



Health Promotion Internship Policies & Procedures Manual

Department of Health, Kinesiology, and Recreation

Internship Requirements

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Dear students

It is with great pleasure that I welcome you to your health promotion internship. The purpose of the internship is to “apply professional competencies in community health and EMS”. During your internship, student will “obtain experience, as proctored by an approved internship supervisor”.

The internship allows students the opportunity to apply theories from the classroom into real world public health agencies.

Many students are anxious about the internship process. They report not knowing where to start or where to look for internships. Some students procrastinate finding an internship until a few weeks before the semester begins, thus delaying the approval and the completion process. Tip of the day: Start early! It’s never too early to start thinking about where you want to do your internship. It may be too early to apply, but it is always better to plan it out, set deadlines, and prepare yourself for the internship so can look forward to your future: graduation, employment, and or graduate school.

This manual will give you step-by-step guidance throughout the entire internship process. This is your ‘textbook’; you should print it out and take it to the internship with you. Should questions arise, first check the manual! If you want to secure a top grade in the internship, follow the steps in this manual and be your best professional self.

Please consider this internship your first job in health promotion or EMS, work hard, be impressive, and always go the extra mile. I am excited to be a part of the success you will experience when you fully engage and commit to your internship. Good luck!!

Sincerely,

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Section 1.1

Welcome

Department internship Vision

Within the health promotion and education, students receive a comprehensive knowledge through in-class instruction by the department faculties in both community health and emergency medical services. With the classroom-based instruction, students may have the opportunity to gain hands-on experiences through an internship, which together, can give them the skills and competencies they will need to work in any health field.

Participating in an internship, students learn to apply academic learning to real world situations, perform tasks and work related to his/her career interests, receive supervision and training in a mentoring relationship, and explore the possibility of permanent employment in health or continue their education in graduate school. For many students, the internship experience will be their first contact to working with health agencies, with the goal to bridge the gap between what is learned in the classroom (theory) and health practice (application).

The Health Promotion and Education program is committed to helping students have the best internship experience possible. This experience is intended to be a partnership between the student, the community health and EMS agency supervisor, the department internship coordinator (Esther Narkie Okang), and the faculty and staff in Health Promotion and Education in addition to University Career Office support.

The expectation is that students perform in the internship at the highest professional level, take the internship seriously, and be the best representative of themselves, the Department, and the University so the relationship can be maintained for future interns.

Department Internship Purpose

The purpose of our internship program is to help our students apply health promotion competencies and EMS competencies within their prospective fields of study. Throughout the internship, students will obtain experience to build up their resume.

Our program is **not** an internship placement program. The student is responsible for securing his or her own internship. The Department Internship Coordinator is available to provide resources and guidance during the internship process.

Students have the opportunity to brainstorm internship options based on professional and academic goals, refine their resume and applications, apply and interview for several

opportunities, and ultimately accept an internship based on individual educational and professional goals and aspirations.

The internship is an on-the-job cooperative educational training program. This experience will be a partnership between you, your agency supervisor for the internship, and the Health Promotion and Education Program at the University of Utah.

Through your participation in an internship, you will:

- Have opportunities to apply your academic learning to “real world” situations while furthering your interpersonal and professional skills.
- Learn from industry professionals through supervision, training, and mentorship.
- Gain an understanding and appreciation of the roles, duties, and responsibilities of professionals in the health and EMS fields.
- Observe and participate in planning, implementation, and evaluation of programs within health-related organizations.
- Perform meaningful work related to your career interests while clarifying your professional strengths, interests, and opportunities for improvement.

You will likely learn about yourself through this experience as you gain insight into what you enjoy most (and least) about working in this field. In the process, you will expand your professional network and add professional experience to your resume. And last, but certainly not least, many of you will find this to be a fun and meaningful experience to apply your education while making a difference in your community.

Section 1.2

Criteria

Internship Criteria

All internships approved for academic credit must meet the following criteria:

1. Completion of all emphasis required prerequisite courses with a C- or greater (no concurrent enrollment, no exceptions). Students who receive a D+ grade or lower must re-take the prerequisite course prior to starting the internship.
2. Read this packet in its entirety to understand all deadlines and course requirements. Understand the responsibilities that you have to the University, and that the University has to you, as described in Appendix C: Responsibilities of Interested Parties.
3. Attend a mandatory orientation meeting for HEDU 5990. Orientations will be offered at the beginning of fall, spring and summer semesters. Dates and times will be assigned by the coordinator during each semester.
4. Meet with the Internship Coordinator for feedback about the internship sites you are interested in pursuing; this may also be discussed via e-mail. Please see Appendix A for tips on finding an internship site.
5. Find and secure an internship. The Agency Supervisor overseeing your internship should have a college degree (minimum of a Bachelor's Degree), and at least two years of experience in the field. If you have questions about special circumstances, contact the Internship Coordinator.
6. Read and understand the responsibilities you have to the agency, and that the agency has to you. See Appendix C: Responsibilities of Interested Parties.
7. Enter into an agreement with your Agency Supervisor by completing Forms A1 and A2 from this packet. There may be other formal agreements required by the agency that you will be responsible for; this varies among the agencies. Then, submit forms A1 and A2 to the Internship Coordinator for review and approval. **You must have both of these forms approved before you begin your internship hours.**
8. Once your internship is approved, work with your Agency Supervisor to complete Form B (internship objectives). Submit this form to the Internship Coordinator for feedback **one week** of starting your internship.

9. Spend a minimum of 35 hours at your internship for each credit hour you earn; this is a minimum of 200 hours for the Community Health emphasis. The Internship Coordinator may, if believed necessary, require additional time. Your schedule and timeframe for completing these hours will be arranged between you and your Agency Supervisor. For a more beneficial experience, it is recommended that you work 15-20 hours a week at your internship.
10. Submit forms and assignments on time. Some forms (e.g., quarterly reports and mid-term evaluations) are due during your internship. Do not wait until the end of your internship to submit these. **Please the schedule of due dates. Points will be deducted if you do not turn in your paperwork on time.**
11. Complete an internship **notebook** as your final project for HEDU 5990. Instructions are included in this packet.
12. Attend a post-internship presentation in Health Promotion and Education and give a 3-5 minute presentation about your internship experience. This will take place at the end of each semester. If you plan to complete your internship mid-semester and will not be available at the end, contact the Internship Coordinator to make special arrangements. Dates and times will be assigned during each semester.
13. Pay all tuition and fees assessed by the University. In addition to the tuition charges, you are expected to bear the cost of transportation to the internship site and any materials required by the Internship Coordinator or Agency Supervisor.

Please contact the Internship Coordinator to discuss your progress and any concerns that arise. You may communicate through e-mail, or schedule a meeting. You are also encouraged to share your success stories!

Section 1.3

Credits/Hours

Internship Credits & Hours

1 credit of internship = 35 hours of internship work

Community Health students = 6 credits required, 200 hours

Emergency Medical Services Students = 3 credits required, 100 hours

In order for internship hours to be counted toward the Health Promotion and Education major, students must be registered for the appropriate section. Students planning doing International internships through the Hinckley Center would have to sign-up for additional credits through the center as well. *No retroactive credit for previous internship experience can be given. No exceptions!!!

Section 2.1

Emphasis Specific Competencies

Community Health

7 Areas of Responsibility for Health Educators

1. Assess individual and community needs for health education
2. Plan health education strategies, interventions and programs
3. Implement health education strategies, interventions and programs
4. Conduct evaluation and research related to health education
5. Administer health education strategies, interventions and programs
6. Serve as a health education resource person
7. Communicate and advocate for health and health education

Source: National Commission for Health Education Credentialing, Inc.

<https://www.nchec.org/health-education-credentialing>

EMS Degree competencies and courses

- Governing bodies: NHTSA (EMS.gov) and Utah BEMSP
- Basis for course work comes from the EMS Education Agenda (NHTSA, 1996)

“Emergency Medical Services (EMS) of the future will be community-based health management that is fully integrated with the overall health care system. It will have the ability to identify and modify illness and injury risks, provide acute illness and injury care and follow-up, and contribute to treatment of chronic conditions and community health monitoring. This new entity will be developed from redistribution of existing health care resources and will be integrated with other health care providers and public health and public safety agencies. It will improve community health and result in a more appropriate use of acute health care resources. EMS will remain the public’s emergency

medical safety net.”

“EMS education emphasizes the integration of EMS within the overall health care system. In addition to acute emergency care, all EMS educational programs teach illness and injury prevention, risk modification, the treatment of chronic conditions, as well as community and public health. EMS education is of high quality and represents the intersection of the EMS professional and the formal educational system. The content of the education is based on National EMS Education Standards. There is significant flexibility to adapt to local needs and develop creative instructional programs. Programs are encouraged to excel beyond minimum educational quality standards. EMS education is based on sound educational principles and is broadly recognized as an achievement worthy of formal academic credit.”

- University of Utah EMS degree goal

To create competent EMS professionals

- University of Utah EMS degree objectives

At the end of the degree program the student will be able to:

care for the acutely sick and injured.

work in an integrated healthcare system within the community.

view EMS from a global perspective.

- The student must show cognitive and psychomotor competence in each of the follow*:

- | | |
|---------------------------------|--------------------------------|
| ▪ EMS Systems | systems |
| ▪ Research | ▪ Serving diverse special |
| ▪ Workforce safety and wellness | populations |
| ▪ Life span development | ▪ Public Health |
| ▪ Public health | ▪ Medical emergency management |
| ▪ Airway management | ▪ Shock management and |
| ▪ Respiration and artificial | resuscitation |
| ventilation | ▪ Trauma management |
| ▪ Patient assessment | ▪ EMS operations |
| ▪ Documentation and | |
| communication | |
| ▪ Medical Terminology | |
| ▪ Pharmacology | |
| ▪ Anatomy/physiology/pathophysi | |
| ology | |
| ▪ Ethical awareness | |
| ▪ Legal awareness | |
| ▪ Community education and | |
| behavior change theory | |
| ▪ Prevention education | |
| ▪ Knowledge of global EMS | |

*See document 811077a pages 11-55 for in-depth break down of how competencies are addressed in certification levels.

-Specialty track competencies:

Community Response -Paramedic

Meets paramedic depth of above competencies

EMS Management

Public speaking

Accounting fundamentals

Marketing

Public and health services administration

Wilderness Rescue/Remote Rescue

Search and rescue

Diverse rescue technician

Wilderness specific assessment and treatment to above listed competencies

Section 3.1

Emphasis Specific Prerequisites

Students must complete all prerequisites courses with a C- or greater. Prior to internship approval, the department internship coordinator will verify course completion and grades. If a student receives below a C-, the student is required to retake the course before they can begin their internship. No exception

Community Health

CORE CLASSES (Must be taken in sequence)	CREDITS	COURSE TITLE	SEMESTER OFFERED
1st year			
H EDU 4200 (Prereq: H EDU 1010, H EDU 3050, WRTG 2010 & Full Major Status in HPE)	3	Foundations of Health Education & Promotion	F
H EDU 4300 (Prereq: WRTG 2010, MATH 1040 OR MATH 1070 OR SOC 3112 OR FCS 3210 OR PSY 3000 & Full Major Status in HPE)	3	Introduction to Research and Assessment (QI)	F
H EDU 4210 (Prereq: H EDU 1010, H EDU 3050, WRTG 2010, MATH 1040 OR 1070 OR SOC 3112 OR FCS 3210 OR PSY 3000 & Full Major Status in HPE)	3	Program Planning I (CW)	F
H EDU 4220 (Prereq: 4210 AND & Full Major Status in HPE))	3	Program Planning II (QI)	S
H EDU 2200 (Prereq: H EDU 4650 OR BIOL 2420)	3	Health Assessment	S
H EDU 5160	3	Health Communication	S

Emergency Medical Services (EMS)

REQUIRED CORE CLASSES (must take all)	CREDITS	COURSE TITLE	SEMESTER OFFERED
H EDU 4295 (Prereq: HEDU 1010, H EDU 3050, WRTG 2010 & Full Major Status in HPE)	3	Foundations of EMS	F
H EDU 4300 (Prereq: WRTG 2010, MATH 1040 OR MATH 1070 OR SOC 3112 OR PSY 3000)	3	Introduction to Research and Assessment (QI)	F
H EDU 4950 (Prereq: HEDU 4295, H EDU 4300 & Full Major Status in HPE)	3	EMS Program Planning and Evaluation	S
H EDU 5990 (Prereq: HEDU 4950, and Full Major Status in HPE)	3	Internship	F, S, SU

Section 3.2

Mandatory Internship Meeting

Attendance at a one-hour group mandatory internship meeting is required for all students planning starting an internship during their enrolled semester. Mandatory internship meetings are held at the beginning of each semester (Fall, Spring and Summer Semesters). Multiple meetings with different days and times will be held. Students must attend this meeting before their internship. Meeting dates, times, and location will be sent to all students via email through the Department. Meetings will cover 4 areas: 1) Tips to finding an internship, 2) How to apply to an internship, 3) Steps to completing an internship and 4) Internship form explanation.

Attendance at the meeting will be recorded and documented. If a student is unable to attend, they must read the 4 covered areas in document form, read the Policy and Procedure manual in its entirety, email the department coordinator that these tasks have been completed, and sign and date a Statement of Internship Acknowledgement, which will be kept on file. The internship coordinator will not hold private appointments to individually go over what was covered in the meetings; students are responsible to read and retain that information.

Section 4

COURSE GRADE

All forms must be submitted to the Internship Coordinator at the designated time, as described on the “Due Dates & Checklist.” Points will be deducted for late work.

All paperwork **must be typed**; handwritten responses will **not be accepted** and will be considered late. The only exceptions are Forms A1, D, F and G, which may be handwritten.

Scanned forms should be sent right-side up; if images need to be rotated, please do so before attaching them. Cell phone photos of documents will not be accepted unless prior arrangements are made with the Internship Coordinator. Scanners are available on campus for student use, including at the Marriott Library Knowledge Commons.

Paperwork should be submitted on Canvas through the assignments tab. If you are not registered for HEDU 5990 during the semester you complete your internship, please e-mail the Internship Coordinator to gain access to the Canvas course.

Point values will be assigned as follows:

Mandatory Orientation Meeting	10
Form A1: Agency Agreement	10
Form A2: Job Description	5
Form B: Internship Objectives	10
Form C: Quarterly Reports and Narrative (4 reports @10pts each)	40
Form D: Midterm and Final Evaluation by Supervisor (2 @15 pts each)	30
Final Internship Notebook (includes Forms E & F)	150
Form G: Evaluation of Internship Coordinator	5
Create a LinkedIn Profile	10
Job Applicable to a Health Educator/EMS/Provider Student	20
Final Internship Presentation	20
Total Points	310

Grading Scale

A=94-100%, A-=90-93, B+=87-89, B=83-86, B-=80-82, C+=77-79, C=73-76, C-=70-72, D+=67-69, D=63-66, D-=60-62, E=59 and below

DEFINITION OF ROLES

Internship Coordinator: The Internship Coordinator for Health Promotion and Education at the University of Utah and course instructor for HEDU 5990.

Agency Supervisor: The person supervising the internship at the host agency or organization. This individual works with the student to agree on an internship and determine internship objectives; mentor and supervise the student during their internship; provide midterm and final performance evaluations; and sign the student's forms.

Program Director: The Director of Health Promotion and Education at the University of Utah.

DESCRIPTION OF FORMS

Form A1	Agreement between Agency Supervisor and student. Submit prior to beginning internship.
Form A2	Internship Job Description. Submit prior to beginning internship.
Form B	Internship Objectives. Submit to Internship Coordinator within one week of starting your internship work.
Form C	Quarterly Reports and Narratives (4 reports total) to summarize work experience and hours at the internship. Download the form from Canvas (available in Word and Excel). Must include supervisor's signature, dates, and hours worked. Due within one week of completing your internship hours each quarter.
Form D	Midterm and Final Evaluations by Agency Supervisor. Submit to Internship Coordinator with 2nd and 4th quarterly reports.
Form E	Evaluation of Internship Objective Accomplishments. Submit to Internship Coordinator along with your final notebook assignment.
Form F	Final Evaluation of Internship Experience by Student. Submit with the final notebook assignment. This will be kept on file for future reference.
Form G	Student's Evaluation of the Internship Coordinator. Submit to the Program Director at end of your internship.

DUE DATES & CHECKLIST

Before your internship:

- ☐ Attend the mandatory orientation meeting.
- ☐ Receive preliminary approval for your internship site.
- ☐ Submit Forms A1 and A2 to the Internship Coordinator for approval.
- ☐ Do your homework on the agency. Understand their mission and goals. Begin typing your responses to Section 1, "Agency Overview," in the final notebook assignment.

During your internship:

- ☐ Work with your Agency Supervisor to complete Form B.
- ☐ Submit Form B to the Internship Coordinator for feedback within one week of starting your internship work.
- ☐ Submit quarterly reports (Form C) within one week of completing your hours each quarter. These should be signed by your Agency Supervisor, and submitted to the Internship Coordinator according to the following schedule. Do not wait to submit all of your forms at once – these need to be turned in quarterly.
 - ☐ Quarterly Report 1 is due when you've completed a total of 50 hours. (Community Health)
 - ☐ Quarterly Report 1 is due when you've completed a total of 25 hours. (EMS)
 - ☐ Quarterly Report 2 is due when you've completed a total of 100 hours. Your mid-term evaluation (Form D) is also due at this time.
 - ☐ Quarterly Report 2 is due when you've completed a total of 50 hours. Your mid-term evaluation (Form D) is also due at this time.
 - ☐ Quarterly Report 3 is due when you've completed a total of 150 hours.
 - ☐ Quarterly Report 3 is due when you've completed a total of 75 hours.
 - ☐ Quarterly Report 4 is due when you've completed a total of 200 hours. Your final evaluation (Form D again) is also due at this time.
 - ☐ Quarterly Report 4 is due when you've completed a total of 100 hours. Your final evaluation (Form D again) is also due at this time.

- ___ Conduct two informational interviews. Instructions are provided in Appendix D. Type the interviewee's responses for inclusion in your final notebook assignment.
- ___ Contact the Internship Coordinator if you have questions or concerns about your internship. You are welcome to schedule meetings throughout the semester as needed.
- ___ Review the final internship notebook assignment requirements and gather needed materials and information throughout your internship experience.

After your internship:

- ___ Complete the internship notebook. The notebook is due on the last day of each semester's finals period (Spring: 05/02/2018; Summer: 8/03 /2018; Fall: 12/14/2018). If you miss this deadline, you will not receive a grade for HEDU 5990 until the semester in which your coursework is completed; this may impact your graduation date.
- ___ Attend a final-internship presentation with other HEDU 5990 students. Prepare a 3-5 minute overview of your internship experience to present to other students.
- ___ Save a copy your notebook after it has been turned in to use as a portfolio for future job searches. (Note: Your notebook will not be returned to you after it has been graded).

Internship Notebook (150 points)

The internship notebook is an important part of this course. The notebook is intended to help you learn about the agency you are interning with; meet people within the agency and learn about their work; and think critically about your internship experience to help you prepare for future opportunities within the field. In addition, the notebook's appendix will be a useful portfolio for you to take to interviews to showcase your professional abilities and accomplishments.

Some of the notebook assignments need to be completed during your internship, so you will want to plan ahead. The following outline describes the components that should be included in your final notebook, along with point values. Notebook quality will be factored into your grade.

Section 1: Agency Overview (10 points)

- A. **Agency Purpose.** Describe the agency's purpose, including their mission statement and goals. In other words, why does this agency exist?
- B. **Agency Structure.** Find out if the agency is run independently (e.g., private business) or if it is part of a larger organization (e.g., a chapter within a national organization). Then, list the positions within the department that hosted your internship; this list should include a brief description of the main responsibilities for each employee you worked with. If the agency is large, include a list of all the departments within the agency as well.
- C. **Agency Programs.** List the programs offered by the agency, including a brief (1-2 sentence) description of each program. Inquire as to how these programs are funded (e.g., grant funding).
- D. **Population Served.** Describe the population served by this agency and how they benefit from the agency's services. Then, explain how potential clients and/or community members learn about the agency's existence and services (e.g., advertising, outreach).

Section 2: Informational Interviews (10 points)

- A. **Informational Interviews.** Conduct two informational interviews that address the questions in Appendix D of the internship packet (p.26). Then, type the interviewees' responses and include them in this section of your notebook. It is recommended that you request an informational interview from two of the following people:
 - Your agency supervisor.
 - An employee in a position that you might be eligible for upon graduation (e.g., Health Educator I).
 - An employee of your choice. You might want to interview someone in a position that you're interested in learning more about, or someone you hope to add to your professional network.
- B. **Thank You Notes.** Write a thank you note to each person you interviewed. This note should be prompt and specific to the conversation you had with that individual (generic notes are less impactful). Include a copy of each note in this section of your notebook.

Section 3. Internship Experience Summary (65 points, as listed below)

- A. **Internship Responsibilities and Projects.** (10 points) Summarize your major internship responsibilities and the projects you worked on.
- B. **Evaluation of Internship Objective Accomplishments.** (30 points) Complete Form E from the internship packet and insert it here.
- C. **Professional Growth.** (10 points) Describe the skills, knowledge, and insights you gained from your internship experience that have contributed toward your professional growth. In other words, what did you learn?
- D. **Evaluation and Discussion.** (15 points) Discuss your overall internship experience. Your discussion should include answers to the following:
 - What did you value most about your internship experience?
 - How effective was your internship in helping you apply and expand upon your academic studies? Please explain.
 - How did your internship experience compare with your initial thoughts about what a career in this field would be like?
 - Are you more or less interested in this particular type of job and/or agency as a result of your internship? Please explain.
 - How do you plan to use your internship experience to help you take the next step in your education or career?

Section 4. Agency Evaluation (25 points)

- A. **Agency Strengths and Weaknesses.** (20 points) Reflecting on both your academic studies and your recent internship experience, analyze and discuss the agency's strengths and weaknesses. What recommendations for improvement would you make based on your current knowledge of the field? Your discussion may include a commentary on the effectiveness of the agency's programs. You are welcome to ask your agency supervisor for their insights as well.
- B. **Final Evaluation of Internship Experience.** (5 points) Complete Form F from the internship packet and insert it here.

Section 5. Future Employment Preparation (10 points)

- A. **Employment Opportunities.** Describe the agency's hiring practices. For instance, where does the agency post open positions? What training or certifications are needed to qualify as an entry-level staff member? Ask your supervisor for recommendations on how to increase your chances of being considered for positions that might become available in the future.
- B. **Interview Preparation.** If you are selected for an interview, it is very likely that you will be asked behavior-based questions. It is much easier to prepare for these now while you have examples fresh in your mind. Choose four behavioral interview questions from Appendix E (p.39) and write your answers as if you were responding in an interview, drawing from your recent internship experience for examples.

Future Employment Preparation, continued

- C. **Updated Resume.** Add your internship experience to your resume and include a copy of your updated resume in this section of your notebook.
- You are strongly encouraged to create a LinkedIn account and list the web address of your LinkedIn profile on your resume. Your profile will be reviewed for this assignment; please contact Career Services for help with developing your profile.

Section 6. Thank You Letter (5 points)

- A. Send a letter to your agency supervisor, thanking them for their mentorship and time during your internship. Include a copy of the letter in this section of your notebook.

Section 7. Appendix (15 points)

- A. **Agency Materials.** Insert any forms, materials, or handouts you received from the agency during your internship.
- B. **Portfolio Materials.** Include any materials, handouts, PowerPoint slides, reports, etc, that you developed or revised during your internship. This section of the notebook can serve as a standalone portfolio to take with you on future job interviews.
- Tip: Consider how to best showcase your work so that this section looks highly professional. For instance, you might want to have it printed and bound, or present it online.

Notebook Organization (10 points)

- A. **Layout.** Your notebook should be written as a report, in paragraph form. Please label each section with the boldfaced headings that appear in the outline above. Your notebook should be typed, double-spaced, using 1-inch margins and 12-point Times New Roman font.
- B. **Quality.** Your notebook should be well-organized. Grades will reflect grammar, spelling, neatness, and your ability to organize your thoughts. You may turn in a hard copy of your notebook, or submit it electronically via Canvas as a single file. If you need to include scanned documents, please use a scanner – **cell phone photos are not acceptable.**
- C. **Length.** There is not a length requirement for this assignment. Instead, you will be graded on the thoroughness of your responses. Please reduce wordiness in your writing by considering the advice of Strunk & White (1995):

“Vigorous writing is concise. A sentence should contain no unnecessary words, a paragraph no unnecessary sentences, for the same reason that a drawing should have no unnecessary lines and a machine no unnecessary parts. This requires not that the writer make all sentences short, or avoid all detail and treat subjects only in outline, but that every word tell.”

Final-Internship Presentation (20 points)

Celebrate your accomplishments and learn what your peers did for their internships by attending the end-of-semester networking event. This will be an opportunity for you to deepen your professional contacts and learn who is connected with agencies that you may want to work for in the future.

Dates and times for the networking event will be announced each semester. If you plan to complete your internship mid-semester and will not be available at the end, contact the Internship Coordinator to make special arrangements. For Spring 2018, the events will be in Annex Room 2102 at the following times (choose one):

- Tuesday, May 1, 6:00PM-7:00PM
- Wednesday, May 2, 5:30PM-6:30pm

You will be expected to prepare and present a 3-5 minute overview of your internship experience. This presentation should include:

- Where you did your internship.
- A brief description of the agency's purpose and programs.
- A recap of projects you worked on and/or accomplishments you are proud of.
- Insights or "lessons learned" that you think other students would find interesting or benefit from hearing. This may be from your own internship experience, or something that you learned during one of your informational interviews.
- If you have time, you can share your post-graduation plans (e.g., graduate school, starting your career, travel).

It is up to you to decide how to present your experience. You are welcome to use PowerPoint, but this is not required. Please dress professionally for this event.

The value of having a strong professional network as you take the next step in your career cannot be understated. Therefore, time will be built in for you to interact with other students during the event. Even if you know everyone already, this will be a chance to learn more about the internship they just completed and who they worked for. You are encouraged to exchange contact information with your peers, and/or "connect" with them on LinkedIn, as part of this activity.

Section 5

Forms

Form A-1

Agreement between Agency Supervisor and Student

This form must be completed by the student prior to starting the internship and signed by both the student and the Agency Supervisor. Submit copies of this form to *both* the Agency Supervisor and Internship Coordinator.

Date: _____ Student ID #: _____

Student Name: _____ Phone #: _____

Primary Email: _____

Current Home Address: _____

Degree Track (circle): Community Health EMS

Semester and Year Enrolled in Internship: _____

Name of Agency/Organization: _____

Agency/Organization Address: _____

Agency/Organization Phone #: _____

Agency/Organization Supervisor's Name: _____

Agency/Organization Supervisor's E-mail: _____

Circle One: Hourly Pay Stipend Not Paid

Agency/Organization Supervisor: _____
Signature Date

Internship Student: _____
Signature Date

Internship Coordinator: _____
Signature Date

Form A-2

Internship Job Description

Internship Student: _____

Internship Student ID#: _____

Name of Agency/Organization: _____

Name of Agency/Organization Supervisor: _____

Expected Internship Start Date: _____

Expected Internship End Date: _____

Internship Job Description (typed here or attached separately):

Form B

Internship Objectives

With the guidance of your Agency Supervisor, think about what objectives are important to a successful internship experience for both you and the agency. As you discuss possible objectives, consider how you will document and measure each objective to determine if it is completed successfully. You will evaluate the completion of your objectives as part of your internship notebook assignment.

Once you and your supervisor decide on internship objectives, send a typed copy of your objectives to the Internship Coordinator for review within one week of starting your internship work. Please give a copy of your final objectives to your Agency Supervisor as well. Sometimes objectives need to be adjusted during an internship; if this occurs, please send a revised copy of this form to the Internship Coordinator.

Objectives (minimum of four, maximum of six)

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.

Guidelines For Writing Objectives

Write your objectives in a format appropriate to your area of professional emphasis. A well-written objective is measurable and/or observable and meets the following criteria:

- Specifies a single key result to be accomplished (what/how much).
- Specifies a target date for its accomplishment (when).
- Specifies only the “what” and “when”; it avoids venturing into the “why”/“how”.
- One-sentence long and includes an action verb.
- Easily understood by those who will contribute to its attainment.
- Represents a significant change while being realistic and attainable.
- Consistent with the resources available or anticipated.
- Consistent with agency and organizational policies and practices.

Examples of well-written objectives include:

1. Develop a new radio ad or PSA for the agency by the end of summer semester, 2016.
2. Develop and implement three health promotion interventions for the target population by July 2016.
3. Attend four board meetings during fall semester 2016.
4. Participate in three training sessions by December 2016.

Form C

Quarterly Reports and Narrative of Experiences

Download the quarterly report time sheet from Canvas (available in Word and Excel) and complete both the time report and narrative of your experiences. A copy of the form appears below for reference. Submit your quarterly reports to the Internship Coordinator within one week of completing your hours each quarter (Community Health Emphasis = every 50 hours).

Student Name: _____

Report Number (circle): 1 2 3 4

Work Dates: _____

Agency/Organization Supervisor: _____

Signature

Date

Date	Daily Task Summary (1-2 sentence summary)	Hours Worked
Total Hours:		

Narrative

Type your responses to the following questions. Each section should be at least one paragraph in length. Do not write N/A -- this will result in a grade deduction.

1. Explain how your internship experiences have contributed to your professional growth.
2. Identify and analyze challenges confronting you and/or the agency during this specific time frame. Explain what should be done to manage or solve these challenges, in your opinion. (Note: You are also encouraged to discuss your experiences and challenges with the agency/organization supervisor and incorporate any suggestions offered.)

Form D

Mid-term and Final Evaluations by Agency Supervisor

This form should be completed by the Agency Supervisor, reviewed with the student, and returned to the Internship Coordinator. Thank you in advance for your time with this performance evaluation and constructive review!

Student's Name: _____

Evaluation Period from ____/____/____ to ____/____/____

Supervisor's Signature: _____ Date ____/____/____

1. Please evaluate the student's performance in each of the following areas.

Rating Scale:

5 = Excellent: Far exceeded expectations.

4 = Good: Met and exceeded expectations.

3 = Satisfactory: Met expectations.

2 = Fair: Somewhat met expectations, but needs improvement.

1 = Poor: Did not meet expectations.

	Excellent	Good	Satisfactory	Fair	Poor	Not Applicable
Positive attitude.	5	4	3	2	1	N/A
Attendance and punctuality.	5	4	3	2	1	N/A
Dependability.	5	4	3	2	1	N/A
Acceptance of suggestions/feedback.	5	4	3	2	1	N/A
Professionalism.	5	4	3	2	1	N/A
Initiative.	5	4	3	2	1	N/A
Creativity.	5	4	3	2	1	N/A
Self-assurance.	5	4	3	2	1	N/A
Sufficient knowledge to perform tasks.	5	4	3	2	1	N/A
Written and oral communication skills.	5	4	3	2	1	N/A
Quality of work.	5	4	3	2	1	N/A
Quantity of work.	5	4	3	2	1	N/A
Interpersonal relations.	5	4	3	2	1	N/A
Ability to work as part of a team.	5	4	3	2	1	N/A
Ability to work independently.	5	4	3	2	1	N/A
Demonstrates good judgment.	5	4	3	2	1	N/A
Professional appearance.	5	4	3	2	1	N/A
OVERALL PERFORMANCE.	5	4	3	2	1	N/A

2. Please provide additional comments and/or suggestions for the student on the back of this form.

Form E

Evaluation of Internship Objective Accomplishments

Student Name: _____ Student ID _____

Evaluate the extent to which each of your objectives was accomplished during your internship. Then, discuss these accomplishments with your Agency Supervisor. (Note: This form is available for download as a Word document on Canvas.)

State Objective:

To what extent did you complete this objective? (Circle one.)

90-100% 80-89% 70-79% 60-69% 59% or less

Describe how this objective was accomplished or partially accomplished. If you were not able to fully achieve this objective, please comment on what prevented you from completing it.

State Objective:

To what extent did you complete this objective? (Circle one.)

90-100% 80-89% 70-79% 60-69% 59% or less

Describe how this objective was accomplished or partially accomplished. If you were not able to fully achieve this objective, please comment on what prevented you from completing it.

Please use additional copies of this form to evaluate your remaining objectives.

Form F

Final Evaluation of Internship Experience by Student

This form will be kept on file with Health Promotion and Education.

Student's Name: _____ Student ID: _____

Internship Job Title: _____

Semester of Internship: _____ Year: 20____

Agency/Organization: _____ Agency Phone: _____

Supervisor's Name: _____

Supervisor's Job Title: _____

1. How did you find this internship?

2. Was the internship paid? (Circle one.) Hourly Pay Stipend Not Paid

3. Please give a brief description of your internship duties.

(You may want to cut and paste this from Section 3A of your internship notebook.)

4. Were you offered employment with this agency following your internship? Yes No

5. Would you recommend this internship to other students? (Circle one.)

Highly recommend. Recommend. Recommend with reservations. Would not recommend.

Form F, continued

6. Please rate your internship experience. The following questions are designed to rate how well the agency you worked for met your needs as an intern student. Please answer these questions honestly and thoughtfully using the following rating scale:

5 Strongly agree	4 Agree	3 Neither agree nor disagree	2 Disagree	1 Strongly disagree	N/A Not applicable
------------------------	------------	------------------------------------	---------------	---------------------------	-----------------------

1. This experience gave me a realistic preview of this career field.	5	4	3	2	1	N/A
2. As a result of my internship, I have a better understanding of how classroom theory relates to practical and/or applied situations.	5	4	3	2	1	N/A
3. My supervisor made arrangements to introduce me to staff members and orient me to the agency and my internship duties.	5	4	3	2	1	N/A
4. Qualified and experienced staff members were available to provide me with competent supervision.	5	4	3	2	1	N/A
5. I was accepted as a functional member of the staff and was integrated into appropriate levels of activities and projects.	5	4	3	2	1	N/A
6. My supervisor was available when I had questions/concerns, and helped me work toward solutions.	5	4	3	2	1	N/A
7. I had regular meetings with my supervisor and received constructive, on-going feedback.	5	4	3	2	1	N/A
8. I was given adequate training for my internship duties.	5	4	3	2	1	N/A
9. The work I performed was challenging and stimulating.	5	4	3	2	1	N/A
10. I was given levels of responsibility consistent with my ability, and received additional responsibility as my experience increased.	5	4	3	2	1	N/A
11. I was provided with adequate resources to do my job.	5	4	3	2	1	N/A
12. I had a good working relationship with my coworkers.	5	4	3	2	1	N/A
13. I felt listened to when I shared ideas and/or suggestions.	5	4	3	2	1	N/A
14. There were ample opportunities for learning and professional growth (this may include training programs and seminars).	5	4	3	2	1	N/A
15. Agency staff demonstrated an interest in me as a person and as a student.	5	4	3	2	1	N/A
16. Agency staff offered mentorship and guidance to help me meet my personal and professional goals and objectives.	5	4	3	2	1	N/A
17. I feel that I am better prepared to enter the world of work after this experience.	5	4	3	2	1	N/A

7. Do you have any other comments about this agency or your internship experience? This may include recommendations for the agency's internship program, advice for future students wanting to intern with this agency, or any other positive or negative experiences you would like to discuss.

Form G

Student's Evaluation of the Internship Coordinator

Using the five-point scale provided, please rate the Internship Coordinator in the following areas. You are encouraged to include specific comments under each criterion.

Internship Coordinator's Name: _____

Excellent	More Than Adequate	Adequate	Marginal	Poor	Not Applicable
5	4	3	2	1	N/A

_____ 1. Clear about expectations.
Comments:

_____ 2. Communicated enthusiasm about the internship to students.
Comments:

_____ 3. Was available for personal help during the internship.
Comments:

_____ 4. Responded to questions and/or problems.

_____ 5. Showed respect for the questions and opinions of the student.
Comments:

_____ 6. Overall quality of advising and/or supervision.
Comments:

_____ 7. List areas that were especially helpful.

_____ 8. List areas that need improvement, along with specific suggestions or recommendations for these areas. (Use the back of the sheet if necessary.)

Student's Signature: _____ Date _____

Please return this evaluation to the Health Promotion and Education Program Director.

Section 6

Appendix A

Tips for Finding an Internship

1. Plan ahead and start early – it can take some time to secure an internship and you may have to attend several meetings with potential sites.
2. Think about the kind of internship experience you want to have. Is there an agency that interests you? A career path you want to explore? Experiences that will be good for your personal growth, resume and/or post-graduation plans? In short, think about where you are headed next and what kind of internship experience will help you get there.
3. Prepare to start your internship search.
 - Update your resume and LinkedIn profile. If you need help with this, contact Career Services for guidance.
 - Take inventory of your online presence. Are there social media accounts that need to be marked as private? Do you have an appropriate e-mail address to use during your internship search? Hint: Use your name for your e-mail address. Things like utesfan2017@yahoo are not going to help you secure an internship.
 - Be ready to answer questions. Agencies will want to know about you, your qualifications, why you are interested in their agency, the types of experiences you hope to gain, how you can benefit their agency, and what the University expects from them as an internship host.
4. At every stage, be professional in your attitude, communications, and appearance.
5. Look for internships. The following strategies will help you in your search.
 - Check for posted internships. The department receives many internship announcements and will e-mail these to you; these opportunities will also be posted to Canvas for those enrolled in the current semester's class. Other places to look include the Utah Public Health Careers list serv and agency websites. You can also search the Internet or visit agency websites to find opportunities.
 - Reach out to agencies that have hosted Health Promotion and Education students in the past. A list of agencies is available on Canvas and from the Internship Coordinator.
 - Use your network. Talk to your friends, family members, classmates, or anyone else who may have a connection with an agency that you would like to intern for. Ask them for an introduction. You can also consider arranging a job shadow with an agency to get your foot in the door.
 - Create your own internship. Contact an agency that you are interested in, even if they haven't posted an internship, and request a meeting to discuss internship possibilities. If you choose this route, you will need to be especially well-prepared with suggestions for how you can help their agency and what you both can gain from the experience.
 - Don't be afraid to call the agency's main number – sometimes phone calls work better than e-mail. Let the main desk know you are a student at the University of Utah studying Health Promotion and Education, and that you would like to discuss

internship possibilities with their agency. They will help direct you to the right person.

6. Request an informational meeting.
 - If the agency has a formal internship program, they may ask you to submit an application rather than meet with you in person. If you have a chance to meet by phone or in person, it will give you an opportunity to make a personal connection and learn more about the agency's internship requirements.
 - If the agency does not have an internship program, a meeting will give you a chance to discuss the agency's needs and explore ways that you could help them as an intern while gaining valuable experience in the field.
7. Prepare for a brief interview.
 - Do your homework on the agency. What is their mission? What programs are they proud of? What is it about this particular agency that makes you want to intern with them? It is important to know key things about the agency when you meet with them.
 - Practice a brief "about me" summary that includes your education, experience, and interest in interning for this particular agency. This agency is likely contacted by students seeking internships on a regular basis – what makes you stand out?
 - Dress *at least* as well as the agency's employees. Do not wear gym clothes or flip-flops; jeans are not recommended either.
 - Take a copy of your resume and the internship packet so that these items are available during your interview.
 - Before you leave the interview, ask about next steps in the process or if there is any other information that you can provide. Ask when you should follow-up with them. If the agency agrees to host your internship during this meeting, then you can ask them if they'd be willing to complete Form A1 while you are there.
8. Follow-up with the agency after you meet with them. Send a note to the person you met with to thank them for their time (e-mail is fine). This is also an opportunity to reiterate your enthusiasm about interning with their agency.
9. Continue to contact agencies until you are offered an internship.
 - Don't wait to hear from one agency before contacting another. Many students are looking for internships, which means that it can be competitive. The agency is probably very busy, so you may not hear back from them right away, and possibly not at all.
 - It can take many tries before you get a "yes." Try not to feel discouraged if you are not offered an internship in your first few attempts. If you suspect your approach is not working, then schedule an appointment with the Internship Coordinator to discuss your strategy for finding an internship.
10. Accept an internship offer. Once you receive an offer that you would like to proceed with, complete forms A1 and A2 with your new Agency Supervisor. If you are still in discussions with other agencies or have open applications, notify those agencies that you have accepted an internship with another agency and thank them for the opportunity to apply and the time

they spent with you. You never know when you will want to reach out to those agencies again – it is important to be professional and courteous at every step.

Appendix B

Ideas for Internship Responsibilities and Objectives

The internship experience gives you an opportunity to integrate classroom theory with planned, supervised, and practical work experience related to health education. It is beneficial to be involved in several aspects of health promotion and education so that you have a broad experience and good understanding of what it is like to work at the agency you've chosen. You are encouraged to include several of the following components in your internship.

- Administration – Learn how the agency operates, including its policies and procedures. This may include budgeting, service contracts, record-keeping, personnel, supervision, staff relations, and legal oversight.
- Programming - Be involved with the planning, implementation, and evaluation of programs, activities, and services provided by the agency. If possible, do a needs assessment; develop and implement a new project, program, or curriculum; or evaluate an existing program.
- Data Analysis – Learn about the types of data the agency collects and analyzes, and how they use that data to inform their initiatives. Participate in compiling and interpreting data; this may include developing surveys for data collection. You may use this data as part of a program evaluation.
- Community - Become familiar with the agency's relationships and/or partnerships with other health services providers in the community. Observe and participate in collaboration and planning efforts.
- Public Relations - Become familiar with media channels used by the supervisor and/or agency for promotions, public service announcements, and public relations efforts (both proactive and reactive), as well as the effectiveness of these strategies. Develop promotional materials and participate in community outreach activities.
- Personnel – Learn about the hiring, promotion, and termination procedures at the agency. Find out what in-service training and educational programs are available to employees. Identify scheduling concerns.
- Training - Participate in the supervisor's existing on-the-job training program(s) within your area of emphasis.
- Facilities - Gain theoretical and practical experience in facility planning and operation. This may include experience with long-range planning, layout, and/or operation of facilities and equipment used by the supervisor in the provision of health services.
- Maintenance – Understand the relationships between maintenance and operations within the organization. This may include learning about maintenance procedures for supplies and equipment used in providing health services.
- Finance – Learn about the budget process, budget controls, record-keeping systems, policies on fees and charges, and sources of funding that provide support for the agency.
- Other General Experiences - Attend meetings, work with committees and coalitions, and/or visit with professionals within the agency.

Still need ideas? Schedule a meeting with the Internship Coordinator to discuss your interests, internship objectives, and past student projects.

Appendix C

Responsibilities of Interested Parties

Student responsibilities to the University and Health Promotion and Education:

- Be a good representative of the University, the College of Health, and the Health Promotion and Education Program.
- Read the internship packet, as well as all course announcements, updates, and materials provided through Canvas and/or e-mail.
- Respect all deadlines by submitting forms and completing assignments on time.
- Attend and actively participate in scheduled course meetings (e.g., orientation).
- Notify the Internship Coordinator where the internship will be conducted as soon as possible by submitting Form A1.
- Keep the Internship Coordinator informed of progress through quarterly reports.
- Consult with the Internship Coordinator if substantial changes to internship job responsibilities and/or objectives occur during the internship.
- Notify the Internship Coordinator of problems or concerns that arise during the internship.

Internship Coordinator responsibilities to the student:

- Provide guidance by making the internship packet available; conducting orientation meetings; posting internship opportunities; making course announcements as needed; and being available for individual questions and concerns.
- Identify, in consultation with the student, problems or concerns that arise and need to be addressed.
- Consult with agency supervisors to discuss student progress, as needed.
- Review all course assignments and assign the student a grade.

Student responsibilities to the Agency Supervisor:

- Become familiar with the supervisor's policies and procedures.
- Provide clinical agreements, complete prerequisite testing (e.g., background checks), and verify immunizations, as required by the agency.
- Be supportive of the supervisor's philosophy, methods, leadership, and programs.
- Act with professionalism at all times.
- Approach the internship as if it were a staff position by giving your full effort.
- Consult the supervisor when confronted with problems relating to the job, and/or when needing clarification on an assigned task.
- Honor all commitments and show willingness to participate in activities on evenings and weekends as needed.
- Notify the supervisor in advance of absences.
- Be well-groomed and appropriately dressed at all times.
- Thank the supervisor in person, and by letter, for providing you with an internship opportunity.

Agency Supervisor responsibilities to the student:

- Meet with the student to discuss the parameters of the internship, determine job duties and internship learning objectives, and agree on an appropriate work schedule.
- Be available to supervise and mentor the student during their internship, or assign other experienced staff members to assist with this.
- Prepare agency staff for the student's arrival. Introduce the student to staff members and orient the student to the agency, including policies and procedures.
- Acquaint the student with the projects they will be working on, and provide training, resources, and/or background information and materials as deemed necessary. Assist the student with obtaining copies of reports and materials that they will need for their job duties.
- Describe to the student any political, religious, economic, and/or social concerns affecting the agency that they should be aware of, if applicable.
- Integrate the student into projects, programs, and activities, as appropriate.
- Induct the student into the internship experience, beginning with observations and small responsibilities, and assign additional responsibility as their experience and skill increase to foster feelings of growth and achievement.
- Have a weekly meeting with the student, if possible.
- Present criticisms in a constructive manner.
- Demand the highest standards of performance and assist the student in identifying possibilities for future placement within the supervisor's field.

Agency Supervisor responsibilities to the University:

- A. Collaborate with the University in training the student by providing the student with supervision, guidance, and opportunities for professional growth during their internship.
- B. Evaluate the student's performance by signing quarterly reports, completing evaluation forms, and reviewing evaluation forms with the student.
- C. Encourage bidirectional communication concerning the student's progress.

Appendix D

Informational Interview: Recommended Questions

Informational interviews provide an excellent opportunity to gain insight into the realities of different careers within the health field, as well as to network with professionals.

Your first informational interview should be with your agency supervisor. After interviewing your supervisor, they can introduce you to others at the agency you would like to interview. To set up the interviews, request a 30-minute in-person interview at a time that is convenient for the interviewee. You may want to inform them that the informational interview is part of your participation in the Health Promotion and Education internship program. If there is another HEDU 5990 student completing their internship with the same supervisor during the same semester, consider coordinating with each other to conduct your interview at the same time in order to honor your supervisor's time.

When it is time for your interview, remember to dress and act professionally – this is an important opportunity to make a good first impression. Please give the interviewee your full attention and demonstrate your interest in their comments. The questions below are provided as a guide. However, you may choose to modify and/or ask different questions based on what you want to learn, or where the conversation is going. It is okay if you skip some questions or do not ask them in order, just go with the flow of the conversation and respect the 30-minute time limit you requested.

Finally, remember to send a short thank you note within a day or two of the interview. This is an important part of making a good impression.

Agency/Organization:

Interviewee Name:

Job Title:

1. How did you decide to pursue a career in this field?
2. What career path did you follow to your current position?
3. Tell me about your job.
 - a. What are your main responsibilities?
 - b. What projects are you working on right now?
 - c. What do you like most about your job?
 - d. What is the most challenging part of your job?

4. How has the field changed since you started working in it? What do you think the future opportunities and challenges in this field will be?
5. What recommendations do you have for someone wanting to enter or progress in this field?
 - a. What is a typical career path in this field? (Tip: If there is a specific position that you are interested in, ask about how people advance or are promoted to that position.)
 - b. What are the entry-level positions in your organization?
 - c. When you hire for open positions, what qualifications will preferred candidates have?
6. What skills, certifications, experiences, and/or personal qualities are important for success in this field?
 - a. Is on-the-job training available for employees at this agency to support their professional growth?
 - b. What kinds of things would you recommend I do now to improve my chances of success in this field?
7. What is the most important thing that someone interested in this field should know?
8. If you were a college student again, would you have done anything differently to help you prepare for a job in this field?
9. Is there any other advice you can share with me?

In addition, please ask three questions specific to what you want to do next after graduating (e.g., graduate school, working at a full-time job).

- 1.
- 2.
- 3.

Appendix E

Future Employment Preparation: Behavioral Interview Questions

Behavior-based questions are commonly asked during interviews. It can be difficult to think of your best examples on the spot, so these questions are important to prepare for. Since you will not always have a lot of time to prepare for an interview, it is wise to keep notes about how you would answer common interview questions. Now is a good time to do this since you have fresh examples in your mind from your internship experience.

Using examples from your recent internship experiences, please type your responses as though you were answering these questions in an interview. You must answer four of the following questions, including #1 and #2, plus two more of your choice. While only four responses are required for this assignment, you may want to jot down a few notes on each question for future reference. Keep in mind that the question you least want to answer might be the one you most need to prepare for. Include your responses in your notebook as part of Section V.

1. Tell me about an accomplishment you are proud of. (*Required.)
2. Tell me about a time when you had to overcome a challenge. (*Required.)
3. Give an example of a time when you showed initiative or took the lead.
4. Tell me about a time when you had to go above and beyond the call of duty to get a job done.
5. Give an example of a time when you worked successfully under pressure.
6. Tell me about a time when you had too much work to do and you had to prioritize your tasks.
7. Tell me about a time when you worked as a member of a team.
8. Tell me about an effective health education or promotion program you developed.
9. Give an example of a time when you tried to accomplish something and failed. (Tip: This is an opportunity to share what you learned from the failure and how you resolved it.)
10. Tell me about a time when you analyzed information and evaluated results to choose the best solution to a problem.
11. Describe a time when you used creative thinking to solve a problem.
12. Describe a specific time when you used good judgment and logic to solve a problem.
13. Describe a time when you anticipated potential problems and developed preventive measures.
14. Tell me about a time when you did not know how to handle a situation, or did not know the answer to a question. What did you do?
15. Tell me about a recent situation in which you had to deal with a very upset customer or coworker. (This question may be tailored to ask about a difficult customer, patient, community member, coalition member, client, or coworker.)
16. What is your typical way of dealing with conflict? Give an example.
17. Tell me about a time when you faced an ethical dilemma. What did you do?
18. What makes you qualified for this position? (Tip: Imagine the type of job you want to apply for, then discuss how your education and internship experiences have prepared you for it.)

Many online resources offer advice for answering behavioral interview questions, including this one from Rasmussen College: <http://goo.gl/jBYn1e> (scroll to “Tell me about a time when”). As you prepare for interviews in the future, try practicing your responses out loud.

Appendix F

Frequently Asked Questions

When do I register for the class?

You may sign up for the internship course (HEDU 5990) any time after you have completed all the prerequisites. You have the option to sign up for all 6 credit hours (Community Health) in one semester, or to divide your enrollment across two semesters (3 units one semester, and 3 units the next semester). Emergency Medical Services (EMS) student required 3 credits but, you have the option to sign up for additional credits if needed. Please talk you're the internship coordinator.

If you are working on your internship during a semester that you are not enrolled in the course, please contact the Internship Coordinator for instructions on receiving course announcements.

Where can I find an internship?

Please see Appendix A: Tips for Finding an Internship.

Does the internship have to be done in Utah?

No. Some students prefer to find an internship in their home state, or to work for an agency overseas.

Does it have to be an “internship,” or can it be a job?

While you may find a paid internship, it should not be listed as a “job.” An internship is different in the degree of mentorship, supervision, and professional growth that should be available to you and specific to your degree track.

What if I have trouble finding an internship?

It can take multiple attempts to secure an internship, so it is recommended that you start contacting agencies early. Appendix A: Tips for Finding an Internship offers several strategies for finding and securing an internship. If you continue to struggle, or if would like to discuss your approach, please schedule an appointment with Internship Coordinator.

Can I do my internship with my current employer?

Sometimes it is possible to create an internship with your current employer that is completely separate from your current job duties. This is generally not recommended. Schedule an appointment with the Internship Coordinator to discuss your individual situation.

Can I have a paid internship?

Some students receive compensation to assist with their internship expenses, but this is not always possible. You are encouraged to discuss reimbursement with the agency as some payment for your services will add prestige to your internship and negotiating salary is good experience for you. However, all payment negotiations must be discussed directly between you and your Agency Supervisor – the Health Promotion and Education Program is not permitted to negotiate for you. Please remember that other benefits are inherent in this experience, and many of the most promising internship opportunities are not paid, so don't be discouraged if you do not receive a stipend.

What if the site wants me to do more hours than required for HEDU 5990?

Some agencies require a longer commitment from their interns, especially if they invest a lot of staff time in your training. It can be worthwhile to do more than the minimum requirement to further develop your professional skill set. This additional experience may also help you be more competitive in your job search after graduating.

If I do more hours than required, when do I submit the quarterly reports?

E-mail the Internship Coordinator to make special arrangements.

I started my hours already, but have not submitted Forms A1 and A2 yet. Is that okay?

You are required to submit Forms A1 and A2 and have them approved *before* starting your internship. You will not be able to count the hours worked so far. Please review this internship packet for additional important deadlines.

What if I don't finish my internship this semester?

Many students continue their internship into the following semester. If you cannot complete the course requirements by the end of the semester in which you are enrolled, then you will receive an "incomplete" in the class. Incompletes do not affect your GPA. Your grade will be changed to a letter grade once you complete all course requirements. If you have already enrolled in six units of HEDU 5990, then do not register for the course again; this would increase your internship requirements, or you will risk receiving an "E" grade for the course.

If you planned to graduate the same semester in which you enrolled in the course, your graduation date will be delayed until you complete the course. If you receive financial aid or scholarships, please check with those organizations to see if they have concerns about changing your graduation date.

Please be aware that changing incompletes takes time. If you plan to graduate a specific semester, you will need to turn in your work several weeks before the end of that semester.

Contact the Internship Coordinator if you have additional questions.

Appendix G

Other Helpful Hints and Suggestions

1. Introduce yourself! Make an appointment with the Internship Coordinator to discuss your internship goals and ask questions about the internship course. Or, stop by when the door is open to say hello.
2. Check your e-mail and/or Canvas regularly for course announcements and updates. Make sure your inbox is not too full to receive messages.
3. If you need help with your resume or LinkedIn profile, contact Career Services and make an appointment with a Career Coach.
4. If agency agreements are required beyond Form A1, establish a memo of understanding between yourself and the agency to address additional details and conditions as needed.
 - If a clinical agreement between the agency and the University is needed and is not in place already, you will need to plan for the extra time required to establish this agreement. It can take a minimum of three weeks to establish a clinical agreement and will likely take longer.
5. If at all possible, plan to have a car available during your internship. Failure to do so usually limits the quality of the internship experience and reduces your opportunities.
6. Request a meeting with your Agency Supervisor (phone or in-person) before your internship start date and ask if you should do preliminary preparation for your work.
7. Dress appropriately for your internship. You are representing both your host agency and the University.
8. Act with professionalism at all times. This includes, but is not limited to, being courteous, showing up on time, communicating in a timely manner, and honoring all commitments. You are projecting your image to potential employers and it is a (very) small community.
9. Be proactive! Go above and beyond expectations by showing enthusiasm for your internship and trying to contribute to the agency in appropriate ways. When you have finished your assignments, ask the Agency Supervisor if there are other projects you can assist with or things you can learn about. Take ownership in tasks assigned to you and ask for clarification when you have questions. If your supervisor is open to ideas and suggestions, then share ideas for how to improve processes or materials.
10. If you and your Agency Supervisor disagree on a controversial matter after thoroughly discussing it, do it their way.
11. If any problems or questions arise during your internship, try to work them out with your Agency Supervisor. If this does not seem feasible, contact the Internship Coordinator immediately for guidance.
12. Remember: In addition to providing you with valuable experiences for professional and personal growth, your internship is an important opportunity to make a good impression with other professionals in the field. Take this opportunity seriously and it will open doors for you! Some agencies hire interns as soon as the internship is complete, and others may post jobs you are interested in later. Regardless, the people you work with may be important references for you in the future.