

CTE-Business Sponsor

Internship Guide

Internship Coordinator:

Melonie Carlton- Career Development Coordinator

Athens Drive Magnet High School

1420 Athens Drive

Raleigh, NC 27606

Email: [Mccarlton@wcpss.net](mailto:Mccarlton@wcpss.net)

Website: [Athenscareercorner@weebly.org](mailto:Athenscareercorner@weebly.org)

Twitter: AthensCareercorner

Phone Contact: 919-233-4050 ext. 24905

**Introduction**

**School-to-Career**

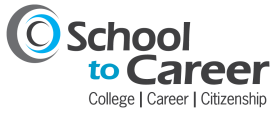
School-to-Career is an initiative — a philosophy — a method of delivering curriculum. The Wake County Public School System (WCPSS) believes that all children learn better when information is made relevant. WCPSS believes that relevancy occurs when students link their school curriculum to workplace realities.

Wake County's pursuit of an ambitious academic achievement goal has focused attention on motivating students to excel academically in school and to make wise career choices. School-to-Career directly reinforces the school system's work towards its high academic achievement goals: more students at or above grade level, fewer students dropping out of school, and more students going on to post-secondary education or training.

Work-based learning experiences are a valuable component of the School-to-Career program. It is also a requirement for student’s enrolled in a Career Academy in Wake County Public School System to complete a 135 hour internship between their junior and senior year. Students who participate in work-based learning experiences are prepared to be career focused and globally competitive. Work-based learning experiences provide an integration of core and technical instruction, which enhances the overall curriculum, increases learning, promotes instructional rigor and meets the educational needs of all students.

Wake County Public School System offers a variety of work-based learning (WBL) opportunities that are available to all high school students. Job Shadowing gives the student the opportunity to watch someone work for a half day. Internships are career-track jobs that link what the student is learning in school to what they are learning in the work-place. Internships require 135 or more hours of work. WBL activities can occur during or after school hours.

This *Business Sponsor Internship Guide* provides instructions for the workplace partners on how to help students involved in internships.

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**Internship Overview**

An internship is an experience in which a high school student learns by taking on a responsible role as a worker in a company or organization and then reflects on what happened while in the workplace. The Internship Program is a supplement to formal classroom instruction. Its intent is to significantly add to the vitality of the instructional program and to impact the courses that a student has taken or will take. Internships are for juniors and seniors and must be at least 135 hours. Students will earn a credit (1) for the internship.

**Internship Requirements:**

**Pre-Internship**

* Conference with Internship Coordinator \*\*
* (Transportation, scheduling, counselor approval, expectations, and possible placements – must be off campus)
* Complete internship application
* Complete Code of Conduct
* Complete Internship Agreement

**During the Internship**

* Complete workplace orientation
* Complete learning objectives
* Track and complete a minimum of 135 contact hours
* Complete at least 10 journal entries
* Maintain communication with your Internship Coordinator
* Internship Coordinator will complete a minimum of two site visits

**Post-Internship**

* Complete electronic summary of experience

(PowerPoint presentation, Prezi, Animoto, Video)

* Participate in final presentation
* Complete student evaluation
* Completed internship supervisor’s evaluation
* Complete thank you cards
* Internship Coordinator will award final credit

**Internship Scheduling:** Internships are a CTE class and correspond with the school calendar. Interested students should work with the CDC and their Counselor to begin the application process at least one semester before they are interested in interning. Credit and grades are assigned after the student completes all requirements and submits all work to the Internship Coordinator. Hours can be earned over the summer prior to the school year credit is awarded only if the Internship Coordinator is available to oversee this experience.

\*\*Internship Coordinator: Ms. Melonie Carlton- Career Development Coordinator

**PREREQUISITES FOR AN INTERNSHIP**

1. Excellent attendance and punctuality during your junior year – no more than five absences per term
2. Students applying for an internship should a minimum overall GPA of 2.5

If you do not have an overall GPA of 2.5, you must submit:

* A written request for an internship, including bulleted reasons why you should be awarded an internship
* Two (2) teacher recommendation letters

1. Satisfactory performance on the preliminary practice interview conducted at the school by School Staff or business representative if applicable
2. Submission of an acceptable résumé
3. Availability for a minimum of 135 hours either full time in the summer or part time in the junior/senior year
4. Personal possession of requisite documents (social security card, green card, working papers, etc.)
5. Proper business attire and careful grooming for all interviews, work experiences.
6. On time for internship interview, meetings, etc. (Failure to follow through or keep appointments will result in removal from internship pool)
7. Attendance at the pre-internship meeting, (this may be a group meeting).
8. Any problem related to placement must be brought to the immediate attention of the Career Development Coordinator
9. Ability to provide own transportation

**I have read the above and understand that these criteria must be met before I will be eligible for an internship placement through (name of school). I understand that ultimately it is my responsibility to secure the internship.**

*Student Name (printed)*

*Signature Date*

*Witnessed by (Parent Signature)*

**Traits of a Successful Worker**

**Responsible**

* Work hard for excellence, even if a task is unpleasant.
* Pay attention to detail.
* Work toward high standards of attendance, punctuality, and attitude.

**Confident**

* Believe in your own self-worth, skills, and abilities.
* Be aware of how your emotions, behavior, and attitude can affect others.
* Take responsibility for your actions.

**Sociable**

* Be friendly, sensitive, and polite to others.
* Be interested in what other say to you.
* Be flexible so you can interact with people from different backgrounds.

**Self-Managing**

* Know your own abilities, skills, and knowledge.
* Set realistic personal goals and be self-motivated to achieve them.
* Use others’ criticism and feedback to improve yourself.

**Honest/Ethical**

* Know your community’s and organization’s code of ethics.
* Know how behavior that violates these codes hurts individuals and the organization.
* Be committed to ethical behavior in the workplace.

**What do Employers Expect of Me as an Intern?**

**Employers expect me to:**

* Come to work on time.
* Make smart decisions.
* Follow directions.
* Concentrate on my work and care about the quality of my work.
* Read, write, and calculate well.
* Recognize problems and find solutions.
* Finish a job when I’m supposed to without sacrificing quality.
* Be honest and dependable.
* Take the lead and work hard.
* Communicate well and get along with other people, especially customers.
* Dress properly and practice good grooming.
* Be cooperative.
* Have a positive attitude.

**Skills for Success in the 21st Century:**

***What skills are employers looking for?***

1. **THE ABILITY TO LEARN**

With technology changing so rapidly, more than ever, employers are searching for employees who can acquire, process, and apply new information.

1. **THE BASICS: STRONG READING, WRITING, AND MATH SKILLS**

Companies are increasingly demanding that their new employees have these basic skills.

1. **GOOD COMMUNICATION SKILLS – ESPECIALLY LISTENING AND SPEAKING SKILLS**

Good communication skills are the single most important factor in workplace success after having an understanding of one’s job.

1. **GOOD INTERPERSONAL COMMUNICATION SKILLS – ESPECIALLY GOOD ATTITUDE**

A good attitude about one’s job and motivation to take initiative on important issues and ideas are key to being successful in any job.

1. **CREATIVE THINKING AND PROBLEM-SOLVING SKILLS**

People who can recognize and define problems, come up with new approaches and solutions and put them into action help a company stay competitive. This is a very important skill employers are looking for in this tight economy.

# **GUIDELINES FOR INTERVIEWS**

1. Practice interviews are recommended and will be held at school prior to internship interviews if at all possible. Evaluations will be given directly to student if a practice interview is given.
2. The Internship Coordinator will provide job leads when possible. **However, the interview and the secured internship are the ultimate responsibility of the student.**
3. Students can see Internship Coordinator about potential positions. Student resumes will be sent to the internship provider. The provider determines who to interview based on resumes.
4. The internship provider's contact information will be provided to selected students.  **It is the student's responsibility to contact the organization and schedule the interview.**

### Potential Interview Questions

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

**WCPSS School to Career Internship Program**

**STUDENT INTERN CODE OF CONDUCT**

* I will be punctual and conscientious in the fulfillment of my commitment and duties.
* I will accept supervision graciously.
* I will conduct myself in a dignified, courteous, and considerate manner.
* I will take any problems, criticisms, or suggestions to my supervisor.
* I will follow all company policies and procedures (dress code, safety, training, etc.).
* I will always knock on closed doors.
* I will not discuss or ask about the amount of money employees earn.
* I will not chew gum or eat food while working.
* I will not take friends to the worksite.
* I will not solicit the organization or employees for donations, fundraisers, etc.
* I will always notify my supervisor if I am not able to report for work.
* I will work only when and where assigned.
* I will refrain from loud talking and inappropriate laughing.
* I will not use company phones or email for personal use.
* I will not use my cell phone for personal use while on the job, including texting.
* I will not surf the Internet, use personal email, or play games while on the job.

*Interns follow the same code of conduct as other members of the team. I further understand that all business information is confidential and any dissemination of this information could lead to legal prosecution. Always remember that you are representing WCPSS to the public.*

Intern signature Date

Intern name - printed

**WCPSS School to Career Internship Program**

**Internship Supervisor: Guidelines for Beginning Internship**

*The student intern should complete the three learning objectives prior to meeting with the supervisor.*

The student should begin the internship by discussing with you the learning objectives and the intern’s responsibilities. The expectation is that the two of you will review these and adjust them to the needs of the internship provider.

Efforts have been made to match the student’s learning objectives with the internship provider. However, the needs of the provider will supersede the original expectations of the student so long as they are related to the school system’s goals of the student’s internship experience.

Intern School Year

Intern’s industry-related Learning Objectives:

1) \_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2) \_\_\_\_\_\_

3)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Intern’s Responsibilities:

We have discussed the intern’s three Learning Objectives and have listed the intern’s responsibilities with those objectives considered.

Internship Organization Provider Supervisor

Intern Date

Internship Coordinator\_ (School) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**WCPSS School to Career Internship Program**

**INTERNSHIP AGREEMENT**

Student Name:

Organization:

Supervisor Name & Title:

Supervisor Email:

Organization Address, City, Zip:

Organization phone #: FAX #:

Internship start date: Number of weeks: # Hours per week

Internship end date:

Rate of pay (if applicable): \_\_\_\_\_\_\_\_\_\_\_\_\_per\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Frequency payment:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**The Student Intern agrees to**:

1. Undertake activities that provide a comprehensive view of the organization and that focuses on the roles, responsibilities, and functions of the organization sponsor.
2. Communicate desired learning objectives to the Internship Supervisor.
3. Consult with the Internship Coordinator bi weekly or as assigned by the Internship Coordinator.
4. Be regular in attendance and on time to assigned internship and notify the Internship Coordinator and internship supervisor should accident or illness occur.
5. Conform to the regulations of the organization (dress, conduct, etc.)
6. Understand that dropping the internship will result in a withdrawal/failure.
7. Understand the Internship Coordinator and the organization must give permission to terminate the internship.
8. Complete all WCPSS internship credit requirements.
9. Abide by any regulations, practices, and procedures of the Wake County Public School System and the Wake County Public School System Internship Program.

**The Internship Coordinator agrees to**:

1. Review the student intern’s learning objectives and internship responsibilities.
2. Monitor the student performance during the internship.
3. Maintain contact with the internship supervisor.
4. Conduct a site visit and schedule meetings as needed with the student to advise the student intern on appropriate behavior, performance standards, and academic information.
5. Assess the student intern using the WCPSS internship rubric.

**The Parents/Guardian agrees to:**

1. Provide transportation for the student to and from the internship location.
2. Encourage the student to complete all requirements of the internship program.
3. Provide automobile, health and accident insurance for the student.
4. Report any concerns regarding internship to the Internship Coordinator.

**The Internship Supervisor agrees to:**

1. Provide a challenging learning situation for the student intern.
2. Assist the student intern with project ideas.
3. Assign a mentor to work with the student intern and evaluate all work products.
4. Confer with student intern to provide feedback on strengths and areas to be improved.
5. Verify student’s hours.
6. Notify the Internship Coordinator if the student intern is not attending the internship promptly and regularly.

Student Intern Signature date

Parent/Guardian Signature date

Internship Coordinator date

Internship Supervisor Signature date

**Internship Overview**

Aninternship is a career preparation activity in which students are placed at a worksite for a defined period of time to participate in and observe work firsthand within a given industry. An internship is an excellent way to determine if the industry and the profession is the best career option to follow before investing a lot of time and money in training and education. Internships engage students in their own learning and provide multiple opportunities for reflection on the experience, both verbally and in writing. Quality internships are designed to directly support academic learning.

**Work Experience vs. Internship:** Unlike work experience, internships often allow students to rotate through a number of departments and job functions. Internships provide the student an opportunity to “test-drive” career possibilities, to gain experience in the field they are interested in pursuing, determine if they have an interest in a particular career, create a network of contacts, and gain school credit.

**Eligibility:** Any twelfth grade student with the maturity to work independently in an area of career interest and is in good academic standing may apply to the Internship Program. Students applying for an internship should have a minimum GPA of 2.5 and should not have more than 5 absences. If a student has less than a 2.5 Eleventh grade students may also apply and will be considered on a case-by-case basis. Students will complete an application and briefly explain how the internship is related to their high school and/or career goals. Students must provide their own transportation to and from the internship site. Students participating in the internship program must continue to abide by all school and worksite rules and regulations including but not limited to: attendance policy, tardy policy, and academic eligibility

**Student Interns:** Many students have had previous work experience, but some will be on the job for the first time. Students bring enthusiasm for work, and the ability to learn and follow directions. The Career Development Coordinator/Career Academy Coordinator and teachers will be able to tell you specifically about the characteristics and skill of your intern. You will also have the opportunity to interview the intern before he/she is placed at your site.

You can expect the student intern to:

* Fulfill the responsibilities and tasks assigned while learning about the workplace and gaining important job skills.
* Listen to constructive feedback and learn from successes and challenges.
* Succeed in the internship through a combination of appropriate job tasks, support and flexibility.

**Roles & Responsibilities:**

**Student requirements:**

* Complete 135 hours (for 1 unit of credit) of work-based experience
* Complete Learning Objectives
* Submit weekly journal entries to the internship coordinator
* Complete an electronic summary of their experience. This will reflect the student intern’s goals, interests, employability skills gained, list of duties, responsibilities and future education and career plans. Students can use PowerPoint, Prezi or some type of video presentation. Parents and internship supervisors are welcome to attend the presentation.
* Complete and present two (2) of the four (4) enhanced internship lessons for honors credit.
* Attend monthly intern meeting with the Career Development Coordinator/Career Academy Coordinator
* Complete the Student Evaluation

**Worksite supervisors/mentors:**

* Provide a challenging learning situation for the student intern
* Assist the student intern with learning objectives and final presentation project
* Assign a mentor(s) to work with the student intern
* Confer with the student intern to provide feedback on strengths and areas to be improved
* Keep a record of student intern’s hours (need 135 hours for 1 unit of credit)
* Notify the Career Development Coordinator/Career Academy Coordinator if the student intern is not attending the internship promptly and regularly
* Complete an evaluation

**Career Development Coordinator/Career Academy Coordinator:**

* Monitor the student’s performance during the internship
* Read and evaluate the student journal and final project
* Serve as contact for the business sponsor
* Hold meetings with and advise the student intern on appropriate behavior, performance standards, and academic information
* Provide assistance to the student and the business sponsor during the internship
* Register the student intern via the work-based learning roster with WCPSS Central Services Office

**Paid or unpaid:** Internships may be paid or unpaid; students gain school credit upon successful completion of the internship. If a paid opportunity meets the requirements of the Internship Program, it is acceptable.

**Measurable Learning Objectives:** A measureable learning objective is a statement that clearly and precisely describes what it is that student intends to accomplish during the internship. Each learning objective involves new learning, expanded growth or improvement on the job and benefits both the intern and the workplace. Students will work with the workplace supervisor and the internship coordinator on writing good learning objectives. The objectives will help students grow in four areas: workplace skill development, academic enrichment, career awareness, and personal improvement. The learning objectives will be used by the student and worksite supervisor to discuss progress throughout the internship.

**Liability insurance:** The Wake County Public School System has liability insurance coverage on all students who participate in officially-recognized work-based learning activities. Basically, each student is covered with a $1,000,000 liability policy. Students are registered before they begin their work-based learning experience. If an accident does occur, the internship coordinator completes an accident report and submits it to Wake County Public School System Central Services.

**Measurable Learning Objectives**

**Instructions & Examples for Learning Objectives**

A measurable learning objective is a statement that clearly and precisely describes what it is that the student intern intends to accomplish during the internship. Each learning objective involves new learning, expanded growth or improvement on the job, and benefits both the student intern and the workplace.

Internships are designed to enhance the student’s education. When learning objectives are carefully crafted and evaluated, interns get the most out of their experience. They help the student connect what they learn in school to the skills they observe and practice at the workplace.

**How to write learning objectives:**

The student’s first step in preparing for their internship is to think about what they would like to learn and be able to do as a result of this experience. The student is expected to meet with their worksite supervisor/mentor and discuss specific outcomes they hope to accomplish during the internship based on a job description and training plan. The learning objectives should be outlined and approved by the worksite supervisor/mentor. A signed copy will be sent into the Internship Office.

For each learning objective statement, it is important to address the following four components:

* *Measurable:* Choose activities that have a desired outcome related to the student’s interest. This may be a result (a project the student completes), skill (a skill the student will learn or use at the workplace), knowledge (ideas or information the student will learn at the workplace) or behavior (a personal characteristic or attitude the student will practice or change).
* *Level of Performance:* The activity chosen should suit the student’s interests but also be challenging.
* *The Means of Evaluation:* Objectives should clearly state how the activity will be reviewed/observed.
* *Specific Conditions:* Finally, you and the student need to identify the time period and specific deadline for accomplishing the objectives.

The following example illustrates the process that will help you and the student build learning objectives:

* *What is it that I want to learn?*

*I will create a handbook. I will work with my supervisor to identify seven guidelines to remember, and I will write descriptions of what each guideline is and why it is important. I will use Microsoft Word to turn them into a handbook.*

* *How will the result be measured?*

*My handbook will include accurate, helpful information and look professional. My supervisor will*

*include my handbook in materials given to all new volunteers at the center.*

* *Final Learning Objective*

*I will learn to develop workplace documents by writing a short handbook with seven guidelines for new volunteers. It will be produced in Microsoft Word and will be approved as a part of the new volunteer package by \_\_\_\_\_\_\_*

**WCPSS School to Career Internship Program**

**ORGANIZATION SUPERVISOR INTERN EVALUATION**

Intern’s name:

Number of hours worked: Organization:

Supervisor Name & Title:

Brief description of intern’s experiences:

**Note to sponsor:** This form was developed to help the Internship Coordinator assign the student’s academic credit. It is suggested that you share this evaluation with the student intern before sending to the Internship Coordinator. We realize that not all categories listed below may be applicable to this particular internship. Please check only those items you feel comfortable evaluating. Thank you for your assistance and cooperation.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Personal Qualities** | **Excellent**  **90-100** | **Above**  **Average**  **89-80** | **Average**  **79-70** | **Below**  **Average**  **<69** | **Not**  **Applicable** |
| Accepts and fulfills responsibilities |  |  |  |  |  |
| Exercises good judgment |  |  |  |  |  |
| Is friendly and courteous |  |  |  |  |  |
| Accepts and understands the needs, feelings, and faults of others |  |  |  |  |  |
| Is accepted well by other employees |  |  |  |  |  |
| Is dependable |  |  |  |  |  |
| Is willing to accept suggestions |  |  |  |  |  |
| Conscientious in fulfilling assignments |  |  |  |  |  |
| Follows directions |  |  |  |  |  |
| Work is neat and accurate |  |  |  |  |  |
| Is honest and sincere |  |  |  |  |  |
| Reports to site on time |  |  |  |  |  |
| Calls if unable to attend in advance |  |  |  |  |  |
| Is cooperative and industrious |  |  |  |  |  |
| Is creative |  |  |  |  |  |
| Shows initiative |  |  |  |  |  |
| Is flexible and adaptable |  |  |  |  |  |

Please evaluate overall performance:

Circle one: 10 9 8 7 6 5 4 3 2 1

Excellent Above Average Average Below Average

What are the student’s major professional assets and strengths?

What are the student’s major professional development needs?

Did the student have adequate organizational/management skills? If not, please elaborate.

Do you know of any other organizations that may be interested in supporting School-To-Career programs such as internships and work-based learning?

Comments:

Supervisor’s Signature Date

Will you or your organization be interested in sponsoring future interns?

If you are not the contact person, who is?

Please check one box below:

Please **share** this evaluation with the intern.

Please **do not** share this evaluation with the intern.

Please fax this form (both sides) to the attention of to 919-233-4050 Ext: 24905 or mail it to: Mccarlton@wcpss.net

Athens Drive Magnet High School

Attn: Ms. Melonie Carlton- Internship Coordinator

1420 Athens Drive

Raleigh NC 27606

If comfortable, you may give the completed form to your intern to turn in to the internship coordinator.

**Internship RUBRIC**

**Final Exit Project Requirements**

Each student must complete a final presentation in lieu of a final exam.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Requirements** | **Excellent**  **100 - 90** | **Above Average**  **89 - 80** | **Average**  **79-70** | **Below Average**  **< 69** |
| 1. **Internship Documentation– 15%**   **Timely completion and turn in of:**   1. Internship application (1) 2. Two teacher recommendations (1) 3. Pre-requisites for an internship (.5) 4. Student’s resume (1) 5. Learning objectives (1) 6. Code of conduct (.5) 7. Internship agreement (1) 8. Signed Checklist of Internship Assignments (1) 9. Time sheet(s) (2) 10. Setting up a date and participating in CDC’s visit of the intern site (1) 11. Three periodic check-ins with CDC (3) 12. Student evaluation (1) 13. Copy of thank you note (1) |  |  |  |  |
| 1. **Journal – 25%**  * Begin journal at the beginning of the internship * Complete one blog or journal entry every 5 – 10 hours of work with one final entry for a total of 10 entries. * Use the format provided in the **Journal Requirements** document * All Journal entries must be typewritten |  |  |  |  |
| 1. **Presentation - – 30%**   **Presentation must include:**   * A picture of student on the job and student’s name * A picture of facility and the name of the organization * A description of what the company does * A picture of supervisor and/or others who were influential in the experience * A description of experience gained through internship * A list of duties, responsibilities, and specific skills required which could be organized as “As a day in the life of …at work” * Describe the relationship of internship experience to student’s classes at school (in other words, what did the student discover while working that relates to what he/she learned from classes-technical or soft skills) * Include examples of work on the job, if possible * Describe how the internship affects future career plans * Minimum of 7 slides * The slides should be developed with bullet items, not paragraphs * The student should present without reading the slides word-for-word * The student should speak in a clear manner so all can hear and understand (not using slang, speaking in a professional manner) * There should be no grammatical errors in the presentation * Students should wear business casual attire when giving their final presentation * Two (2) completed enhancement lessons for honors credit |  |  |  |  |
| 1. **Internship Supervisor’s Evaluation – 30%**   See the Internship Supervisor’s Evaluation form for details |  |  |  |  |