

INTERNSHIP MANUAL

Sant'Anna Institute-Sorrento Lingue (SASL) in partnership with SUNY Alfred State
College
Program and Course developed by SUNY Alfred State College's Business Department
<https://my.alfredstate.edu/academic-affairs/business-department-internship>

Dear Students,

Welcome to Sant'Anna Institute-Sorrento Lingue!

We are so proud to offer internships for academic credit, in partnership with SUNY Alfred State College.

Your international internship in Sorrento will provide you with an incredible opportunity. You will gain practical work experience and endure the added challenge of navigating the cultural nuances of a foreign culture and work place. The experience is one that will greatly enhance your global skill set and open your mind to a different way of conducting business.

This program would not be possible without SASL's partnership with SUNY Alfred State College's Business Department. The following manual was adapted from the department's hard work and dedication to making this incredible opportunity available to undergraduate students. I immensely treasure our partnership with SUNY Alfred both personally and professionally.

I urge you to take full advantage of this experience by genuinely immersing yourself into the Italian work environment. Please do not hesitate to meet with me about any questions or concerns that may arise throughout your experience.

In bocca al lupo!

Cristiana Panicco
Director and President
Sant'Anna Institute-Sorrento Lingue

SASL Intern Expectations

- Working overseas demands self-confidence, perseverance, flexibility and sensitivity to other cultures. You will learn a lot about yourself, your limits, your preferences and ability to deal with ambiguity. Entering the workforce is a major life step and having the added challenge of working across cultures has immense rewards. The working environment is much different than that in the US.
- On your first day, talk openly with your tutor about your expectations and questions regarding style of the internship and tasks from your list.
- When something is not going well, respectfully speak up and take the initiative when you are unclear about a situation. It is normal to feel overwhelmed, especially in the beginning. Do all of the work that you can on a project and then speak with your tutor for more direction.
- When you are not sure what to do, make a list of ideas and work on projects that you invent (any kind of organizational improvements) until your tutor has time to meet and discuss them.
- The first week of the internship is considered a 'trial period.' At the end of the week, you will meet with your tutor to determine if you will be able to have a positive and productive working relationship. 99% of our placements are good matches.
- You must take full responsibility for the course requirements (hours log, evaluations, papers).
- You will meet with the SASL Internship Coordinator and other interns after Week 1, Week 2, Week 4 and Week 8 to discuss your progress and the cultural nuances that you experience.
- You must be punctual and always inform your tutor when you will be late, sick or need to change your schedule due to academic or travel plans.

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INTRODUCTION

This manual, developed by SUNY Alfred State College's Business Department, provides each of the participants in the process with specific procedural information so that students can enjoy a successful and educational internship experience.

GLOSSARY

Academic Advisor (or Advisor)

The student's assigned department academic advisor at their home institution.

Daily Log

An intern's daily work record, which will include the date, number of hours worked, and tasks performed.

Department

The Business Department at Alfred State College.

Faculty Supervisor

The faculty member responsible for working with an individual student to develop goals and objectives for the internship, monitor the progress of the internship, and evaluate the success of the internship.

Intern

The student participating in the internship program.

Intern Supervisor (or Supervisor)

An employee at the sponsoring organization responsible for the intern's daily supervision. This supervision includes reviewing the student's goals and objectives, assigning tasks to the Intern, and periodically evaluating the Intern's performance and work-products. The Interns Supervisor does not (necessarily) need an advanced degree in the Intern's area of specialization – however, the Intern Supervisor must understand the field well enough (through education or experience) to act as a guide and mentor to the student. The department must approve this person.

Internship

An opportunity for students to acquire real-world experience by leaving the academic environment and performing curriculum-related tasks for an outside organization.

Internship Manual

This document.

Internship Program Coordinators

The faculty members responsible for the following:

1. Working with sponsoring organizations to develop plans for on-site internships, monitor the intern placement and evaluate the success of the placement.
2. Working with an individual student to develop goals and objectives for the internship, monitor the progress of the internship, and evaluate the success of the internship.

Employer (or Internship Site)

The internship placement (location or organization). This may be any type of organization (for profit, non-profit organization, government agency, etc.) as long as there is an approved Intern Supervisor on-site and suitable activities can be provided.

Orientation Session

A mandatory meeting, that students must attend, held at the beginning of the semester prior to their internship. During this meeting, students will learn about the internship program and the steps they must take before being allowed to participate in an internship.

GENERAL INFORMATION

INTERNSHIP DURATION

12 Credit Internship	Total Hours: 525
6 Credit Internship	Total Hours: 263

The Intern Supervisor may adjust the number of hours the Intern works each week in order to meet the requirements of the internship position as long as the total number of hours worked meets the program's requirements. However, interns are not expected to work more than 40 hours per week and any hours worked in excess of 40 hours per week will not count towards satisfying the program's requirements.

REGISTRATION

Interns must have a minimum overall GPA of 2.5, and must maintain an average GPA within their major concentration of 2.5 in order to qualify for an internship. Students must also be of junior or senior standing.

SALARY

Students should realize that most of the internships may be unpaid. Determination of salary is solely the responsibility of the student and/or employer. **Students will receive academic credit for their internship experience and are required to complete Daily Logs, written reports, and evaluations as part of their learning experience.**

ORIENTATION

The Department will provide an orientation session for prospective interns. During this meeting, students will learn about the internship program and the steps they must take before being allowed to participate in an internship.

STUDENT LOG

A daily log must be kept in which the student will record the date, number of hours worked, and a description of the tasks performed. This will be submitted to the Intern Supervisor weekly. Once the logs are approved by the Intern Supervisor, they are to be submitted to the Internship Program Coordinator. Failure to keep the log or to submit it as required (weekly) may result in removal from the internship or an unsatisfactory grade.

EVALUATIONS

The Intern Supervisor will evaluate the student's performance at the end of the seventh week of the internship and again at the end of the internship, using the forms provided by the Intern Program Coordinator. The student will also complete and submit evaluations at these same times (end of seventh week and at the end of the internship). The student's evaluation will discuss the progress made and how the activities performed relate to the internship's objectives.

The Internship Program Coordinator will review the evaluations in order to ensure the internship is progressing successfully.

GRADING

A Satisfactory/Unsatisfactory grading system will be used to record the student's performance. The Internship Program Coordinator will assign the final grade.

ON-SITE VISITS

The Internship Program Coordinator may perform one or more on-site visits in order to verify the Intern's progress. Verifications may also take place via the telephone, e-mail, regular mail, or other available method.

APPLICATION PROCESS

The student must complete a Student Internship Program Application form during the semester prior to the intended internship. The complete process is detailed in the section titled Student Responsibilities. See the Internship Timetable for application deadlines.

EQUAL OPPORTUNITY

It is mutually agreed that neither party shall discriminate based on race, color, nationality, ethnic origin, sex, or creed.

TERMINATION

It is understood the Employer and/or Alfred State has the right to terminate the internship experience of the student whose health status is detrimental to the services provided by the Employer.

Alfred State reserves the right to terminate the internship of the student whose placement is found to be in error (that is, that the skill set, and/or needs of the student do not match the needs of the Employer).

Further, the Employer has the right to terminate the intern if, in the opinion of the supervisor, the person's behavior is detrimental to the operation of the Employer.

STUDENT RESPONSIBILITIES

PRIOR TO INTERNSHIP

Initiate Participation

Students should discuss their intentions with their advisor at least one semester prior to the desired date of participation in the Internship Program.

Submit Application

The student must submit an Internship Program Application form during the semester prior to their desired internship start date. See the Internship Timetable for the submission deadlines.

Prepare a Resume

The student must prepare a resume in order to have an accurate placement.

Interview

Students may be required to have an online video interview.

Determine Objectives

It's the **student's responsibility** to determine objectives for their internship. The student will also determine activities that relate to these objectives. This should be done with the Site Supervisor's approval. Once completed, the Internship Objectives and Activities form must be submitted to the Intern Program Coordinator for approval. See the Internship Timetable for submission deadlines.

Attend Orientation

Students must attend the orientation session held by the Department during the semester prior to their desired internship start date.

Complete Forms

The student will have the Internship Agreement completed by the appropriate parties at the Internship Site. These forms can be found at the end of this document or on the ASC website.

DURING INTERNSHIP

Daily Log

The student must keep a log including the date, number of hours worked, and a description of the activities performed. The Intern Supervisor must verify the log every week. The log must be submitted to the Internship Coordinator after being approved by the Intern Supervisor. Failure to keep the log or to submit it as required may result in removal from the internship or an unsatisfactory grade.

Work Assignments

The student will complete work assignments as requested by the Intern Site Supervisor.

Additional Assignments

The Intern Program Coordinator may require that the student submit additional information in order to verify tasks performed by the student during the internship.

Written Papers

Each intern will complete the equivalent of **two papers** as a component of their internship. The Intern Program Coordinator will provide topic guidelines for these papers. Students completing a twelve credit hour internship will be required to complete both papers during the semester. Interns should send their papers to their advisor at their home institution as well.

Evaluation

The Intern will complete and submit a preliminary evaluation of the internship at the end of the seventh week of the internship. In the evaluation, the student will discuss the progress made and how it relates to the internship's objectives.

DURING THE FINAL TWO WEEKS OF THE INTERNSHIP

Final Review

Two weeks prior to the end of the internship, the student will complete the daily log and submit it to the Intern Program Coordinator for final review. The Intern Program Coordinator may also require that the student elaborate on or explain specific parts of the internship.

Final Evaluation

The Intern will prepare and present (orally, or in writing) a final evaluation of the internship. The Intern will address each of the internship's objectives and describe how these objectives were met by the internship.

NOTE: No grades will be submitted to the Registrar until all forms, assignments, reports, and evaluations have been received and found acceptable by the Faculty Supervisor.

INTERN SITE SUPERVISOR RESPONSIBILITIES

PRIOR TO INTERNSHIP

Approve Objectives and Activities

The Intern Site Supervisor will review the student's goals and objectives for the internship and sign an agreement stating that the objectives and activities are feasible at the Internship Site.

DURING INTERNSHIP

Provides Professional Educational Experience

The Intern Site Supervisor will provide an environment that will allow the student to receive a quality educational experience. Interns will receive academic credit for their internship experience by submitting Daily Logs, written reports, and evaluations.

The Intern Site Supervisor may be asked to review and approve Intern Reports.

Allows Intern to Complete Academic Requirements

The Intern Site Supervisor will provide the student with the opportunity to complete all of the Internship Program Coordinator's requirements, including allowing time for the student to meet with the Coordinator, if necessary. This will require no more than one day per month.

Review the Daily Log

The Intern Site Supervisor will review and approve/disapprove the student's log once a week to confirm the accuracy of the log.

Evaluations

The Intern Site Supervisor will evaluate the progress made by the student at the end of the seventh week of the internship and again one week before the end of the internship, and forward the evaluations to the Intern Program Coordinator in a timely manner. The Intern Program Coordinator will provide the Intern with the form and the Intern is responsible to provide it for the Intern Site Supervisor to complete. The Intern and the Intern Site Supervisor should meet to discuss the evaluation, progress made, and work still to be completed.

ACADEMIC ADVISOR RESPONSIBILITIES

PRIOR TO INTERNSHIP

Provide Guidance

The Faculty Advisor will meet with the student to determine the student's readiness for internship. Considerations will include estimated date of graduation, capstone course(s) completed and student academic maturity. Approval is at the advisor's discretion.

The Faculty Advisor will provide the student with ideas and assistance in determining the academic focus of the student's internship.

Confirm Scheduling

The Faculty Advisor will confirm how many credits that the student registers for.

INTERN PROGRAM COORDINATOR RESPONSIBILITIES

THROUGHOUT THE PROGRAM

Implement Department Policies

The Internship Coordinator assumes primary responsibility for ensuring the program meets the Department's standards. This includes reviewing all forms and documentation created by Interns, Intern Supervisors, and Faculty Supervisors for accuracy and completeness.

PRIOR TO INTERNSHIP

Identify Companies

The Internship Program Coordinator will, in conjunction with the Placement Office, identify, contact, and meet with representatives from organizations that may be willing to act as future Internship Sites. The Internship Program Coordinator will also act as the Department point of contact for organizations wishing to request an intern.

Collect Applications

The Internship Program Coordinator will collect Student Internship Program Application forms from the students, verify the information is complete and accurate, and forward a report to the Department Chair regularly, identifying those students who will be starting internships and tabulating the total number of students starting from each concentration.

Verify the Completion of Forms

The Internship Program Coordinator will collect the Internship Application, Agreement, and Objectives forms and ensure appropriate parties have signed them.

DURING INTERNSHIP

Department Contact Person

The Internship Program Coordinator will act as the Department contact person for students, Academic Advisors, Intern Site Supervisors, the college administration, and others with questions or concerns about the progress of the internships.

Provide Internship Supervision

The Intern Program Coordinator will be the campus contact point for the Intern Site Supervisor and the Intern, responsible for responding to any questions or concerns and providing appropriate forms when necessary.

Ensure the Internship Starts Properly

The Intern Program Coordinator will verify that the student begins the internship as scheduled.

Approve Internship Objectives and Activities

The Intern Program Coordinator will review the student's proposed objectives and activities for the internship. If necessary, the Intern Program Coordinator will contact the Internship Site to discuss the internship's requirements and verify that the objectives and activities are feasible at that location.

Determine Progress

The Intern Program Coordinator will review the student's daily logs and the evaluations written by the Intern and Intern Supervisor. The Intern Program Coordinator may decide that additional information or closer monitoring is needed, based on the materials reviewed.

The Intern Program Coordinator is also encouraged to make at least one on-site visit during the internship. This requirement may be waived depending on the distance to the internship site from the Alfred campus.

FOLLOWING THE INTERNSHIP

Final Evaluation

After the internship has been completed, the Intern Program Coordinator will write an evaluation of the internship, verifying that all requirements and objectives have been satisfied or explaining why some have not been satisfied.

Grading

The Intern Program Coordinator will assign mid-term and final grades of Satisfactory/Unsatisfactory.

Verify and Maintain Documentation

The Internship Program Coordinator will collect, verify, and maintain all of the documentation created during the internships.

Suggest Modifications

The Internship Program Coordinator will suggest internship program modifications to the Department for consideration as they become necessary.

INTERNSHIP TIMETABLE

PRIOR TO INTERNSHIP

<p>Student completes and submits Student Internship Application form to Internship Program Coordinator.</p>	<p>Internship Semester</p> <p>Fall Spring Summer</p>	<p>No Later Than Second Week of:</p> <p>March September March</p>
<p>Student prepares Resume and begins interviewing.</p>	<p>Internship Semester</p> <p>Fall Spring Summer</p>	<p>No Later Than Second Week of:</p> <p>March October March</p>
<p>Student participates in orientation session, obtains proper signatures on the Internship Objectives, Internship Agreement and Memorandum of Understanding and submits them to the Internship Program Coordinator.</p>	<p>Internship Semester</p> <p>Fall Spring Summer</p>	<p>No Later Than First Week of:</p> <p>The semester's start.</p>

During Internship

The Intern records in the Daily Log the date, number of hours worked and a description of tasks performed.	Daily
Intern Program Coordinator verifies that the Intern has started the internship as scheduled.	By the End of the First Week
The Intern Supervisor signs the Intern's Daily Log, verifying the accuracy of the log entries.	Every Week
The Intern submits the Daily Log to the Faculty Supervisor.	Every Week
The Intern Program Coordinator monitors the progress of the internship and corresponds with the Intern and/or Intern Supervisor.	As Necessary
The Intern and Intern Supervisor complete Mid-term Evaluations of the Intern's progress and return them to the Faculty Supervisor.	At the end of the end of the seventh week
The Intern and Intern Supervisor complete Final Evaluations of the Intern's progress and return them to the Faculty Supervisor. The Intern also submits the Final Daily Log to the Faculty Supervisor.	One Week Prior to the End of the Internship

FOLLOWING INTERNSHIP

The Intern Program Coordinator reviews all of the materials generated during the internship and assigns the student a grade.	By the End of the First Week Following the Internship
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FORMS

- 1. Student Internship Program Application**
- 2. Internship Objectives and Activities**
- 3. Internship Agreement**
- 4. Evaluation forms**
- 5. Daily Log**

Business Department
 Alfred State College
 Alfred, New York 14802

STUDENT INTERNSHIP PROGRAM APPLICATION

Complete and submit to the Internship Program Coordinator. Type or print clearly.

1. Student Name:			
2. Campus Address:		Phone:	
3. Home Address:		Phone:	
3a. Student email address:			
4. Academic Concentration:		5. Internship Semester: _____ Year.	
		_____ Fall _____ Spring _____ Summer	
6. Overall GPA:		7. Concentration GPA:	
9. Internship Location:			
Company:			
Address:			
Contact Name:			
Contact Phone:		Email:	
Academic Advisor Signature: _____ Date _____. <i>Signature indicates that the student has met with advisor, and that the advisor confirms the student's preparedness for an internship placement.</i>			
Department Chair Signature: _____ Date _____. <i>Signature confirms that student has met with the chair prior to internship and that the chair agrees to the student's participation in the internship program.</i>			
Internship Coordinator Signature: _____ Date _____. <i>Signature confirms that the student has attended the internship orientation and has met all paperwork and process requirements to participate in the internship program, has met the minimum overall GPA of 2.0, average GPA within major of 2.5, and has received approval from his/her Advisor..</i>			
Student Signature: _____ Date _____. <i>Signature confirms that student agrees to the terms, conditions, and requirements of the ASC Internship Program</i>			

INTERNSHIP OBJECTIVES AND ACTIVITIES

1. Student Name:			
2. Academic Concentration:		3. Internship Semester:	
		<input type="checkbox"/> Fall <input type="checkbox"/> Spring <input type="checkbox"/> Summer	
4. Internship information:			
Location:			
Address:			
Contact Name:			
Contact Phone:			
5. List the objectives for the internship and activities that will help you satisfy the objectives. Attach additional sheets if necessary.			
Objectives:	Activities:		

Signatures:

Student:		Date:	
On Site Intern Supervisor:		Date:	
Academic Advisor:		Date:	
Internship Program Coordinator:		Date:	

INTERNSHIP AGREEMENT

The organization _____, agrees to provide a supervised
(Internship Company)
Internship experience under the supervision of _____, for
(Intern Supervisor)
_____, as outlined in the Internship Manual and the attached
(Intern)
Objectives and Activities, during the period from _____ to _____.

The Internship will be ___ Paid ___ Unpaid (if paid, provide rate _____) .

Signed: _____ Date: _____
(Authorized Company Representative)

Title: _____ Phone: _____

Organization: _____

Address: _____

Email: _____

I fully understand the duties and responsibilities of my internship agreement as outlined above and agree to undertake and complete my duties as described in the Internship Manual and the attached Objectives and Activities.

Signed: _____ Date: _____
(Intern)

The undersigned agree to serve as representatives of the internship site for the above internship assignment and to fulfill the responsibilities as described in the Internship Manual.

Signed: _____ Date: _____
(On Site Intern Supervisor)

The undersigned agree to serve as representatives of the College for the above internship assignment and to fulfill the responsibilities as described in the Internship Manual.

Signed: _____ Date: _____
(Internship Program Coordinator)

As an authorized representative of the State University of New York, Alfred State College, I approve the agreement between
_____ and _____
(Intern) (Internship Company)

Signed: _____ Date: _____
(Department Chair)

*** International internship students MUST also complete the International Internship Addendum Agreement.**

Employer Mid-Term Evaluation

Before week 7, give this form to your employer and ask him/her to rate you.

Make two copies:

- Give: 1 copy to your employer
- 1 copy for yourself
- Original to Internship Coordinator

Semester: _____

Student name: _____

Supervisor: _____

Directions to supervisor:

Please evaluate the student and review it with him/her. Thank you.

Please check one

Below Average
Average
Above average
Excellent
Does not apply

1. How does the student rate?

	Below Average	Average	Above average	Excellent	Does not apply
Works as team member					
Works independently					
Accepts/applies suggestions					
Punctuality/meets deadlines					
Flexibility/ adaptability					
Initiative/Innovation/motivation					
Sets objectives/accomplishes					
Organization/work ability					
Customer service					
Communication skills					
Work quality					
Job knowledge					

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2. Overall, how does the student rate as an employee – using the scale above.

3. Overall, how well is the student accomplishing his/her objectives? Select one below.

Still needs work More experience needed Coming along well Good progress

4. Any additional comments?

5. Supervisor signature _____ Date: _____

Intern signature _____ Date: _____

Coordinator signature _____ Date: _____

Employer Final Evaluation

Before week 15, give this form to your employer and ask him/her to rate you.

Make two copies:

- Give: 1 copy to your employer
- 1 copy for yourself
- Original to Internship Coordinator

Semester: _____

Student name: _____

Supervisor: _____

Directions to supervisor:

Please evaluate the student and review it with him/her. Thank you.

Please check one

Below Average
Average
Above average
Excellent
Does not apply

1. How does the student rate?

	Below Average	Average	Above average	Excellent	Does not apply
Works as team member					
Works independently					
Accepts/applies suggestions					
Punctuality/meets deadlines					
Flexibility/ adaptability					
Initiative/Innovation/motivation					
Sets objectives/accomplishes					
Organization/work ability					
Customer service					
Communication skills					
Work quality					
Job knowledge					

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2. Overall, how does the student rate as an employee – using the scale above.

3. Overall, how well is the student accomplishing his/her objectives? Select one below.

Still needs work More experience needed Coming along well Good progress

4. Any additional comments?

5. Supervisor signature _____ Date: _____

Intern signature _____ Date: _____

Coordinator signature _____ Date: _____

Student Mid-Term Evaluation

Before week 7, explain what you have done toward your objectives. Print neatly or type. Review your progress with your Intern Coordinator and Employer.

Make two copies:

- Give: 1 copy to your employer
- 1 copy for yourself
- Original to Internship Coordinator

Semester: _____

Student name: _____

Supervisor: _____

How complete is each Objective?

Objective 1: Career growth
100% 0% 20% 40% 60% 80%

Comments

Objective 2: Learn or do something new
100% 0% 20% 40% 60% 80%

Comments

Objective 3: Apply or sharpen existing skills
80% 100% 0% 20% 40% 60%

Comments

Objective 4: Strengthen your work with others
80% 100% 0% 20% 40% 60%

Comments

Evaluate the objectives you created at the beginning of the project with your site Supervisor. List them below.

Additional Comments? List special highlights, questions or problems here.

Student signature: _____ Date: _____

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Alfred, New York 14802

INTERNSHIP DAILY LOG
BUSINESS TECHNOLOGY DEPARTMENT

Student Name:	Date:
Week Number:	Academic Concentration
Internship Company: Supervisor Name: Phone/email:	
Date: Hours worked: Tasks performed:	
Date: Hours worked: Tasks performed:	
Date: Hours worked: Tasks performed:	
Date: Hours worked: Tasks performed:	
Date: Hours worked: Tasks performed:	

Signatures:

Student:	Date:
Intern supervisor:	Date:
Internship Program coordinator:	Date: