# Table of Contents

**Internship Program Overview** ........................................................................................................ 1  
**Employer Processes** ........................................................................................................................ 3  
**Employer Guidelines** ...................................................................................................................... 4  
**Compensation Guidelines for Attracting Top Interns** ........................................................................ 6  
**Explanation of Terms** ...................................................................................................................... 7  
**Appendix A: Student Procedures** .................................................................................................... 9  
**Appendix B: Learning Agreement and Learning Objectives** ............................................................ 11  
**Appendix C: Site Supervisor Evaluation Forms** ............................................................................. 13  
  - Midterm Evaluation .......................................................................................................................... 13  
  - Final Evaluation .............................................................................................................................. 15  
**Appendix D: Non-medical Internship Program Agreement** .............................................................. 17
Internship Program Overview

Thank you for hosting a Trinity student as an intern for your organization. An internship provides many valuable opportunities for the student that they would not otherwise learn in the classroom. Therefore, the relationship between the intern and his/her supervisor is a pivotal one. Thank you for accepting this responsibility. This student is paying tuition costs for the internship credit and is therefore invested on many fronts. The personal and career oriented lessons an intern will learn are a valuable part of their hands on education and could not be accomplished without your willingness to be involved.

We have learned that interns add value to organizations in a variety of ways and are excited to hear details about your hosting experience.

Internship Objectives

- Provide opportunities to the student(s) for application of classroom knowledge to the world of working in your professional field
- Enable student(s) to learn more about the chosen industry or field
- Help student(s) develop valuable contacts in the field by networking with professionals
- Help identify technical and/or theoretical competencies that need further development
- Enable student(s) to assume professional responsibilities and substantial tasks
- Help student(s) further develop motivation and self-confidence
- Provide information for curriculum development and program evaluation
- Aid in educating more professionals in your field.

Five Critical Elements

These elements frame our internship program and structure the partnerships among students, industry partners, and faculty and staff.

Meaningful Work

Meaningful work benefits both the community and student in that both feel that the service makes a difference in a measurable way and is a productive use of time and resources. When service is not perceived as valuable, students and colleagues will quickly lose motivation for the work and the partnership.

Orientation and Training

Students, TU faculty and staff, and community organizations should be provided with information that will help them be prepared for the partnership and succeed.

Reflection

Reflection is perhaps the most crucial component of experiential learning. It is a means of processing the experience, and helps students articulate the value they can bring to future career
and community opportunities.

**Evaluation/Continuous Improvement**
Interns need regular feedback and an overall evaluation by their Site Supervisor. Evaluation measures the impact of the students’ learning experience and continuous improvement measures give direction for improvement, growth, and change.

**Compliance with Department of Labor Standards and local, state, and federal laws**
According to the Department of Labor, internships in the private sector can be seen as training instead of as employment only when six specific criteria are met, and the employer can show that the internship is a legitimate learning experience benefitting the student and not simply an operational work experience that happens to be conducted by a student. For the six criteria please see the Department of Labor’s fact sheet on internship programs:

http://www.dol.gov/whd/regs/compliance/whdfs71.htm
Employer Processes

Post an Internship Description
Job descriptions are the currency we use to connect interns with you. Use them to give students details about the projects they’ll be working on as well as the skills needed to be successful. Specific descriptions are essential for establishing what can be learned on site.

Below is a list of all the requirements for a job posting on Hire a Tiger. Please contact the internship coordinator, Erin Hood, at ehood@trinity.edu for examples of postings.

- Job Title
- Organization Name
- Number of Openings
- Work Schedule (days)
- Hours per Week
- Wage/Salary
- Employment Start Date/End Date
- Supervisor
- Job Description: What they will be doing, etc.
- Qualifications of Candidate
- Application Instructions

Send your description to the Center for Experiential Learning and Career Success database manager at careerservices@trinity.edu. S/he will provide instructions for posting it to Hire A Tiger, our online board for all internship and employment opportunities. Once posted, we can discuss your position with students and encourage them to apply.

Intern Selection
Students must complete an initial interview with the internship coordinator before beginning the internship course and must submit a Learning Agreement to the Internship Coordinator or Course Instructor. Students are required to submit a resume for your review; employers may request additional measures as needed. Your review will determine his/her internship status. A student will not be brought on board unless first accepted/hired by your organization. Students can apply for an internship when they have:

- Completed the Learning Agreement
- Met with the Internship Coordinator
- Understand the chosen organization’s goals, objectives, mission, and purpose

Intern Evaluation
In Appendix C you will find Midterm and Final Evaluation Forms. Once the student intern has worked to the mid-point of his/her internship, the Midterm Evaluation should be performed. Final Evaluations should ideally be performed at the end of the student interns placement and sent to Trinity immediately as soon as possible. Grades for the internship experience shall be pass/fail.
Employer Guidelines

Tips on Hosting a Successful Intern

*Be a mentor for your intern.* Be there to answer questions and provide guidance and feedback when needed. Help the intern to understand the specifics of your company and professional industry. In order to help the intern perform his/her role, *supervisors are asked to review this list of basic functions for helping interns gain the most from their learning experience.*

- Schedule weekly meetings if time permits.
  - Can you depend on each other?
  - Do you take your role as mentor/supervisor seriously?
  - Does the intern take his/her role as intern/employee seriously?
  - Who can the intern meet with if the supervisor is not there?

- Review the intern’s activities and responsibilities for the week.
  - How efficiently did the intern perform his/her work duties?
  - How can he/she do better?
  - How did the intern feel about his/her responsibility?
  - Is there any accountability or other professional issues to discuss?
  - Has the communication been adequate and effective?
  - Is the timeline effective? Do adjustments need to be made to better incorporate competencies?

- Connect activities with theory and help develop skills.
  - Encourage the student to be an active learner and problem solver by asking for his or her opinions and suggestions on work-related issues. Promote reflective thinking by having the student consider the advantages and disadvantages of proposed solutions to problems.
  - What staffing or relationship issues took place?
  - What conflicts or problems came up?
  - What ethical issues came up?
  - How do the student’s activities further the organization’s mission?
  - How do organizational operations further the student’s learning?

1. Discuss the upcoming week’s activities and responsibilities.
   - How do they relate to the previous week?
   - What is the plan for solving any problems that may arise?

Assist the intern with formulating learning objectives

Come to an agreement on the intern’s required learning objectives and the work responsibilities and resources that will facilitate accomplishing these goals. These will be delineated in the Learning Agreement. Supervisors should encourage interns to gain a wide variety of experiences relevant to their learning objectives. Changes or additions may be made
over the semester. As the internship progresses, encourage the student to reflect upon the relationship between the objectives and the work experience.

**Provide a structured work experience**

Give the intern specific tasks and timelines with explicit performance criteria. Schedule weekly check-in meetings to discuss the intern’s progress on assigned work and projects. Point out satisfactory accomplishments as well as areas where improvement is needed. Agree upon an action plan that will be reviewed at the next check-in.

**Orient the intern to the work environment and culture of the workplace**

Discuss the common expectations for professional behavior such as arrival and departure times from work, dress, personal phone calls, etc. Help the intern to feel comfortable at work by introducing him or her to other employees and making sure he or she has all of the necessary resources like a desk, phone, or computer.

**Communicate with the Internship Coordinator**

Communicate with the Trinity Internship Coordinator as soon as possible if any problems arise that you are unable to resolve with the intern. Please consult with the Internship Coordinator whenever you are unsure of a situation or simply want more information. As a Trinity staff member, the Internship Coordinator supports the student and the employer through the internship process by:

- Assisting in the development of learning objectives and approving the Learning Agreement
- Tracking reflections and progress on the learning objectives
- Tracking employer’s perspective on the experience and program and soliciting feedback for improvement, including the Site Supervisor Evaluation
- Determining final Pass/Fail grade for the student
- Being available for future support when needed
- Ensuring student, Trinity, and employer are aligned on what a successful internship experience will look like

**Evaluate the internship experience**

The key aspect of a Trinity internship experience is to evaluate what has been learned. As a mentor, this allows you to give the student feedback in a constructive manner. Supervisors are the link between real world and academic knowledge. By providing the performance evaluations you will not only review the intern’s past performance, but also help them to establish new performance goals if they were to continue on with your organization. It also offers the student a source for permanent, written documentation as to how he/she performed and what he/she accomplished during the internship experience. The intern will be detailing experiences in a weekly portfolio.
Compensation Guidelines for Attracting Top Interns
Internships can be either paid or unpaid, and although there are distinct advantages to paying interns, we understand that sometimes this is not an option. For an unpaid internship to be approved by the University, it must follow Federal Guidelines set by the Fair Labor Standards Act.

<table>
<thead>
<tr>
<th>Field</th>
<th>To Attract Top 25% of Students</th>
<th>To Attract Top 5% of Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications/PR</td>
<td>Minimum Wage</td>
<td>$12-$15/Hour</td>
</tr>
<tr>
<td>Marketing</td>
<td>Minimum Wage</td>
<td>$12-$15/Hour</td>
</tr>
<tr>
<td>Computer Science/Engineering</td>
<td>$12/Hour</td>
<td>$15-$22/Hour</td>
</tr>
<tr>
<td>Graduate Business Student</td>
<td>$12/Hour</td>
<td>$15-$20/Hour</td>
</tr>
<tr>
<td>Non-profit</td>
<td>Unpaid/Stipend</td>
<td>$12/Hour</td>
</tr>
</tbody>
</table>
Explanation of Terms

Internship
Trinity University (TU) allows students to earn credit for work experiences that complement their academic program. To ensure the internship effectively combines work experience with academic learning the Center for Experiential Learning and Career Success (CELCS) pre-approves work experiences that qualify for academic credit or recognition on the academic transcript. The decision to award academic credit will be based on the educational merits of the internship experience as determined by University faculty or staff.

The internship is to be a structured and supervised professional work experience with an accepted employer in the private, public, or non-profit sector. To be recognized and pre-approved the internship must include specific learning objectives. An internship is typically done by a student who has attained sufficient preparation in an academic field. The experience may be paid or unpaid.

Guidelines

- The standard for awarding credit is at least 40 hours of work per one hour of academic credit.
- All internships are graded on a pass/fail basis.

Host Site
The host site is an organization hosting an intern from Trinity. Internships being performed at these sites are typically 3-credit hours and 8-12 contact hours per week for a total of 14 weeks.

Program Affiliate
An organization that has the completed and necessary forms and agreements on file with the Center for Experiential Learning and Career Success. Internships being performed at these sites are typically 3 credit hours and 8-12 contact hours per week for a total of 14 weeks.

Practicum Site
An organization that has agreed to allow students the ability to gain experience in the work place for a period of 6 weeks or less. This is usually a 1 hour credit and requires 3-5 contact hours per week or approximately 40 hours over the semester.

Internship Coordinator
The Center for Experiential Learning Internship Coordinator – Erin Hood (ehood@trinity.edu)

Site Supervisor
The intern’s direct supervisor at the Host Site.
Appendix A
Student Procedures

TRINITY UNIVERSITY
Center for Experiential Learning and Career Success
BUSN Internship - Procedures

Purpose of Course
The Internship is a planned field experience, giving a student on-site experience related to his/her academic work. The student works primarily under direction of the on-site supervisor, with periodic reports to the Internship Coordinator.

Arrangements
The student is expected to arrange the experience, but only after consultation with the Internship Coordinator/course instructor. The student will follow professional courtesy in making arrangement with the organization, college, or other setting, by going through proper channels to seek permission to serve as a trainee in that setting.

Student Responsibilities
- Discuss the internship purpose and course procedures for the course with the Internship Coordinator prior to making any specific contact at the potential host site.
- Complete the Learning Agreement and work with the Internship Coordinator and on-site supervisor to define duties to be performed; return the form to the Internship Coordinator.
- Work with the Site Supervisor and Internship Coordinator to develop 4-5 specific learning goals for the internship experience.
- Keep an electronic journal of the duties performed, including: a record of what the student has accomplished; observations on what the student has learned; and progress being made toward goal completion.
- Submit the end of semester paperwork to the Internship Coordinator in order to receive a grade for the course. The only grades that can be awarded are pass/fail.
- Solicit feedback from the on-site supervisor periodically concerning work, specifically, have a mid-term and final evaluation.
Appendix B
Learning Agreement and Learning Objectives

Student Name ____________________________ Semester __________________
Student ID # ____________________________ E-mail _________________________

A. Location and Assignment
Location of Assignment or abroad enrollment
Name of Organization ____________________________________________________
Address __________________________________________________________________
Assignment in Location
Title or abroad learning program_____________________________________________
On-Site Supervisor or Program Director
Name ___________________________________________________________________
Position __________________________________________________________________
E-mail address _____________________________ Phone # _______________________

Work with your internship instructor and your on-site supervisor to define duties you will perform and give a brief description of what you will do for each duty. If available, attach a job description for your role.

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________

B. Expected Learning Goals and Outcomes
Learning Objectives
Develop 4-5 specific goals for what you would like to learn during your internship. Goals may be described as desired knowledge, understanding, skills, attitudes or values. They may include practicing professional development skills like networking or demonstrating field-specific knowledge by creating a financial model in Excel. Describe the process for what you will do to move toward your goals by breaking them down into specific activities.

___________________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
C. Career Connection

In 250-500 words, identify how this elective will help you with career planning or advance your professional goals.

---

Signatures

Student _________________________________ Date ________________

On-Site Supervisor _________________________________ Date ________________

Course Instructor _________________________________ Date ________________
Appendix C

Site Supervisor Evaluation Forms

Mid-Term Evaluation

Trinity University
Center for Experiential Learning and Career Success, Internship Program

Student Name: _________________________________________________________________

Supervisor’s Name: ___________________________ Title: ____________________________

Email: _________________________________________ Phone: _______________________

Host Organization Name: ________________________________________________________

Please rate the intern in each of the areas listed below. Using the scale provided. If component does not apply, please circle N/A.

<table>
<thead>
<tr>
<th>Component</th>
<th>Poor</th>
<th>Below Average</th>
<th>Average</th>
<th>Above Average</th>
<th>Excellent</th>
<th>N/A</th>
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<tbody>
<tr>
<td>Dependability of student intern</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
<tr>
<td>Ability to work with others</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
<tr>
<td>Ability to take directions</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
<tr>
<td>Ability to work independently</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
<tr>
<td>Professional attitude</td>
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<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
<tr>
<td>Decision-making skills</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
<tr>
<td>Problem-solving skills</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
<tr>
<td>Communication skills</td>
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<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
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<tr>
<td>Organizational skills</td>
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<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
<tr>
<td>Timeliness of work</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
<tr>
<td>Quality of work</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
<tr>
<td>Overall success of internship</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
<tr>
<td>Time management skills</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Additional comments:

Supervisor Signature: ___________________________ Date: ________________

Please return to:
Erin Hood, Internship Coordinator
Center for Experiential Learning and Career Success
One Trinity Place San Antonio, TX 78212 Fax: 210.999.7146 Email: ehood@trinity.edu
Final Evaluation for Site Supervisors

Trinity University
Center for Experiential Learning and Career Success, Internship Program

Student Name: _________________________________________________________________

Supervisor’s Name:_____________________________ Title: _______________________

Email: _________________________________________ Phone: _________________

Host Organization Name: ________________________________________________________

Please rate the intern in each of the areas listed below. Using the scale provided. If component does not apply, please circle N/A.

<table>
<thead>
<tr>
<th></th>
<th>Poor</th>
<th>Below Average</th>
<th>Average</th>
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<td>Dependability of student intern</td>
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<td>Ability to work with others</td>
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<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
<tr>
<td>Ability to take directions</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
<tr>
<td>Ability to work independently</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
<tr>
<td>Professional attitude</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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</tr>
<tr>
<td>Decision-making skills</td>
<td>1</td>
<td>2</td>
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<td>5</td>
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<tr>
<td>Problem-solving skills</td>
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<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
<tr>
<td>Communication skills</td>
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<tr>
<td>Organizational skills</td>
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<td>4</td>
<td>5</td>
<td>N/A</td>
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<tr>
<td>Timeliness of work</td>
<td>1</td>
<td>2</td>
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<td>4</td>
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<tr>
<td>Quality of work</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
<tr>
<td>Overall success of internship</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
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<tr>
<td>Time management skills</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>N/A</td>
</tr>
</tbody>
</table>

If applicable, please give one to two examples of how your intern affected or added value to your work environment.

What is the site supervisor’s impression of the internship program? Any recommendations?

Additional Comments?

Supervisor Signature: ___________________________ Date: ____________

Please return to:
Erin Hood, Internship Coordinator
Center for Experiential Learning and Career Success
One Trinity Place San Antonio, TX 78212 Fax: 210.999.7146 Email: ehood@trinity.edu
Appendix D

TRINITY UNIVERSITY
NON-MEDICAL INTERNSHIP PROGRAM AGREEMENT

This Agreement entered into this _________ date of __________, between ________________, hereafter called the “Agency” and Trinity University, hereafter called the “University.” This Agreement becomes effective on the date of acceptance and signature by the University and Agency. This Agreement shall be in effect until _____________________.

In consideration of the terms and conditions contained herein, the Agency and the University agree as follows:

Responsibilities of the University:
1. The University will assist in the establishment and promotion of internships and other activities the University believes will advance the provision of internships to its students.
2. Certify the student’s academic eligibility to participate in the internship.
3. Designate a faculty or staff member who will serve as an advisor to the student, assist in setting learning objectives, confer with Agency personnel, monitor the progress of the internship, and evaluate the academic performance of the student.
4. Maintain communication with the Agency and to clarify the University’s policies and procedures.

Responsibilities of the Agency:
1. Provide a job description(s) to be used by the University’s Internship Coordinator and students to determine the appropriateness of the internship.
2. Communicate relevant policies/standards of the internship site to the Internship Coordinator as needed.
3. Designate a professional staff person/employee to serve as an advisor/supervisor with responsibilities:
   a. to help orient the student to the Agency and its culture
   b. to assist in the development of learning objectives
   c. to confer regularly with the student and his/her faculty advisor and/or the Internship Coordinator – and -
   d. To monitor the progress of the student.
4. Provide practical work experience [that may or may not be academic in nature and/or credit-worthy], which is documented and approved by the University prior to placement, through which an intern can apply their classroom theory for an adequate number of hours and during an adequate period of time to allow an intern to potentially obtain academic credit for the work performed.
5. Provide adequate supervision for the student and to assign duties that are progressive, challenging and related to the student’s area of interest.
6. Make available equipment, supplies and space necessary for the student to perform his/her duties.
7. Provide a safe work environment and space for the intern to complete necessary work functions and foster professionalism and ethical business conduct.
8. Notify the University’s Internship Coordinator of any changes in the student’s work status, schedule or performance.
9. Allow a faculty advisor and/or the University’s Internship Coordinator to conduct pre-arranged site visits to confer with the student and his/her supervisor.
10. Provide two written evaluations of the student’s performance (forms to be provided by the University Internship Program), one at mid-term and the other before or at the end of the student’s internship.
11. Provide workers’ compensation insurance coverage for the student intern or otherwise assume liability for work-related injuries sustained by the intern at the internship site.
12. Agrees not to displace regular workers with students functioning in an internship role.
13. The Agency agrees to abide by the requirements of the Fair Labor Standards Act (FLSA), in regards to determining when an intern is a trainee as opposed to employee and is therefore required/not required to be paid.
14. Should the Agency compensate the intern for the work experience, the Agency will withhold federal and state taxes and pay the employer’s share of social security, unemployment insurance and workers’ compensation.
15. Agrees to receive no remuneration for this program.

**Mutual Agreements:**
1. An intern may terminate his/her internship at any time by giving two weeks’ notice in writing to the Agency and the University. Either the Agency or the University may terminate an intern for cause, for reasons such as unsatisfactory performance or excessive absenteeism.
2. The Agency and or the University may terminate this Agreement by providing the other party thirty days prior written notice of the intent to terminate. Such termination shall not be effective until the conclusion of all internships in progress.
3. The Agency and or the University may terminate this Agreement because of the other party’s violation of this Agreement.
4. The University and the Agency agree that no form of harassment will be permitted and that neither will discriminate on the basis of age, sex, religious belief, race, color, national origin, physical handicap, marital status, or sexual orientation or other characteristics protected by federal, state or local statute or ordinance.
5. It is mutually understood and agreed that the parties shall at all times be acting as independent contractors in performing their duties under this Agreement.
6. This agreement may not be amended or revised without the written consent of both parties.
7. This agreement may not be assigned by either party without the written consent of the other party. However, no consent is required for an assignment that occurs (a) to an entity in which the transferring entity owns more than 50% of the assets, or (b) as part of a transfer of all or substantially all of the assets of the transferring entity to any entity. Any assignment or delegation in violation of this section shall be void.
8. The contracting representative of each party warrants that he/she has full power and authority to bind his/her organization to the provisions of this Agreement.

9. This Agreement constitutes the entire agreement between the parties, and all prior discussions, agreements, and understandings, whether verbal or in writing, are hereby merged into this Agreement.

In witness whereof, the authorized representative of the parties hereto have executed this Agreement effective as of the date last executed below:

Agency: ______________________________
Agency Internship Supervisor: ______________________________
Agency Internship Supervisor’s Signature: ______________________________
Date: ______________________________

Educational Institution: ______________________________
University Director of the Internship Program: ______________________________
University Director of the Internship Program’s Signature: ______________________________
Date: ______________________________