

University of Central Florida

College of Business Administration



Student & Employer
Internship Handbook

2019-2020 Academic Year

12744 Pegasus Dr.

Orlando, FL 32816

BA2, Room 101

Letter from the Dean



Dear Student:

Your decision to pursue an internship in your College of Business undergraduate career is one of the best decisions you will ever make. The college has a rich tradition of academic excellence and has been recognized across the country and the globe. UCF College of Business is leading the charge into the next generation of business and education. Our objective is clear...to help our students “Get to the ONE.”

For students we strive to be the place where you can achieve your academic objectives to be the ONE:

- Who gets the job
- Who starts a business
- Who makes a contribution
- Who mentors others
- Who makes the sale

This is evident through our decision to build a team, in the Office of Professional Development charged with this mission. We push the envelope and have very high expectations of our students. At the University of Central Florida, College of Business, students are risk takers; able to understand, source and make good decisions using real time data; and problem solvers.

Students that graduate from UCF College of Business will be great communicators and collaborators; risk takers; able to understand, source and make good decisions using real time data; and problem solvers. Our team – faculty, staff, friends, and alumni – is working hard to provide the right resources and environment to ensure that we deliver on four promises to our students.

- Challenging experiences
- Entrepreneurial Culture
- Thought Leadership
- Unique Place of Opportunity

Paul Jarley, Dean



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Introduction

The purpose of this handbook is to further clarify the requirements of the internship and the responsibilities of the parties who are involved in addition to information shared during the application process. The internship is a three-way partnership with the student who is interning, the employer who is providing the internship opportunity, and the University of Central Florida, College of Business Administration. Currently, the program is supervised by the Office of Professional Development, Employer Relations Team, in which the Internship Coordinator is a member.

The College of Business at the University of Central Florida prepares students for careers in a variety of business roles. The University recommends that each student participate in at least two internships and a host of other enrichment opportunities:

- ✓ Internships
- ✓ Job shadows
- ✓ Service opportunities
- ✓ Undergraduate research
- ✓ Study abroad programs

This handbook provides students with a template to facilitate a productive and educational work experience. The internship is a beneficial part of the student's program of study at the University which officially integrates the student's formal academic study with a practical, on-the-job work experience with a cooperating employer. This is an opportunity for the student to formally combine theory and practice in his or her chosen field of study.

This handbook has been developed to help prepare you to successfully complete the internship program. It is the intern's and employer's responsibility to read this handbook and understand what is expected of them.

Enjoy the internship experience and remember that the Office of Professional Development, Internship Coordinator is here to support you. If there are any questions, problems, concerns, or issues that arise, contact us at (407)823-5833 or sylecia.groover@ucf.edu for input and direction.

This Internship Handbook and the online Canvas internship modules are maintained by Sylecia Groover, Internship Coordinator & Instructor of the College of Business. Please direct any inquiries, corrections, or feedback to sylecia.groover@ucf.edu or (407)823-5833.

Mission Statement

The mission of the College of Business at the University of Central Florida is to offer high-quality academic programs designed to give students a competitive advantage in the world of business now and in the future. As such, the college will establish partnerships with some of the nation's most innovative leaders to model new best practices that harness evolving technology and ensure students are well prepared to enter the marketplace.

Vision

To continue the transformation into a next-generation business school through the development of a unique college culture; one that promotes engagement, risk-taking, cross-disciplinary collaboration and data-driven decision making.

Thank You

Thank you for your interest in the College of Business Internship Program. At the University of Central Florida (UCF), we want to ensure that our students are prepared to enter the workforce after graduation. Supporting them in an internship opportunity will allow the college and the employer to work together and ensure we are providing our community with the most skilled workers.

The student and the employer both benefit from the internship experience. The student will benefit by gaining hands-on, real world experience. The employer benefits from well trained, enthusiastic students prepared to enter the workforce.

The following pages will provide you with an overview of steps to take in order to participate in College of Business Internship program. We will be there with you, every step of the way, providing any guidance and support you need. Do not hesitate to contact us with any questions or concerns you have.

College of Business Profile

UCFacts

18-19

UCF BY THE NUMBERS

Enrollment

TOTAL	66,180
Undergraduate	56,794
Freshman	5,690
Graduate	8,721
Business	8,999

Figures from Pegasus Nine, Official enrollment, Fall 2017

Fall FTIC Profile

FTICs Enrolled	3,745
Average SAT Total	1261
Average High School GPA	4.0

Source: IR, 2016

Quick Facts:

- More than **20,000** students gain practical experience through co-ops, internships and service-learning projects annually.
- **44 percent** of UCF students graduate without educational debt, compared to 34 percent nationally.
- UCF's six-year graduation rate is **70 percent**, the third best among Florida's state universities.
- **45.8 percent** of UCF students are minorities, **24.9 percent** are Hispanic and more than **25 percent** of undergraduates are first-generation students.

Source: UCF Today and Board of Governors

Among The U.S. News Best "Business Programs"



Based upon peer nomination by deans and faculty members, this ranking recognizes schools with the highest quality programs in business specialty areas like accounting, marketing and finance.

Source: U.S. News

College of Business Quick Facts

In 2018, the College was recognized by *US News & World Report* as one of the **Best Business Programs** in the country.

We were named **Best Local MBA** by *Orlando Business Journal* and a *U.S. News & World Report* **Best Graduate School** for our Part-Time MBA program

The New York Times, *Wall Street Journal* and *ESPN the Magazine* rank the DeVos Sports Business Management graduate program as a **top five program**.

The Professional Sales Program team is a **two-time national champion** in the **National Collegiate Selling Competition** (2017 & 2002).

The **EXCHANGE** annually hosts more than 250 business and community leaders who engage with students in an interactive TED-Talk style forum.

More than 800 alumni, students, business and community leaders attended the **2018 Hall of Fame** - the highest attendance in the event's 19-year history.

Blackstone Launchpad at UCF was recognized by Blackstone as their vanguard program, serving more students and generating more start-ups than any other in the national system.

College of Business Profiles

ANTHONY CATOTTI

A recipient of the prestigious 2018 Order of Pegasus and a UCF basketball player, Catotti is a double major in Management and Sport and Exercise Science. He serves as a volunteer tutor and is a member of UCF's Catholic Campus Ministry and Fellowship of Christian Athletes.

"My UCF experience is growth, development and understanding. It's charging on past failures and disappointments and reveling in triumphs and accomplishments. Coming to UCF has been the greatest decision I have ever made in my life and I could not be prouder to be a Knight."



WOODY WALKER, '92, '94

Woody Walker is the senior vice president of alliances and client engagement at Convergence Consulting Group. She oversees the company's relationships with major corporations like Microsoft and IBM. Walker is also a member of Athena Next-Gen and recently joined the UCF Alumni Board.

"Every time I return to the College of Business, I am amazed at all of the options offered to students. The faculty and staff do everything they possibly can to ensure graduates are thriving in their careers. I love my alma mater and do all I can to give back to the school that has done so much for me."



JULIAN CORREA, '15

The founder and CEO of KnightSpeed Moving started his business while working on a Finance degree at UCF. After founding KnightSpeed in 2013, Correa led the company's expansion to three locations across the state of Florida.

"It feels like just yesterday I was loading U-Haul trucks for my fellow Knights. UCF paved the way for KnightSpeed Moving. I can attribute KnightSpeed's success to the great diversity and available resources packed into this one campus. Orlando is among the best ecosystems for entrepreneurship to thrive today."



BLAIRE MARTIN, '11, '13

The co-founder and CEO of Florida Angel Nexus has secured more than \$17.5 million for 63 early stage Florida companies. The two-time graduate has been honored as a 30 Under 30 by the UCF Alumni Association and works with student entrepreneurs through the Blackstone LaunchPad.

"The culture of UCF and the College of Business attracts leaders committed to collaboration, partnership and improving every day. I was empowered as a student to lead and scale innovative change impacting people on our campus and across the surrounding region."



Terms and Definitions

Academic Advisor – the CBA staff member who provides recommendations of courses for a student during his/her college career

Career Coach – the CBA staff member who provides career guidance through the lens of academic and professional development

CBA – College of Business Administration

Co-op – an internship which spans more than one school session or semester: (a) a summer semester and the following fall semester, (b) a spring semester and the following summer semester, or (c) a fall semester and the following spring semester

Employer – the company, government agency or organization that hires the student intern

Internship – the on-the-job work experience taken by the student

Internship supervisor – the full time professional hired by the employer to who the intern reports

Knightline – exclusive College of Business job board that houses companies and organizations looking for bright new talent; and profiles with resumes from the College of Business students

The Intern's Responsibilities

On the Job

Schedule and Attendance: Interns should plan for and commit to the schedule they will be keeping with their internship placement during the placement's standard business hours. Maintaining a reliable schedule with dependable attendance is important.

Attire: Interns should wear attire that is suitable for the placement at which they are interning. This attire may not be the same as what is allowed in the classroom; interns will be expected to follow the company's policy for attire when at his/her internship. If in doubt, please discuss with your supervisor, or the Internship Coordinator.

Policies: Interns will be expected to know and follow the policies and procedures outlined in this handbook, the College of Business, and with any applicable policies and procedures of the organization at which they are interning.

Equality and Diversity: The University of Central Florida is an equal access/equal opportunity institution committed to excellence through diversity in education and employment. The College complies with all state and federal laws granting rights to students, employees, and applicants for employment or admission to the College. The College prohibits unlawful discrimination on the basis of race, color, national origin, creed, ethnicity, sex, age, religion, sexual orientation, marital status, veteran status, genetic information or disability in any of its employment policies or practices, educational programs or activities.

Communication: Keep your supervisor informed of your progress; talk honestly and professionally with your supervisor if you are experiencing any difficulties. Assure that your Internship Coordinator is informed of any concerns or difficulties experienced during the internship so that he/she may assist you in troubleshooting the situation professionally.

Confidentiality: Interns must maintain confidentiality regarding the placement site's business, customers, clients, and associates; and disclose information only on a "need-to-know" basis for the purpose of completing internship assignments. Specifically, do not name individuals in any context outside internship communication, do not discuss specific concerns regarding internship clientele or staff, and handle hard copies of any internship documentation appropriately (per



internship site policy). Breaches in confidentiality and/or “gossip” are to be avoided at all costs.

Accommodations: Students in need of accommodations for a documented disability needed in order to successfully complete assignments need to inform the Internship Coordinator upon initiation of the internship. Placement Site Supervisors will provide reasonable, but not necessarily the exact, accommodation requested as per ADA requirements.

- Abide by the Internship Program rules and regulations established by the College of Business and its respective departments stated in your signed Internship Agreement.
- The intern will be regarded as a regular employee of the company by which he/she is employed. All company regulations, all conditions of health and safety, and all legal requirements will apply to the intern.
- You and the employer will determine your work schedule. Keep track of your hours on the provided **Internship Time Sheet**. You must have your supervisor approve your hours bi- weekly.

Once you are selected as an intern, your employer is expected to provide you with a safe and constructive learning experience. Report any issues to your Internship Instructor.

CBA Clubs & Organizations

Actuarial Science Club	Alpha Kappa Psi	American Marketing Association	Association of Latino Professionals For America ALPFA	ATHENA WE
Beta Alpha Psi	CEO Knights	Collegiate DECA	Delta Sigma Pi	Economic Consortium
Financial Modeling Club	Global Business Brigades	Integrated Business Professional Association	Knights Association of Project Management (KAPM)	Knights Capital Fund
National Association of Black Accountants (NABA)	National Society of Hispanic MBAs	Prospanica	Real Estate Club	Sales Club
SHRM Society for Human Resource Management	Society of Marketing Professional Services	Student Accounting Society	The Financial Management Association	Young Investors Club

In the Course

Pass/Fail Course

The Internship Course is a pass/fail course, meaning that the work you do will be graded but, that a certain amount of points will render a pass/fail for the course that will be reflected on your transcript. Turn in all necessary assignments on time or you will be penalized for lateness as described in the syllabus.

Ways to Pass

Treat the internship as you would a job:

- Work all scheduled hours.
- Dress appropriately for the job environment.
- Always be prompt.
- Maintain a positive attitude.
- Find out about and follow company regulations.
- Respect others: time, space, opinions, practices, etc.

Ways to Fail

Treat the internship negligently:

- Dress inappropriately.
- Arrive late, leave early.
- Have a bad attitude.
- Be unteachable, disrespectful to employees, supervisors, customers etc.
- Disregard company regulations and policies.
- Disrespect others: time, space, opinions, practices, etc.

Supervisory Responsibilities

The following are important guidelines for the Internship Placement Site Supervisor and the Program Director in order to achieve a beneficial internship experience.

Relationship Building and Supervision:

- Take time to get to know the student intern so you can best assist him/her as a supervisor. Ask about his/her goals and aspirations and about his/her needs/expectations of you as a supervisor. Likewise, you should share your needs and expectations of the intern.
- Build a supportive professional relationship that cultivates open communication. This should take place at the work site only. Contact with interns outside of business hours is discouraged.
- Ensure that the internship is a meaningful learning experience for the student by providing opportunities to apply what has been learned in the classroom.
- Provide training and all necessary resources for the position. Provide the intern with information that would be given to any new employee.
- Develop, implement and review the Internship Learning Plan in order to assist the intern in achieving the internship objectives.
- Assure that the intern is engaged in real work, completing his/her assigned tasks efficiently and effectively, and striving to improve performance.
- Meet with the intern on a regular basis to ensure that they are using good critical thinking and problem-solving techniques. Use of “coaching” skills will be an important tool to the supervisor as they aid the intern in gaining independence.
- Evaluate your intern’s progress and provide constructive feedback often. Keep in mind that positive feedback reinforces good performance and achieves results up to 4 times faster and more effectively than constructive criticism alone.
- Provide opportunities for increased responsibility as the intern displays his/her ability to handle more.
- The intern should be treated as a “regular” employee.
- Communicate any concerns, questions, changes, or issues regarding the internship to the College of Business Internship Coordinator.

Documentation & Meetings:

- Assure that the Internship Coordinator has current information regarding the intern – including the supervisor’s contact information and the job duties required of the intern (a position description or equivalent).
- Assist the intern in achieving his/her Internship Learning Plan that articulates the student’s goals for the internship and how this placement will help him/her to achieve career objectives.
- Meet on a regular basis to discuss the intern’s assignments and performance.
- Complete a mid-semester evaluation and be available for a site visit from the College of Business Internship Coordinator.
- Complete the intern’s end of semester evaluation and share feedback with the intern to assist him/her in continued growth and development. The Intern Evaluation should be provided to the College of Business Internship Coordinator at the conclusion of the internship.

Supervisory Best Practices:

- Set a good example at all times.
- Explain what you’re doing, how you’re doing it, and why you’re doing it.
- Repetition and routine are helpful for an intern’s growth, but don’t be afraid to ask the intern to stretch his/her skills and/or provide the intern with a variety of responsibilities.
- Set goals in small attainable steps to support success.
- Engage with the intern in the process and review progress on a regular basis.
- Build the intern’s independence by providing him/her with trouble-shooting tips and talking the intern through problem-solving steps. Rather than solving all problems for the intern, let the intern learn how to solve them.

Post-Internship Thank You Letter

While not required, it is advised to send a post-internship “thank you” letter within the week following the conclusion of your internship. Please see the format below for a basic outline of the letter. Example letters as well as more tips can be obtained using the links below.

Outline for Thank You letter:

[Internship Supervisor’s Name – or Manager]
[Title]
[Organization]
[Address]
[City, State, Zip Code]

Dear [Dr./Mr./Mrs./Ms.] Name,

I’d like to take a moment to thank you for sponsoring my internship over the last ___ months. It has been an invaluable experience for me, and I hope I was able to provide some value to you as well.

Working with you has taught me so much about {field of study} and has allowed me the opportunity to apply what I’ve learned in my academic coursework in the College of Business within a “real-world” environment. Your breadth of knowledge as well as the variety of opportunities that your organization offered me provided an experience that was both exciting and challenging.

As I move forward in my professional endeavors, I will take with me all that I learned under your guidance, with gratitude. I can only hope that I find full-time employment with an organization that is as competent and efficient as [Internship Site Name].

If there is anything I can do to be of assistance to you or the rest of your team, please let me know. I will miss the relationships I’ve formed over the last few months, and I would be thrilled to find myself at your organization once again.

With sincere thanks,
[Your Name]
[Professional Contact Information]



After the Internship

- ✓ Update your LinkedIn profile to reflect the experience you had
- ✓ Update your resume to reflect the experience you had
- ✓ Update your professional portfolio to reflect the experience you had
- ✓ Complete all course requirements
- ✓ Send "Thank You" email to internship supervisor