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FOREWORD

The Department of Computer Science and Software Engineering at the University of Wisconsin–Platteville has as its mission to develop human resources for a variety of careers in their related fields. Although most of this development occurs as a result of activities on campus, students are also encouraged to receive practical work experiences through internships. Students can receive 1-6 credits in Computer Science.

The University Policy on Internship requires that all students enrolling for Internship or Cooperative Education credits must meet the following minimum criteria:

1. Be in good academic standing.
2. Be classified at the sophomore level or above.
3. Be approved and registered for these credits prior to the internship or cooperative education experience.

The student, the employer, the adviser, and the internship coordinator work as a team in making the internship an optimal learning experience. The student is the key person in the process since it is he/she who is striving to learn about the many facets of contemporary business and industry. This handbook is intended to clarify the responsibilities of the several persons involved. It is hoped that a better understanding of all phases of the program will enhance the value of the program and help in the development of the student. It is to this end that this handbook has been prepared.

To the Student: It is the student’s responsibility to indicate the desire to intern with his/her adviser and the Internship Coordinator. Registration for internship is not automatic, but must be initiated by the student through regular registration procedures. Although most students complete their internship experience after completing their sophomore year, university policy permits students who are at the sophomore level or above to register for an internship. All students who enroll in an internship must be in good academic standing.

This handbook has been prepared for student use. All students should have read the entire handbook prior to discussions with your adviser, the Internship Coordinator or a prospective employer. The forms needed for the internship are located in the back of this handbook. Stop! Take a look at them now. Carefully remove the forms when you need them or pick up duplicate copies from the CSSE Dept. Make duplicates of the forms if you anticipate you will need more of them. It is strongly suggested that you keep copies of all forms and papers that you prepare for your internship. Prepare all forms and papers in a professional manner (preferably typed or neatly and legibly handwritten), correct in information and grammar.

To the Employing Business or Industry: An internship, as offered by the Department of Computer Science and Software Engineering, is an extremely flexible program of benefit to the employing company as well as the employed intern. The Coordinator is the contact person who will assist in arranging an internship to meet the special needs of your company whether you are looking for temporary, technical personnel or considering the recruitment opportunities of such programs. There is no written agreement between the University and your company; only a completed Work Agreement Form, which provides specifics on the student’s experience.
Internships may be full- or part-time; during the summer, the semester, or both; rotated assignments or in a single area; and in varying degrees of productivity and training. The employer sets the parameters, interested students may apply through the Coordinator, and the employer selects the intern(s). The Coordinator can match the needs and abilities of both the employer and the students in making mutually beneficial arrangements.

Employers are encouraged to keep in contact with the intern/student during his/her academic program. Such contact and correspondence has merit for its recruitment potential as well as industry-education relations. During semester breaks and vacations, the student may be available for short-term, yet productive, employment.

It is important to point out the benefits for the employer involved in internship programs:

1. The personnel acquired are highly motivated, eager to learn, intelligent, dependable and aspiring – they’re “high yield” employees whose contagious enthusiasm can motivate present employees.
2. Using interns can make for some economical use of professional employees by providing release time from routine, incidental, and less demanding assignments.
3. The employer can experiment with new positions without making expensive long-range commitments.
4. Internship programs provide an excellent source of skilled, temporary personnel.
5. Interns can provide either full-time or part-time and either intermittent or continuous coverage of positions throughout the year.
6. Internship programs provide an effective and economical recruiting device for obtaining proven talent.
7. Small and medium-size organizations can make internships the basis for management development programs. Graduates who have interned with a company show the need for less job orientation and training, have reduced turnover rates, are more loyal, and progress faster and further than graduates who have not interned.
8. It is a way of keeping up with new methods, theories and concepts related to the employer’s business area.
9. It provides the opportunity to promote the organization or company on campus through returning interns – goodwill ambassadors and “image builders”.
10. Closer and better relationships and communication between the academic and economic sectors of our society can be developed.

The University of Wisconsin-Platteville is an Equal Opportunity/Affirmative Action institution. In compliance with relevant federal and state civil rights legislation, the university does not discriminate on the basis of age, race, creed, color, handicap, sex, sexual orientation, development disability, national origin, ancestry, marital status, arrest record, or conviction record.

Inquiries related to Equal Opportunity/Affirmative Action issues may be directed to the Office of Affirmative Action/Human Resources.
PURPOSE OF INTERNSHIP

An internship is a program of education that formally integrates the student’s academic study with work experience in cooperating organizations. The experience is considered an integral part of the student’s education and he/she is awarded college credit for successful participation in the program. This welding of theory and practice is both a deliberate and significant career (discipline) related experience.

Educationally, what becomes most important is just what a particular student will derive from the job, the receptivity to what is discovered, and the student’s attitude and ability to get along with her co-workers. As well as being a productive employee, the student intern will observe technical problems and solutions and work with people under varied and sometimes unpredictable conditions. As Confucius wisely stated: “I hear and I forget, I see and I remember, I do and I understand!”

Guiding factors in the operation of the internship program are:

1. The student’s work must be related to his/her field of study and individual interest (i.e., career related).
2. Employment is an essential element in the educational process. It makes for a “tested product,” a graduating student with work experience.
3. The working experience will ideally increase in difficulty and responsibility as the student progresses.

THE INTERNSHIP PROGRAM OPERATION

College Credit. Internship appears in the college catalog as COSC-4990. Students register for one to six credits and must work **80 hours per credit earned.** Based on a 40-hour week, the students will actually work a minimum of 80 hours (2 weeks) for 1 semester credit hour. Additional requirements are detailed under the Student/Intern’s Responsibilities section of this handbook. Even though all of the requirements may be met in a few weeks, the student should remain on the job throughout the internship period, whether summer or during the semester.

In principle, credit is not awarded for the work experience itself but for the demonstrated knowledge of an academic nature verified through weekly progress reports.

The internship program has flexibility in that its requirements may be met through (1) a single work session during the semester of summer (“interning”), or (2) alternating work sessions (“cooping”). The particular arrangements are worked out between the student and the employer. Internship situations may range from simple exposure to the commercial environment during a summer to a select training program offered by a company as a recruiting device near the completion of a student’s college program.

Locating Internships. The initial contact for matching the student and the employer may be made by: (1) the Coordinator or academic adviser referring qualified students to potential employers or (2) the student through a variety of sources: family contacts, previous employers or
employer representatives during campus recruitment visits. Students are encouraged to register for E-recruiting with the Placement Office on campus. Thus the Coordinator may refer the student, follow-up on a student’s contact, or work with the student and the human resource representatives of companies familiar with co-ops and internships.

The student’s ability to locate and secure an internship is taken as an indication of his/her initiative and employability. However, it is suggested that the Coordinator or adviser counsel the student prior to his/her seeking the employment so that companies of value will be contacted.

Types of Internships. The size of the company is not important except that it should be large enough to have technical and managerial functions represented by corresponding supervisors and executives. The internship should permit a variety of contacts through actual job rotation or observation, without reducing the student’s value to the employer. Most importantly, the internship must be related to the student’s career aspirations and college preparation. However, the student should be accepted only if he/she is able to perform on the job adequately as any other new employee would be expected to perform.

As a general rule, work experience that occurs before the student’s formal enrollment into the program cannot be accepted for credit. For enrollment and scheduling procedures, the student should check with the Coordinator.

STUDENT / INTERN’S RESPONSIBILITIES

The Internship Registration Procedures information sheet, page 9, must be followed in its entirety. Read it carefully and thoroughly.

On-The-Job. While on the job, the student/intern will be regarded as a regular employee of the firm by which he/she is employed. All plant regulations, all conditions of health and safety, and legal requirements will apply to the student. The remuneration should be comparable to other employees of similar experience and seniority doing similar work as productive employees.

The intern must assume the responsibility to inform the Coordinator of any difficulties or delays encountered during the work experiences. Each intern is expected to act in a manner appropriate with his/her own status as a worker and student and to the best interest of fellow-workers and students. The student also maintains an obligation to the University as one of its emissaries of good public relations and displayed accomplishments.

Unethical or undesirable conduct by the intern may result in dismissal from the program for that period. This is not done until a thorough investigation has been conducted.

Weekly Progress Reports. The Internship Weekly Progress Report is, at minimum, an account of the tasks or jobs the intern has performed. The form allows interns the freedom to supply records peculiar to their particular work situations. Essentially the following data are pertinent: dates, jobs assigned, equipment operated, time spent in terms of clock hours on respective job assignments and other variations in work experiences which reveals the degree to which the anticipated experiences have been realized.
Important: Observations should be made by the intern and recorded on the weekly report concerning:

1. How his/her participation fits into the overall activities of the department or organization.
2. General impressions of the employer and company that have been formed, or more importantly, have recently been changed.
3. How his/her career objectives and aspirations have been affected by the work experience.
4. Where, and what kind of, benefits were accrued by association with the technical and managerial professionals in the field.
5. Where the work experience provided application of knowledge and skills obtained from college courses and laboratories.
6. Where gains were made in self-confidence and human relation values as a result of working with others.

Each weekly report is to be faxed to 608.342.1965, scanned and E-mailed to stutenbm@uwplatt.edu or sent to:
Internship Coordinator
University of Wisconsin-Platteville
Computer Science & Software Engineering
1 University Plaza, 209 Ulrich Hall
Platteville, WI 53818-3099

The weekly report is commonly sent at the end of the work week so it arrives at the Coordinator’s office at the beginning of the next work week. The filing of the weekly reports should coincide with the academic calendar of the University.

**Employer’s Evaluations.** The intern’s supervisor will complete two evaluations of the intern, one at midterm and the other at the end of the internship. The Internship Employer’s Evaluation form found in the back of this handbook is to be given to the supervisor by the intern. A stamped and preaddressed envelope should be provided for the supervisor’s use and mailed to the following address above. The supervisor is encouraged to discuss the evaluation with the intern. The evaluations must be sent to the Coordinator so as to arrive the week before the midterm and two weeks before the end of the semester.

In summation, the intern is responsible for sending the weekly reports and employer’s evaluations to the Coordinator on time. Lateness in complying with the requirement and the deadlines is sufficient reason for lowering a student’s grade for internship. It is the student’s responsibility to determine the date of the midterm and the end of the semester.

At the student’s request, a grade of “Incomplete” will be registered at the conclusion of summer session. This procedure will allow students to accumulate additional work hours, thereby generating more credits toward graduation. It also avoids discrimination against summer interns who start work in June or July. All weekly reports and employer evaluation are due before grades are issued.

**ALL SUMMER INTERNS** are required to register for credits during summer session, regardless of when the internship begins.
EMPLOYER’S RESPONSIBILITIES

The employer of the intern does not enter into any formal agreement with the University. There is no binding contract and the student is not obligated in any way to accept employment with the company upon graduation. Neither is the company obligated to offer employment to the student upon completion of the internship or at graduation. The Work Agreement form in the back of this handbook serves as a “contract” for college credit and is signed only by the student and the Coordinator.

In all cases, the intern is to be considered an employee and should be held responsible for performing the assigned duties in a satisfactory manner. All company regulations, conditions of health and safety, and legal requirements apply and any company policy violations should be handled in the usual manner. Accordingly, any salary should be comparable to other employees of similar experience and seniority doing similar work.

While interning, the student/intern is classified as a student of UW-Platteville and is subject to all applicable regulations. Thus, there is a student-teacher relationship with the company. The relationships co-exist, but do not interfere with each other. On the contrary, it is an amicable arrangement of benefit to all parties.

The greater the variety of work experience afforded the intern, the greater will be the opportunity for learning. Scheduled job rotations and involvement in special projects are a desired means of acquiring wide experiences during limited employment. An intern can gain much by conferring with persons responsible for some of the major functions of the company. In this way, it is possible to have some understanding of the area without having worked in it.

In some cases, the company’s training director or management development personnel can serve the interests of the intern as well as the industry by assuming some of the responsibilities set forth here. This is considered an ideal situation and is encouraged by the University.

Weekly Progress Reports. An effort has been made to keep the responsibilities of the employer to a minimum. The intern’s immediate supervisor in the company is asked to sign the weekly reports, thus attesting to the intern’s satisfactory work on the job and favorable work attitude. The intern will supply the supervisor with all the necessary forms for, and during, the internship program. The supervisor may either (1) return it to the intern for forwarding or (2) send or fax it directly to the University. Sample forms are in the back of this handbook.

Evaluations. The evaluation of the intern on the job must be made if the program is to be meaningful. Therefore, the supervisor is asked to submit two evaluations on the intern, one at the midterm and one near the end of the internship. The evaluation forms are self-explanatory and are included at the end of this handbook.

Visitations. During the internship, the Coordinator or a University representative may, at the employer’s convenience, arrange for a visitation to the intern’s work site. The University will attempt to make one visitation per intern when the work site is within reasonable travel distance from the University.
Also internships often provide the initial contact for developing strong industry-university relationships which may benefit both parties: sources for recruiting new employees, faculty for consulting and applied research, scholarship donations, seminars for industrial personnel, etc.

**UNIVERSITY’S RESPONSIBILITIES**

It is the responsibility of the Coordinator to aid and assist the intern as well as the industrial representative in fulfilling the objectives of the program. Thus, the coordinator maintains

1. A listing of internship experiences completed by previous students of the program
2. A bulletin board of potential internship opportunities on the second floor lobby.

The Coordinator is also responsible for seeing that the program satisfies the academic regulations of the University of Wisconsin – Platteville.

The Coordinator works with each intern in setting up the internship so that it will be to the best interest of all concerned. The Coordinator will counsel the intern prior to the internship period to ensure optimum learning value. The student will also be advised of employment procedures. Once the intern is on the job, the Coordinator communicates with the intern and his/her supervisor. This is usually done by phone or through personal visitations to the place of employment. The purpose of these visits is to learn first-hand from the intern’s supervisor how the intern measures up as a worker. The visitation also provides an opportunity for the supervisor to ask any questions or make any suggestions about the intern’s program that will improve the total effectiveness of the experience.

Finally, the Coordinator is responsible for recording and evaluation the reports and the evaluations made by the employing industry. The intern’s final grade is determined by the information thus obtained and is submitted to the Registrar’s Office at the University by the Coordinator. The final course grade will be based on:

1. The content of the weekly progress reports and the diligence in completing the reports.
2. The formal evaluations by the supervisor
3. The report(s) made by the Coordinator
REGISTRATION PROCEDURES

Step #1: HANDBOOK
Obtain an INTERNSHIP HANDBOOK from Ullrich 209. This handbook should be read in its entirety before meeting with your adviser.

Step #2: ADVISER
Schedule an interview with your adviser. Discuss your career objectives, academic preparation, and internship plans with your adviser. Your adviser may have suggestions for the internship assignment. Leave a copy of your resume and your letter of inquiry with your adviser.

Step #3: COORDINATOR
Schedule an interview with the Internship Coordinator, prior to registration.

Step #4: APPROVAL
Complete the WORK AGREEMENT form. Return one signed copy to the Internship Coordinator. Completion of this form indicates the student’s acceptance of the final and approved internship assignment. The coordinator will provide the student with a signed permit to register card.

Step #5: REGISTRATION
A permit to register card must be signed by the Internship Coordinator before a student will be permitted to register. Register for COSC-4990 for the agreed number of credits. Registration for INTERNSHIP is identical to the procedures followed by all other class registrations.

Step #6: FEES
Students will pay normal registration fees as per UW-Platteville regulations.

Note: The procedures listed above must be followed in sequence. Any further questions should be directed to the Internship Coordinator.
**SUPPORTIVE “PAPER TRAIL”**

**Cover Letter and Resume:** An informative and persuasive cover letter, introducing yourself and your employment ambitions is necessary if you pursue an internship via a direct mail campaign. Sample letters can be found on pages 12-14 of the handbook. Enclosed with the cover letter should be a copy of a resume.

**Job Application:** If it becomes necessary to complete a job application, do so in a professional manner. The employment application is an opportunity to SELL YOURSELF. It represents you to the employer – make it work.

**Points to Remember When Completing Job Applications:**

1. Read the form carefully. Note format and structure.
2. Don’t be careless, take your time. Neatness may determine your fitness for employment.
3. Be accurate and complete. Answer all questions. Use “does not apply” rather than leave a blank.
4. Do not leave employment gaps. Account for all periods of time.
5. Give yourself credit for part-time, summer and volunteer work you have done.

**Work Agreement Form:** Supply the necessary information as accurately as possible, and file this form before registering for internship and definitely before leaving campus! The employer does not sign this form. It is used as a “contract” between the student and the coordinator for purposes of giving credit and grade. Pay particular attention to the back side of the form – it is here where you justify the work experience as being: worth of receiving college credit, unquestionable preparation for your future career, and related to past and pending college courses. Spell out the job responsibilities either in paragraph form or by listing them. Include the job tasks to be performed and supervision responsibilities for which you will be held accountable. Show how you will draw upon your academic preparation to fulfill these responsibilities.

**Weekly Progress Report Form:** Give considerable attention to what you say, and don’t say, in section two of this form. Record your hours in section three. Suggest that your supervisor add his/her comments in the appropriate space. Start sending these reports in to the Coordinator’s office when you start work.

**Evaluation Form:** Supply this form to your supervisor and provide sufficient time for his/her thoughtful and complete evaluation of you. Provide a stamped, pre-addressed envelope for his/her convenience.

**Note:** The Coordinator has to work within the time limitations of the academic calendar. Deadlines for course registration, as well as finalizing and submitting midterm and final grades, make it imperative that you, the intern supply the necessary forms and reports to the Coordinator “on time”. Ignorance of the calendar, procedures, and deadlines is no excuse for failure to meet your obligations in full and on time.
(This is a sample letter illustrating format and basic content. Be sure to use your own words and type your letters. Try to personalize each letter to each company. Remember, you are selling yourself to someone who doesn’t know you! Keep records of your correspondence and follow up your letters and applications with phone calls.)

Home Address
City, State Zip Code

Date

Mr./Ms. (Full Name), (Title)
Company Name
Mailing Address
City, State Zip Code

Dear Mr./Ms……:

I am a junior at the University of Wisconsin – Platteville, majoring in Computer Science with an emphasis in ………. Since my freshman year in high school, I have oriented myself towards a career in the …….. field. Job experience in …… and formal classroom and laboratory training comprise my education.

One of the courses available in my academic program is an Internship. An internship is a program which formally consolidates a student’s university education with work experience in a cooperating organization. The program is of benefit to both the employer and the employed intern. The program is extremely flexible and will be molded to meet the special needs of……(company name). Please refer any questions you have about the Internship Program to me at the above address or to Internship Coordinator, Computer Science & Software Engineering, 1 University Plaza, Platteville, WI 53818 (608.342.1625).

The enclosed resume will provide additional information about my formal education and experiences. The practical work experience and my formal education qualify me to provide a constructive element to your organization as an intern in ……………

I’m looking forward to the opportunity to meet with you at your convenience to discuss my qualifications and possible future employment with ………. (company name).

Respectfully,

(Your signature)

Name
Phone number

Enclosure
Could ... (name of company) benefit from the services of an ambitious and motivated employee on a temporary basis? Is ... (name of company) interested in providing a student the opportunity to experience the industry on a first hand basis? If the answer to either of these two questions is yes, then I would like to suggest you consider me for an internship for ... (term).

As a student majoring in Computer Science at the University of Wisconsin – Platteville, I am encouraged to complete an Internship for graduation. The internship experience is of value to both the employer and intern. You will receive a highly motivated employee capable of providing release time for other individuals, and I will receive valuable work experience in an industry where I have planned my career.

To prepare myself for employment at.... I have...... The enclosed resume will provide additional information about myself.

If you have any questions about the internship program, please contact the Internship Coordinator at 608.342.1625. Please contact me at your earliest convenience for an interview.

Thank you.

Respectfully,

(Your signature)

Name
Phone number

Enclosure
(This is a sample letter illustrating format and basic content. Be sure to use your own words and type your letters. Try to personalize each letter to each company. Remember, you are selling yourself to someone who doesn’t know you! Keep records of your correspondence and follow up your letters and applications with phone calls.)

Home Address
City, State Zip Code

Date

Mr./Ms. (Full Name), (Title)
Company Name
Mailing Address
City, State Zip Code

Dear Mr./Ms......:

My degree program in Computer Science at the University of Wisconsin – Platteville includes courses in ...., ...., ..... In addition, one of the courses available for the Bachelor of Science in Computer Science is an Internship. I would like to enroll in this course this ....(summer, semester) by working.......(jobs or titles of responsibilities).

An internship is a program which formally consolidates a student’s university education with work experience in a cooperating organization. The program is of benefit to both the employer and the employed intern. The program is extremely flexible and will be molded to meet the special needs of......(company name).

Enclosed is a copy of my resume used for the internship program. (Point out information on, and information that may not be on, the resume that is most relevant to the company to which you are applying. Identify previous related work experiences).

I am interested in working for .... (company name) and I am available to answer any of your questions at the address listed above. The office of the Internship Coordinator, 608.342.1625, can answer your questions about the internship program.

Thank you for your courteous attention. I shall be contacting your office in a few weeks concerning my application.

Respectfully,

(Your signature)

Name
Phone number

Enclosure
SAMPLE INTERVIEW QUESTIONS

The following is but a small list of “problem” questions which may arise in an interview situation. These questions have actually been asked in interviews:

- Why are you interested in working for OUR company?
- Tell me a little about yourself.
- Why did you decide to major in ....at UW-Platteville?”
- What do you know about our company?
- Where would you like to be five years from now?
- What did you like best (or least) about your last job?
- What are your strong points?
- What do you feel this position should pay?
- What kind of work experience do you have? Would you tell me about it?
- How does your family like you being away from home?
- What courses have you completed that helped prepare you for this position?
- What can you do for your company?
- Do you have any questions?

Further information on seeking jobs should be obtained from the Office of Placement Services in the Career Center. Sign up for the E-Recruiting system. Check in regularly for companies that may be coming to campus to recruit interns. Make use of the Job Vacancy books in the Career Center Office. These books include numerous companies including addresses and websites. Start preparing now! Make use of other references offered by the Career Center. Don’t let somebody else find that good job before you do!