

**MURRAY STATE UNIVERSITY  
DEPARTMENT OF APPLIED HEALTH SCIENCES  
PUBLIC AND COMMUNITY HEALTH PROGRAM**

**INTERNSHIP MANUAL**

**HEA 499 –  
Professional Experience in Public and Community Health**

**A GUIDE FOR AGENCIES AND STUDENTS  
PARTICIPATING IN THE PUBLIC AND COMMUNITY  
HEALTH INTERNSHIP  
(Updated October 2016)**

## **INTRODUCTION:**

The fieldwork experience is one of the major strengths of the Public and Community Health curriculum. Properly structured experiences compliment and reinforce the knowledge and skills acquired in the classroom and laboratory course.

### **PUBLIC & COMMUNITY HEALTH INTERNSHIP**

#### **HEA 499 – Professional Experience in Public & Community Health**

- a. This course involves supervised fieldwork in a professional setting with emphasis on administration, supervision, and program leadership.
- b. The internship is offered during the fall, spring, and summer semesters for 6 credit hours (a minimum of 320 contact hours).
- c. Students must complete their internship in an agency related to their career objectives.
- d. Students will present a summary of their internship experience during the week before finals of the fall or spring semester enrolled or finals week of summer semester.

### **OBJECTIVES OF THE INTERNSHIP**

1. For the student, the objectives are
  - a. To provide an opportunity to observe, practice, and apply theories and techniques learned in the classroom.
  - b. To provide an opportunity to become acquainted with a variety of public and community health/health-related settings, programs, and professionals.
  - c. To provide an opportunity to recognize leadership strengths and limits and to help alleviate weaknesses through concentrated work experience.
  - d. To provide an opportunity to develop new interests in a health-related profession.
  - e. To provide an opportunity to develop insights and perspectives of self and of others.
2. For Murray State University, the objectives are
  - a. To improve the educational process and enlarge the scope of the curriculum.
  - b. To provide a laboratory for application of theoretical knowledge.
  - c. To provide a continuing opportunity for evaluation of the students' needs, abilities, and progress leading to adjustments in the curriculum.
  - d. To provide an opportunity for faculty to contact professional community health leaders and agencies.
  - e. To provide for evaluation of the total Public & Community Health Program curriculum as well as field work experiences.
  - f. To extend and improve MSU's relationships with the community.
3. For the Internship Sites, the objectives are
  - a. To provide an opportunity to assist in the preparation of future public and community health leaders.

- b. To provide an opportunity to recruit trained leaders and evaluate students for later employment.
- c. To enlarge the available staff which will allow for variations and for an increase in health activities.
- d. To provide an opportunity for the exchange of ideas between professionals and students.

### **CRITERIA FOR SELECTION OF AGENCY**

Since the internship is one of the most important steps in professional preparation of students, agencies must meet the following requirements to be approved as an internship location.

1. The agency must have a desire to participate in an educational program for the purpose of improving the preparation of personnel for the profession.
2. There must be evidence of a sound professional philosophy in the agency's operation of programs and services.
3. The agency must have sound administrative procedures including adequate financial budget, personnel policies, and a staff development program.
4. The agency must have adequate facilities and equipment to conduct a broad and varied program.
5. The agency must have capable staff qualified through both education and experience to supervise the student.
6. The agency should provide the student with a desk and/or workspace.

### **PROCEDURE FOR SELECTION OF AGENCY**

1. Agencies must offer educational opportunities for MSU students.
2. The following information is needed to assist the faculty and student in selecting an internship site to fit the student's professional goals and objectives.
  - Descriptive information that will identify the type and scope of programs and services offered by the agency (e.g., programs, brochures, faculty listing, etc.).
  - Biographical material or qualifications of staff members who may serve as the Site Supervisor.
  - Description of responsibilities and assignments with which the student may become involved.
3. Information on agencies is available for students as an Excel spreadsheet and will be posted on Canvas for students to access.

## **STUDENT PROCEDURES FOR INTERNSHIP PLACEMENT**

To clarify the process for placement the sequence is outlined below:

1. During the semester prior to enrollment in HEA 499 the student is required to attend a meeting with the Internship Coordinator to:
  - a. Begin to identify their short-term and long-term career objectives.
  - b. Develop a professional resume and cover letter.
  - c. Research and select an agency that will enhance their career objectives. Students are encouraged to network, use department files, and consult with faculty members.
2. Students must contact the selected site(s) and arrange for an interview with Site Supervisor(s). Interview will include but is not limited to a discussion of:
  - a. Student's personal goals and objectives for the internship experience.
  - b. The specific responsibilities of the internship position and expectations of the intern (e.g. job duties).
3. After the student and agency reach a mutual agreement, the students must complete the Agreement Contract (Appendix A), obtain the required signatures, and return it with the completed Intern Information Form (Appendix B) and Student Confidentiality Acknowledgement Form (Appendix C) to the Intern Coordinator (an MOU between the site and MSU can substitute for Appendix A – see MSU Internship Coordinator for more information).

## **RESPONSIBILITIES FOR THE INTERNSHIP**

### **1. Responsibilities of Agency/Site Supervisor**

The Agency/Site Supervisor serves as an agency-based teacher offering instruction and supervision to the student utilizing the agency's operation to further the student's professional competence. The Agency/Site Supervisor should:

- i. Challenge the student with meaningful experiences that meet both the student and agency needs.
- ii. Design, with the student, his/her learning experiences and assignments.
- iii. Inform the student of all relevant personnel policies and procedures.

- iv. Interpret the internship to the agency board or controlling authority of the agency.
- v. Monitor the student to protect and enhance the quality of the agency's services as well as the student's wellbeing while affiliated with the agency.
- vi. Schedule periodic conferences with the student to discuss scheduling, work performance, and future assignments.
- vii. Evaluate and review with the student his/her performance and submit the results on the form provided. (Appendix F)
- viii. Provide the student reasonable independence to participate in staff meetings, activities, project, and programs.
- ix. Provide an opportunity for the student to learn and, if possible, gain experience in the following areas:
  - Administration of policies, procedures, legal status of agency, board-staff relations, budgeting, record keeping, personnel and supervisory practices.
  - Program planning, leadership, operation, and evaluation
  - Facility and operations, long range planning, design of physical facilities, maintenance, purchasing of equipment and office management
  - Public relations, citizen involvement, publicity, reporting, speaking and coordination with other agencies
  - Revenue cycle, data structures and management, health care quality management, health care coding, classification, and reimbursement, electronic medical records, information security, systems, and technology and health laws and regulation

## 2. Responsibilities of MSU

- a. Assist the student in selecting an internship site that will meet his/her career needs and interests.
- b. Keep an updated spreadsheet of agencies providing internship opportunities.
- c. Review internship assignments and give final approval.
- d. Provide information to students regarding requirements and reporting procedures.

- e. Provide agency with information concerning its responsibilities as a participant in the internship program.
- f. Supervise the student's experiences and be available for consultation with Site Supervisor.
- g. Be available for periodic visits and conferences with the student and the Site Supervisor to observe procedures and programs as needed.
- h. Remove student from an agency when a different assignment would be in the best interest of the student.
- i. Serve as a resource for the cooperating agency and the student.

### 3. Responsibilities of Student

- a. Ask about and obtain required documentation to qualify to work at the site (e.g., criminal background check, drug tests, health records, etc.) and provide the MSU Internship Coordinator with copies of the required paperwork.
- b. Accept responsibility for duties outlined with the Site Supervisor and all scheduled commitments and arrangements made during the internship program.
- c. Arrive on time and when scheduled/expected and, within reason, continue working until the completion of daily tasks or internship assignments.
- d. Become familiar with the regulations pertaining to the agency and conform to them.
- e. Accept the agency's philosophy, methods, leadership, and program. Give constructive suggestions when asked for an opinion.
- f. Construct mutually satisfactory goals and objectives with the Site Supervisor.
- g. Plan thoroughly and in advance for all assignments.
- h. Notify the Site Supervisor when it is necessary to be late or absent from work.
- i. Put away cell phones and/or other personal electronic devices and do not use them while working except as expressly permitted or encouraged by your Site Supervisor.
- j. Prepare for periodic conferences with Site Supervisor and be ready to ask questions and present constructive ideas.

- k. Dress appropriately for all assignments and maintain a well-groomed appearance.
- l. Be tactful, friendly, courteous, and respectful to everyone - project a professional image to participants and staff.
- m. Consult with the Site Supervisor when confronted with problems that cannot be solved independently. Contact the MSU Internship Coordinator if additional assistance is needed.
- n. Express your appreciation to the agency staff in person and in written form (letter or thank you note) for the opportunity to participate in the internship experience with them.
- o. Complete and submit assignments/binder to MSU as scheduled/by the due date.

### **SPECIFIC REQUIREMENTS AND ASSIGNMENTS FOR STUDENTS**

1. Provide the MSU Intern Coordinator with the completed Intern Information Form (Appendix B), the Student Confidentiality Acknowledgement Form (Appendix C), and the ORIGINAL copy of the signed Agreement Contract (Appendix A). *In addition, students must provide copies of any paperwork required by the site (e.g., criminal background check, drug test results, health records) to the MSU Internship Coordinator in accordance with their site requirements.* Students will not be allowed to enroll in HEA 499 nor start accruing hours at the internship site until all of these documents are submitted. Students may start accruing hours at the site upon registration into HEA 499.
2. Keep track of hours worked utilizing the internship log provided (Appendix D) or the time log provided by the internship site.
3. Maintain and submit via Canvas a weekly journal of internship site experiences using the form provided on Canvas. Journal entries should include:
  - a. Goals and objectives for the week
  - b. Insights gained (learning experiences, new ideas, concepts)
  - c. Any problems encountered (relate challenges or areas of concern and how the situations were handled)
  - d. Professional growth (relate learning experiences to your professional development).
4. Write a Narrative Report (see Appendix E for specific format) - begin writing the first week of the internship

5. Write an evaluation of the internship experience (see Appendix G). The following items should be included in the evaluation:

- a. Description of the contributions you made during your internship (e.g. programs developed, materials written or designed, activities initiated, assistance in in-service training, job analysis, etc.)
- b. General overview of the types of tasks you performed and the opportunity you had for administrative, supervisory, programming, and activity leadership involvement at the site.
- c. Discussion of the problems or difficulties you encountered, personal and other. Describe approaches you tried to alleviate adverse or problematic situations.
- d. Self-analysis of personal and professional growth, development of competencies, surfacing of strengths and limitations, emerging attitudes and values, facility to career objectives, change in confidence and assertiveness, satisfaction/dissatisfaction with internship/career choice.
- e. Recommendations and suggestions for improving the Public & Community Health Program and fieldwork experience.

6. Poster Presentation

- a. Prepare a visual representation of your internship experience. This can be a poster, tri-fold board, PowerPoint or Prezi to be shared with the MSU Internship Coordinator. This poster presentation will be presented to your peers at the end of the semester you are enrolled in HEA 499.
- b. Be prepared to share highlights, learning experiences, professional growth, responsibilities, opportunities, application of coursework to internship, and recommendations for other students.

7. Develop an Internship Binder

- a. All assignments must be typed and organized in a 3-ring binder (or submitted electronically through Canvas) that will be submitted on the pre-selected due date.
- b. The binder should be arranged in the following order:
  - i. Table of Contents
  - ii. Site Supervisor Evaluation of Student Intern (Appendix F)
  - iii. Weekly Progress Report/ Hours Logs (Appendix D)
  - iv. Narrative Report (Appendix E)



- v. Signed Learning Goals and Supporting Documentation (Appendix H)
- vi. Evaluation of Internship Experience (Appendix G + Written Evaluation)
- vii. Appendices (forms, budget reports, minutes, charts, training manuals, etc.)

### **EVALUATION PROCEDURE**

1. The final grade (A, B, C, D or E) will be determined by the completion of the required hours, student's performance at the internship site, written assignments, and poster presentation. All written assignments should be typed, grammatically correct, and reflect professionalism. See course syllabus for grading criteria.
2. All assignments must be completed by the due date.
3. Grades will be based on the following:

Completion of hours	10%
Site Supervisor Evaluation & Intern Performance	40%
Binder	40%
Poster Presentation/Internship Fair	10%

## **Appendices**

- Appendix A: Agreement Contract
- Appendix B: Intern Information Form
- Appendix C: Student Confidentiality Acknowledgement Form
- Appendix D: Weekly Progress Report / Hours Log
- Appendix E: Narrative Report Instructions
- Appendix F: Site Supervisor Evaluation of Student Intern
- Appendix G: Student Evaluation of Internship Site
- Appendix H: Learning Goals

## APPENDIX A

Name: \_\_\_\_\_

                    Last                                    First                                    Middle

Home Address: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_

**The Site Supervisor is:** \_\_\_\_\_

city \_\_\_\_\_ state \_\_\_\_\_ Phone: ( ) \_\_\_\_\_

The student will work approximately \_\_\_\_\_ contact hours per week and log a total of \_\_\_\_\_ hours beginning \_\_\_\_\_, 20\_\_\_\_ and ending \_\_\_\_\_, 20\_\_\_\_

**The Student's Internship Instructor of Record is:** \_\_\_\_\_

Student Intern: \_\_\_\_\_ Date: \_\_\_\_\_

Site Supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

PCH Instructor of Record \_\_\_\_\_ Date: \_\_\_\_\_

**Appendix B**

**HEA 499 -- Intern Information Form**  
**Complete and return to HEA Internship Coordinator with Appendix A.**  
*Please write legibly or type into the form provided on Canvas.*

**Academic Term and Year of Internship:**

**Purchased Professional Liability Insurance**

- ☐ **Agency:**
- ☐ **Date of Purchase:**
- ☐ **Proof Provided to Internship Coordinator:**

**Intern/Student Information:**

**Name:**

**M#:**

**Address:**

**Email Address:**

**BEST Phone Number:**

**Internship Site & Supervisor Information:**

**Agency Name:**

**Name:**

**Title:**

**Address:**

**Email Address:**

**Phone Number:**

**Student Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

*For Internship Coordinator Use Only:*

Verification of Insurance Provided:      Yes      No

Emailed Site Supervisor:

Student Mailed Thank You Note and Provided Internship Coordinator Copy:

### **Appendix C**

**HEA 499 – Student Confidentiality Acknowledgement Form  
Complete and return to HEA Internship Coordinator with Appendix A.**

**CONFIDENTIALITY ACKNOWLEDGEMENT  
RE: PROTECTED HEALTH/PROPRIETARY INFORMATION  
AND  
AGREEMENT RE: STUDENT CLINICAL EXPERIENCE AND  
RELEASE OF EDUCATION RECORDS**

I understand that by virtue of my participation and/or enrollment in Course No(s). **HEA 499 – Professional Experience in Public and Community Health** at Murray State University, I will be assigned to the following facility(s): \_\_\_\_\_.

In connection with such assignment, I hereby authorize Murray State University to provide such education records concerning me as may be required by the facility, including but not limited to, documents containing grade information and classification status, criminal background check and drug test information and information as to immunizations and such other medical documentation as may be required.

In connection with such assignment(s), I also agree to adhere to the following:

In connection with my clinical training/internship/practicum [hereinafter referred to as “clinical experience”], I recognize that I may have access to oral information and review of records and charts of patients, whether by paper copy or computer/electronic files, which may contain protected health information, the unauthorized disclosure of which is prohibited by the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”), as well as other proprietary/confidential information of the clinical experience facility(s) including but not limited to policies, procedures, trade secrets, trade information, business practices, information systems, security passwords, financial information, and other proprietary information. I further acknowledge that in certain facilities I may also have access to student information/documents (whether oral, paper/hard copy or electronic) which constitutes confidential information under the Family Education Rights and Privacy Act (FERPA) and other state laws. I hereby acknowledge that all such patient information, student information and proprietary facility information as set forth above is confidential information and hereby agree to maintain the confidentiality of same

[hereinafter referred to collectively as “confidential/proprietary information”]. I further agree and acknowledge that I will not remove any documents, papers, electronic files or data from the facility(s) at which I am engaging in my clinical experience, nor will I copy any such documents or electronic files/data for use or disclosure other than as directed by appropriate staff at the clinical experience facility(s) and will only access information on a “need to know” basis. I further agree to abide by all policies of MSU and the facility(s) to which I am assigned and that I will not publish or submit for publication (other than educational reports to MSU) any material related to my clinical experiences without prior written approval of MSU and the facility. I understand that the confidential/proprietary information to which I am privy shall remain confidential after completion of the course(s). I understand that any disclosure by me of such confidential/proprietary information, at any time, whether orally, hard copy/paper or electronically, including removal of same, could subject me to substantial civil as well as criminal penalties imposed by law. I further acknowledge and fully understand that the disclosure by me of confidential/proprietary information to any unauthorized person is also a violation of Murray State University’s policy and could subject me to academic discipline and other disciplinary action by Murray State University. It is hereby acknowledged that my responsibility to maintain the confidentiality of such confidential/proprietary information shall apply to any facility in which I am placed for clinical training/instruction/observation during my tenure as a student at Murray State University regardless of whether or not said facility is specifically listed above.

I further agree that should confidential/proprietary information be disclosed by me in any manner or form or copies made or distributed (paper or electronic) by me in violation of this agreement, FERPA, or any rules or policies of MSU or the facility to which I am/have been assigned, HIPAA, or any other applicable laws or regulations, I will immediately notify the faculty person assigned to me/my clinical experience or the Department Chair. In such event (as well as any situation where Murray State University becomes aware of a breach or allegation of a breach of confidentiality by any other means which involves me or is alleged to involve me), I hereby authorize Murray State University to inform the clinical facility whose confidential/proprietary information has been or may have been breached and provide to that facility any information/records, including education records, regarding myself and said

breach of confidentiality or allegation thereof as may be deemed appropriate by Murray State University in its sole discretion and I hereby specifically waive any and all rights regarding such disclosure under the Family Education Rights and Privacy Act (FERPA).

By signature below, I hereby acknowledge that I am 18 years of age or older and that I agree to the terms and obligations as set forth above.

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Print Student's Name.

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Student's Signature

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Date Signed

## Appendix D

### **HEA 499 -- Weekly Progress Report**

*To be completed and uploaded to Canvas weekly. Please use additional paper or the back of this sheet if you need more room.*

**Intern Name:** \_\_\_\_\_

**Internship Site:** \_\_\_\_\_

**Week #:** \_\_\_\_\_

Date	Day	Time In	Time Out	Total Hours Worked
	Monday			
	Tuesday			
	Wednesday			
	Thursday			
	Friday			
	Saturday			
	Sunday			

**Total hours completed this week:** \_\_\_\_\_

**Total hours completed to date:** \_\_\_\_\_

Goals and objectives for the week:

Insights gained (learning experiences, new ideas, concepts):

Any problems encountered (relate challenges or areas of concern and how the situations were handled):

Professional growth (relate learning experiences to your professional development):

**Site Supervisor Signature:** \_\_\_\_\_



## **APPENDIX E**

### **HEA 499 -- AGENCY NARRATIVE REPORT INSTRUCTIONS**

The Narrative Report is an extensive study of the agency in which you are completing your internship. The student should collect necessary and available information and begin writing the report in the first week of their internship. The report should be written and submitted as a paper.

1. General Information
  - a. Brief history and overview of the agency
    - i. Mission statement
    - ii. Vision statement
    - iii. Guiding principles
    - iv. Agency type - private, public, not-for-profit, government
  - b. Legal basis of the agency
    - i. Creation of the agency - referendum or similar legal action
    - ii. State laws or local ordinances that influence operation of the agency
    - iii. Liability
      1. Insurance
      2. Liability problems
2. General Administration
  - a. Organization of the board or governing authority
    - i. Statement of board organization, agency objectives, board policies and operational procedures
      1. Relationships with other agencies, departments, and organizations (city park, voluntary agency, etc.)
    - ii. Planning and conducting a board meeting (or meeting of the controlling group of the agency)
      1. Agenda: conduct of meeting, points on board operations, and working with committees
    - iii. Board Superintendent (agency-director) relations
      1. Operational procedures, such as methods of handling problems that concern the board and the health profession
  - b. Departmental organization
    - i. Personnel operations and policies
      1. Job analysis and assignment of duties
      2. Selection of employees, qualifications, evaluation, salaries, vacations, car allowance, attire
    - ii. In-service/training schedule
    - iii. Office procedures: how to operate an office, records and reports, filing systems
    - iv. Use of volunteers (how many, selection, training, assigning duties)
  - c. Finances
    - i. Reasons for careful control of finances
    - ii. Tax structure (public, private, not-for-profit, government)
    - iii. Policies and procedures for handling finances
      1. Receipts, expenditures, and similar procedures for accounting of funds
      2. Details procedures: vouchers, purchase orders, approval of expenditures, bids, etc.
    - iv. Budget
      1. Funding source(s)
      2. Budget line items (general)
      3. Steps in planning and preparing the budget
      4. Budget forms and procedures
      5. Budget operations
    - v. Special finance problems
      1. Fees and Charges
      2. Rentals
      3. Special funds

*Continued on next page*

3. Public Relations
  - a. Objectives of the agency public relations program
    - i. What is the program trying to do?
  - b. Responsibility for public relations
    - i. Administrator, supervisors, leaders, volunteers and participants
    - ii. Handling correspondence (who handles what types?)
  - c. Public relations media
    - i. Newspaper
    - ii. Radio (PSAs)
    - iii. Television
    - iv. Word of mouth
    - v. Visual Aids
  - d. Publications
    - i. Annual reports
    - ii. Playground newspapers
    - iii. Bulletins
    - iv. Mimeos Material
    - v. Newsletters
  - e. Social Media Utilization
    - i. What social media platforms do they use?
    - ii. How big is the audience for each platform?
    - iii. How do they use each platform?
  - f. How to develop public relations?
    - i. Creative projects
    - ii. New horizons in reaching people
    - iii. Human relations/resources (how do they deal with people effectively (dos and don'ts in the office and in the community)?
  - g. Handling complaints
4. Year-round program planning
  - a. How are activities chosen?
  - b. How are starting dates or program dates chosen?
  - c. How much of the budget goes for programs?
  - d. How are planning leaders selected?
  - e. Schedules (daily, weekly, monthly, master schedule)
  - f. Timetable in program planning
    - i. Steps in program planning
    - ii. Principles and procedures, factors affecting program planning
5. Program Operation
  - a. Objectives of the program
  - b. Supervision of the program
  - c. Coordination of staff efforts
6. Target Populations
  - a. What populations does the agency exist to serve?
  - b. What is the demographic breakdown of the clients they served in their last annual report?
    - i. Age
    - ii. Gender
    - iii. Ethnicity
    - iv. SES
    - v. Religion
    - vi. Sexual orientation
    - vii. Marital status
    - viii. Highest Education Achieved
    - ix. Abilities/Disabilities
    - x. Area of residence (rural, urban, suburban)
    - xi. Primary language
    - xii. Military status

## **APPENDIX F - EVALUATION OF STUDENT INTERN**

Return to: *Murray State University, Public & Community Health Program, Internship Coordinator, 101S Applied Science Building, Murray, Kentucky 42071*

Intern Name: \_\_\_\_\_

Evaluate the student on each of the following criteria as compared to other entry-level professionals you have seen and worked with. If you do not feel you have the information to evaluate any given area, check the "not applicable" (N/A) column.

	Excellent	Good	Average	Below Average	Poor	N/A
Ability to meet deadlines						
Demonstrates Initiative						
Dependability						
Follows instructions						
Works well with others						
Verbal communication skills						
Written communication skills						
Professionalism						
Health Knowledge						
Planning skills						
Implementation skills						
Small group skills						
Presentation skills						
Efficient use of time						
Imagination and creativity						
Enthusiasm						
Ability to receive criticism						
Judgment/Common sense						
Sense of humor						

Please comment on each of the following (use the backside of this form or a separate sheet of paper if you need more space):

1. Comment on the student's professionalism (dress, attitude toward profession, ethics, dependability, etc.)
2. What are the intern's strong points?
3. Identify the intern's weak points that need improvements:
4. Is this intern worthy of consideration by a future employer? Why or why not?
5. Grade Assigned (circle appropriate grade): A B C D E

Site Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Thank you for your time!

## Appendix G

### HEA 499 -- STUDENT EVALUATION OF INTERNSHIP SITE (2 pages)

Agency \_\_\_\_\_ Date \_\_\_\_\_

Name of student \_\_\_\_\_

Please rate the strengths and weaknesses of the site in terms of meeting your needs as an intern.

	Excellent	Good	Average	Below Average	Poor
Acceptance of you as a functional member of staff; willingness to integrate you into all appropriate levels in activities, programs and projects					
Provision of relevant experiences in administration, supervision, and leadership					
Cooperation of agency staff to provide professional growth experiences through training programs, seminars, and similar activities					
Provision of assistance in helping you meet your personal and professional goals and objectives					
Possession of resources essential to the preparation of professionals (computer equipment, supplies, etc.)					
Employment of qualified, professional staff with demonstrated capability to provide competent supervision					
Adequate scheduling of conferences with you and ongoing evaluation of your performance					
Allowance for relating classroom theory to practical situations					
Willingness to listen to whatever suggestions/recommendations you might offer and to discuss them with you, explaining the rationale for their response					
Professional conduct by all staff members you have worked or come into contact with; effective demonstration of worksite professionalism					
Overall rating of internship site.					

Were you offered a paid position by your internship site?

\_\_\_\_ Yes

\_\_\_\_ No

If yes, did you accept the position?

\_\_\_\_ Yes

\_\_\_\_ No

Comments to justify your ratings:

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*Please refer to next page.*

**Please answer the following questions on a separate sheet of paper and submit your responses with your Student Evaluation of the Internship Site.**

- a. Description of the contributions you made during your internship (e.g. programs developed, materials written or designed, activities initiated, assistance in in-service training, job analysis, etc.)
- b. General overview of the types of tasks you performed and the opportunity you had for administrative, supervisory, programming, and activity leadership involvement at the site.
- c. Discussion of the problems or difficulties you encountered, personal and other. Describe approaches you tried to alleviate averse or problematic situations.
- d. Self-analysis of personal and professional growth, development of competencies, surfacing of strengths and limitations, emerging attitudes and values, facility to career objectives, change in confidence and assertiveness, satisfaction/dissatisfaction with internship/career choice.
- e. Recommendations and suggestions for improving the Health Science Program and fieldwork experience.

## **Appendix H**

### **HEA 499 -- Learning Goals**

Please note: This appendix contains “learning goals” that are to be completed during your internship experience and will be included in your final notebook. Please include the signed learning goal sheet and supporting documentation showing your completion of the learning goal in your binder. If a learning goal is not appropriate for your site you and your supervisor can replace it with a more appropriate or relevant task that requires a similar amount of effort and time as the original learning goal. You and your supervisor must agree upon the replacement. After determining the replacement, please submit a written statement to the MSU Internship Coordinator summarizing the changed learning goal and replacement assignment(s).

All assignments must be submitted in the Internship Binder on the due date.

# Learning Goal #1

## Be a Staff Member

### Training Activities

1. Read the program's employee policy manual.
2. As appropriate, interview the program manager and determine his or her major responsibilities (see assignment #1 below)
3. Meet with another employee and ask for help in creating an organizational chart
4. Meet and memorize the names of all the employees in your program.
5. Attend at least two (2) staff meetings.
6. Review Learning Goal (LG) #7 and discuss it with your supervisor.

### Assignments

1. Write a description of the primary job responsibilities of the manager and of at least three (3) additional key employees.
2. Include the organizational chart you created
3. Write a rough draft description of your Internship Project (LG #7) and share it with your supervisor. Identify at least one project goal and two project objectives.

I certify that the training activities and assignments contained in this learning goal have been satisfactorily completed.

---

Intern Signature

---

Date

---

Site Supervisor Signature

---

Date

## **Learning Goal #2**

### **Emergency Procedures**

#### **Training Activities**

1. Read and attach a copy of the emergency procedures.
2. Obtain a copy of an accident report from your internship site. Where are these kept? When are they filled out? Where are they submitted?

#### **Assignments**

1. Complete and submit a sample accident report.
2. Write a description of the normal procedures for minor injuries.
3. Identify where supplies are kept for minor injuries.
4. Describe the procedure that should be followed in the event of a serious accident or injury.
5. Describe what types of resident, client, or employee emergencies you might encounter.

I certify that the training activities and assignments contained in this learning goal have been satisfactorily completed.

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Intern Signature

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Date

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Site Supervisor Signature

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Date



## **Learning Goal #3**

### **Effective Communication**

#### **Training Activities**

1. Learn the telephone system. You should know how to place a caller on hold, transfer a call, how to answer the phone courteously, and how to schedule appointments.
2. Schedule an appointment with one of your co-workers to become familiar with general office communication tools (e.g., text, email, instant messaging, etc.) and procedures (this includes computer networks).
3. Read several examples of memos, letters, and emails to learn the format and style of each.
4. Become familiar enough with the office computer to write letters, memos, and emails.

#### **Assignments**

1. Type a memo, email, or letter. Have this approved by your supervisor.

I certify that the training activities and assignments contained in this learning goal have been satisfactorily completed.

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Intern Signature

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Date

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Site Supervisor Signature

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Date

## **Learning Goal #4**

### **Programs and Services**

#### **Training Activities**

1. Review the details of all programs and services including but not limited to special events, exercise classes, seminars, workshops, or screenings.
2. Observe at least two program or service orientations or activities (not an equipment orientation).

#### **Assignments**

1. Describe the details of how people are able to access the organization's programs and/or services. The description should include targeted populations, costs, features, restrictions, and benefits.
2. Describe the details of at least two programs offered through your internship site with which you are familiar.

I certify that the training activities and assignments contained in this learning goal have been satisfactorily completed.

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Intern Signature

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Date

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Site Supervisor Signature

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Date

## **Learning Goal #5**

### **Marketing**

#### **Training Activities**

1. Read all program brochures, flyers, website, social media, and other marketing material that is available (within reason).
2. Review all marketing materials for events held over the past two years including flyers, posters, press releases, and social media.
3. Speak to a staff member at your internship who is responsible for program marketing about the principles of writing an effective marketing plan.

#### **Assignments**

1. Under the direction of your supervisor or another appropriate staff member, write a marketing plan for a specific program, activity, or your project (LG #7).
2. Under the direction of your supervisor or another appropriate staff member, use a computer to make a web page, brochure or flyer for your program/project. Include this in your notebook.
3. Under the direction of your supervisor or other staff member, create a poster, bulletin board, newsletter, or at least one week's worth of social media posts.

I certify that the training activities and assignments contained in this learning goal have been satisfactorily completed.

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Intern Signature

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Date

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Date

## **Learning Goal #6**

### **Presentation Skills**

#### **Training Activities**

1. Attend at least two separate presentations. These can be any type of presentation for any type of purpose. Take notes on the presentation and write down any reactions you have regarding the effectiveness of the presentation as well as ways to improve the presentation.

#### **Assignments**

1. Under the direction of your supervisor create two separate presentations using PowerPoint, Prezi, or Keynote.
2. Present the presentations you wrote to an audience. Write a summary of where you presented the presentation, any interactive activities you did during the presentation to get the audience engaged, how many people were in the audience, any assessment you did to evaluate the effectiveness of the presentation, and what you would change if you were to do the presentation again.

I certify that the training activities and assignments contained in this learning goal have been satisfactorily completed.

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Intern Signature

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Site Supervisor Signature

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Date

## **Learning Goal #7**

### **Internship Project**

#### **Training Activities**

1. Discuss project opportunities with your internship supervisor by the end of the second week of your internship. Some possibilities might include some type of marketing or promotion, research, or evaluation project.
2. With the signed approval of your site supervisor and the internship coordinator complete your project and type a summary (maximum five pages) of what you did and how you did it. The written summary should include:
  - a. the rationale for the project
  - b. description of the target population
  - c. the goals and objectives of the project
  - d. marketing strategies
  - e. implementation plan
  - f. evaluation method and results
  - g. how one could improve the program or changes needed to make it more successful

#### **Assignments**

1. Submit the summary (above).
2. Provide supporting documentation of your project (e.g. anything you created and used for your project).

I certify that the training activities and assignments contained in this learning goal have been satisfactorily completed.

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Intern Signature

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Date

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Site Supervisor Signature

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Date