot.com. **You must complete one blog entry for every 13 - 15 hours of work with one final entry for a total of 10 entries.**

The journal format should be followed with emphasis on the reflection. Please follow these guidelines in your blog 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

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:

INTERNSHIP JOURNAL/BLOG

Required Journal Topics in addition to reflection:

1. Define the purpose of the business/organization – history, 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 site? 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. What have you learned about yourself and what you want in a career?
8. How has this experience affected or changed your career/college plans?
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.

SAMPLE ENTRY

Post #5

Date(s): 7/19/10 - 7/22/10

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 a 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 a 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

Internship Supervisor:

AOIT interns are required to write blog entries for every 13-15 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 AOIT Director at 919.387.3023 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 AOIT director, 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 AOIT Advisory Board, AOIT 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: _____

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 AOIT director.

- The student is responsible for coordinating the date and time of the site visit with the AOIT director 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

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	Above Average	Average	Below Average	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					

<i>Personal Qualities</i>	<i>Excellent</i>	<i>Above Average</i>	<i>Average</i>	<i>Below Average</i>	<i>Not Applicable</i>
<i>Calls if unable to attend</i>					
<i>Is cooperative and industrious</i>					
<i>Is creative</i>					
<i>Shows initiative</i>					
<i>Is flexible and adaptable</i>					

Please evaluate overall performance:

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

Comments:

Supervisor's signature _____ Date _____

Will you or your organization be interested in hiring 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 AOIT Director to 919-387-3023 or mail it to:

Apex High School
 Academy of Information Technology
 Attn: 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.

ELECTRONIC SUMMARY/PRESENTATION

This is a formal presentation. The student should dress accordingly.

The internship presentation will be a discussion between the moderator and up to 12 AOIT seniors. Dates will be announced at the start of the students' senior year. Students will turn in a presentation in PowerPoint or other digital format and will answer questions about their internship experiences.

PowerPoint must include a minimum of the following:

- Picture of student on the job and student name
- Picture of facility and the name of the organization
- What the company does (if not clear)
- 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 "As a day in the life of ...at work"
- Relationship of internship experience to AOIT classes (in other words, what did you do or discover while working that relates to what you learned from AOIT classes – technical or soft skills)
- Include examples of work if possible
- How the internship affects future plans
- minimum of 7 slides

Set up the slideshow to run on its own – make sure you set the timing to allow time to read the entire slide. YOU WILL NOT BE PRESENTING WITH YOUR POWERPOINT.

The following documents should be signed by all the required parties involved prior to the internship and turned in to the AOIT director:

- ◆ Prerequisites for Internship Placement
- ◆ Student Intern Code of Conduct
- ◆ Internship Agreement (necessary for liability insurance coverage)

The following documents must be completed and turned in at least one week prior to the presentation date:

- ◆ Supervisor intern evaluation (may be sent to AOIT director)
- ◆ Student internship evaluation (completed by student) – online survey
- ◆ Completed time sheet – with total hours shown and signed by supervisor
- ◆ Completed internship journal – online blog already completed
- ◆ Digital copy of presentation (submit via www.dropbox.com)
- ◆ A copy of thank you note sent to internship supervisor
- ◆ Copy of Internship Rubric

ELECTRONIC SUMMARY/PRESENTATION

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.

The group internship presentation includes the PowerPoint presentation as an introduction and a debriefing session. The debriefing session is a Q & A in which students should be prepared to answer/address questions posed by a moderator.

Some example questions are:

- Introduce yourself and anyone with you tonight.
- Where did you work and what were your responsibilities?
- What do you feel was your most meaningful contribution to the organization?
- What is something you learned (technical) at the internship and is there anything you taught to others?
- Do you have a funny story or an embarrassing moment that happened at your internship?
- Do you think your experience in school as an AOIT student prepared you for a successful internship?
- What type of relationship did you have with your supervisor and was it what you expected?
- What did you learn about yourself during the internship?
- What influence, if any, did the internship have on your plans for the future?
- What could have made the internship better? Do you have any advice for the AOIT junior class?
- What are your plans after high school?
- How can AOIT be improved? This includes the internship, the process, courses, etc.

INTERNSHIP RUBRIC

Name _____

Presentation Date _____

RUBRIC:

Paperwork	15%
Journal	30%
Electronic Summary & Presentation	30%
Supervisor Evaluation	25%

Paperwork:

- Code of Conduct
- Internship Agreement
- Learning Objectives
- Time Sheet
- Student Evaluation
- Copies of thank you notes

Journal

Electronic Summary & Presentation

Supervisor Evaluation

Total

A B C D F