

Rutgers University -Newark
School of Public Affairs and Administration
Service Learning Internship II
40:834:431
Spring 2016
Tuesdays 6:00-9:00pm
ENG 303

Professor: Michael Dillard
Office Hours: By appointment
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Course Description

Service-Learning Internship II is designed to provide students field experiences with community agencies to link academic work with meaningful community service. That will benefit both the agency and the student. Agencies will benefit with the infusion of enthusiastic students to assist in the delivery of services to their clients and students will develop a deeper understanding of their role as leaders in their communities as well as increase their civic and citizenship skills. The internship seminar is an intense four (4) credit one-semester class designed for students who are organized and highly self-motivated. Because internship seminar is an academic course, students in this class are earning course credit for study and learning and not just working.

“An internship is any carefully monitored work or service experience in which an individual has intentional learning goals and reflects actively on what he or she is learning throughout the experience.” –National Society for Experiential Education

Additional Student Learning Outcomes:

- To be able to lead and manage in public governance
- To participate in and contribute to the public policy process
- To analyze, synthesize, think critically, solve problems, and make decisions
- To articulate and apply a public service perspective
- To communicate and interact productively with a diverse and changing workforce and citizenship

Format of Written Assignments: All papers are to be submitted in 12-font, double-spaced, with one-inch margins. The cover page must include the student’s name, date of submission, title of assignment, and instructor’s name. All non-original work MUST be cited. The following websites provide basic guidelines regarding the APA citation style:

<http://www.lcc.edu/library/help/citation/apaonline> _

<http://www.landmark.edu/library/citation-guides/landmark-college-citation-guides/apa-citation-style-guide>

For any further help with reading, writing or even research skills, students may reach out to the Rutgers, Newark Writing Center, which provides writing tutoring and writing workshops to all undergraduate students currently enrolled in classes on the Rutgers University, Newark Campus. The Newark Writing Center is located in Conklin 126. Contact information may be found on their website:
<http://www.ncas.rutgers.edu/writingcenter>

Reasonable Accommodations:

Rutgers University welcomes students with disabilities into all of the University's educational programs. In order to receive consideration for reasonable accommodations, a student with a disability must contact the appropriate disability services office at the campus where you are officially enrolled, participate in an intake interview, and provide documentation: <https://ods.rutgers.edu/students/documentation-guidelines>. If the documentation supports your request for reasonable accommodations, your campus's disability services office will provide you with a Letter of Accommodations.

Policies:

- ✓ Syllabus: This syllabus serves as a general outline. The instructor reserves the right to deviate from any part of the syllabus as necessary. Students will be notified of any such modifications.
- ✓ Late Assignments: Late assignments will not be accepted.
- ✓ Grade Disputes: If students have a grade dispute, they should submit a one-page memo to the instructor presenting evidence for their case. The instructor will review and reconsider the original assignment. This review may lead to a grade increase but equally may lead to a grade decrease based on the new overall evaluation.
- ✓ Class Etiquette: In order to make the class as enjoyable as possible for everyone, laptops and cell phones should be turned off during the class. Reading outside material, talking during lectures, leaving the classes early, text messaging, emailing, and surfing the web are prohibited in class. Please arrive on time!

Academic Integrity

Principles of academic integrity require that every Rutgers University student:

- ✓ properly acknowledge and cite all use of the ideas, results, or words of others
- ✓ properly acknowledge all contributors to a given piece of work
- ✓ make sure that all work submitted as his or her own in a course or other academic activity is produced without the aid of unsanctioned materials or unsanctioned collaboration
- ✓ obtain all data or results by ethical means and report them accurately without suppressing any results inconsistent with his or her interpretation or conclusions
- ✓ treat all other students in an ethical manner, respecting their integrity and right to pursue their educational goals without interference. This requires that a student neither facilitate academic dishonesty by others nor obstruct their

- academic progress
- ✓ uphold the canons of the ethical or professional code of the profession for which he or she is preparing

Code of Student Conduct:

<http://academicintegrity.rutgers.edu/files/documents/UCSCJuly2011.pdf>

Academic Integrity Policy:

http://academicintegrity.rutgers.edu/files/documents/AI_Policy_9_01_2011.pdf

Course Assignments (10%)

To be assigned throughout the semester

Progress Reports 1, 2, 3, and 4 (30%):

- Progress reports are to be 3-4 pages.
 - Cover page required
 - Reference page required when including citations
- Progress reports should highlight substantive activities that have occurred and are helping you meet your internship goals and learning objectives
- Reports should include, but not be limited to: A discussion of the week's major activities, accomplishments, and progress, and any lesson(s) you have learned that have advanced your understanding of public service or has made an impact on you professionally.

Progress report 1

- Total number of hours completed at the time of submission
- Brief description of the internship site (i.e. organizational name, mission, and reach).
- Brief description of the internship project (your scope of work and public service question you are seeking to address through your internship).
- Major activities performed during the reporting period
- Any changes to planned activities as outlined in contract and explanation
- Expected student deliverable to the project
- Reflection- challenges and strategies for integrating into internship organization.

Progress report 2

- Total (cumulative) number of hours completed at the time of each submission
- Brief description of relevant activities for that time period
- Brief description of the supervision and communication taking place between supervisor and intern
- Brief description of the mentorship provided (by the supervisor and/or others)
- Critical analysis of problems or challenges encountered and (if appropriate) solutions employed
- Reflection- significant lessons from the internship experience to date regarding:
 - Development of specific competencies as identified in learning contract
 - Understanding of how organization and teams operate
 - Interacting sensitively and effectively with persons from diverse backgrounds

Progress Report 3

- Reflection on the organizational characteristics that contribute to and factors that detracts from the organization's effectiveness and stability. Make sure to ask your supervisor their opinion on what organizational factors contribute or detract from effectiveness and stability. Describe what you learned from this experience.

Progress Report 4

- The results of a conversation with your supervisor about the qualifications and personal qualities that they would like to see in employees. Based on this discussion, reflect on your progress in developing these qualifications and a plan for addressing any gaps you've identified.

Internship on-site performance (30%)

Consist of evaluation of students and internship supervisor

Participation and Attendance (20%)

Class attendance is required and expected. Two or more absences will hurt your grade. This class will be in a seminar format.

Final Presentation (10%)

This presentation should be focused on a recommendation or project that you believe will be of benefit to the organization and/or designed to meet the needs of the agency and which is based not only on your experience but on sources derived from your readings and study. This presentation should reflect what you think the organization will be like in 5 years if your suggestions and recommendations are met. Examples could include: policy changes; performance measurements; productivity issues; cross sector collaborations (e.g. business, government, nonprofit); building new clients; capacity building knowledge; proactive disclosure of information (for government agency internships); creation of a manual; database improvements, balancing challenges between mission and marketing; creating didactic materials for future use by the organization; translations, etc.

The final presentation will also be graded on how well you are able to:

- Reflect upon the relationship of the internship to academic concepts
- Identify professional and personal skills you have developed
- Discuss connections made between your internship and your future career goals

Course Requirements and Practices

Respectful Discussion. Students are required to be respectful of divergent opinions and viewpoints. That does not mean students must agree with all persons in the room. Differences of opinion can provide an opportunity to look at situations from someone else's point of view, which can only facilitate students' discourse on ethics. Such discussions will be impossible without a basic level of courtesy and respect. Consequently, certain types of speech will not be tolerated. This includes offensive remarks and personal attacks that demean and belittle other students. *Constructively criticize ideas. Do not attack individuals.*

Class attendance. Attendance is critically important for class participation. As such, students' attendance and active participation are both desired and expected. Failure to attend a class or leaving class before its conclusion will constitute an absence, unless a documented excuse is provided. *If you miss more than two (2) classes without a documented excuse, your ability to pass this class will be placed in serious jeopardy. Missing more than two (2) classes without a documented excuse will result in automatic failure.* It also is important to note that lateness will not be tolerated. You will be considered late if you arrive after class has started. *Please note that two (2) tardy days equate to one absence.*

Informed, active participation. Cooperative learning can only happen if students engage

in the widest possible level of participation. This means students are required to participate regularly and discuss from an informed perspective.

The use of cell phones (including texting and surfing the Internet), is prohibited in class!! Students engaging in such behavior are not actively participating and run the risk of being considered absent for the entire class period.

Rutgers Blackboard System

All of the materials and assignments for this course can be accessed on, and downloaded from, the Rutgers' Blackboard Course site: <http://blackboard.newark.rutgers.edu/>. Your login information is the same username and password you use to access your Rutgers student information. If you utilize an email address that is different from the one that Rutgers assigns you, **PLEASE CHANGE YOUR EMAIL ADDRESS ON BLACKBOARD!!** Emails will be sent to the class frequently through Blackboard. Students are responsible for any messages sent via the Blackboard message system.

Week	Topic	Notes/Homework
Jan. 19	Introduction	
26	Internship Workday	
Feb. 2	Progress Report 1 due- via Blackboard 11:59pm Career Development Workshop	Students must bring copies of resumes and cover letters
9	Career Advising Session	
16	BBC Documentary: “Unpaid internships”- YouTube Guest Speaker	We will review the documentary and have a class discussion
23	Internship Workday Progress Report 2 due- via Blackboard 11:59pm	
March 1	PowerPoint Presentations	All Must Be Present
8	PowerPoint Presentations	All Must Be Present Mid-Term Evaluations are due
22	Internship Workday	
29	Internship Workday Progress Report 3 due- via Blackboard 11:59pm	
April 5	Professional Development Day	All Must Be Present Career Symposium Part I
12	Mock Interviews Resume Development Cover Letter Development	All Must Be Present Career Symposium Part II
19	Internship Workday Progress Report 4 due- via Blackboard 11:59pm	
26	Final Presentations/End of Semester Celebration	Final Evaluations are due

This syllabus is subject to change at the instructor’s discretion