NAROPA UNIVERSITY

NAROPA COLLEGE:

UNDERGRADUATE INTERNSHIP MANUAL

2019-2020

***Dates in this manual may be subject to change***
OVERVIEW OF THE MANUAL

This manual is meant to guide all students during their undergraduate studies in finding, securing, and maintaining internship placements. It is important for students to read and consult this manual regularly prior to internship as well as throughout their internship placements.

INTERNSHIP DEFINITION & PURPOSE

Purpose of Internship

- To help students begin to build a professional network of community members in their areas of career interest.
- To potentially form a mentor/mentee relationship with community members.
- To gain foundational knowledge and experience of the industry the student is interested in working in.
- To increase opportunities for employment.
- To provide an opportunity whereby students can apply the educational knowledge in a community-based learning experience.
- To prepare the student to be a professional counselor relevant to their specific modality capable of practicing.

***Please be aware that students with a criminal background may find that some agencies require additional information prior to acceptance for internship, and may have fewer site choices for placement.

INTERNSHIP POLICIES AND PROCEDURES

Internship Site Application and Interview

- It is recommended that students choose 5 to 7 sites that they would like to apply to. These sites may be listed in the Undergraduate Internship Site Directory, however we encourage students to seek additional agencies that are not listed in the directory. Applying to 5-7 sites is a guideline, and in some instances, if students do not receive an offer from those sites, students may have to apply to more than 7 sites.
- Students to:
  - Prepare application materials by updating and amending resume and cover letter so that they are specifically tailored to the site applying to.
  - Begin sending out application materials to the site at least the semester before they are taking the internship class.
  - Follow up with sites once they have applied – this process is very similar to applying for jobs.
  - Ensure all communication to the site via email is kept professional with no abbreviations or text talk.
  - Prepare for the interview by reviewing the site’s website. Students are also encouraged to schedule a mock interview session with Naropa’s Career & Life Development Team.
  - Dress professionally for all interviews even if the site is a more relaxed environment.
  - Consider that they are being interviewed, and they are also interviewing the supervisor and site to determine if the internship meets their expectations for an engaging experience.
  - Be prepared to share Naropa’s requirements regarding internship during the interview.
**Accommodations and Office of Accessibility:**
For students to potentially be granted accommodations at their Community-Based Learning site, students must register with the Office of Accessibility. If it is determined that accommodations are warranted, the Accessibility Resource Coordinator will support the student in determining how best to communicate those accommodations directly to the Community-Based Learning site. It is primarily the student’s responsibility to communicate their needs to the site.

The Accessibility Resource Coordinator will also communicate the suggested accommodations to the Office of Career & Life Development and, if the student requests, the Office of Career & Life Development will connect the Accessibility Resource Coordinator with the student’s site supervisor to aid in communication.

It should be noted that while Naropa University is required to provide reasonable accommodations to students with qualified disabilities within the academic setting, Naropa cannot guarantee what, if any, reasonable accommodations community-based learning sites will grant. Due to the nature of service learning, the operation of the business and client needs, it may not be feasibly possible for the site to grant the requested accommodations.

**The Process**
1) Student registers with the Office of Accessibility and the Accessibility Resources Coordinator determines whether the student has a qualified disability as defined by law.
2) The Accessibility Resources Coordinator, together with the student, determines what, if any, accommodations may be necessary and reasonable to allow the student to meet the service learning and program curricula.
3) If accommodations are deemed reasonable, the Accessibility Resource Coordinator will support the student in determining how best, and when, to communicate the accommodations request to the site. The student, not the Accessibility Resource Coordinator, holds responsibility for communicating the accommodations request to the site. Students requesting that Naropa provide any information to the site about the student’s qualified disability and related accommodations will be asked to sign a waiver consenting to the disclosure of information.
4) The Accessibility Resource Coordinator will communicate the suggested accommodations to the Office of Career & Life Development.
5) At the student’s request, the Office of Career & Life Development will connect the Accessibility Resource Coordinator with the student’s site supervisor with the purpose of the Accessibility Resource Coordinator aiding the student with communicating their needs to the site.
6) The Accessibility Resource Coordinator will report to the Office Career & Life Development the outcome of the request for accommodations at the site.

**Confirming a Site**
- Once students have accepted an internship placement they formalize the agreement by having the site supervisor sign the internship site confirmation form.
- Site confirmation form must be fully completed and a copy submitted to the internship teacher prior to the student beginning their internship.
- Students may not change internship sites once they have verbally accepted a position unless there are extenuating circumstances that must be approved by the Office of Career & Life Development.
- Students are ultimately responsible for securing a site by the last day of the add/drop period of the semester they are due to enter into their internship. **Students that do not obtain a site by this date will fail the class if they do not drop the courses on or before the drop/add deadline:**
Seeking New Sites

• Students are encouraged to look for internship placements at sites that are not already in the Undergraduate Internship Site Directory; however, the site must be formally approved by the Office of Career & Life Development in order for the student to intern there. The following process must be adhered to, to formalize a new partnership between Naropa University and the site.
• Student to confirm that the site can provide the student with the required learning experience and the number of hours needed to pass the class.
• If the site confirms they can meet the above, student to email Danielle Swaser, Assistant Director of Career & Life Development (dswaser@naropa.edu).

Paid Internship Positions

• Students are permitted to be paid for their internship experience only if the site consistently offers paid internship opportunities.
• The site must have clear parameters around the position being understood as an internship placement and not a job. The site must meet with ethical and legal requirements regarding this compensation.

Starting Internship

• Students may not begin their internship placement or accrue hours until the internship class starts.
• If a site requires students to get a background check and/or drug test through Naropa, students will need to contact the Office of Career & Life Development for details.

Changing Internship Sites

• Once the student has verbally accepted an internship position, the student must fulfill the term of the internship. A student can withdraw acceptance from a site only under the following circumstances:
  • Site does not fulfill its obligations as detailed in the Site Service Agreement, for example, providing enough hours or oversite, client contact hours or weekly supervision.
• If a student meets the above criteria for departure from their present internship site, then they must provide a written, factual account of the rationale behind their wish to leave. This must be submitted to the internship teacher and the approval decision will be made jointly by the teacher and the student.
• When new site is obtained, student to fill out the site confirmation form and submit to the concentration as soon as possible.
• Student to obtain signed final hours form from the previous site and submit to concentration.
• Students are not permitted to terminate without following this process.

Termination/Dismissal from a Site

• If a student is dismissed from their internship site due to a lack of professionalism or poor performance, the department will determine a plan of action for the student’s continued education.
• The student will be failed from the internship course and will be placed on a learning contract.
• Students are ultimately responsible for finding a new internship site and there is no guarantee that they will be able to find a new site.

Procedure for Communicating Concerns about Sites

• If a student encounters a challenge or a concern at their site, they need to talk with their internship teacher about their concerns.
• The internship teacher will inform the Office of Career & Life Development if they deem appropriate.
Volunteering After Internship has Ended

- Students may continue to serve as a volunteer at their site once they have completed their internship requirements.

**INTERNERSHIP REQUIREMENTS**

Length of Internship and Internship Hours

- The student must complete a 60-hour internship placement during the semester that they are enrolled in the internship class.
- The student may not begin at their internship site prior to the first day or classes or continue at their site to gain the hours needed after the last day of classes. If a site requires the student to start earlier than the first day of classes, the student is to gain approval from their internship teacher and the Office of Career & Life Development.
- Students are not permitted to leave their internship site early, even if all hours requirements have been met.
- If the student has not completed the full 60-hour requirement by the last day of classes the following applies:
  a) If the student has completed over 40 hours, the student will receive an incomplete and will need to complete the remainder of the hours prior to passing the class. They will have 4 weeks to complete the rest of their hours
  b) If the student has completed less than 40 hours, the student will receive a failing grade for the class.

Responsibilities of the Site, the Student, and Naropa University

Naropa University enters into a Site Service Agreement with each approved site. This Site Service Agreement states the responsibilities of the site, the student and Naropa University. A summary of these are listed below:

**Responsibilities of Naropa University:**

1) To support the intern for a minimum of one semester concurrent with the placement by providing the necessary class consultation and group supervision.
2) To provide a faculty supervisor who will oversee the intern’s placement and monitor the site’s evaluation of the student’s performance at the site.

**Responsibilities of the Site:**

1) The site must be a supportive environment in full compliance with the guidelines set forth by the relevant governing association.
2) To provide the intern with oversight or supervision throughout the semester.
3) The site supervisor must have knowledge of the program’s expectations, requirements, and evaluation procedures for interns.
4) To provide the intern with information regarding the organization’s purpose, and if applicable information regarding the organization’s case load/client information.
5) To provide feedback about the intern’s progress.
6) To provide the intern access to appropriate and challenging responsibilities.
7) To allow the intern to complete a 60-hour internship within the start of the Fall or Spring semesters. Students may only begin their internship if they are enrolled in a class and have approval from Naropa University.
8) To support the intern in designing a structured schedule emphasizing responsibilities.
9) To ensure that the intern has an appropriate workload at all times. The site supervisor should remember that the intern is a student in training. They should be carefully supported, monitored, and supervised throughout the duration of the internship experience.

10) To provide adequate space, office and equipment needs as deemed appropriate by the site supervisor and intern.

11) To provide interns with safety-oriented training and emergency protocol training that is relevant to the nature of the site.

12) To provide the student access to a supervisor at all times whether on site or in the field (for example, by cell or satellite phone).

13) To communicate with the intern and faculty supervisor should the site supervisor feel there are concerns with intern or that the internship needs to be terminated due to a specific reason.

14) To hold an initial meeting where the intern, together with the site supervisor, completes the Internship Initial Placement Goals form prior to this meeting.

15) To complete the evaluation in a timely manner. The site supervisor must sign the evaluation.

16) To monitor and verify the intern’s hours. These shall be verified by the site supervisor’s signature and returned to the faculty supervisor at the completion of the internship via the Internship Final Supervisor Evaluation.

Responsibilities of the Student:

1) To actively and mindfully pursue an internship site.

2) Should a student be required to transport clients in either their personal vehicle or one provided by the site, the student reads and understands terms in Site Service Agreement between the Site and Naropa University with regards to the driving agreement (Student can obtain the Site Service Agreement from the Clinical Placement Team).

3) To be enrolled in COL 450.

4) To complete 60 hours of internship experience within 1 semester (Fall or Spring).

5) To understand the organizational structure of the chosen organization and to follow all the organization guidelines and requirements as outlined by the site supervisor. If applicable, this includes compliance with all confidentiality and patient/client record keeping policies established by the Site.

6) To reach a verbal agreement during the first two weeks of internship about the student intern’s schedule, availability of practice space and art materials if appropriate.

7) To make use of the site supervisor’s knowledge in supervision meetings and review overall progress as an intern.

8) To conduct themselves in, and maintain a professional profile in the intern role. If the intern displays behavior that is felt to be inappropriate by the organization, the faculty supervisor should be contacted immediately in order to determine the proper course of action.

9) To contact and engage the faculty supervisor if the student experiences serious difficulty pertaining to their internship. Such situations that may deem intervention by the faculty supervisor include: the student is not receiving supervision; the student feels unsafe at their internship site.

10) To contact their faculty supervisor if there are any concerns or issues before any action is taken by the student for example termination or change of internship site or supervisor).

11) To assume responsibility for reminding the site supervisor to complete all paperwork pertaining to the internship, including mid-placement and final evaluations, when it is due.

12) To assume responsibility for logging all of the hours required for internship.

Evaluation Procedures
Internship is evaluated on a pass/fail basis and credit will be awarded for the successful completion of all Internship class requirements, including the number of hours of service completed at the site and the final evaluation completed by the site.