

AUS | American University
of Sharjah

SCHOOL OF BUSINESS ADMINISTRATION

Internship Handbook for Students

2016–2017

I. Purpose

Students in the AUS School of Business Administration are required to complete Business Internship (BUS 397) or Business Practicum (BUS 497) to fulfill their graduation requirements; depending on your catalog (check your catalog for clarity). Participation in an internship allows students to combine an on-the-job career learning experience with related academic course work to enhance their overall educational experience.

Internships can offer students opportunities to:

- acquire work experience which can be used in pursuit of a career
- put academic learning into practice and enhance professional skills
- match career/employment choices with personal skills and competencies
- understand business processes and see how specific projects relate to larger business goals

BUS 397 internships must involve a minimum of six weeks of consecutive full-time work (eight-hour working day)—a total of **240 hours**, at the placement company. However,

BUS 497 is a special, 3-credit, 3-month internship. Students need to complete a minimum of **480 hours** across 12 weeks. As a 3-credit course, registering for BUS 497 means students must pay for the course as any other regular 3-credit course (check with Student Accounts for details). Assigned coursework and assignments for BUS 497 can be found in the course syllabus, which can be provided upon request.

II. Eligibility

Students must complete at least 75 earned credit hours (excluding Bridge Program and 00X course credits) with a minimum GPA of 2.0, to be eligible for BUS 397 or BUS 497.

III. General Internship Guidelines

- Internships may be completed in any of the academic semesters, including Summer. To be eligible for the internship, the student has to:
 - attend at least one of the Internship Seminars offered during spring and fall semesters
 - register at the SBA Internship Portal www.aus.edu/sba/careercoach by sending an email to sbacareercoach@aus.edu
- Summer internships **CANNOT** be taken in conjunction with other courses. During Fall and Spring semesters, BUS 397 can be taken with no more than **2 courses**. BUS 497 can be taken with no more than **1 course**.
- Internship work **ABSENCES** have to be supported by valid medical reasons. The student is required to notify his/her internship supervisor prior to being absent. When the student resumes his/her work, a medical record has to be presented to the employer verifying the reasons for being away from work. A copy has to be also uploaded into the SBA Career Coach along with the post-internship documents. All **ABSENCES** have to be compensated by extending the internship duration.
- Working from home **IS NOT** acceptable.
- Students **MAY NOT** work directly in their family business, or for a parent or a relative.
- Students **MAY NOT** be supervised by a former AUS graduate who has less than five years of full-time working experience.
- Students **MUST** apply for internships prior to commencing the internship experience.
- During Ramadan, the student **IS NOT** allowed to work for more than six hours a day.¹
- Students **MUST** get approval for internships from the Internship Manager prior to commencing the internship experience. Internships completed without the Internship Manager's approval **WILL NOT** be considered valid.
- The placement **CANNOT** be changed after the Internship Agreement has been signed by the student and employer and has been uploaded into the SBA Career Coach.

¹ UAE Ministry Requirement

IV. Prior to Internship

1. The Internship Office will register you for the **Internship Seminar**.
2. Attend the **Internship Seminar**. The dates of the seminar will be emailed to eligible students and will be posted on the SBA Career Coach social media accounts. The **Registration Deadline** will be communicated during the **Internship Seminar**.
3. Find a company where the internship will be served. The student can apply for internship positions listed on the SBA Career Coach and our various social media accounts. Students can also search for internship positions on their own, by approaching the HR department of organizations of their choice or through LinkedIn and other job search sites. The company choice has to be approved by the SBA Internship Manager. Submit a resume and cover letter to the selected company when applying. (A sample of a cover letter can be found in Appendix 7).
4. After you are approved to work at the company as an intern, check with the Internship Office to make sure your company and supervisor are registered on the SBA Career Coach Portal. If they are not, send an email to sbicareercoach@aus.edu with the company name, your supervisor's name and email address.
5. Complete and upload the **Internship Agreement** (Appendix 3) before the **Registration Deadline** and the internship's starting date. It should be printed on the company's letterhead, stamped and signed by the supervisor. This document outlines internship dates, key objectives and tasks of the internship. It is also referred to as the "learning contract" between the intern and the company and outlines what the student should do or learn from the internship. A scanned copy should be uploaded on the SBA Career Coach (Appendix 4). You can replace the Internship Agreement with a contract, if your company provides you with one and includes all the above-mentioned information.
6. Fill in the **Placement** section of the SBA Career Coach portal (Appendix 2) before the **Registration Deadline**.

V. During Internship

Work Conduct

During internship, to establish a positive image, gain respect and praise of the supervisor and work colleagues, students are advised to:

- dress appropriately in line with the company's dress code (Sharjah Decency Code)
- project professional attitude toward work colleagues
- demonstrate initiative, enthusiasm and creativity
- cooperate with their supervisor and work colleagues
- adhere to high ethical standards
- always be on time for their duties
- maintain confidentiality regarding the company's clients, operations and employees
- communicate to internship supervisor any problems encountered during the internship

Internship Requirements

Throughout the duration of your BUS 397 or BUS 497 internship you are required to maintain a **weekly journal**. This should be an entry of tasks, observations, challenges and experiences for each week. Each entry should be between 100-200 words.

The objective of the journal is to ensure that you are thinking about what you are doing, examining what you learn, and considering how the internship relates to your classes and personal career goals.

It is recommended that you take a few minutes at the end of each week to reflect on your challenges and achievements. The weekly journal is intended to provide the course instructor with a good understanding of what the routine was like during the internship, and your reactions. (Appendix 5.)

For BUS 497, the below assignments will be submitted during your internship:

1. Setting Internship Goals - Expected Completion: Week 2
2. Reading-based Reflective Essay - Expected completion: Week 6
3. Midterm Self-Assessment of Goals - Expected completion: Week 10
4. Reading-based Reflective Essay - Expected completion: Week 13

More details for BUS 497 assignments will be provided on iLearn after registration.

VI. After Internship

BUS 397 Post-internship Documents to be submitted by Students

It is the students' responsibility to complete and upload the following documents to the SBA Career Coach at the end of their internships:

1. **Student Evaluation** (Appendix 6): should be completed on the SBA Career Coach.
2. **Weekly Journal** (Appendix 5): should be uploaded onto the SBA Career Coach. Each entry should be between 100-200 words. An entry should be provided for each week of the internship period. The entries should include tasks, observations, challenges and experiences for each week and, most importantly, learning outcomes from the week's experience.
3. **Internship Report**: students' reflection on their experiences. The Internship Report has to be uploaded onto the SBA Career Coach. The report has to be at least four pages, double-spaced, font Size 12. The report has to follow the following outline, providing as much detail as possible and including specific examples:
 - a. Introduction: state where and when internship was performed with a brief description of the company and its strategy.
 - b. Work Performed: include a summary of activities and tasks, initial job responsibilities, changes in job scope over the internship.
 - c. Internship Goals: state the goals of your internship and which ones were achieved.
 - d. Educational Value: describe what was learned about chosen career field and the business environment through the work performed.
 - e. Relationship to Academic Experience: describe any connections that were found between the works performed as an intern and one's classroom experiences prior to and during the internship. Students have to be very specific.
 - f. Professional development: highlight challenges and achievements.
 - g. Conclusion: state what was learned from the internship, its value and any impact on future career choice.
4. **Supervisor Evaluation**: Students must ensure that the **Supervisor Evaluation** is completed on SBA Career Coach by the supervisor.

BUS 497 Post-internship Documents to be submitted by Students

It is the students' responsibility to complete and upload the following documents to the SBA Career Coach at the end of their internships:

1. **Student Evaluation** (Appendix 6): should be completed on the SBA Career Coach.
2. **Weekly Journal** (Appendix 5): should be uploaded onto the SBA Career Coach. Each entry should be between 100-200 words. An entry should be provided for each week of the practicum period. The entries should include tasks, observations, challenges and experiences for each week and, most importantly, learning outcomes from the week's experience.
3. **Practicum Report:** students' reflection on their experiences. The Practicum Report has to be uploaded onto the SBA Career Coach. The report has to be 15-20 pages, double-spaced, font Size 12. The report has to follow the following outline, providing as much detail as possible and including specific examples:
 - a. Practicum Overview
 - i. Organization Profile
 - ii. Co-op Role Details
 - b. Practicum Outcomes and Implications
 - i. Goals and expectations and their delivery
 - ii. AUS and its Place Relative to the Co-op (what did you use from the classroom, and what was missing)
 - iii. Differences between Theory and Practice
 - iv. New Skills Gained from the Co-op
 - v. Challenges during Your Co-op
 - vi. How You Developed and How You Benefited for this Experience
 - c. References and Appendices
4. **Supervisor Evaluation:** Students must ensure that the **Supervisor Evaluation** is completed on SBA Career Coach by the supervisor.
5. **Assignments to be submitted on iLearn:** Students are expected to submit 4 assignments at different intervals during their practicum. Details of the assignments can be found on iLearn and the syllabus.

The required documents are explained in further detail in the syllabus and on iLearn. Check with your course instructor for a copy of the syllabus.

Deadline for Submission

All the above documents must be submitted within one week after the last day of the internship. You will be informed by email of the exact deadline.

Professional Courtesy

As students complete their internship, they are advised to send a **Letter of Appreciation** to their supervisor and the host company's HR department (Appendix 8). A copy of this letter can be uploaded onto the SBA Career Coach.

VII. Performance Evaluation

A student will pass their internship if their performance as an intern is found to be satisfactory upon the Internship Manager's review of the below documents:

- Employer Evaluation
- Internship Report
- Weekly Journal
- Student Evaluation
- BUS 497 assignments

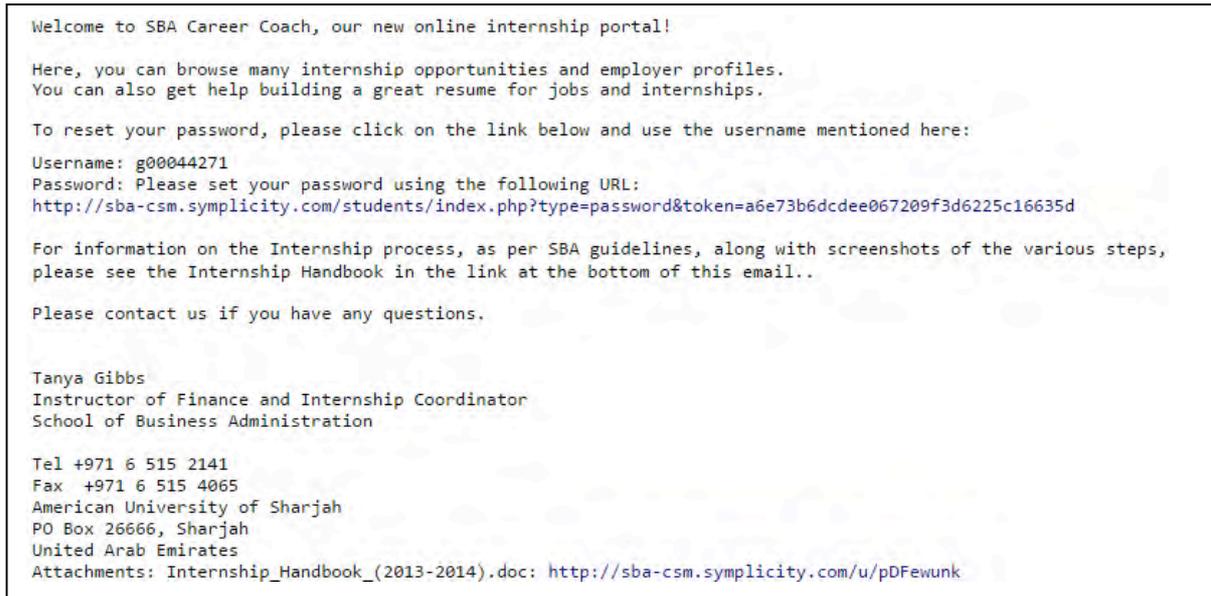
A student will fail their internship if their performance is deemed unsatisfactory for any of the below reasons:

- Failure to comply with the internship guidelines (section 3 above)
- Failure to submit post-internship documents by the deadline
- A dissatisfactory Employer Evaluation report

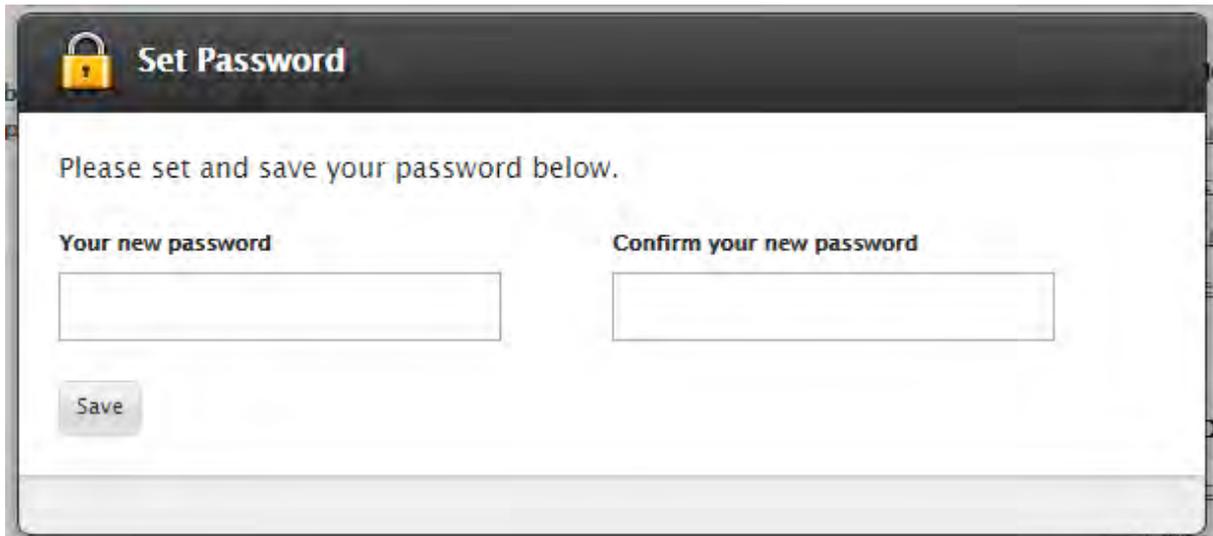
A student who fails the internship will have to repeat his/her internship at a different organization. In the event a fail grade is assigned based on the Employer Evaluation report, the student has the right to see the report and contest it. However, all communication has to happen through the Internship Manager. The students are prohibited from contacting the employer.

Appendix 1: Registering on SBA Career Coach

1. You should have received a welcome email to brief you on the internship system. Click on the link mentioned there to reset your password.



2. Reset your password.



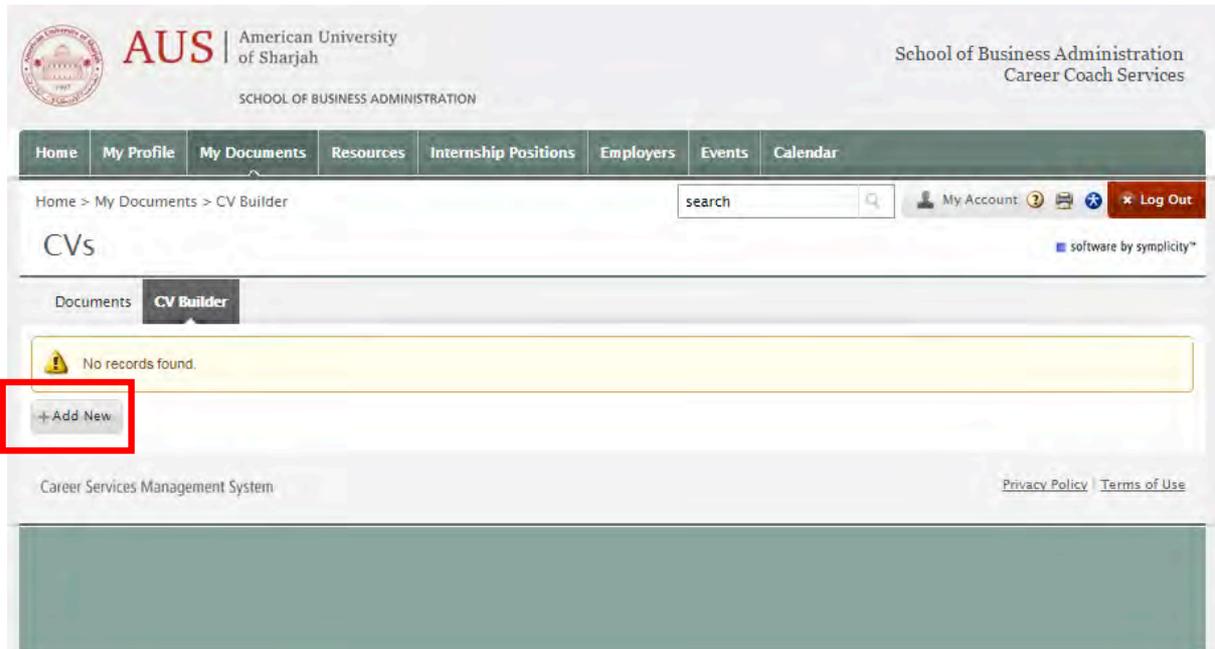
3. Click on My Profile.



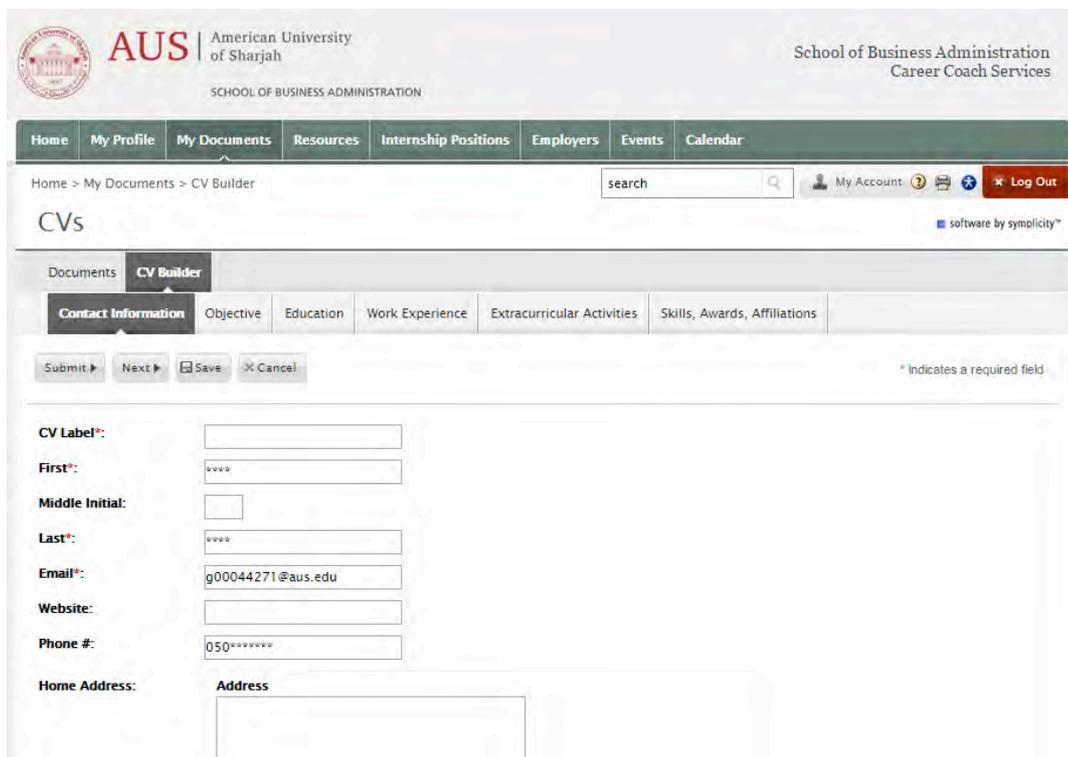
4. Fill in your profile information.

5. Click on CV Builder.

6. Click on Add New.



7. Fill in your CV information.



8. Download the CV that is created and upload it back to My Documents.

9. Click on Internship Positions.



10. Search and apply for internships.

The screenshot displays the 'Internship Positions' section of the AUS Career Coach Services website. The page features a navigation menu with options like Home, My Profile, My Documents, Resources, Internship Positions, Employers, Events, and Calendar. Below the navigation, there is a search bar and a 'Log Out' button. The main content area is titled 'job postings' and includes a search filter, a 'View Printable Job List' button, and sorting options. Two job listings are visible:

- 1. Analyst**
 Application Deadline: March 25, 2015
 EMPLOYER: Whale Path, Inc
 LOCATION: nationwide, United States
 Posted: February 19, 2015
 POSITION TYPE: ID 320
 Description: - Conducting industry research to assess trends and identify potential changes in secular growth rates. - Conducting company fundamental research within specified sector, primarily within technology sector. - Sourcing data and conducting in-depth data analyses ... [More](#)
- 2. Data Analyst**
 Application Deadline: March 25, 2015
 EMPLOYER: Whale Path, Inc
 LOCATION: nationwide, United States
 Posted: February 19, 2015
 POSITION TYPE: ID 319
 Description: - Conducting industry research to assess trends and identify potential changes in secular growth rates. - Conducting company

Appendix 2: Placement

1. Click on My Profile.



2. Click on Employment.

The screenshot shows the 'My Profile' page for a student at American University of Sharjah. The 'Employment' tab is selected and highlighted with a red box. The page displays a 'Student Information' form with the following fields and values:

- Student ID: g00044271
- Full name*: Enter your full name. (Field contains asterisks)
- First Name: (Field contains asterisks)
- Last Name: (Field contains asterisks)
- Email*: g00044271@aus.edu
- Mobile Phone*: 050*****
- Permanent Address: Address (Field contains asterisks)

The 'COMPLETION STATUS' sidebar on the right indicates the following sections are completed:

- Personal Information: Full name, First Name, Last Name, Mobile Phone
- Permanent Address: Address, Country, Birth date
- Academic Information
- Privacy
- Documents: 0 documents uploaded

3. Click on Add New.

The screenshot shows the 'Employment' section of the 'My Profile' page. A yellow banner at the top of the section displays the message: "No records found." Below this banner, the "+ Add New" button is highlighted with a red box. The page also shows the 'Personal', 'Academic', 'Privacy', and 'Password/Preferences' tabs.

4. Fill in your internship employment details.

The screenshot shows the 'Employment' section of a user profile on the AUS Career Coach Services website. The navigation menu at the top includes Home, My Profile, My Documents, Resources, Internship Positions, Employers, Events, and Calendar. The 'Employment' tab is currently selected. The form contains the following fields:

- Placement Type*:** A dropdown menu.
- Employer*:** A text input field.
- Supervisor*:** A dropdown menu with the placeholder text "[first pick an employer]".
- City*:** A text input field.
- Job Title*:** A text input field.
- Internship Semester*:** A dropdown menu.
- Start Date*:** A date picker with "Select" and "Clear" buttons.
- End Date*:** A date picker with "Select" and "Clear" buttons.
- Working Days*:** A section with the instruction "Select the days of the week you will be working" and checkboxes for "Sunday" and "Monday".

Buttons for "Submit" and "Cancel" are located at the top left of the form area. A note on the right states "* indicates a required field".

Appendix 3: Internship Agreement

Please print the following on your company letterhead, sign and give it to the student for submission.

Date:

**American University of Sharjah
School of Business Administration
Internship Agreement**

(Name of Company) has agreed to provide an internship for (Name of Student, Student ID Number) for a period of (number of working hours), beginning on (start date of internship) until (end date of internship).

The objective of the internship is to supplement the intern’s general theoretical knowledge that has been gained through academic course work with a practical work experience. The internship objective will be achieved by the intern’s performing the following duties. (Please list 4 or 5 key activities in which you will involve the intern.)

- 1.
- 2.
- 3.
- 4.
- 5.

(Attach additional sheets of paper for more duties, if necessary.)

Upon completion of the internship the student will submit a paper to the university summarizing his or her duties during the internship and how the knowledge they gained can be applied to their future career.

Print Internship Supervisor’s Name

Supervisor’s Job Title

Print Internship Supervisor’s Email

Supervisor’s Phone Number

Supervisor’s Signature

Student’s Signature

Appendix 4: Uploading Documents to SBA Career Coach

1. Click on My Documents.

My Documents

2. Click on Add New.

The screenshot displays the AUS Career Coach interface. At the top, the AUS logo and 'American University of Sharjah' are visible, along with 'SCHOOL OF BUSINESS ADMINISTRATION' and 'School of Business Administration Career Coach Services'. A navigation menu includes 'Home', 'My Profile', 'My Documents', 'Resources', 'Internship Positions', 'Employers', 'Events', and 'Calendar'. The 'My Documents' section is active, showing a breadcrumb trail 'Home > My Documents > Documents', a search bar, and a 'Log Out' button. Below the navigation, there are tabs for 'Documents' and 'CV Builder'. A message states 'To view PDF files, you may need Adobe Acrobat Reader.' Below that, a yellow warning box says 'No records found.' A red box highlights the '+ Add New' button. At the bottom, it says 'Career Services Management System' and provides links for 'Privacy Policy' and 'Terms of Use'.

3. Choose the document you wish to upload. Choose the correct Document Type.

Appendix 5: Sample Journal Entry

Week 2: Sunday, August 10, 2014

This week, the project began to take off, but not immediately. Since it was the closing of the month and most employees were busy, having little time to help explain some issues to me, I faced frustration. The project I was working on was given to me on a creativity basis, with no specific instructions. As I was still relatively new to the company and being expected to understand files over 20 MB on my own with no help proved a little challenging. I tried asking around for help, however, it was a pretty busy week for the company.

I began comparing the NRR system report with the manually updated stock file. The stock file basically had information relating to each market Unilever shipped products to, such as:

- 1) How much stock on hand each market had
- 2) How much stock was available in the RDC (warehouses)
- 3) What the week cover for each market was presently as opposed to how much it should be
- 4) How much needs to be shipped out for the week
- 5) Truck load builder

All this information is updated DAILY, every morning, by a Customer Service Officer. Obviously, this proves very tedious, which is why they are hoping the APO system will begin to work to help eliminate these tasks.

I have never been more thankful to Mr. Alaa Hamade for his BIS 101 class. The challenging part is to identify any discrepancies between the manual file would suggest and the system would suggest, and understand where the discrepancies are coming from. It was like a riddle that needed fixing. I cannot say it was not challenging but I definitely enjoyed it. It is, however, a little time and energy consuming. As a result, I discussed with my manager perhaps a new method of carrying out the same exercise but in a different approach. We will begin during next week. Hopefully results will begin to flood in.

Learning Outcome: Working without organization is almost like working in chaos. I have learned to organize my tasks in order to reach the final result. I also learned many new ways, using Excel, to make raw report data molded into more desirable information. Time management and organization are key. You do not always have the luxury of time, and hence fast decision making is needed.

Appendix 6: Student Evaluation

1. Click on Employment.

The screenshot shows the 'profile' page of the American University of Sharjah (AUS) Career Coach Services. The navigation menu includes Home, My Profile, My Documents, Resources, Internship Positions, Employers, Events, and Calendar. The 'My Profile' section is active, and the 'Employment' tab is highlighted with a red box. The page displays 'Student Information' with fields for Student ID (g00044271), Full name, First Name, Last Name, Email (g00044271@aus.edu), Mobile Phone (050*****), and Permanent Address. A 'COMPLETION STATUS' sidebar on the right shows that Personal Information, Permanent Address, and Academic Information are complete, while Privacy and Documents are not. The 'Documents' section shows '0 documents uploaded'.

2. Click on Edit Evaluation.

The screenshot shows the 'Employment' tab of the AUS student profile page. The navigation menu includes Home, My Profile, My Documents, Resources, Internships, Employers, Events, and Calendar. The 'Employment' tab is active and highlighted with a red box. The page displays a list of items, with 'Alaa Test' listed as an 'INTERNSHIP' from 'March 20, 2013 - March 20, 2013'. Below the item name, there is an 'Edit' button with an 'Edit Evaluation' link highlighted in a red box. The page also shows 'Items 1-1 of 1' and 'SHOW 20 per page'.

3. Fill in the evaluation form.

The screenshot shows the 'profile' page in the AUS system. The header includes the AUS logo and 'American University of Sharjah | SCHOOL OF BUSINESS AND MANAGEMENT'. The navigation menu contains: Home, My Profile, My Documents, Resources, Internships, Employers, Events, Calendar. The user is logged in as 'My Account' and can click 'Log Out'. The breadcrumb trail is 'Home > My Profile > Employment > profile'. There is a search bar and a 'Submit' button with a 'Cancel' option. A note says '* indicates a required field'.

Administrative Info

Student:	Alaa Hamade
Employer:	Alaa Test
Supervisor*:	Alaa Hamade
Start Date*:	March 20, 2013
End Date*:	March 20, 2013
Semester/Quarter*:	Summer 1

Student's Evaluation of the Experience

Overall Experience Rating*

Was the program well planned and delivered for you a benefit from this experience?*: yes no

Did you waste a lot of time before you were given purposeful work?*: yes no

Do you feel that your internship experience was meaningful in a general: yes no

Appendix 7: Sample Cover Letter

Mr. Ali Mohamed
Executive Director
Gulf Gonkulator, LLC
King Faisal Street
Sharjah, UAE

September 5, 2015

Dear Mr. Mohamed,

Would your organization please consider allowing me to perform my six-week (240 hour) internship there this coming term? The internship is a requirement for my major within the School of Business Administration at American University of Sharjah, and I have attached a description of what is expected of me and also what is expected of a potential employer.

My C.V. is attached, and I can provide letters of reference from my professors should you wish further background on my abilities and qualifications.

Thank you for your consideration; I can be reached via email at g00066666@aus.edu.

Sincerely,

Sahar Smith
School of Business Administration
American University of Sharjah
PO Box 26666
Sharjah, UAE

Appendix 8: Letter of Appreciation

Mr. Ali Mohamed
Executive Director
Gulf Gonculator, LLC
King Faisal Street
Sharjah, UAE

September 5, 2015

Dear Mr. Mohamed,

I would like to thank you for taking me as an intern in your company for six weeks. I learned a great deal from working with the highly professional and supportive employees of your company. It really helped me to put some of my academic work into practice.

I sincerely hope that I contributed to your organization during the time I was there.

Sincerely,

Sahar Smith
School of Business Administration
American University of Sharjah
PO Box 26666
Sharjah, UAE