

UNIVERSITY OF MASSACHUSETTS DARTMOUTH
Charlton College of Business
Summer 2019

COURSE: Internship for Operations Management (POM 399)

PREREQUISITES: At least Junior standing, CCB student, minimum 2.5 GPA, approved internship employer and approval from Internship Director

PROFESSOR: Uday K Jha, Department of Decision & Information Sciences
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Course Description: This course is designed to help you get the most from your internship. It will provide opportunities to gain valuable insight into actual business operations and to apply your academic experiences to real world situations. This course allows you to explore career opportunities while developing your business skills and knowledge. A minimum of 135 hours will be spent in the field performing the internship duties under the guidance of a supervisor from an approved internship employer.

Course Objectives: A primary objective of this course is to apply classroom learning to business situations in a guided work experience.

Student will specifically learn about:

Responsibilities that come with a professional job.

1. Career opportunities and the skills and knowledge needed in those fields.
2. Practical application of business theories and concepts.
3. Issues related to the workplace including ethics, operational policies and procedures, organizational structures.
4. Personal development including how to become an effective professional.

Class Policies

- Online assignments must be submitted on time.
- Assignments will be evaluated both on content and presentation. This includes the absence of spelling and grammatical errors, and adhering to the required format.
- You are required to participate in online discussions and contribute at least the minimum comments (as specified in each discussion assignment) and reply to messages directed to you. A dialog between student interns is important.
- You are required to read all articles and watch all online videos that are on the myCourses.
- Work through the course in the order of the folders (they are numbered). Please read the supporting articles and watch the related videos.

EVALUATION POLICY AND SPECIAL INSTRUCTIONS ON ASSIGNMENTS:

Breakdown of Grades:

Assignment	Weight (%)
Work journal	10
Goal Setting	5
Business etiquette	5
Job description	5
What Your Internship Provider Expects	5
Time management	5
Networking	5
Quizzes	20
Final paper	40
Total	100

Work journals

You will be required to file work journals with me on various dates throughout the semester. These are simply a short report of the hours that you worked and a description of the work you're performed and the training you received. For example, if the relevant period of work was 2/4/19 – 2/8/19, you would list each date you worked, the hours you worked (i.e. 1:30 pm – 5:00 pm) and a sentence or two to describe what you did on the job.

Example:

Period: 2/4/19 – 2/8/19

2/4/19 1:30 pm – 5:00 pm

I spent the first hour in a training session entitled: "How to Handle Irate Customers" then spent the remaining time handling customer service calls.

2/5/19 2:00 pm – 5:30 pm

The first 2.5 hours of my work day involved a tour of the Taunton warehouse. The last part of the day involved job shadowing of the inventory control manager.

Etc.

Work journals will be due on the Sunday night at the end of the week, and should be submitted before 11:59 pm.

Final Paper (Minimum of 10 pages)

Your paper should be an evaluation of the internship experience. What did you learn about yourself? What skills, knowledge, and abilities did you acquire? What did you learn about the organization? Did you accomplish your goals? Why or why not?

Discuss your suggestions for improvement of the business enterprise. What products or processes should be considered to help your employer take advantage of business

opportunities, better meet customer demand, etc...? This section will demand you do some research on the best practices of other companies. In other words, it will not suffice for you to say... "Company ABC should institute a six-sigma quality improvement program." You will need to explain what that is, how it has helped other companies, and why it would work for your employer. You should have a minimum of 2 or 3 significant suggestions for improvement. Make sure this paper it is highly professional.

Here is a possible outline:

Description of Internship

- Internship Goals
- Goal Achievement
- Type of Training You Received
- Typical Day on the Job
- What I Learned About Myself
- What I Learned About the Organization
- Skills, Knowledge and Abilities Acquired
- Suggestions Regarding Company Improvements
- Recommend Experience to Others?
- Where This Will Lead

Caveat: Your final grade could be significantly impacted by the feedback received from your internship supervisor. Your supervisor will complete a performance review and will provide the professor with that feedback.

Schedule

Please refer to due dates document in the myCourses site. There is a document called: Internship Course Due Dates Summer 2018 which you should print out and use to keep track of deliverables for this course.

Confirmation of Hours and Evaluation

The letter than confirms the hours worked and the supervisor evaluation are due by the end of the semester (check schedule on myCourses.) Those documents should be downloaded by the student (from myCourses) and presented to the supervisor. It is the student's responsibility to follow-up and assure that these documents are submitted to the instructor in a timely manner. A final grade will not be submitted until the hours confirmation letter and evaluation have been received and reviewed by the instructor.

Required Book

Please acquire a copy of Business Internships by Michael P. Griffin. It is available in paperback for \$15.99 or a PDF version for \$5.99 from Lulu.com. The link to Lulu is:

http://www.lulu.com/product/paperback/business-internships/16453757?productTrackingContext=search_results/search_shelf/center/1

PLEASE NOTE: You will not be issued a final grade until the confirmation letter of your hours and your completed supervisor evaluation (signed and dated by your internship supervisor) are received by the professor. Please plan accordingly.