



THE UNIVERSITY OF
MEMPHIS[®]
College of Health Sciences

Student Internship Manual

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All forms required for internship can be found at <https://www.memphis.edu/healthsciences/students/internships.php>

Mission, Vision, and Values of the College

Mission

The mission of the College of Health Sciences is to prepare future leaders in health sciences through excellence and innovation in teaching, research, and service.

Vision

The College of Health Sciences will be a first choice, nationally recognized college, delivering innovative health science programs, providing optimal learning experiences for students, and collaborating with professionals to improve the health and well-being of individuals and populations.

Values

We embrace the following values that are embedded within our culture, guide our work, and inform our expectations of faculty, staff, and students.

Accountability

Collaboration

Excellence

Innovation

Integrity

Respect

Responsibility

University of Memphis
College of Health Sciences
Code of Conduct and Expectations for Professional Behavior

1. Adherence to the **Highest Ethical Standards**
 - a. Every member of the College of Health Sciences shall, at all times, conduct his or her activities in accordance with highest professional and community ethical standards.
2. Maintenance of the Highest Standards of **Integrity**
 - a. Every member of the College of Health Sciences shall engage in honest and transparent practices. Whether it is with other students, professors or people in the community. This includes research, turning in your own classwork and contributing to collaborations with other professionals or students.
3. **Respect** for the Rights and Dignity of Others.
 - a. The College of Health Sciences is committed to a policy of equal treatment, opportunity, and respect in its relations with faculty, administrators, staff, students and others who come into contact with the University.
4. Strive for **Excellence** in all Tasks and Activities
 - a. Every member of the College of Health Sciences shall strive to produce exemplary work that is accurate and goes above and beyond the guidelines provided and is submitted prior to the deadline.
5. Strive to Use **Critical Thinking** Skills to solve All Problems
 - a. Every member of the College of Health Sciences will provide logical sequential steps and logical rationale to resolve problems.
6. Demonstrate **Self-Initiative** and **Independence**
 - a. Every member of the College of Health Sciences will take the initiative in the learning process. This includes preparation for classes and taking advantage of all resources that are available to them.
7. Conduct Themselves with the Highest Levels of **Professionalism**
 - a. Every member of the College of Health Sciences will attain the highest levels of professionalism both in and out of the classroom. This includes appearance and behavior in the classroom and at the intern site. This also includes social network postings and written and oral communications with other individuals.
8. Strive to **Achieve** All Academic and Personal Goals
 - a. Every member of the College of Health Sciences will resist any tendency to become deterred from their goals due to challenging obstacles which may arise.
9. Accept **Responsibility** for All of Our Actions and the Consequences that result.
 - a. Every member of the College of Health Sciences shall accept responsibility for all of their actions and everything that is required of their position, as well as the potential consequences of their actions.

Note: It is expected that all students are familiar with the above expectations. If students violate any of these, they should expect that a faculty member will discuss with them the noted concerns. In some cases, faculty members may refer a student's case to the Dean of Students, for further investigation. This may result in consequences in response to the student's actions. In sum, violations of the above expectations will be taken seriously.

Definitions

- **Internship.** Planned and supervised experiences in a work setting appropriate to the student's area of specialization providing opportunities to synthesize knowledge and skills and demonstrate professional competencies.
- **Clinical Experience.** Observation and participation activities in laboratory and field settings related to student's area of specialization.
- **Site Supervisor.** A qualified professional staff member of the placement agency. The agency supervisor serves as the intern's mentor and assists and supervises the student throughout the internship.
- **University Supervisor.** A member of the faculty of the College of Health Sciences assigned to coordinate the internship experience and supervise the student intern.
- **Student intern.** A student who has enrolled in one of the School's internship courses, including: ESMS 4605, ESMS 7800, HPRO 7800, HLSC 4605, PETE 4605, HCL 4605 or NUTR 4605.

Purpose of Internship

The fundamental purpose of all field experience activities supported by the College of Health Sciences (CHS) is to provide students with growth and development opportunities in a field/lab-based setting. This will be under the direct supervision of a qualified professional that necessitates application of knowledge and competencies acquired during course work and demanded in their chosen professional field. Upon completion of required field experiences, students should be able to make the transition from student to professional or on to graduate College and function at an optimal level of competence in their future professional career.

Policies of the Internship Program

Internship Prerequisites

Internships are restricted to students who satisfy the following prerequisites:

- Successfully complete all degree requirements, excluding internship.
- Cumulative GPA of no less than 2.0 for undergraduates or 3.0 for graduates.
- ***Complete application procedures by posted deadlines (this is to be done during the semester prior to internship). The Unit Coordinator must approve exceptions to these prerequisites.***
- Note: Students in Healthcare Leadership may apply for their internship in any semester of their senior year.

Initiating the Internship

The internship program is a cooperative effort undertaken by various community agencies, facilities and the College of Health Sciences to provide students with an opportunity to integrate the various aspects of their academic program into a unified whole in preparation for a professional career in a chosen field of specialization.

Community agencies which accept intern placements are asked to provide students the learning and growth experiences needed to accomplish this goal. Student interns are asked to explore all possible opportunities to gain on-the-job experience, develop competencies, integrate past learning experiences, gain insight, and experience personal and professional growth under the mentorship of an experienced professional.

Applying for Internship

The steps in applying for internship are as follows:

Upon completion of all prerequisite coursework and **prior to the semester the student wishes to conduct an internship**, students must complete an internship application (available on-line on CHS webpage: Students tab) which consists of 3 pages. On the second page students are asked to write a couple of sentences about where they would like to do the internship or what type of internship they are looking for. Then students need to discuss this with either the internship coordinator or their university supervisor. The University Supervisors for the respective programs of study are identified on the application form. The University Supervisor then needs to sign that page. Following this, students need to secure the site, (see: Choosing an Internship Site below). Once that occurs students fill out page 3 and have the Site Supervisor sign off on the bottom of that page. **Page 3 of the application must be completed before the student can document hours.** Students then turn in all 3 completed pages to the main office in the College of Health Sciences, along with a copy of their resume and a copy of the student's graduation application, which students can obtain from the My Degree link on their myMemphis page as shown below. Click on the highlighted link.

Commencement and Graduation

Graduation

Deadlines to Apply for Graduation

- Step 1: Read Prerequisites for Applying for Graduation (REQUIRED)
- Step 2: Apply to Graduate (REQUIRED)
 - View Your SUBMITTED Application
 - If you have previously filed for another term, contact the Commencement Office to change

- The application must be submitted to the main office of the College of Health Sciences on or before the stated application deadline, which will be established the semester prior to the internship.
- **If students fail to submit the application by the stated deadline, they will not be allowed to complete the internship till the following semester.** It is the student's responsibility to submit the application on time.

Choosing an internship site

There are two ways of choosing an internship site.

First, students may look up the sites in the Internship Site Directory (Excel version available for download on the CHS Internship webpage). These are all approved sites with approved intern supervisors. Students are to make initial contact with their chosen site(s) via email or phone to express interest in internship possibilities.

- All communication should be highly professional
- Students should send a cover letter that states their name, the program that they are involved in, and their interest in seeking an internship at the site.
- Include an updated resume.

Most of the supervisors listed in the directory will be familiar with internship procedures and will be interested in meeting with students. Ask questions about

- What is expected of interns?
- What type of clients are served at this site?
- special projects/programs?
- Specialized equipment used?
- Students should discuss the hours of operation, their academic schedule, and any special concerns such as parking, security and travel.

If students like what they see and hear and if the on-site supervisor encourages you to pursue a placement at the site, students should proceed by completing the internship application. If students do not believe that the site would be a good fit for them, they should thank the interviewer and look elsewhere.

The second way to choose an internship site is for students to identify a new site. The Internship Coordinator is always looking for new sites, so students should feel free to investigate these on their own. Remember, the site should provide services/activities compatible with those expected in the intern's field of specialization and must provide a qualified supervisor.

- A **qualified supervisor** is a professional who has academic preparation in his/her field of specialization, preferably at least a baccalaureate degree, and/or has demonstrated his/her expertise through work experience and professional accomplishments.

In such a scenario, the prospective intern is required to supply all contact information for the site to the Internship Coordinator. Either the University Supervisor or the Internship Coordinator need to meet with the Site Supervisor to outline expectations of the internship. This should be done well ahead of the start of the planned internship assignment since the proposed site will need to be evaluated for appropriateness. The student will be notified if the site is approved or disapproved.

In some circumstances, it may be possible for students to use their place of employment as the internship site. However, there has to be a stipulation that the Site Supervisor will involve learning activities above and beyond the regular job responsibilities. That is, students cannot obtain internship credit simply for doing their existing job. The intern and site supervisor will fill out the Certification of Internship duties form. Time spent in internship activities must exceed that required of the regular job. It is expected that each internship site supervisor will be made aware of the student commitment to both the job and to College prior to starting the internship. This will minimize any conflicts of interest.

- Complete medical/health history forms and medical requirements (e.g. immunizations) as required by internship agency.
- Complete liability form (included) and return to Internship Coordinator.

Internship Requirements

The following requirements are minimum expectations of interns:

Prior to the start of the new semester, an email will be sent to the student indicating the time and place of an **internship orientation meeting**. At that meeting student interns will be apprised of the expectations of the internship and be given a general orientation to the experience. **Attending this meeting is mandatory.** If this meeting is missed, students will not be allowed to go to their site until they have talked to the Internship Coordinator or their university supervisor. No hours can be logged until the above is satisfied. University Supervisor assignment will occur as soon as possible.

- **Internship hours cannot be counted until the start of the semester that the intern is registered for and page 3 of the internship application is completed and signed by the site supervisor. Unless extenuating circumstances exist, and approval has been granted by the Internship Coordinator.**
- ESMS Interns must earn 6-9 credit hours
- NUTR interns may earn 3 credit hours
- HCL Interns may earn 3 or 6 credit hours
- HLSC Interns must earn 6 credit hours
- PETE Interns may earn 3-9 credit hours

Interns are expected to spend the equivalent of one fulltime work week (40 hours) for each hour of internship credit.

- 3-credit hour internship requires a minimum of 120 contact hours at the internship site
- 6-credit hour internship requires 240 contact hours at the internship site
- 9-credit hour internship requires 360 contact hours at the internship site
- **Contact hours** are generally defined as time spent at the site or time required to complete assigned responsibilities (e.g. library research, interviews, client/patient visitations, travel to official meetings, etc.) Time spent traveling to and from the internship site, writing a paper, or preparing internship log/journal may not be used as contact time.

Time spent at the site can be scheduled according to any arrangement deemed satisfactory to the agency supervisor and compatible with the intern's academic schedule. It is important to note that this time requirement is a minimum; additional hours may be set by academic units in the College for various reasons such as complying with accreditation standards set by professional societies.

- Time spent at internship site must be documented using **log sheets**. (Available on the CHS [Internship](#) website). The site supervisor is asked to verify log sheets by placing their signature in the space provided at the bottom of the sheets.

- Prior to the start of the internship the site supervisor and the intern need to determine what liability coverage is provided or needed. The **field liability form** (available on the CHS Internship website) should be turned in by the end of the first week of the internship. This indicates how liability is handled. Purchasing liability insurance is addressed later in this manual.
- The **site information form** (available on the CHS Internship website) should be turned in by the end of the second week. This should include all information pertaining to your site and then a schedule that shows at least the average number of hours needed to complete the internship within the semester.
- In consultation with the site supervisor, develop an **internship-learning contract** (available on the CHS Internship website). This contract should be completed sometime during the first two weeks of the internship. Modest changes in the contract are likely to occur and are even expected. All changes in the learning contract should be cleared with the site supervisor and reflected in the final paper.
- Each intern needs to consult the course **syllabus** for their concentration for further assignments and due dates for everything.
- Interns will participate in scheduled evaluation conferences (mid-term and final) with University supervisor and site supervisor.
- Interns will be required to attend a mandatory final meeting of the semester for an exit interview and to complete the **University Supervisor Evaluation**.
- **All forms that are needed for the internship are located on <https://www.memphis.edu/healthsciences/students/internships.php>**

Course Work and Load Limitations

The total number of credit hours given for the internship experience varies from 3 to 9, depending on the requirements of the major and/or concentration. Outside work must be scheduled so as not to interfere with the required work commitments of the internship. **Students should understand that the internship should be the priority and not another part-time job.**

Grades for an internship are satisfactory, unsatisfactory, incomplete or in progress (S/U/I/IP) and are based on the evaluations of the site supervisor and University supervisor. Written reports and presentations may also contribute to the final grade. Please note that ESMS students are graded on an A-F/I basis.

Using the established forms, student interns will be formally evaluated by the agency supervisor at least twice during the internship: at a predetermined mid-point and the conclusion of the experience. Additionally, the student intern will be evaluated and ultimately assigned a grade by the University supervisor.

Internship Grading

Students who receive either a “satisfactory” or minimum “C- “grade for their internship experience will have fulfilled this requirement for graduation. Any student whose performance is such that they cannot fulfill the requirements of the internship will receive a grade of either “unsatisfactory” or something less than a “C- “. The Site and University supervisors are expected to be optimally positioned to provide the grade most reflective of the student intern’s performance. If the student wishes to challenge a grade, the burden of proof serving as a basis for the challenge will be borne by the student.

The Internship Coordinator will support an unsatisfactory grade provided that:

- The student has been given a reasonable opportunity to remedy the prescribed weakness(es), but may require a change in the internship site;
- The evaluation reports reflect ratings that justify the recommendations;
- There is evidence that the student has received sufficient supervision from the cooperating agency supervisor and university supervisor to justify their evaluations;
- The Internship Coordinator has been informed and consulted about the situation. Should a disagreement result over the final recommendation, the Internship Coordinator will serve as mediator. If the disagreement is still not resolved, the student should use the University of Memphis grievance process as outlined in the Student Handbook.

Possible Removal from Internship

Although care is taken to match student interns with prospective internship sites and supervisors, a particular combination may not work out subsequent to its initiation. This may be because of a single event or a combination of factors.

Site Supervisors have the prerogative to terminate an internship experience without cause. In such a scenario, it is the student’s responsibility to identify and secure an appropriate and approved replacement site in consultation with their university supervisor.

If the student is removed from the internship site with cause (i.e., they committed a significant violation resulting in their termination), they will receive a failing grade for internship and will need to register again for internship the following semester. All accumulated internship hours will be void and students will need to begin logging the required hours from start, during the following semester. The Internship Coordinator reserves the right to investigate the situation and take the appropriate action

Resigning from the internship assignment prior to the completion of hours is prohibited. Exceptions must be discussed with the university supervisor and the internship coordinator prior to resigning. Students are not allowed to resign from a site and begin their internship at another site without prior approval of the University Supervisor and Internship Coordinator. NO accumulated internship hours will be valid in such a situation.

Attendance Policy

Students and the Site Supervisor will work together to establish a schedule that will meet the hours requirement for internship, see internship requirements for specific numbers. Students are expected to report to their internship site on time, fully prepared and in professional attire every day. Students are expected to work the hours that were previously agreed to.

- In the event of inclement weather, students should contact the site supervisor to confirm scheduling for the day. If the University is closed, students will still have to report to the internship unless the site supervisor notes.
- University closings (breaks, etc.) DO NOT apply to students who are out on internship. It is crucially important that students attend every day that they are scheduled.

Students should be sure to consult with the site supervisor if they think that they are going to be tardy or absent from a day of work and report the absence and reason to the University Supervisor. If students are going to miss a significant amount of time, for whatever reason, they need to inform both the Site Supervisor and the University Supervisor immediately.

Employer Policies

Most employers have specific selection criteria. Students must meet their criteria and pass pre-employment tests in order to confirm the position at that site.

- Students are responsible for asking the Site Supervisor about key employee policies which will impact them during their internship. For example, attendance, liability insurance, use of equipment, dress, background checks, etc.

Students need to understand and adhere to these policies as if they were a permanent employee at the company. It is important that students respect both university policies and employer policies to have a successful experience.

Drug Screens/Background Checks and Internships

It is the practice of some companies and internship partners to have potential employees and internship partners complete background checks and/or drug screens as a condition of acceptance. Every company handles that differently. It is the student's responsibility to find out what that process is for their chosen company. As stated above, the University will not pay for the test(s). In some cases, the student may be responsible for those costs.

Drug Screens

Drug screens can be completed at The Shot Nurse at 4637 Poplar Avenue which is 2.5 miles from campus. Any immunizations that may be required for the internship can be obtained there as well. Students can pay online or in person.

Failed Drug Screens

If a student fails a drug screen, they will be allowed to find a new site. That site must be secured by the beginning of week 6 of the semester otherwise they have to start over next semester. If a drug test is failed for summer semester then the student will have to take the internship in a subsequent semester. There may be exceptions as determined by the University Supervisor or the Internship Coordinator.

Background Checks

Background checks are offered by the Office of School Based Clinical Practice here on campus. The phone number for the office is 901-678-4731. The directions for the process can be found at: www.memphis.edu/tep/clinical/background-checks.php.

Liability Insurance

If liability insurance is required, it can be obtained by communicating with Pro Liability at 800-375-2764 or the following online address:

https://proliability.mercer.com/ahc/prol/?APPLICATION=PROL&professionCode=STUDENT&associationAbbreviation=STIPS&_ga=2.98249311.1727246639.1518199181-2045293208.1518101735&isRedirected=y

Role and Responsibilities of the Internship Coordinator

The role of the Internship Coordinator is to coordinate the various internships (excluding student teaching) and administer day-to-day policies and procedures. The Coordinator has the responsibility for certifying sites, approving placements, and assigning students to supervisors. The Coordinator is also the person to arbitrate and settle issues that may arise if the student's site supervisor is not able to reach closure on such problems, or if the student is unable to resolve an issue after first consulting with the university supervisor. Specific responsibilities include:

- Develop and maintain an internship site directory.
- Establish and disseminate internship deadlines.
- Develop and distribute internship forms.
- Maintain and update the Internship Manual.
- Facilitate the communications of requests for agencies seeking interns.
- Collect and maintain a file of internship documentation including application form, agency information and acceptance form, learning contract, internship logs and evaluation forms.
- Plan and host internship orientation sessions and or assign others to do so.
- Approve internship site assignment for each intern.
- Apprise faculty and CHS Director of Academic Programs of recommended changes in internship policies, procedures, and practices.

Minimum Expectations of Student Intern

- Complete the application for an internship by posted deadline.
- Ensure that the Internship Coordinator approves the selected cooperating agency.
- Complete Internship Agency Information Form, Liability Form and Internship Learning Contract and return all three forms to the University supervisor.
- Discharge work responsibilities in a professional manner, participate in agency training and study sessions and attend agency staff meetings.
- Accept the responsibilities associated with internship with the same interest and enthusiasm as if accepting a full-time professional position.
- Abide by all policies, rules and regulations of the agency while participating in the internship experience.
- Be available to provide service to the agency on a consistent and dependable basis in return for the professional leadership and guidance provided by the agency. In the case of absences, contact agency supervisor immediately. Also apprise university supervisor.
- Complete all internship paper work in a timely manner and submit completed materials according to the schedule and guidelines set forth in this manual and/or syllabus (the syllabus supersedes the Internship Manual if any conflicts arise between the two documents).
- Develop goals and objectives for internship in concert with site supervisor.
- Develop a list of activities with timetable to achieve objectives and goals.
Establish a work schedule in consultation with Site Supervisor.
Provide agency supervisor with a copy of the Internship Manual
- Initiate contact with the University Supervisor at least twice a month. (The supervisor may prefer a telephone call or email at times.). Students assigned to agencies outside the Memphis metropolitan area ordinarily will be supervised via email, telephone and/or Skype®-like technology.

Roles and Responsibilities of Site Supervisor

- Meet with the student to discuss interests, needs, goals and assignments. (A student resume may be provided at this time.)
- Serve as a mentor and role model for the student intern.
- Determine internship requirements in consultation with the University Supervisor:
- Help prepare a list of goals, objectives and activities
- Monitor completion of required hours/activities
- Fill out mid-term and final evaluation forms
- Orient the intern to the agency, its staff, policies, regulations, programs and activities, and administrative procedures.
- Provide the intern an opportunity to work with a variety of professional staff, when possible, in areas such as planning, implementation, evaluation, administration and community organization.
- Provide guidance regarding special projects, tasks, and activities.
- Assist the intern in completing various forms required by the College of Health Sciences.

Interns can help with the following duties, but these should not make up the majority of their time.

- Routine clerical duties such as typing of general correspondence
- File maintenance, photocopying of quantities of routine material
- Serving exclusively as office receptionist

Roles and Responsibilities of the University Supervisor

- Meet with the intern in person on the university campus or via other communication technology at least twice a month. Students assigned to sites outside the Memphis metropolitan area ordinarily will be supervised via email, telephone or other communication technology.
- Visit with intern on site at least twice. Visitations should be arranged by the student intern with the agency and University supervisors. (More than two visitations are recommended when feasible and/or necessary.) Onsite visitations may not be possible when interns are placed in settings outside of Shelby County. In these cases, the use of alternate forms of communication via telephone calls, conference calls, electronic mail, etc. is expected.
- Collect evaluation forms, reports, and documentation.
- Assign internship grade in consultation with agency supervisor.
- Maintain checklist of student intern responsibilities.
- File internship records, reports, log, work schedule, checklist and evaluation forms with the office of the Internship Coordinator.
- Inform the Office of the Internship Coordinator immediately if problems are encountered that cannot be resolved with the intern, site supervisor and University Supervisor working together.