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**University of Maine at Augusta**

**Computer Information Systems**

# **INTERNSHIP HANDBOOK**

**CIS280, CIS380, & CIS480**

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# University of Maine at Augusta CIS280, CIS380 and CIS480 Internship in Computer Information Systems

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## INTERNSHIP HANDBOOK

THE FACULTY MENTOR TEAM PROVIDES MENTORING FOR STUDENTS ENROLLED IN  
INTERNSHIPS IN COMPUTER INFORMATION SYSTEMS

### CONTACT INFORMATION

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**Each student will be assigned a faculty mentor aligned with the objectives of the selected the internship. The role of the faculty mentor will be to oversee the internship experience. Individual faculty mentor assignments will be posted to Blackboard during the first two weeks of the semester.**

**An instructor may be assigned to manage the entire Internship Experience if the enrollment is sufficient to run the class as a regular course offering.**

# Course Descriptions

## CIS280 Internship Experience

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### COURSE DESCRIPTION

The CIS280 Internship Experience is an elective information technology (IT) offering at the associate-degree level that provides the student with an opportunity to build a professional portfolio of relevant work experience. With the guidance of an organizational mentor, students will develop a significant IT project that applies appropriate information technology (IT) skills in hardware/networking, database design and development, programming, or client- and server-side Web scripting.

### PREREQUISITES:

The student is expected to take the CIS280 Internship Experience after completing the core CIS associate degree requirements and at least one programming language (CIS212, CIS214, CIS215) or a Web design and development course.

### COURSE OBJECTIVES:

Objectives of this course are to

- participate in an entrance meeting for all prospective interns to be scheduled approximately two weeks prior to the start of the semester
- be assigned a faculty mentor to guide the internship experience and assign internship credit
- secure an organizational mentor to direct the applied learning experience
- demonstrate a refined level of proficiency in one of the bachelor-degree level Computer Information Systems disciplines by applying appropriate information technology (IT) skills in a professional environment
- develop a significant information technology project in collaboration with the organizational sponsor/mentor
- cultivate mature life and workplace skills that prepare the student for personal and professional challenges
- maintain a reflective journal that exhibits effective communication, critical thinking, and problem solving skills during the implementation of the information technology project
- prepare a 10+ page paper describing the internship experience including goals and objectives, summary of internship, academic preparation of CIS, and overall evaluation

- present the internship experience in a professional format to all internship partners
- obtain a letter from the organizational sponsor verifying satisfactory performance and completion of required hours
- develop a professional E-Portfolio using the *From Shoebox to Showcase E-Portfolio Management System*
- establish a network of professional contacts in the information technology field

# Course Descriptions

## CIS380 Internship Experience

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### COURSE DESCRIPTION

The CIS380 Internship Experience is a required information technology (IT) offering at bachelor-degree level that provides the student with an opportunity to build a professional portfolio of relevant work experience. With the guidance of an organizational mentor, students will develop a significant IT project that applies appropriate information technology (IT) skills in hardware/networking, database design and development, programming, or client- and server-side Web scripting.

### PREREQUISITES:

The student is expected to take the CIS380 Internship Experience after completing the core CIS associate degree requirements and CIS330 and at least one programming language (CIS212, CIS214, CIS215). As the CIS380 Internship is expected to require information systems analysis, information systems design, database design, and/or applications programming, the student should also have taken any other 300 or 400-level courses associated with the focus of the internship project.

### COURSE OBJECTIVES:

Objectives of this course are to

- participate in an entrance meeting for all prospective interns to be scheduled approximately two weeks prior to the start of the semester
- be assigned a faculty mentor to guide the internship experience and assign internship credit
- secure an organizational mentor to direct the applied learning experience
- demonstrate a refined level of proficiency in one of the bachelor-degree level Computer Information Systems disciplines by applying appropriate information technology (IT) skills in a professional environment
- develop a significant information technology project in collaboration with the organizational sponsor
- cultivate mature life and workplace skills that prepare the student for personal and professional challenges
- maintain a reflective journal that exhibits effective communication, critical thinking, and problem solving skills during the implementation of the information technology project

- prepare a 10+ page paper describing the internship experience including goals and objectives, summary of internship, academic preparation of CIS, and overall evaluation
- present the internship experience in a professional format to all internship partners
- obtain a letter from the organizational sponsor verifying satisfactory performance and completion of required hours
- develop a professional E-Portfolio using the *From Shoebox to Showcase E-Portfolio Management System*
- establish a network of professional contacts in the information technology field

# Course Descriptions

## CIS480 Internship Experience

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### COURSE DESCRIPTION

The CIS480 Internship Experience is a required information technology (IT) offering at the bachelor-degree level that provides the student with an opportunity to build a professional portfolio of relevant work experience. The CIS480 Internship Experience is typically a continuation of a 300-level internship that requires a significant amount of independent research and a higher level of responsibility. With the guidance of an organizational mentor, students will develop a significant IT project that applies appropriate information technology (IT) skills in hardware/networking, database design and development, programming, or client- and server-side Web scripting.

### PREREQUISITES:

A CIS Internship Experience that is extended over two semesters may be designated as a CIS380 the first semester and a CIS480 during the second semester if the level of responsibility, application of IT skills, and independent research is significantly increased.

### COURSE OBJECTIVES:

Objectives of this course are to

- participate in an entrance meeting for all prospective interns to be scheduled approximately two weeks prior to the start of the semester
- be assigned a faculty mentor to guide the internship experience and assign internship credit
- secure an organizational mentor to direct the applied learning experience
- demonstrate a refined level of proficiency in one of the bachelor-degree level Computer Information Systems disciplines by applying appropriate information technology (IT) skills in a professional environment
- develop a significant information technology project in collaboration with the organizational sponsor
- cultivate mature life and workplace skills that prepare the student for personal and professional challenges
- maintain a reflective journal that exhibits effective communication, critical thinking, and problem solving skills during the implementation of the information technology project

- prepare a 10+ page paper describing the internship experience including goals and objectives, summary of internship, academic preparation of CIS, and overall evaluation
- present the internship experience in a professional format to all internship partners
- obtain a letter from the organizational sponsor verifying satisfactory performance and completion of required hours
- develop a professional E-Portfolio using the *From Shoebox to Showcase E-Portfolio Management System*
- establish a network of professional contacts in the information technology field

# Assessing the Internship

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Students will be graded on the *product and process* of developing the IT Project, an e-Portfolio, a reflective journal, a final report, and a formal presentation of the internship experience. Each of these items is covered separately in the handbook.

Although the faculty mentor will assign a grade for the Internship Experience based on the evaluation criteria, input from all partners will be considered in making a final grade determination.

## GRADING AND EVALUATION CRITERIA

	Weight
E-Portfolio	10%
IT Project	40%
Reflective Journal	20%
Report	20%
Presentation	10%

# Role of the Student Intern

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1. Independently seek an internship position that offers the opportunity to complement and reinforce the theoretical and practical classroom and hands-on experiences provided in the CIS curriculum. This should be done at least two weeks prior to the start of the semester.

To obtain approval of your selected internship, email the name and address of the organization, the organizational sponsor's name, and contact information to all members of the Faculty Mentor Team. Please include a brief description of the type of internship you will be performing (database development, programming, systems analysis, networking, or Web design). You will be assigned a faculty mentor based on the scope of your internship. **YOU SHOULD NOT BEGIN THE INTERNSHIP UNTIL APPROVAL HAS BEEN OBTAINED.**

Once the internship has been approved, please complete the INTERNSHIP EXPERIENCE PLACEMENT FORM on page 26 of the Handbook and bring it with you to the first Internship seminar (dates for seminars will be listed in Blackboard).

2. Log in to Blackboard and review all areas of the course. The Mentoring Team will post global announcements in Blackboard throughout the semester. Additional materials, including the Internship Handbook, will be available for download.
3. Once the internship has been approved by the Faculty Mentor Team, establish contact with your organizational sponsor and articulate in writing 5-8 clear Objectives for Evaluation of learning experiences based on your selected internship opportunity. **THESE MUST BE TYPED – NOT HANDWRITTEN.**

Follow the format of the INTERNSHIP OBJECTIVES FOR EVALUATION FORM on page 23 of the handbook. Email a copy of the Internship Objectives for Evaluation (which you have signed) to your assigned faculty mentor. Be sure to keep a copy of this form to scan for the e-Portfolio.

NOTE: The unsigned copy of the INTERNSHIP OBJECTIVES FOR EVALUATION will be mailed directly to the organizational sponsor near the end of the semester, with an envelope to return directly to your faculty mentor.

4. Maintain weekly contact via email – more frequently if needed (one contact per week is required). In this email, briefly describe your learning experiences and/or address concerns with your faculty mentor. This weekly contact takes the place of weekly classroom participation and is critical to the learning experience.
5. Maintain a Reflective Journal (daily or weekly) about your internship experience. Entries in the journal will provide your faculty mentor with an accurate picture of how you have matured both personally and professionally during the internship experience and will establish a pattern of continued growth and development.

The journal is not intended to be a step-by-step listing of what you did each day, but rather an account of your experiences and how you handled corporate challenges.

6. Write a 10+ page paper describing the internship experience including a summary of the internship, how you met your internship objectives, academic preparation in the CIS program, and an appendix containing the reflective journal.
7. Obtain a letter from your organizational sponsor verifying satisfactory performance and completion of required hours. Depending on the content of this letter, it may be used as a letter of recommendation in your e-Portfolio.
8. Present a summary of the IT experience to faculty and other participating interns.
9. Participate in four scheduled internship seminars during the course of the semester.
10. Prepare a comprehensive showcase e-Portfolio that highlights your academic and professional experience to prospective employers.

# Role of the Organizational Sponsor

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- Provide a minimum of 150 hours of professional work experience for the participating student intern.
- Provide an organizational mentor to direct the student during the semester to be available as needed to
  - Assist the student in developing a set of 5-8 learning objectives that will be the basis of the student's evaluation
  - Have regular contact with the student to provide guidance, support, and feedback to the student intern
  - Consult with the faculty mentor by telephone or at a scheduled site visit
  - Evaluate the student at the end of the semester, using the specific learning objectives and general professional standards of performance
  - Write a letter verifying that the student has finished the required 150 hours and has satisfactorily completed the learning objectives. If appropriate, the letter could serve as a "letter of recommendation" for the student to include in the student's e-Portfolio

# Role of the Faculty Mentor

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1. Encourage prospective interns to utilize all available resources to obtain an internship sponsor: faculty contacts, University-sponsored projects, the Maine State Government Summer Internship Program, internship opportunity postings on the CIS Web site, professional conferences and workshops, and professional networking opportunities.
2. Plan and present four scheduled workshops: orientation, résumé building, interviewing, and IT project presentation.
3. Maintain weekly contact with the assigned student intern.
4. Contact the organizational sponsor at least once during the internship experience to discuss student progress.
5. Evaluate the student's internship experience based on the evaluation criteria and assign a grade.

# Internship Checklist

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- ✓ Obtain approval from the Faculty Mentor Team for the internship at least two weeks prior to the start of the semester
- ✓ A minimum of 5-8 learning objectives discussed with and approved by your organizational sponsor are due no later than the second week of the semester. These objectives are part of the evaluation criteria. PLEASE READ THE INFORMATION ABOUT WRITING OBJECTIVES in this handbook.
- ✓ Attend the scheduled internship seminars (4 total) and participate in the seminar activities (orientation, résumé preparation, job search and portfolio building).
- ✓ Work the hours required to satisfy your commitment to the organizational sponsor and the hours required to earn the number of college credits. The typical CIS Internship awards 3 credit hours, which corresponds to 10 hours per week over 15 weeks (150 hours of work).
- ✓ Maintain a reflective journal that exhibits effective communication, critical thinking, and problem-solving skills during the implementation of the information technology project.
- ✓ Consider the internship a performance-based technology project and approach the development of the IT project as you would a “real” employment position.
- ✓ Prepare a 10+ page report describing the internship experience including summary of internship, learning objectives, preparation in CIS, and an overall evaluation (sample reports available for review).
- ✓ Obtain a letter from the organizational sponsor verifying satisfactory performance and completion of required hours.

- ✓ Present an overview of your internship experience to the Faculty Mentor Team and prospective interns.
  
- ✓ Prepare an E-Portfolio (using the CIS *From Shoebox to Showcase E-Portfolio Management System*) to facilitate the job-search process. Develop a résumé and cover letter. Haley Brown, *Coordinator of Career Connections*, is available to assist you with this requirement.

# Reflective Journal

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Throughout the internship experience, the student should chronicle his/her professional challenges and opportunities in the form of a journal. Entries in the journal should NOT be a diary of daily events, but rather should record the student's thoughts as they experience new and challenging tasks.

## INCORRECTLY WRITTEN JOURNAL ENTRY

"Today at 9 a.m. I made coffee for the office staff."

## CORRECTLY WRITTEN JOURNAL ENTRY

"Today I was assigned the task of writing a program to update a database that required me to integrate what I learned in my programming classes and my database classes. I really had to look at what I had learned about programming and database management in a new way. I realized that I had learned to program in my programming classes and I had learned to design and maintain a database in my database classes, but they had always been separate classes. Now I am being asked to apply my programming skills to manipulate a database ". This should be an interesting challenge."

# Internship Report

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At the end of the internship experience, the student will write a 10+ page report, which covers the following areas:

- 1) A summary of the internship experience, including an overview of the IT project
- 2) Achievement of the "Learning Objectives for Evaluation" that were defined by the student intern and organizational mentor at the start of the internship
- 3) Academic preparation in CIS, which should include courses in the current curriculum that were beneficial and suggestions for additional courses in the IT area
- 4) The reflective journal, added as an appendix
- 5) Overall evaluation of the internship experience with comments and/or suggestions for improvement

The graded criteria for the report is a professionally-presented account (correct spelling and grammar) of the internship experience including Summary of the Internship, Achievement of Learning Objectives, Academic Preparation in CIS, Overall Evaluation, and an Appendix with samples of work with documentation.

# Presentation

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The student intern will give a formal presentation of the development of the IT Project to the Faculty Mentor Team and other participating interns. Students who plan to intern in the following semester will also be invited to view the presentations.

The presentation should last approximately 20 minutes and provide time for a Question and Answer session. The student intern may present the material in his/her choice of technologies to include PowerPoint, Web, hands-on, etc.

The student will be evaluated on the oral presentation as well as the knowledgeable responses to the audience's questions.

The student will be given an option of video-taping the presentation.

# Required Internship Seminars

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## SEMINAR 1 - OVERVIEW OF THE INTERNSHIP EXPERIENCE

- Discuss the requirements of the Internship
- Complete the Internship Paperwork
  - Internship Experience Placement Form (required for insurance)
  - Volunteer Forms for University Work (if eligible)

## SEMINAR 2 – RÉSUMÉ AND COVER LETTER WORKSHOP

- Résumé and cover letter workshop
  - Haley Brown, Coordinator of Career Connections

## SEMINAR 3 – MOCK JOB INTERVIEWS

- Apply for mock job
- Interview with mock interviewers

## SEMINAR 4 – INTERNSHIP PRESENTATIONS

- Presentations for Interns and Organizational Sponsors

# Writing Learning Objectives

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Writing Learning Objectives should be a collaborative effort between the student intern and the organizational mentor. Think about what you want to achieve during your internship experience. Are there new skills that you would like to learn? In what specific areas would you like to improve? Honing soft skills, such as interpersonal communication, adaptability, teamwork, time management, and confidence, is always a worthwhile investment and can easily be transferred from job to job.

Each of your Learning Objectives should be clear and concise statements describing what you would like to learn or achieve during your internship experience. Each learning objective should be specific, achievable, measurable, and one that you can reasonably expect to complete within the timeframe of the Internship experience.

Setting measurable goals and Learning Objectives provides a way for the Faculty Mentor to evaluate your internship experience. You are not necessarily expected to achieve all of the Learning Objectives as initially proposed. The Learning Objectives may be modified during the internship if the scope of the project changes.

# Internship Objectives for Evaluation

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

Organizational Sponsor: \_\_\_\_\_

Organizational Mentor Name (typed or printed): \_\_\_\_\_

Learning Objectives:

1. \_\_\_\_\_

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Please Check One

Unsatisfactory

Average

Excellent

Needs Improvement

Above Average

Comments:

2. \_\_\_\_\_

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Please Check One

Unsatisfactory

Average

Excellent

Needs Improvement

Above Average

Comments:

3. \_\_\_\_\_

\_\_\_\_\_

Please Check One

Unsatisfactory

Average

Excellent

Needs Improvement

Above Average

Comments:

4. \_\_\_\_\_

\_\_\_\_\_

Please Check One

Unsatisfactory

Average

Excellent

Needs Improvement

Above Average

Comments:

5. \_\_\_\_\_

\_\_\_\_\_

Please Check One

Unsatisfactory

Average

Excellent

Needs Improvement

Above Average

Comments:

6. \_\_\_\_\_

\_\_\_\_\_

Please Check One

Unsatisfactory

Average

Excellent

Needs Improvement

Above Average

Comments:

7. \_\_\_\_\_

\_\_\_\_\_

Please Check One

Unsatisfactory

Average

Excellent

Needs Improvement

Above Average

Comments:

8. \_\_\_\_\_

\_\_\_\_\_

Please Check One

Unsatisfactory

Average

Excellent

Needs Improvement

Above Average

Comments:

# Internship Experience Placement Form

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(CHECK SPELLING PLEASE)

Student: \_\_\_\_\_

Use your full name including any previous names (even if you changed it)

Student Phone Number: \_\_\_\_\_

Internship Level:                    CIS280                    CIS380                    CIS480                    (circle one)

Internship Semester and Year: \_\_\_\_\_

NAME OF ORGANIZATIONAL SPONSOR (Organization)

\_\_\_\_\_

MAILING ADDRESS OF ORGANIZATIONAL SPONSOR:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ (zip code PLEASE)

Name and Title of the person at the organization who will sign the contract.

\_\_\_\_\_

Name

Title

Physical address of the organization – NOT a P.O. Box

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Name and title of Organizational Sponsor (person who will supervise your internship experience)

\_\_\_\_\_

Name

Title

Organizational Mentor's Phone: \_\_\_\_\_

Organizational Mentor's Email: \_\_\_\_\_