

Saint Louis University-Madrid Campus  
INTN-4910-M03 Internship

Saint Louis University-

Analysis of a Problem or Project – you must cover the following in your report:

1. Problem statement
2. Action plan
3. Results
4. Conclusions and recommendations
5. Learning – How does this compare to what I have learned in my classes at SLU-Madrid?

or

Analysis of a Procedure – you must cover the following points:

1. Description of the processes of different activities within the company
2. Coordination of the processes
3. Possible improvements
4. Learning - How does this compare to what I have learned in my classes at SLU-Madrid?

#### 4) *Meet with Internship Coordinator*

You need to schedule a meeting with the Internship Coordinator to discuss your progress and the final work sample.

#### 5) *Internship Reflection and Work Sample*

- a. Work Sample: Students must submit a sample of their work. This will vary from student to student, depending on the nature of the internship. It can be a spreadsheet, a website, a press release, a report, etc., but prior approval of the artifact by the Internship Coordinator is required. Include an explanation of the sample – explain why you created it and the process you followed.
- b. Reflection: Students will write a 4-5 page paper (double-spaced) that focuses on the business/political and social role of the organization and their own experiences and analysis. The reflection should respond to the following considerations, among others:
  1. Analyze the effectiveness of the institution from both the organization's point of view and based on your own findings. *Who is the organization trying to serve and how? What are the organization's standards for effectiveness? Does it live up to those standards? In what specific ways are they successful? What obstacles do they face?*
  2. Student and Personal Development
    - i. Describe how the work you did relates to the firm's mission and objectives.
    - ii. Analyze the following aspects of your work and development:
      - a. The activities you carried out.
      - b. The challenges you faced.
      - c. The skills you obtained.
      - d. The goals you achieved.
      - e. How you implemented concepts you have learned in your classes at SLU-Madrid. What theories you saw in practice in the workplace.
      - f. How you will apply the key lessons learned as you develop in your career.
      - g. The personal or professional areas you hope to improve on as you develop in your career.

6) *Updated Resume*. Students will integrate their internship experience into a resume that also includes their professional objective(s), educational information, and other relevant experience.

The final written project you turn in will incorporate all written work you completed for the course (Points 1-5 above).

On the job commitment:

1. Student:

- Fulfill the hours and follow the norms set by the company.
- Fulfill the job outlined by the company.
- Maintain contact with your Workplace Mentor and the Internship Coordinator in the manner indicated.

2. Workplace Mentor:

- Develop a work plan for the student.
- Orient and support the student on the job.
- Evaluate the student's on-the-job performance.

3. Internship Coordinator:

- Coordinate with the student and Workplace Mentor to ensure the work is challenging and that the student is fulfilling her or his commitment.
- Work with the faculty member to evaluate the performance of the student's goals, journal, progress reports and the final report.

Grading: The work will be supervised and monitored by the Workplace Mentor and the Internship Coordinator from SLU-Madrid. The Workplace Mentor will evaluate the student's performance by completing an assessment form and returning it to the Internship Coordinator. The final grade for this course is Pass/No Pass and will be determined as follows:

- 25% - Workplace Mentor Evaluation
- 25% - Personal Development Goals, Journal and Progress Reports
- 50% - Final reflection, Resume and Work Sample

Academic Honesty: Academic integrity is honest, truthful and responsible conduct in all academic endeavors. The mission of Saint Louis University is "the pursuit of truth for the greater glory of God and for the service of humanity." Accordingly, all acts of falsehood demean and compromise the corporate endeavors of teaching, research, health care, and community service through which SLU fulfills its mission. The University strives to prepare students for lives of personal and professional integrity, and therefore regards all breaches of academic integrity as matters of serious concern.

The full University-level Academic Integrity Policy can be found on the Provost's Office [website](#). Additionally, SLU-Madrid has posted its [academic integrity policy online](#). As a member of the University community, you are expected to know and abide by these policies, which detail definitions of violations, processes for reporting violations, sanctions and appeals.

Your instructor will review these matters during the first weeks of the term. Please direct questions about any facet of academic integrity to the instructor, the chair of the department of your academic program or the Academic Dean of the Madrid Campus.

AI Policy: The university's goals include fostering students' critical thinking, creativity, reflection and problem solvi

University-level support (e.g., tutoring/writing services, Accessibility and Disability Resources) by contacting the Academic Dean's Office ([advising-madrid@slu.edu](mailto:advising-madrid@slu.edu)) or by reviewing the [Academic Resources website online](#).

Students with a documented disability who wish to request academic accommodations must contact Disability Services to discuss accommodation requests and eligibility requirements. Once successfully registered, the

Behavioral Interviewing Questions: Each week choose one question and answer it in detail.

Some people consider themselves to be "big picture people" and others are "detail oriented". Which are you? Give an example of a time when you displayed this.

There is more than one way to solve a problem. Give an example from your recent work experience that would illustrate this.

Give two examples of things you've done in your job that demonstrate your willingness to work hard.

Tell us about a time when a supervisor criticized your work. Give a specific example.

Tell us about the last time that you undertook a project that demanded a lot of initiative.

Describe the project or situation which best demonstrates your analytical abilities. What was your role?

Describe a situation where you felt you had not communicated well. How did you correct the situation?

Describe a time when you were able to effectively communicate a difficult or unpleasant idea to a superior.

Describe the most significant written document, report or presentation which you had to complete.

Tell us about a recent successful experience in making a presentation. How did you prepare? What obstacles did you face? How did you handle them?

Describe a time when you made a suggestion to improve the work in your organization.

Give a specific example of a time when you had to address an angry colleague or customer. What was the problem and what was the outcome? How would you assess your role in diffusing the situation?

Describe a situation when you demonstrated initiative and took action without waiting for direction. What was the outcome?

Describe a time when you came up with a creative solution/idea/project/report to a problem in your past work.

Tell us about a time when you took responsibility for an error and were held personally accountable.

Tell us about some demanding situations in which you managed to remain calm and composed.

How do you typically deal with conflict? Can you give me an example?

Tell us about a time when you organized or planned an event that was very successful.

Tell us about your most difficult sales experience.