

Course Syllabus

SIE 590 Information Systems Internship

Course Description:

Utilization of knowledge gained from the information systems graduate program within a business, non-profit or government organization and acquisition of practical training.

Prerequisite: successful completion of nine credits of required courses in the MSIS program, Cr. 3-6.

Course Goals and Objectives:

A basic premise for this course is that career-related work experiences during college benefit students by allowing them to gain comfort and confidence in job performance and job search skills, explore compatibility with specific careers and companies, and become more mature professionally. Host companies and agencies with a need for information systems expertise gain by acquiring access to short-term high-level skills and are able to explore at little risk whether they might have matches with potential employees.

Goals for this course include:

- (1) Provide students with an opportunity to apply knowledge gained through their graduate information system studies in a real-world working environment
- (2) Provide practical learning experiences in professional settings to graduate students that are concentrating in information systems

Expected Outcomes:

Students completing a graduate level information systems internship will have:

- (1) increased experience in accomplishing practical information systems tasks,
- (2) improved skills and maturity in performing within professional work environments, and
- (3) achieved specific learning objectives agreed upon between the student, academic adviser, and hosting organization.

Expectation of Students:

A three-credit graduate internship program must incorporate a minimum of 200 hours of work in a supervised position that involves information systems development, support, administration, or maintenance. Twice the number of hours is required for a six-credit hour course.

The internship course may be taken for 3 or 6 hours of course credit. Options include (a) a six-credit hour course assignment with a hosting organization requiring at least two distinctly separate job experiences and a more in depth work plan and more extensive learning goals, (b) two three-credit hour course assignments with two separate hosting organizations, and (c) a single three-credit hour course assignment with a single hosting organization.

The term *hosting organization* as used above and throughout the remainder of this document is intended to mean any private company, government agency, or non-profit organization approved

as appropriate by the MSIS Steering Committee to host an information systems graduate student intern.

Faculty Information

Professor Harlan J. Onsrud, 581-2175, 340 Boardman Hall
onsrud@spatial.maine.edu or FirstClass (Harlan_Onsrud@umit.maine.edu)

If you have a question that others may have also, please post your question to the course folder on FirstClass (i.e. SIE590@umit.maine.edu) so that other current or future interns may also see the response. All other interns are welcome to respond or comment.

Office Hours: I am in the office most hours of the day and feel free to drop by if you have a short question or two. Please feel free to phone or send e-mails as well. If you want to arrange a longer session, sending e-mail to set up an appointment is probably the simplest way to get a message through and a response.

Instructional Materials and Methods

All information for the internship course including requirements and forms are available on the class website or in the Info folder within the SIE 590 class folder on FirstClass.

Grading, Class Policies and Course Expectations

Grades in this course will be based on the quality and completion of all requirements listed on the syllabus that may be reasonably altered at the discretion of the instructor as the course progresses. As a graduate level course, you are expected to exhibit high quality work that demonstrates sound understanding of concepts and their complexity. Your written work should reflect professional quality in spelling, grammar and composition. Your on the job performance will be assessed by a hosting organization intern supervisor through the evaluation form in Attachment B. Earning an “A” represents oral and written work that is of exceptionally high quality and demonstrates superb understanding of the course material. A “B” grade represents oral and written work that is of good quality and demonstrates a sound understanding of course material. A “C” grade represents a minimally adequate completion of assignments and participation demonstrating a limited understanding of course material.

Notes Concerning First Class: You must have a FirstClass account for this course. See <http://it.umaine.edu/support/firstclass/index.php> if you do not yet have an account. You will deliver materials to the instructor through the SIE 590 FirstClass folder. In this folder you will eventually be able to view the final reports and presentation slides prepared by other internship students. We recommend that you download the FirstClass client software to your computer if you have not already done so. You should always be able to deliver your materials and access the materials of others by logging to the FirstClass website or by using the client software.

Academic honesty: Academic honesty is expected. Plagiarism is unacceptable in this course and will result in a failing grade. “Although a writer may use other persons’ words and thoughts, they must be acknowledged as such.” Joseph Gibaldi and Walter S. Achtert, *MLA Handbook* (Modern Language Association) 1977, p. 4.

Students with disabilities: If you have a disability for which you may be requesting an accommodation, please contact either me or Coordinator of Services for Students with Disabilities (Onward Building, 581- 2319) as early as possible in the term.

Course Requirements: To successfully complete an internship course for credit you must:

1. first complete at least 9 credits of required courses in the MSIS program

You may not enter into a graduate internship program relationship with a hosting organization until you have successfully completed a minimum of 9 credits of required courses in the MSIS program. No credit is given for previous experience or activities.

2. obtain an internship position with an external organization

While the department will attempt to facilitate placements, the responsibility for seeking and arranging an internship with a hosting organization is with the student. The academic department will maintain a web-based service for businesses and agencies allowing them to describe positions for which they are seeking interns but students should seek also internships from farther afield.

3. complete the *Information Systems Internship Work Plan* (see Attachment A below)

This plan must be completed, approved and signed by the Hosting Organization Internship Supervisor and the Academic Internship Supervisor in consultation with the MSIS Steering Committee. Enrollment is not approved until the Internship Work Plan with all required signatures is on file in the student's official file in the academic department office. No work hours can count towards meeting the internship requirement before this date of formal filing.

4. enroll in the course titled SIE 590 Information Systems Internship

The course is offered every semester as well as in the summer. Enroll for either 3 or 6 credits as approved in your Internship Work Plan.

5. during your internship keep a *Daily Job Diary* and prepare a final *Internship Activity Report* of about your experiences

The *Daily Job Diary* should include a few sentences each day describing generally what you accomplished that day, on what project(s) you worked, problems encountered, teamwork activities with other company personnel, progress made, meetings and any solutions achieved. You should omit personal or company sensitive information. The diary is primarily for your own benefit in preparing the final Internship Activity Report. Although it will not be circulated to peers, it must be delivered to the Academic Internship Supervisor along with the final report.

The final *Internship Activity Report* must be no less than 2,000 words nor more than 6,000 words and must include at a minimum the following sections:

- Title Page: At the top place the title “SIE 590 Internship Activity Report of <student name>” In the center of the page include (a) the name and email of the student, (b) name, address and email of the hosting organization, (c) name and email of the Hosting Organization Internship Supervisor and (d) word count for the report
- Introduction and Background
- List or Summary of Responsibilities, Projects and Tasks
- Lessons Learned: in addition to other lessons learned include in this section an assessment of the relevance of your graduate background in preparing you for the internship

Both the *Daily Job Diary* and the *Internship Activity Report* are due in the FirstClass course folder at 8:00 pm on the Friday before final exam week. Late submissions may result in reductions in the course grade.

6. prepare, schedule and present a talk on your internship experiences during final exam week

We will attempt to schedule all internship talks during a single session to which the general university community will be invited. Plan for a 20 minute talk. Both the slides from this oral presentation as well as your final Internship Activity Report will be archived on the SIE 590 Information Systems Internship web site for the world to see so ensure that your products reflect high professional quality.

ATTACHMENT A

**University of Maine Information Systems Internship Work Plan
for**

Name of Student: _____

Semester: _____ Year: _____

Dear Company, Agency or Non-Profit Organization Information Systems Internship Supervisor,

Graduate student interns are viewed favorably by employers because such students typically are career focused, bring with them enthusiasm and current industry knowledge, appreciate the graduate course credit benefits gained above and beyond normal company benefits, and are under pressure to perform well since they are being formally assessed both by their hosting company and the university.

Graduate student internship programs are expected to serve broader goals than merely practical working experience. The Information Systems Internship program must engage the graduate student in one or more of the following: information systems *development*, information systems *support*, information systems *administration*, information systems *maintenance*. Exposure to a range of germane information systems experiences is highly desirable.

This student is applying for a ____ credit internship program involving a minimum of ____ work hours. Briefly describe the position and activities in which the information systems graduate student intern will be engaged.

Further, the individualized work plan for the student should set forth ***three or more major learning objectives*** to be achieved by the student while participating in the internship experience. For this student, major learning objectives to be accomplished during the internship period include:

- 1.
- 2.
- 3.
- 4.
- 5.

(Note: The above learning objectives should be drafted by the Company Internship Supervisor in consultation with the student and are subject to approval by the Academic Internship Supervisor in consultation with the MSIS Steering Committee. The learning objectives must be measurable. Example: “The student will perform the tasks to set up a server” is far preferable to “The student will gain an understanding of server software.”)

Salary is a private matter negotiated between the intern and the company hosting the intern.

Hosting Organization Commitment

The intern hosting organization, through its Company Internship Supervisor or otherwise, is committed to providing sufficient supervision, introducing the intern to the organization and co-workers, assigning challenging projects and tasks, providing the intern with information on safety as well as harassment, dress, conduct and other company policies, familiarizing the intern with the extent of their job authority and decision-making capabilities, planning for and implementing training as appropriate, and engaging in weekly meetings with the intern to stay up-to-date with the intern's progress. The intern hosting organization is also committed to evaluating the student using a standard form at the completion of the requisite number of hours.

REQUIRED SIGNATURES:

**Hosting Organization
Internship Supervisor**

Signature: _____ **Date:** _____

Supervisor Name: _____
(acting for the Hosting Organization)

Work Phone: _____ E-mail: _____

Company Name: _____

Street Address: _____

City and State: _____

Student Signature: _____ **Date:** _____

**Academic
Internship Supervisor**

Signature: _____ **Date:** _____

(acting for the MSIS Advisory Committee)

ATTACHMENT B

Intern Evaluation Form
to be completed by
Hosting Organization Supervisor

To the Student: Complete the top portion of this page and fill in the Learning Objectives in the table at the bottom of the page as drawn from Attachment A. Take the form to your Hosting Organization Internship Supervisor at the end of the semester. Ensure that the form is returned to the MSIS Graduate Program Advisor no later than Friday of the week before final examination week.

Student Name: _____ Student ID Number: _____

Semester (circle one): Fall, Summer, Spring Year: _____

Name of Internship Hosting Organization: _____

Name of Internship Supervisor: _____

To the Hosting Organization Internship Supervisor: This is a request for you to complete your evaluation of the student named above for the student's work this past academic term as an intern with your company, agency or non-profit organization. Please forward the evaluation by U.S. Mail in a sealed envelope to:

Professor Harlan Onsrud, MSIS Program Coordinator
5711 Boardman Hall, Rm 348, University of Maine
Orono, ME 04469-5711
Phone: 207-581-2175 E-mail: onsrud@spatial.maine.edu

In support of the learning process, our department policy is to distribute faculty and external supervisor evaluations to the student at the completion of the course.

Rating Scale for Learning Objectives

The learning objectives agreed upon for this intern at the outset of the internship relationship are listed below. Please indicate the extent to which the learning objectives were achieved where:

- 5 = objective met completely
- 4 = objective met mostly
- 3 = objective met with significant progress
- 2 = objective met at minimal level
- 1 = objective not met at any level

Score	Learning Objectives (fill in from the Work Plan on Attachment A)
1.	
2.	
3.	
4.	
5.	

Rating Scale for Evaluation Criteria

Please evaluate the student using a 1 to 5 scale where 5 is the highest score and 1 is the lowest score.

5 = outstanding

4 = above average

3 = satisfactory

2 = needs improvement

1 = unsatisfactory

Score	Evaluation Criteria
	Quality of work (accurate and thorough)
	Quantity of work (met goals set by department)
	Use of time (efficient/effective use of time to complete tasks)
	Initiative (ability to work independently)
	Written Communication skills
	Verbal Communication skills
	Grasp of subject (understanding of applicable standards and procedures)
	Ability to apply classroom experience to real time projects
	Creativity
	Job judgment (ability to make appropriate work related decisions)
	Interpersonal relations/teamwork (effectiveness in working with peers and supervisors)
	Adaptability (ability to alter activities to accommodate change)
	Dependability
	Punctuality
	Attendance
	Problem solving/critical thinking skills
	Overall rating of this student's performance

Strengths of the intern:

Areas for improvement:

Further Comments: (Example: What do you think the student gained from the internship?)

Hosting Organization _____

Supervisor Signature: _____ Date: _____

Supervisor Name: _____

Work Phone: _____ E-mail: _____

Company Name: _____

Street Address: _____

City and State: _____

THANK YOU FOR SUPPORTING THIS INTERN AND OUR ACADEMIC PROGRAM!