

California State University San Marcos

College of Business Administration

BUS 499 Course Syllabus

Professor: To be determined

Office: MH

Telephone: 760.750.4000

Email: tobedetermined@csusm.edu

Webpage: www.csusm.edu/coba.html

Office Hours: To be determined

Class meetings: To be determined

Prerequisites (no exceptions): To be determined

COURSE DESCRIPTION

The internship experience is designed to help students learn skills and knowledge that will have positive impact on their professional careers. It provides students with valuable opportunities, including the opportunity to observe and/or apply organizational management concepts learned in the classroom as well as the chance to “test drive” companies or careers that interest them. The internship experience usually involves one or more special, on-site projects in a sponsor organization. The special project must relate to issues found in a business concentration and **complete _____ hours**. Completing the project(s) is an important requirement for successful completion of BUS 499.

Students are admitted to the internship course only after the Director of Internships or the instructor has approved their internship and signed their completed application form. Internships involving very small organizations or family members are usually more difficult to approve. Permission numbers are issued after (1) the Director of Internships or instructor has received and approved a completed original application form and (2) the student has submitted Letter of Understanding and Code of Conduct forms signed by the internship supervisor.

TEXTBOOK(S)

Required: To be determined

COMMUNICATION - IMPORTANT

Students are responsible for all requirements and assignments sent by email to their CSUSM email account. All email communications will be considered delivered after 24 hours from the time of sending. Students may fail the course if they do not monitor their CSUSM email frequently. Test your email arrangements now by sending yourself an email to your CSUSM email address. Make sure your email box is never full. If there are any problems, call the University Help desk at 760-750-4000.

COURSE REQUIREMENTS & GRADING

Students are responsible for reading this entire document, understanding the requirements of the course, following the stated rules and policies, submitting assignments before their deadline and asking questions in advance if any clarification is needed. Grading for this course is credit/no credit. To earn “credit” for this course, a student must complete all of the following ten items on time and to course standards:

1. **Internship:** Perform a minimum of hours of work on a job or special project sponsored by an employer during the semester, with no more than 20 hours performed in a given week. The internship/project must meet the requirements of an internship as noted above in course description, and take place substantially during the semester. (If you are not certain if your internship project will qualify, be sure to consult with the teacher or Director of Internships before accepting it.)
2. **Profile:** Fill out the profile questionnaire before TO BE DETERMINED.
3. **Student Case:** Submit one short case for class discussion as per the guidelines given below.
4. **Internship Journal:** Submit internship journal entries as per the instructions below, including formatting requirements, and the course schedule. There are substantial penalties for failure to turn in journals on time (see item 9 below). See the Internship Journal section below and the Journal Sample for further details.
5. **Section Meetings:** Attend all section meetings on time and fully prepared (all assignments completed, textbook & completed assignments in your possession), as required in the “Class Schedule” section of this syllabus. Each section meeting will have assignments to complete before attending class. These will be emailed or made available on Cougar Courses prior to the meeting. See Class Meeting section below for further information.
6. **Supervisor Survey:** Supervisors will be sent a survey before the end of the course. They must fill out and return this survey directly to the Director of Internships. Their responses must indicate that the student has successfully fulfilled their internship obligations. Students will be notified by email when the survey is sent and are responsible for ensuring that the survey is returned on a timely basis. If the survey has not been received by TO BE DETERMINED a “No Credit” grade will be automatically assigned. This grade will be changed as soon as a satisfactory survey has been received.
7. **College Internship requirements.** The College of Business Administration has requirements for the completion of management internships. Failure to meet these requirements results in an automatic grade of “No credit.”

8. **Course Evaluation Survey:** complete course evaluation survey in Cougar Courses before the deadline.
9. **Deadlines:** Part of the learning in this course involves the challenges of completing work products to specification and meeting deadlines. Therefore, all assignments must conform exactly to specifications and be submitted before the deadline. All assignments are due before 11.55PM on Sunday. It is recommended that you consider the deadline to be Saturday at 9 AM to allow for the inevitable computer problems, etc. **Students will automatically fail to earn credit for the course if (a) more than one assignment is submitted late OR (b) an assignment is not turned in or is turned in more than one week late, OR (c) the final journal is late.**
10. **Acceptable excuses for failing to meet written course standards or deadlines: None.** There are no acceptable excuses for late work, including computer problems. Assignments are considered late if they fail to meet specifications for the assignment and must be resubmitted after the deadline. Do not email late assignments to the instructor. Email submissions are never accepted and merely create a negative impression that the sender has not read or understood these instructions. The final journal entry may not be submitted late.

SECTION MEETINGS

1. Students will be randomly assigned to a Roundtable section of approximately 12-14 students each. The roundtable sections will be designated A, B, C or D, and each student will belong to one.
2. Each section will meet 3-4 times during the semester in the designated classroom at the regularly scheduled class time. The number of meetings depends on the number of students in the course.
3. The assignments for each roundtable are communicated on Moodle and/or by email. Students requiring membership in a particular section should email the instructor within 24 hours of the first class meeting.
4. **Students arriving unprepared or late will be asked to attend a different section meeting.** Students are expected to attend roundtable sessions only if they have fully completed all parts of every assignment and are prepared to turn them in at the beginning of class. Students will be considered unprepared if they have not fully completed the assignments or do not have all the materials required for the class session with them, whether they have done the work or not.
5. Each set of three or four section meetings has a different theme/topic. Students who miss all section meetings of a particular roundtable topic (thereby missing the opportunity to participate in the discussion of a particular theme/topic) will not be eligible to receive credit for the course.
6. Students may need to change the date of their section meetings because they cannot attend during their assigned week. They are responsible for making this happen by trading places

with a student in another section. If there are communication difficulties, the teacher will forward an email to the other students in the course.

7. Students should bring to all section meetings: (1) any assignments communicated to them; and (2) the most recent journal entries submitted.

SHORT CASE

1. All students will write a single short one-page case and submit it in Moodle. The case is due on Sunday of the week before the assigned section meeting so that the other section members and instructor have sufficient time to read and work with it. **Failure to submit the case before the deadline earns an automatic “No Credit” for the entire course.**
2. Students will be randomly assigned a case submission date for a particular section meeting. If students have a preference for a particular session, then they should email that preference to the instructor within 24 hours after the end of the first class meeting.
3. The case should objectively present a challenging management situation encountered by the students in their workplace about which they wish to receive feedback or assistance. What’s a good case? A challenging management situation without any easy answers. Traditionally management cases present problems to be solved. However, an equally good case can be a description of how an excellent manager dealt with a challenging situation. The case should state the writer’s view of the challenge(s) clearly enough for the other students can prepare their responses.
4. The case should have sufficient information such that an outsider can make a recommendation without further input from the writer.
5. Be an objective reporter; Present only the facts of the case situation. Avoid biases, interpretations, opinions or “setting the stage” any more than necessary. This instruction is much harder to follow than it sounds.
6. No case questions. The case issue should be evident from the presentation.
7. Submit the case in Cougar Courses by creating a new discussion topic. Label the topic with “Case by (your name).” You can submit the case by uploading a Word file or pasting your case into the window provided. If you use the paste method, you must follow the formatting and uploading instructions for the Internship Journal, including copying and pasting.
8. Maximum length: one page, single-spaced. Use paragraphs. No word count necessary.
9. The document header should include only your name, your section letter and the section meeting date for which you are submitting the case. No Basic Information Section.
10. Students will read all of their section’s cases prior to the section meeting, prepare the related assignment, and be ready to discuss (a) the case situation, (b) the management principles and/or concepts that apply, (c) the range of possible solutions and (d) various methods for evaluating the alternatives including ethical considerations.

11. If you have submitted a case, you are still responsible for reading and commenting on the other case submissions for that section meeting.
12. As part of the discussion process, students will be asked which management concept(s) might be useful in understanding, diagnosing and/or resolving the situation. The textbook can be a useful reference for this part of the process.
13. If case issues are sensitive, consult with teacher and/or disguise the company and the key players.

INTERNSHIP JOURNAL (JE)

Work products submitted by students for this course are private and will not be shown to any individuals working at the sponsoring organization. These journals must be summarized through an online forum as well.

1. The Internship Journal will comprise your reflective thoughts and personal insights on your management internship experience. The purpose of the journal is to create connections between events in your workplace and the management concepts you have studied at CSUSM. I recommend that you write and store your journal in a master Word file that contains all of your entries, and use that file to upload your journal assignments into Cougar Courses.
2. Your journal is submitted on Cougar Courses at intervals indicated in the “class schedule”. Your journal submission **must** use the template available on Cougar Courses (except for Journal #4) and ***precisely follow the specifications described here.***
3. **Journal entry topics:**

a. Journal Entry #1 (minimum 500 words): Internship Plan.

1. Use the Internship Plan Worksheet in Cougar Courses to develop your internship plan.
2. Insert your completed Internship Plan into the Journal template and **submit in Moodle** as per directions below for submitting a clean copy using Textedit(Mac) or NotePad(PC).
3. Use spell check or else plan to resubmit.

b. Journal Entry #2 (minimum 500 words):

1. What is your progress on your internship to date? Will you still be able to meet your original internship goals?
2. What are you doing well?
3. What obstacles have you encountered? What connections do they have to management principles or concepts? What potential solutions did you

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devise? What were the pros and cons of each potential solution? What solution did you choose and why? What would you do differently the next time you encounter such a problem (i.e. what problem-solving techniques would you use)?

4. Do you need to change something to reach your original internship goals? Do you need to create new ones? If so, what will you change and what will be your new goals, action steps and/or deadlines?

c. **Journal Entry #3 (your choice of length):** Choose a recent event during your internship that has managerial implications you'd like to reflect on. You should have participated in or personally observed this event. Please answer the following questions about this event. Answer them in order, putting your responses into separate numbered paragraphs or sections. (Please help me read your responses by following this format exactly.) The questions are general ones. Since I cannot know what event or situation you will choose to describe, I cannot know precisely what question to ask. You will therefore need to interpret and adapt the questions to your particular event. Do your best. If you're uncertain, do your best and tell me your assumptions. If you read over all the questions in a section carefully, you should be able to understand what kinds of responses I am asking for.

1. First paragraph. Describe the event carefully and objectively, as if you were a video camera on the wall. What happened, when did it happen, who were the key players, etc? Tell me only what happened, not what you think happened or your opinion of what happened. These instructions are harder than you think. Be sure to excise any words that represent a personal opinion or interpretation of the event.
2. Second paragraph. Why do you think this event was significant? How do you feel about it? What was your first reaction to it? What do you think were the best and/or worst parts of it? Which parts are pleasing or worry you the most and/or least? Did the event remind you of anything that had happened (to you) before?
3. Third paragraph. What does an outsider observer need to know to understand this event properly? What is the importance of this event? Why did it happen? Does the event or parts of it suggest any patterns? What lessons should we learn from this event? Are there any management models, concepts or principles that can help us understand this even (better?) (If so, be sure to specify which ones, how they apply and the page numbers where they can be found in your management text.)
4. Fourth paragraph. What has this event taught you? If you were the manager, what would you do the same? Do differently? What would you recommend to a new manager facing this situation?

d. **Journal Entry #4 (minimum 1,000 words):** The following questions must be addressed in your final journal entry ("journal entry #4" in the "class schedule"), and must be the only questions addressed in your final

journal entry. As preparation for answering these questions, read through your goal sheets and previous journal entries. Write the entry in standard English, use paragraphs and use spell check. Don't forget to check the formatting and specifications for journal entries below before you submit. **This journal may not be submitted late.**

1. *What were your original and, if any, revised goals and plans for this internship?*
2. *What was your personal system for ensuring that you accomplished your goals? Describe it. Did it work? If it didn't, did you experiment with making it work?*
3. *How do you feel about the results you achieved?*
4. *What do you believe explains (are the reasons for) the results you achieved?*
5. *What if anything would you do differently?*
6. *What are the most important skills and knowledge you have gained during your internship, and how will these help you advance in your professional life?*
7. *How have your actions changed, if at all, as a result of the learning you got from your internship experience?*
8. *What about your internship has been different than you expected?*

4. Journal Entry Format: same specifications for all journal submissions.

. **Submitting documents in Cougar Courses:** submit assignments either by typing directly into the Cougar Courses assignment window or creating a text document outside and copying it into the window. Copying and pasting text directly from a word processing program into Cougar Courses creates formatting problems. See below for the proper method of copying any text into Cougar Courses.

a. The format of the journal Web document must be professional and **precisely follow the template format**. Download the journal template document from Cougar Courses. Format instructions include:

1. Basic Information Section complete and at beginning as per online template.
2. Single space.
3. Use multiple paragraphs; indent first line of each paragraph.
4. Put the most recent journal entry first.
5. Submit all previous journal entries each time.
6. Edit for proper English; use spell-check (zero tolerance for spelling errors).

7. Put word count at the end of the entry. (See journal template for example).

b. **Journal entries receive credit only if they conform to these specifications.** If a submission fails to meet specifications, students will be required to resubmit their journal entries until the formatting is correct. Under those circumstances, the journal entries are usually late. After two consecutive failures to submit an assignment that meets technical specifications, students are no longer eligible to earn credit for the course.

CoBA Core Values Statement and CSUSM Academic Honesty Policy

- Core Values: “The College of Business Administration at California State University, San Marcos prepares students to be ethical decision makers. The college maintains high standards of ethical conduct that students are expected to maintain throughout their academic and professional careers. Students in the College of Business and Economics have identified the values of respect, honesty, integrity, commitment, and responsibility as their guiding principles.” This "core values" statement can be found at <http://www.csusm.edu/coba/>.
- The CSUSM policy on academic dishonesty will be strictly enforced. A statement of the policy can be found in the CSUSM Catalog, Appendix E. Any student violating the academic dishonesty policy with respect to any aspect of this class will not receive credit for the course and will be reported to the appropriate authorities.
- **Internship Guidelines:** Accredited internship courses are offered to qualify undergraduate students of the College of Business Administration. However, internships are not pre-arranged and it is the student's responsibility to find their own internship. Students should pursue internships that are both interesting and demonstrate a new quality learning experience. Therefore, it is important to evaluate how an internship fits in with your personal goals and the academic requirements for your major. For business students, internships can be considered as a regular elective or as a general elective. Internships performed, as a regular elective must relate to your major. Proactively planning your college program is important. Consult with your academic advisor and College Internship Supervisor early in the process for guidance. Guidelines, requirements and conditions for internships may change or be updated from time to time. Final approval as to which internships qualify for academic credit as well as limits for student participation is at the sole discretion of the College of Business Administration.
- **Guidelines for International Students:** International students are eligible to do internships in the United States in accordance with government regulations. Students should consult with the Career Center for references on requirements prior to registering for an internship.

Student Qualifications: Doing an accredited internship requires academic preparation and achievement. The minimum qualifications for students are as follows:

1. Students must be a Junior or Senior.

2. Students must be in good academic standing.
3. Students must have a cumulative grade point average of “C” or better and should have completed at least one course that is relevant to the internship with a grade of “C” or higher.

Credits and Work Hours: A major benefit of internships is college credit being awarded for work experience. Single or multiple internships for credit are permissible under certain conditions. The following rules for credit apply:

1. Internships can be for **three credits**. No more than six credits can be applied to an undergraduate degree. No more than three credits can be used as a regular elective.
2. For credit, the minimum amount of work hours required is as follows:

Three credits (**TBD hours**).

Six credits (**TBD hours**).

3. Commuting time, meal breaks, extracurricular activities and social functions do not count towards work hours.
4. Academic assignments are required in addition to work hours for semester credit.
5. Any student seeking multiple internships must show that succeeding internships are for new experiences or build on the knowledge or skills of prior ones.

Note: All accredited undergraduate internships are registered by the respective course number on an official college transcript and will apply as college credit toward graduation and a degree. Multiple internships use the same course number, but they are listed as separate courses on transcripts with additional credit granted.

DEADLINES FOR INTERNSHIP REGISTRATION: Internships should be pursued as early as possible in order to secure the internship itself and make sure that all appropriate pre-conditions are met for both the internship company and the College. It is the student’s responsibility to meet all approval and submission deadlines. Remember, internships often begin early and sometimes even before the start of the semester. It is therefore advantageous to finalize and submit all paperwork as soon as possible to avoid delays or complications that might jeopardize approval for credit. In order to register for credit, all necessary paperwork for internship approval has to be completed with appropriate signatures and submitted to the Registrar by the final day for permissible change of registration in the semester that the internship will be performed.

PAY: Internships for credit can be paid or unpaid. Students are encouraged to seek internships based on the learning value and experience that they provide as a primary incentive. For paid internships, the University or College does not stipulate nor negotiate levels of compensation. Although internships are not limited based on compensation alone, certain forms or methods of payment may be prohibited. They are outlined next.

PAPERWORK REQUIRED FOR INTERNSHIP APPROVAL: No internship will be approved for credit unless all of the following paperwork is completed:

1. **Official Offer Letter:** This is from the company where the student is going to intern and is necessary before any other paperwork can be finalized. Offer letters must consist of the following:

Written on official company letterhead.

Signed by the on-site supervisor or other appropriate company official.

States the number of work hours for which a student is interning.

States whether the position is paid or unpaid.

Includes the address where the student will be working.

Indicates internship start and end dates.

Lists the responsibilities that the student will be assigned.

2. **Acknowledgement of Course Assignments and Grading:** Signed by the student indicating understanding academic requirements for credit.
3. **Individualized Section Registration Form:** This is to be signed by the student and all appropriate college advisors/officials listed on the form.
<http://www.roosevelt.edu/Registrar/~media/Files/pdfs/Registrar/IndividualSectionRegistration.ashx>
4. **Curricular Practical Training Approval Notice (CPT) Form:** Only for international students. Contact the University Office of International Programs. See:
<http://www.roosevelt.edu/International.aspx>
<http://www.roosevelt.edu/International/Employment/CPT.aspx>

COURSE ASSIGNMENTS AND GRADING: For internship course credit, academic assignments are required in addition to completing the necessary work hours for the Semester. Grading is Pass/Fail. Credit is given based on accomplishing all of the assignments, by the specified due dates, and in a satisfactory manner. All assignments should be sent to the College Internship Supervisor by e-mail or Cougar Courses. Students are expected to adhere to all University and College policies including those relative to academic integrity (www.csusm.edu/plagiarism). Assignments are as follows:

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1. **Weekly Journals:** Submit weekly journals indicating such information as job activity, new learning experiences and opportunities, application of skills and knowledge as well as perceptions, insights and issues about the business. Journals should be about one to two pages long and typed double space. Journals are due on Monday following the week worked.
2. **Working Hours:** Work and complete the minimum amount of hours specified in the syllabus for appropriate semester credit. Weekly time sheets should be submitted indicating student work hours for the previous week. A Final Time Sheet is due the Friday following the last class day of the semester indicating total hours worked at the internship.

3. **Internship Goals:** Set three personal goals relative to the internship indicating desired accomplishments. Goals are due no later than the end of the second week of the start of the internship.
4. **Final Paper:** Propose, prepare and write a research paper on a subject relative to the internship that is between seven (7) to ten (10) pages long and double-spaced. Cite relevant works and sources. This paper should integrate internship related knowledge with your academic education. It needs to be an original work of professional quality including being grammatically sound. Proposals are due by the second week following the semester break. Paper is due no later than one week before the final class day of the Semester.
5. **Internship Evaluation:** Submit a two (2) page written evaluation about your internship reflecting on the value that it had for you relative to your expectations and experiences, including potential relevance for future students. It should be written in a professional and grammatically correct manner. Evaluation is due with the submission of the final paper.

CSUSM's Title IX PROHIBITS all forms of sexual misconduct committed against CSUSM community members of any gender, gender identity, or sexual orientation. Sexual-orientation-based harassment and gender-based harassment that does not involve conduct of a sexual nature are also included under this directive.