**School of Business Administration**

**INT 4301 – Internship (for SBA students)**

**Course Syllabus:**

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| **Course Title** | Internship (for SBA students) | **Pre-requisites** | GBU 3203, ENG 2302, ACC 3201; must be done in summer semester prior to the student’s graduation semester in fall, spring or summer |
| **Course Code** | INT 4301 | **Credit** | 3 hours |
| **Coordinator** | Mustafa Ettoualy | **Office** | Building 11, Room 103 |
| **Contact Details** | Email: m.ettoualy@aui.ma  Phone: 05 35 86 23 79 | | |

1. **Course Description**

INT 4301 allows the School of Business Administration students to gain practical experience in the workplace before receiving their undergraduate degrees. More specifically, it consists of training in a public or private sector agency or business to be completed in the summer semester. The student (with the help of the SBA) identifies an organization interested in hiring her/him as a full-time intern for an 8 week period (minimum required). The SBA internship program supervises the students and awards academic credit upon successful completion of all the required assignments.

1. **Course ILOs**

Upon successful completion of the internship, you should be able to:

1. Communicate a practical understanding of how a business actually operates
2. Demonstrate the ability to integrate and apply theoretical knowledge and skills developed in various courses to real-world situations in a business organization
3. Exhibit the ability to effectively work in a professional environment and demonstrate work ethic and commitment in a work-based environment
4. Demonstrate the ability to successfully complete internship assignments.
5. Reflect on personal and professional development needs and set strategic goals for advancing along an intended career path
6. Communicate effectively in a professional environment in both French and English, orally and in writing.
7. **Class Schedule**

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| **Due Date** | **Deliverable** |
| Before starting the internship | Check the internship website: <http://www.aui.ma/en/sba/internship.html> to find the appropriate form (internship agreement) to fill for your internship.  You need to submit the internship agreement completely filled, dully signed by you and the company. The company’s stamp must clearly appear on the company’s signature. |
| Last day of the third week of internship | Submit the first progress report by email to [your](mailto:SBA_INT4300@aui.ma) academic supervisor  Your business problem must be clearly stated.  The Academic supervisors have until the last day of the fourth week to communicate their feedback on the first progress report to their supervisees and approve or disapprove the project. |
| Last day of the seventh week of internship | Submit the second progress report by email to your academic supervisor.  Academic supervisors give their feedback on the last progress report by the end of the eighth week. |
| End of Internship | Students need to make sure the internship coordinator receives the employers’ evaluations. |
| End of 2nd full week of the Fall 2017 | Internship reports in English and French are due. Students need to upload soft copies through Jenzabar. |
| End of September | Academic supervisors submit their feedback on the English report to the students on Jenzabar. No grades should be assigned at this point. |
| First week of October | Students perform the required modifications by his/her academic supervisor. He/she needs to upload the final English report version on the portal by the end of the week after he/she receives the academic supervisor’s feedback. |
| Second week of October | Academic Supervisors submit the grade based on the final English report version submitted by the student. The deadline for academic supervisors to submit the reports’ grades is the second week of October. |
| Fourth week of October | Internship presentations start. |
| After the end of the internship presentation | Students need to submit a CD with the internship French and English Reports, CVs in French and English and the internship Presentation |

1. **Requirements**

The internship work schedule is to be determined between you and your supervisor at the company to complete a minimum of 8 continuous weeks on the job during the period of enrollment. Since you are interning for academic credit, no remuneration is required; however, supervising offices may, at their sole discretion, elect to provide stipends, paid parking, mileage reimbursement or paid employment. You shall observe all standards of legal ethics and confidentiality and comply with all office policies.

1. **Course Grading and Evaluation**

Project (final report in English) 30%

Presentation 20%

Progress reports 20%

Employer’s evaluation (at the company) 20%

Meeting deadlines and responsiveness 10%

**Project (30%)**

You must choose a problematic for your project. The problematic must be relevant to the organization where you are work and your studies. Specific projects proposed by the employer can also be considered for approval by the academic supervisor. Care must be taken in order to protect the confidentiality of the organization. It is your responsibility to obtain permission from your employer before attaching any company documents to your report. You must respect your company’s rules and policies.

Your English report should consist of two parts:

***Part I*** of the report should include a description of:

* The business environment,
* The sector where it operates (agriculture, transportation, IT …)
* The company’s
  + mission and values,
  + business activities
  + the size (annual sales, profit, revenue …)

***Part II*** of the report should be completed with inputs from your employer and academic supervisor:

* Identify a business problem or issue relevant to the employer’s business, the employer’s industry, or the Moroccan business environment.
* Find the appropriate methodology to analyze the business problem. The presentation of the methodology consists of two parts: 1) the data and 2) the methods implemented to conduct your analysis of the data. The presentation of the data should include a description of the data collection process and of the data. The data description should be based on the use of tables, charts, or descriptive statistics. The presentation of your analytical methods should clearly show, step by step, the way you want to analyze the data. An entire section of your methodology should be devoted to a presentation of the analytical instruments that you want to use in order to conduct your analysis (e.g. statistics, SWOT analysis).
* Use the above methodology to analyze the business problem/issue/opportunity with the aim of examining its impact on the employer’s business. The analysis should lead to a set of results. These results should be interpreted (what do they mean?) and discussed in the light of their usefulness for and applicability by the firm, keeping in mind the firm’s constraints.
* Based on your results and the discussion that you conducted in the previous step, propose recommendations and/or solutions to the problem. The objective here is not to come up with recommendations merely, but propose a strategy that is likely to be feasible and helpful to the firm. You should write this part with a high sense of pragmatism.

While the second part of your project report should be developed with input from your internship employer and academic supervisor, it is important that it reflects your own intellectual contributions. In fact your report and presentation grades will be based on your intellectual creativity as well.

The report should be formatted in APA style, with references and citations, if appropriate. **All documents, tables, charts, etc. that you borrow from the firm or other sources and include in your report should be referenced**

Also a French version of the report should be submitted. The French internship report should meet the following guidelines in terms of both format and content. Your report should be typed, clearly and well structured, and free from typos. It should include the following sections:

* an acknowledgement note,
* an outline,
* an introduction,
* the body of the text,
* a conclusion,
* references, and
* Appendices (if any).

In the body of the text you should include at least the following sections:

* a description of the firm where you are doing your internship (location, history, related industry, size, organization),
* a description of the department where you are doing your internship (role, organization, size, people in charge),
* a presentation of your mission during the internship (objectives of your internship, tasks you did, resources you used, obstacles you encountered, solutions you found, what you gained out of your internship)

The above description represents the minimum required. It is also important to note that your report should contain original work and ideas. A substantial part of the grade will be devoted to the originality of your report.

**Presentation (20%)**

In fall 2017 semester, students are required to make a presentation of their project in English to a committee consisting primarily of SBA faculty. The presentation should reflect the content of your report. Be prepared to answer any question about the choice of your business problem and methodology, the interpretation and discussion of your results and the feasibility of the recommendations that you propose.

**Progress Reports (20%)**

Your portfolio consists of two progress reports. The reports are to be submitted in English only. The purpose of the progress reports is two-fold: 1) they serve as a record of your activities at work along with observations and analysis of the workplace; 2) they reflect your contribution to solving a business problem. Because of their second objective, your progress reports serve as a basis for drafting your project report. Thus, through your reports you will provide your internship academic supervisor with information about the different components of your project report. In return you will receive feedback that you will be expected to incorporate in the final draft of your project report. Each report must contain information about your name, the name of the firm and the number of the progress report (one, two). Make sure you take the time to proof read your reports before submission. Low quality and unprofessional reports will certainly affect your grade. These reports will be graded based on content, organization, grammar and neatness. These progress reports are to be delivered via email to your internship academic supervisor on the due date (See the table below). **Also a template of the progress reports are attached to the syllabus. Do not modify its formatting use it as it is**

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| **Progress report** | **Due date** | **Description** |
| **1st progress report** | **end of the 3rd week** | Company overview  Personal objectives (What do you expect to learn and why?)  State your business problem  Clear description of the methodology used to analyze the business problem and the reason behind choosing that specific methodology  From where you will obtain the data to analyze the problem. |
| **2nd progress report** | **end of the**  **7th week** | Results  Analysis and interpretation of the findings  Recommendations  The constraints and difficulties you faced in the company  Discuss whether you have achieved the goals you set and make some general recommendations to the organization. |

**Employer’s Evaluation (20%)**

There are two components in your employer’s evaluation: the work done during the internship and an internship report. They represent 60 and 40 percent respectively of your employer’s evaluation (which accounts for 20 percent of the final internship grade)

The work done during the internship is evaluated according to the following criteria:

- The quality of your work

- Your skill level at the beginning of your internship and your ability to learn new skills

- Your oral and written communication skills,

- Your ability to follow instructions,

- Your attitude, and

- Your overall performance

During the last week of your internship, ask your employer to complete the evaluation form assessing the quality of your daily work and your report. In the internship agreement, your employer agrees to fill your evaluation form after s/he receives your internship report. Filling the evaluation form before receipt of your internship report may affect your grade. It is also very important to have the evaluation form filled out by your employer before you leave the company. Any failure to submit the employer’s evaluation form on the due date (last day of your internship) may result in failing the course.

**Meeting Deadlines & Responsiveness (10%)**

You will also be evaluated based on how well you meet your deadlines for assignments. Additionally, your responsiveness to your internship academic supervisor and to the SBA Internship Coordinator will be evaluated and graded. The responsiveness grade is a simple average of two responsiveness grades given by the academic supervisor and the internship coordinator.

**Late work:** If you miss the deadline for any submission, your internship final grade will be dropped by 5% for each day your submission is late. It is your responsibility to check your email regularly for any announcements.

1. **Grading Scale**

To pass the course, you must earn at least 70% of the total possible points. The official grades in this course are:

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| A+ 97%-100% | B+ 87%-89% | C+ 77%-79% | D+ 67%-69% |
| A 93%-96% | B 83%-86% | C 73%-76% | D 60%-66% |
| A- 90%-92% | B- 80%-82% | C- 70%-72% | F < 60% |

1. **Cheating and Plagiarism**

An internship session will be opened for you to check any referencing mistake or citation forgotten before you submit your internship first draft to your academic supervisor. The login details to your turnitin class will be communicated by the internship coordinator by the beginning of each semester to check your reports.

The words and ideas of authors and others must be properly referenced. Cheating of any kind, including plagiarism and outsourcing your assignments is NOT tolerated and will result in a Fail (F) for the entire course.

1. **Course Policies**

Lateness, absenteeism, and/or general disciplinary problems will not be tolerated and can result in the failure of the internship course.

1. **Email Protocol**

In order to avoid any communication problems when submitting your deliverables, always cc the following email address: [**SBA\_INT4300@aui.ma**](mailto:SBA_INT4300@aui.ma). This will guaranty the traceability of the documents you submit.

1. **Expectations for Student Performance**

* Demonstrate commitment and dedication to an employer and treat work as first priority.
* Be punctual (including notification of employer when absence or tardiness is *necessary*), dependable and perform in a professional manner.
* Communicate regularly and effectively with team/co-workers, academic supervisor and employer to ensure timely and accurate completion of work and to establish good human relationships.
* Make sure that your academic supervisor has all pertinent information regarding the employer.
* Regularly read and respond to correspondence by email.
* Communicate promptly with the academic supervisor by phone or email any questions or problems that you have.
* Respect the work rules and code of conduct of your employer and the academic code of ethics set out in the AUI Student Handbook.

1. **Responsibilities of Academic Supervisor:**

* Assist the student in identifying a suitable project
* Approve the final internship project
* Respond to requests from students for assistance in facilitating the internship experience
* Monitor student progress and give feedback on a timely manner
* Evaluate the student’s internship progress reports and final report
* Serve on the committee of the student’s oral defense of the internship project
* Handle plagiarism cases detected for the internship
* Manage student feedback through the portal

**NB: This syllabus can be subject to change**

**STUDENT NAME**

**COMPANY NAME**

**First Progress Report**

1. **Overview of the company**

This part should include a description of the company, the company’s structure, the role of your department, objectives of the organization in general. This part intends to inform your supervisor about the company and department where you are working.

1. **Personal objectives**

The student needs to state his/her personal objectives from the internship. Meaning that the student needs to formulate what he/she plans to do?

1. **State the Business Problem**

This part includes a clear description of your business problem or issue relevant to the employer’s business, the employer’s industry, or the Moroccan business environment**.**

1. **Methodology and Data**

This part includes a clear description of the methodology, data the student will use to analyze the business problem, and the reason behind choosing that specific methodology. An entire section of your methodology should be devoted to a presentation of the analytical instruments that you want to use in order to conduct your analysis (e.g. statistics, SWOT analysis …)

If the student is using data to analyze the business problem, he/she needs to clearly describe it and indicate its source. The data description should be based on the use of tables, charts, or descriptive statistics. The presentation of your analytical methods should clearly show, step by step, the way you followed to analyze the data.

NB: If the first progress report is 3 pages long, dedicate one page to *Company Description* and the *Personal Objectives* and the two others to state the *Business Problem*, the *Methodology*, and *Data*. This first progress report is meant to inform your supervisor about where you are working and the business problem you are solving as well as the methods you plan to adopt to solve it.

**STUDENT NAME**

**COMPANY NAME**

**Second Progress Report**

1. **Results Analysis**

The student needs to present an analysis of the results he/she obtained using the methodology stated in the first progress report. These results should be interpreted (what do they mean?) and discussed in light of their usefulness for and applicability by the company and its impact on the business

1. **Conclusion**

Present the conclusions you obtained from the previous analysis of the results and their interpretation.

1. **Recommendation**

The part related to the recommendations should include suggestions to solve the business problem. The student should suggest a strategy that can be likely feasible to be implemented by the firm to solve the problem. The student need to keep in mind the constraints that the firm may experience when implementing the recommendations

1. **Difficulties and Personal Objectives**

The student should present the constraints and difficulty he/she faced in the company while doing his/her internship. This part should state whether the student achieved the personal objectives stated in the first progress report.

NB: If the second progress report is 3 pages long, dedicate two pages and a half to the Result Analysis, Conclusion and Recommendation and half a page to the Difficulties and Personal Objectives. This second progress report is meant to present to your supervisor the result of your work on the business problem and the difficulties you may have faced while working on the business problem and doing your internship.