



California State University Monterey Bay

100 Campus Center • Seaside, CA 93955-8001

Student Internship and Service Learning Procedures

1.00 Purpose

This set of procedures supports the CSUMB Student Internship and Service Learning Policy.

2.00 What constitutes an Internship at CSUMB?

This set of procedures is to be used for those Internships that meet the definition put forth in the policy. The policy defines an internship as “a University-sanctioned activity, paid or unpaid, that formally integrates the student’s academic study with practical experience with a cooperating off-campus organization.” The concept of “internship” also applies to service learning, a University requirement for all students.

The key determinant factor in the definition of an “internship” is that it “formally integrates the student’s academic study with practical experience with a cooperating off-campus organization.” Off-campus work experiences that do not “formally integrate the student’s academic study with practical experience” are not governed by these procedures.

3.00 Types of Internship Agreements

All internships must be formally documented in written agreements. There are two types of agreements that can be developed for internships.

1) *Long-Term Placement Agreement.* Establishing a long-term agreement requires a number of steps. It requires the completion of a *Site Evaluation Checklist* by an appropriate CSUMB faculty or staff representative, and the signing of the *University-Agency Agreement for the Placement of Students*. The long-term agreement establishes a broad-based relationship between the university and the organization, appropriate for any and all relevant internship opportunities. The long-term agreement will last for five years, and can be renewed. (The procedures and forms for the long-term agreement are described below.)

2) *Short-Term Placement Agreement.* The short-term agreement is to be used for specific short-term assignments. It can be used with one site for a maximum of two academic terms. A *Short-Term Placement Agreement* is signed by the site supervisor, the student, and the faculty. It is valid only for that specific student during that specific academic term. After two semesters with a specific site, a long-term placement agreement must be established. (See APPENDIX A: Short-Term Placement Agreement.)

4.00 Process for Establishing a New Internship Site

Faculty and/or appropriate academic staff are able, and encouraged, to develop new internship sites. However, it is important that new site development take place under the direction of appropriate department chairs.

All long-term placement agreements are listed on the CSUMB on-line database, *CSUMB Placements*: (<http://placements.csumb.edu>). CSUMB Placement contains hundreds of established academic partnerships

with off-campus organizations. Before beginning the process to develop a new internship site, faculty and/or staff should check CSUMB Placements to determine if the organization already has an established long-term agreement with CSUMB.

There are two important steps to the development of a new internship site: 1) Site Evaluation; and 2) Signing a formal agreement.

4.10 Site Evaluation

The site evaluation is critically important to ensuring a safe learning environment for the student. It is encouraged that the site evaluation take place in person, and is conducted by a CSUMB faculty or staff. However, if the necessary information is available through on-line or published materials, direct contact with the site is not necessary. In exceptional cases, and with prior approval, a student is able to conduct the site evaluation. However, the appropriate faculty or staff must sign the completed document.

Developing a new internship site begins with an evaluation of the site's potential from both an educational and a risk management perspective. From an educational perspective, it is important to evaluate:

- the overall educational environment; and,
- the potential for the internship site to provide an educationally appropriate experience that relates to the student's academic pursuit at CSUMB.

From a risk management perspective, it is important to:

- Identify and mitigate the potential risks of the internship site;
- Ensure that there is an appropriate Emergency response plan at the site; and,
- To identify the appropriate individual(s) to supervise and/or mentor the student.

In addition, the site evaluation collects the organizational data and demographic information that will be entered into the on-line database, CSUMB Placements. This information includes the following topics. An example of the *Site Evaluation Checklist* is included in APPENDIX B.

- Agency name, mission and contact information;
- Hours of operation;
- Organizational type and issues addressed;
- Demographics of community served;
- Accommodation plan for students with special needs, if appropriate;
- Specific internship opportunities and appropriate times;
- Specific training to be provided;
- Selection criteria and basic skills required of the student, including language needs and preferences; and
- Student compensation, if applicable.

The *Site Evaluation Checklist* must be signed by the appropriate faculty or staff member. Where an in-person site visit also occurred, the organizational representative should also sign the document. The completed *Site Evaluation Checklists* are to be kept on file at the supervising campus office.

4.20 Signing a Formal Long-Term Agreement

The long-term agreement is formalized through the signing of a *University-Agency Agreement for the Placement of Students* or *UAAPS*. An example of the *UAAPS* document is included in the appendix (SEE APPENDIX C). As it is a formal agreement, the *UAAPS* must be signed by a representative of the organization who has appropriate signature authority. For the university, the *UAAPS* is signed by the sponsoring department Chair, and by the Office of Business and Support Services.

The *UAAPS* provides an overarching agreement between the university and the agency. The agreement is good for five (5) years, and can be renewed. With this agreement in place, a variety of internships from different university departments are able to take place. The agreement contains the following information:

- Organization name and mission
- General responsibilities for both the organization, the university and the student related to safety, supervision, training, evaluation, and additional clearances required (TB tests, fingerprinting, etc.)
- General provisions addressing issues of indemnification, insurance etc.

Once signed by the organization, the department Chair and the Office of Business and Support Services, the *UAAPS* is entered into the on-line database, *CSUMB Placements*. A copy of the agreement is stored with the campus organization responsible for managing internships.

5.00 Process for Internship Placement and Orientation

The following section refers to students working at sites where a long-term agreement is in place. For students who develop their own internship site through the Short-Term Agreement process, see section 5.4. (The two different processes are outlined in APPENDIX D.)

Once a long-term agreement is in place, students may begin their internships at this site. The CSUMB entity that oversees the internship is responsible for ensuring that the following takes place:

1. A student orientation that includes conduct expectations, health and safety instructions, site risk considerations, sexual harassment training, and emergency contact information;
2. The *Release of Liability Form* is completed by the student for all internship placements,
3. The *Learning Plan Agreement* form is signed by the student, the internship site supervisor, and the authorized CSUMB staff or faculty member.
4. The student registers their site on the on-line database, *CSUMB Placements*.

5.10 Release of Liability Form

All students participating in internships must complete the Release of Liability Form. A copy of the form is located in the appendix (SEE APPENDIX E). The release of liability form must be maintained by the sponsoring department or program.

5.20 Learning Plan Agreement

The *Learning Plan Agreement* is an important component of the internship experience. It is designed to ensure that the objectives of both the student and the partner organization (providing the internship site) are clear and achievable. An example of a *Learning Plan Agreement* is provided in the appendix (SEE APPENDIX F). At a minimum the learning plan agreement should address the following:

1. The potential for student academic experience and its relationship to the student's academic pursuit;
2. Defined learning outcomes;
3. The nature of the work to be provided by the student;
4. Placement logistics, including the start and end date, the hours to be worked, supervisor feedback, and if applicable, student remuneration; and
5. Emergency student contact information.

The completed *Learning Plan Agreement* shall be reviewed and signed by the student, site-supervisor, and the authorized staff or faculty member.

5.30 Registration of Student Intern Site on CSUMB Placements

All students must register their internship sites on the on-line database, *CSUMB Placements*. This allows the university to readily gather data about CSUMB student involvement in the community. Along with the *Learning Plan Agreement*, on-line registration is a formal acknowledgment that the University is aware of, and has approved of, the internship placement.

5.40 Process for Students working under Short-Term Placement Agreements

The *Short-Term Placement Agreement* (SEE APPENDIX A) combines the *Site Evaluation Checklist*, the *University-Agency Agreement for the Placement of Students*, and the *Learning Plan Agreement* into one concise document. As stated in section 3.0 above, the *Short Term Placement Agreement* can only be used for two-consecutive semesters.

In addition to the *Short-Term Placement Agreement*, students serving at sites that do not have an established *University-Agency Agreement for the Placement of Students* must also complete the *Release of Liability Form*. Students working under *Short-Term Placement Agreements* must also register their internship sites on the on-line database, *CSUMB Placements*.

6.00 Process for Suspending or Terminating an Internship or an Internship Site

It is important for the faculty to monitor the progress of students at their internship sites. The faculty has the ability to remove a student from an internship based on health or safety concerns, allegations of discrimination, harassment, and/or retaliation upon, or from, a student by personnel at the site, or allegations of student misconduct. The faculty will notify the Department Chair. The faculty can give the student an "Incomplete" or the grade that the student has earned to that point in his/her experience.

In the case where there are allegations of discrimination, harassment, and/or retaliation upon, or from, a student, the faculty shall refer the case immediately to the campus DHR¹ Administrator in accordance with Executive Order 1074. The DHR Administrator will determine the disposition of the allegation or complaint.

Faculty or staff may suspend use of an internship site based on health or safety concerns, or changes in the internship situation. The faculty will notify the Department Chair. Record of the suspension will be retained by the supervising campus office, and communicated to the campus office responsible for managing the on-line database, *CSUMB Placements*.

If the internships at a specific site are proving to be unsatisfactory, the *University-Agency Agreement for the Placement of Students* may be terminated by the Chair and the Office of Business and Support Services. Record of the terminated *University-Agency Agreement* will be retained by the supervising campus office and by the Office of Business and Support Services, and communicated to the campus office responsible for managing the on-line database, *CSUMB Placements*.

To re-establish a suspended internship, a Site Review must be take place in accordance with Section 8.1 below. To re-establish a terminated long-term agreement, an entirely new process must be begun, including a new *Site Evaluation Checklist and UAAPS*.

¹ Discrimination, Harassment, and/or Retaliation Administrator

7.00 Awarding of Credit

For students whose internship placement is required by a specific course, the awarding of academic credit shall be determined by the faculty member associated with the course. It is encouraged that the faculty include feedback from the site supervisor in determining the student's grade for the course. An example of a form for the *Evaluation of Intern Performance by Agency* is included in the appendix (SEE APPENDIX G).

8.00 Process of Reviewing an Internship Site

Maintaining a close relationship with the internship site is important. Regular site visits are recommended, but not required. However, when either of the following circumstances exist a site visit by the staff or faculty member shall be required:

1. An incident occurs that endangers the safety or wellbeing of the student; or,
2. The site does not uphold the tenets of the signed agreement.

When a site visit is triggered by any of the circumstances referenced above, the authorized staff or faculty member shall conduct a thorough review of the site before additional students are placed at that site that includes the following considerations:

1. An analysis of the condition(s) which led to the circumstances requiring a site visit;
2. Documentation, signed by the site supervisor, that the condition(s) described in #1 has been ameliorated; and,
3. A rationale for continued partnership, based on an updated site evaluation.

The Site Review described above shall be submitted to the Chair and the Office of Business and Support Services for review and approval prior to reactivation of the site. An example of the *Internship Site Review Form* is included in the appendix (SEE APPENDIX H).

9.00 Documentation Retention

The *Site Evaluation Check-list*, the *University-Agency Agreement*, the *Learning Plan Agreement* (or the *Short-Term Placement Agreement*), and the signed *Release of Liability Form* shall be retained together by the campus office supervising internships for three years following the conclusion of the semester during which the internship took place. Electronic copies of the documents are permissible.