

Truman State University

School of Business

**Internship Application:
Process and Documents**

The enclosed Internship Application Packet is comprised of the following documents:

- **Internship Application Process**
- **Internship Submission Checklist**
- **Application**
- **Grading and Evaluation Criteria**
- **Non-Discrimination Policy**
- **Personal Directory Data Sheet**
- **Confidential Evaluation Sheet**
- **Sample Program of Activities and Planned Experiences Document (Pre-Internship Paper)**
- **Sample End-of-Internship Evaluation of the Program of Activities and Planned Experiences Document (Post-Internship Paper)**

Internship Application Process

- Step I** **Students of junior and senior status may apply for Internship credit. Freshman and sophomore students may be approved depending on the situation and experience. Credit varies from one to twelve hours depending on the experience and the semester. In the summer term a maximum of six credit hours are available. A grade of Pass or Fail is earned for the Internship experience.**
- Step II** **Students must first get the approval of their academic advisor for the internship to ensure that the experience is commensurate with their degree and career plans. To apply for credit, the applicant must complete the School of Business one page application, agree to the Grading and Evaluation criteria as indicated, submit a copy of the internship offer, and write a detailed Program of Activities and Planned Experiences Document (Pre-Internship). The Application, Grading and Evaluation document, internship offer copy and Pre-Internship paper must be completed and turned into the School of Business Internship Director. At this point the application may be turned down, returned to the applicant for revision, or forwarded to the Department Chair for approval. Upon approval of the Department Chair, the student will receive registration override capability from the School of Business Office. Due to the differing schedules of Internships, the student assumes all late fees associated with late registration.**
- Step III** **The student begins the Internship. The student coordinates his/her experience with his/her Internship sponsor. The sponsor is given the Confidential Evaluation sheet (which is to be completed at the end of the Internship experience.) The student maintains contact during the Internship with the Internship Director via email. The Internship Director may communicate directly with the student's mentor/supervisor during the internship. The student should regularly update the Director regarding his/her progress toward completing the Pre-Internship goals. Failure to do so will result in a Failing grade for the Internship. Most typically, a semester grade of Incomplete will need to be issued for the Internship semester.**
- Step IV** **As the student completes the internship, the student should complete an exit interview with the Internship sponsor. The student should ensure the sponsor completes the Confidential Evaluation sheet, which is to be sent directly to the School of Business Internship Director. Within six weeks of completing the internship, the student must have completed and returned to the School of Business Internship Director his/her End-of-Internship Evaluation of the Program of Activities and Planned Experiences Document. A final Internship grade of Pass or Fail is then awarded based on the sponsor's evaluation and quality of the Post-Internship paper. The School of Business Internship Director then completes a Change-of-Grade form within four weeks of receipt of the grading criteria materials.**

Truman State University

School of Business Internship Submission Checklist

Item	Submitted
Application	
Grading and Evaluation Criteria Document	
Non-Discrimination Policy Statement	
Personal Directory Data Sheet	
Internship Offer Copy	
Pre-Internship Paper (3-4 pages double spaced)	



**APPLICATION FOR INTERNSHIP CREDIT
SCHOOL OF BUSINESS**

Instructions: Type or print neatly. Prospective employers may see a copy of this agreement.

Name _____ Major _____ Class _____ E-mail _____

Student Number: _____ Semester _____ Year _____

Campus Address _____ Phone _____

Work address _____ Phone _____

Course No. and Title (ACCT / BSAD) 400 Internship _____

Number of Credit Hours Requested _____ Pay Rate _____

Employing Agency _____

Supervisor _____ Hours per week _____

Beginning Date _____ Completion Date _____

Credit Hours Earned to Date _____ GPA _____

NOTE: If you are presently receiving financial aid and will be receiving a salary during your internship, it will be necessary for you to submit a revised budget which justifies additional income to the Financial Aid Office.

How does this experience relate to your career and/or academic goals? (brief statement)

(See attached pre-internship document)

In cooperation with the Internship Director granting credit, please attach additional sheets to discuss:

- 1) Learning objectives for this experience
- 2) Program of activities and experiences planned to meet objectives; and
- 3) Criteria and procedures for evaluation and grading (see next page).

I believe that the attached sheets represent a reasonable program of study for the credit to be given.

Student

Director

Department Chair

TRUMAN STATE UNIVERSITY
School of Business

Grading and Evaluation Criteria

The student's grade (pass/fail) for the internship experience will be based on the following three criteria:

1. A favorable employer's (supervisor's) confidential evaluation.

2. A record of communication by the student with the Internship Director during the internship. Failure to communicate progress towards internship goal accomplishment may result in a student being dropped from the internship enrollment and may cause a student to earn a grade of F for the enrollment.

3. The student's post-internship experience paper (**Post-Internship**) 8-40 pages, typed double spaced submitted to the internship coordinator typically one week prior to final grades being assigned. (Late papers will cause a grade of incomplete (IC) to be recorded at the grade deadline.) The paper should tie the actual experiences to planned experiences as outlined in the student's internship application. The paper should cover such topics as duties, responsibilities during the internship, and an evaluation of the benefits of the internship experience. [A student cannot graduate with an existing grade of IC on their transcript.]

Student Signature of Grading and Evaluation Agreement

_____ **Student Signature**

TRUMAN STATE UNIVERSITY

100 E. Normal
Kirksville, MO 63501

Non-Discrimination Policy

It is the policy of Truman State University not to discriminate on the basis of sex in its education programs, activities, admissions practices, and employment policies as required by Title IX of the Education Amendments of 1972. Truman State University is an Equal opportunity affirmative action institution.

In making employment available to any of its students, the University may not assist any agency, organization or person which discriminates on the basis of sex in its employment practices. An authorized representative of each assisted agency, organization, or person accepting University students as interns, student teachers, or employees must complete the following statement:

To the best of my knowledge and belief, the _____ (Name of Organization) does not discriminate on the basis of sex in its employment practices.

Date

Signature

Title

TRUMAN STATE UNIVERSITY
Personal Directory Data Sheet

School of Business

Student Name _____

Internship supervisor, company address and phone number:

Company Name _____
Supervisor _____
Street/Apt. _____
City, State ZIP _____
Phone _____

Residence address during internship:

Street/Apt. _____
City, State ZIP _____
Phone _____

Kirksville address and phone before the internship:

Street/Apt. _____
City, State ZIP _____
Phone _____

Kirksville address and phone after the internship:

Street/Apt. _____
City, State ZIP _____
Phone _____

Name, address and phone of someone who will always know your whereabouts:

Name _____
Street/Apt. _____
City, State ZIP _____
Phone _____

SAMPLE Pre-Internship Paper

Name
Student Number
Internship Company
Internship Location
Date

I plan to enter into an internship agreement with XXXXX Pet Foods during May XX, 199X through August 10, 199X. This experience will give me the opportunity to apply the skills that I have learned thus far my college career and to learn other areas of business concerns. I believe that through this internship, I will benefit through direct training, while receiving the experience needed to be an effective business manager.

Through meetings with the General Manager of XXXXX, Mark Brinkman, we have decided upon the following learning objectives: to become fully knowledgeable of the pet food industry in the following disciplines, with specific regard to XXXXX's business:

- Operations
- Marketing Analysis
- Information Systems Development
- Direct Sales

Operations Management

At XXXXX, they are considering a new position of Warehouse Supervisor. For many reasons, 9 loads out of 10 require changes, which will result in some or all of the following events to occur:

- The customer must be contacted if part of the order is not available for shipment. He or she will then be asked to "fill out the order" with other products so that the truck leaves with a full-load, minimizing the freight cost.
- The accounts receivable staff must be given a document that verifies what was shipped in order to bill correctly.
- If the product that was shipped was not originally scheduled to leave so soon, the production group must be given an updated inventory in order to makeup product that may now be in short supply.

Through this, I will obtain personal exposure to all of the XXXXX distributors on a day-to-day basis. I will also learn how to solve problems and satisfy customer demands. This will also provide me with the experience in dealing with the dynamics of a 24 hour per day production environment that is dependent upon operations managers who must have the ability to anticipate, communicate, and work with each other.

Marketing Analysis

While conversing with the General Manager, I also learned that there is a great deal of sales data that needs to be analyzed. Some of the information that I will be responsible for looking at would be as follows:

- Sales by Animal Species
- Sales by Region
- Sales by Product size
- Sales by Product Life Stage

Along with the above information, I would be expected to analyze previous promotions in order to help develop future promotions. I would be expected to submit my findings in detailed reports along with my recommendations for the future.

Information System Development

XXXXX is installing a local area network with multi-database interfacing. I was told that the goal was to create a link between various departments, and the disciplines between order taking and order filling. My role would be to set in on the training seminars scheduled for the first phase of their installation and monitor their effectiveness. I would then be asked to research the areas of the business that I will be working with, looking for additional opportunities to utilize the technology.

Direct Sales

During the internship I will be able to spend two weeks tow of XXXXX's regional sales representatives. The first week will be early in the internship, with the second week being towards the end. This will allow me to view Sales before and after being part of the customer supply chain. During this experience I would be accompanying the sale representative to a pet show or trade show.

Summary

These are the areas of study that have been finalized with the management of XXXXX. I believe that they will be an important, integrative part of my business education at Truman State University. I also understand the criteria and evaluation process will include communication throughout the internship with the Truman Internship Director, the effective writing of a Post-Internship paper at the end of the internship experience, and a high rating on the confidential evaluation performed by my internship mentor or sponsor.

SAMPLE Post-Internship Paper

Name
Student Number
Internship Company
Internship Location
Internship Sponsor or Mentor
Date

Introduction

Throughout the last summer semester, I have been fortunate to have had an internship at XXXXX Pet Foods. This experience gave me a full understanding of four incremental parts of many modern businesses. During the last three and a half months I have been placed into an autonomous job that required me to manage, communicate and make difficult ethical decisions concerning employees, customers, and business policy. The four areas that I have played a significant role include operations, human resource management, direct sales and information systems deployment.

Operations

XXXXX Pet foods utilizes one plant that sets the industry standards for efficiency. This environment works with a JIT inventory process (product turnover can be same day) that has demands that are rigorous and require a steady stock of fresh product.

In the first 1½ months of my internship, I was placed in a position that was under strict consideration and demanded me to reduce loading errors as well as missed loads. This Warehouse Supervisor position required me to rethink the way that the warehouse was organized as well as communicate problems to the customers as well as other supervisors and employees. I worked closely with many other managers to successfully reduce missed loads (loads that did not have product due to poor management or technical difficulties), increase quality, and increase efficiency.

To help decrease the missed loads I organized the warehouse into a more dynamic work area while working with the shift supervisor to be sure that the product would be

packaged by the pickup appointment. This made it essential for me to take daily inventory of the finished product as well as part of the raw materials.

To increase the quality of the product that left the facility I had another responsibility as a Quality Control Supervisor. This position required me to make periodic visual inspections of the product and decide if it passed company standards. I did this by inspecting the primary and secondary packaging, date code, and moisture content of the food itself.

At 3:30 p.m. each day, I was present in a meeting to reconcile current inventory problems (foreign and domestic), quality control issues, and employee performance problems.

This job that I performed and evaluated for the first part of the summer successfully increased the efficiency of the company as a whole. Complaints from retailers and distributors that dealt with this aspect of the business came to an abrupt stop, and many programs were implemented to insure quality and efficiency.

Human Resource Management

During the first part of the internship, while being warehouse supervisor, I also had to manage several employees. The employees that I managed were warehouse personnel that dealt mostly with the packaging and loading of the product. This position required me to go to weekly supervisor meeting to discuss employee problems and solutions.

Most of my job consisted of keeping the employees centered on the goals of the company. I learned to deal with disputes between the employees, employees and customers, and employees and management.

One aspect of the job that made it tough for me was the age difference between the employees and I. Being younger than the people that I was managing left me with a dilemma that a colleague had previously faced. A manger's first goal is to make a profit for the company, not make friends. I found it difficult in some situations to communicate the purpose of company policy to employees, throughout the internship I earned the respect that it takes to be an effective manager.

During my management job the ownership of XXXXX Pet Foods asked me to take it upon myself to look over the sanitation and presentation of the plant during the frequent tours that were given to customers. One of the most important was that of Japanese Businessmen. I had the opportunity to meet and discuss the internal workings of my department and answer any questions that they had.

This autonomous position allowed me to introduce new ideas to employees and management that would further reduce production time and improve customer satisfaction.

Direct Sales

For two weeks of the summer I was involved in sales work, the most rewarding of all my duties. I first started with a week of open discussion meetings between the President of Sales and the Regional Sales Managers. During this meeting there were a

number of topics discussed a few of which were the current trends, distributor and retailer evaluations, future marketing strategies, and promotional ideas.

These meeting gave me a large amount of information on the various marketing niches that pet food manufacturers fall in as well as the markets that many manufacturers cannot attain. (Foreign markets) The scope of these meetings dealt with promotional ideas that were specifically tailored by the Sales Staff. I also gave some input that seemed to be integrated into conversation and proved to be useful in the finalization of the revised spiff program.

During June I was invited by the President of Sales to accompany him and two Regional Sales Managers on a trip to Philadelphia to help work the APPMA show. (American pet Products Manufacturers Association Inc.) This show was held Thursday through Saturday and involved 350 manufacturers from around the United Sates. This show allowed me to converse with customers from around the world that deal in the same industry. My objective was to answer questions that potential customers may have about packaging, formulation, pricing, and means of manufacturing.

A great deal of the traffic through the show were international customers. One of the Sales Managers that accompanied us was a specialist in International Business and taught me a great deal about the international market. There are many small rules that a sales person must follow if they desire to be successful in the international market. A few that must be considered is the way that a business card should be presented to Japanese businessmen, (always with two hands) and who to address first when meeting an Asian with a translator.

The Sales portion of my internship showed me the strengths and weaknesses of XXXXX Pet Food and other competing companies. One area that I was not able to explore because of time constraints was that of Marketing Analysis. This would have given me the opportunity to go through raw data and formalize a report dealing with sales by specie, region, product size, and life stage. I do feel that through the marketing work that I was able to do, I have a firm understanding of the overall picture and better understand XXXXX's philosophy in their market niche.

In the last month of my internship I was able to sit with Dr. Brittaigne Jones and go through a two-day seminar dealing with small animal nutrition and the product guides. She thoroughly went through problems that manufacturers are seeing and the wave of problems in the future. She also taught nutrition and proper diet for dogs and cats with emphasis on life-stage, weight, breed and sex. This has a great deal to do with the way that quality is measured in certain formulations and the reasoning behind the formulations that the ownership has established. This short class let me integrate hard facts into my management, which made it easier for me to communicate meaningful answers to customers and employees.

Information Systems Development

XXXXX is installing a local area network that will create a link between disciplines that are engaged between order-taking and order-filling. I sat in on the training seminars, and researched other areas of the business that may be able to utilize the system in the future.

One area that I did work on for a few days was the programming of the dealer list into a worksheet that would sort the 6500 dealers into a table by the use of area code, city or zip code. This was meant to allow them to respond to more customer questions dealing with retailer location.

The LAN is partly finished and is being implemented in a trial-run-switch-over. This new implementation allows XXXXX to run the day-to-day business in the existing fashion, but enter a small amount of the data into the new system to see if the output is agreeable.

Conclusion

I fell that the internship over the last summer has helped me as a student and XXXXX as a company. As I have previously stated, the internship was a complete success and the time spent to the fullest. The management expected nothing less than my complete dedication to my duties.

I also believe that the time and effort will be reflected in the knowledge that I have obtained and the way that I will use it in the future. One important aspect of my internship was the acceptance of ideas and communication. Working with my former colleagues was nothing short of a thrill and learning experience. I feel that I am blessed to have such an experience before graduating from Truman State University.