

**Graduate Center for
Public Policy and Administration**

INTERNSHIP HANDBOOK

**College of Health and Human Services
California State University, Long Beach**

Revised May, 2006

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THE PUBLIC ADMINISTRATION INTERN

A professional internship experience is a very important and highly significant learning opportunity in a pre-service student's education. All personnel at the University and in the public sector organizations are committed to facilitating the success of this experience for the student to:

1. Learn and understand his or her role as a public administrator, and
2. Develop his or her potential as a public administrator.

Toward these goals all concerned with the internship work as a team.

During the internship experience, the student is both a University student and a Public Administrator. As a student, relationships with the University are maintained, and the learning-through-doing approach is emphasized at the intern site.

As a Public Administrator, the intern relates within the particular organizational structure of the agency, maintaining good working relationships with co-workers and the sponsor.

Basic expectations of the intern include adherence to the legal requirements of the State of California and to the policies, rules, and regulations of both the Graduate Center for Public Policy and Administration, CSULB, and those of the assigned work site.

I. RESPONSIBILITIES AS A UNIVERSITY STUDENT

As a University student, the following expectations apply:

- A. Completing all required forms.
- B. Registering and attending intern orientation.
- C. Attending scheduled meetings on campus.
- D. Meeting deadlines for reports and papers promptly.
- E. Scheduling and keeping appropriate conference appointments with University Intern Coordinator.

II. RESPONSIBILITIES AS A PUBLIC ADMINISTRATION INTERN

A. Early Observation and Activities:

During the first few weeks at the job site, the intern will get off to a good start by:

1. Arriving at work site promptly, according to schedule.
2. Studying the organization and environment.
3. Becoming familiar with the physical plant and personnel assigned to various departments.
4. Learning the names of key administrators and the methods used by them (including the rationale behind those methods).
5. Understanding the scope of likely assignments for the semester.
6. Becoming familiar with the organization's management functions, intergovernmental relations, and citizen participation activities.
7. Becoming familiar with the various forms employed by the organization.
8. Participating at an appropriate level in meetings called by the sponsor.
9. Scheduling weekly conferences with the Intern Coordinator.
10. Studying the community in which the agency is located and its resources.

B. Guidelines for Continuing Success at the Job

1. Students who consider their intern assignment a responsible job and give it their top priority in time, energy, attention and preparation for work have the most successful intern experiences.
2. Students who regularly attend orientation and seminar meetings have the greatest opportunities to maximize their learning from internships. They make the bridge for themselves between theory and practice.
3. Interns who have established and maintained a professional attitude and posture even when performing routine matters have earned the respect of the staff with whom they work. Conversely, another intern doing excellent work may find that work being disregarded because of a sloppy attitude or appearance.
4. Accepting and learning from constructive criticism is a major feature of the intern experience. The intern should understand that the sponsor has been selected, in part, because of his or her ability to supervise and provide helpful feedback: any criticism should be seen as grist for real learning. Maintaining a close relationship and conferring frequently with the sponsor is perhaps the best way for the intern to be sure that the work being performed is the work needed and assigned by the sponsor. This does not mean pestering the sponsor, but it does mean preparing for meetings so that meaningful, worthwhile discussions are likely.
5. The following list is intended to suggest specific areas where you as an intern can take initiative to make the work relationship a most satisfying one:
 - Arrive at work before scheduled beginning time, for planning, reviewing, and checking assignments.
 - Make your reports neat, legible, prompt, and accurate.
 - Look to your sponsor for guidance, as your consultant and resource person.
 - Anticipate deadlines and plan work to be professionally competent and complete.
 - Initiate conferences with the Center's Intern Coordinator soon after he or she visits the work site.
 - Notify the sponsor immediately if illness or other reasons prevent you from completing assignments.
 - Retain copies of significant work samples and work products.
 - Refer to the organization's calendar without regard to CSULB's vacation periods or other events.

C. Evaluations

1. Evaluations summarize feedback and are intended to help the internship be a quality learning experience. Written evaluations by the sponsor and the Center's Internship Coordinator will be major demonstrations of the intern's potential for success in public administration.
2. A personal conference will be arranged (at the intern's initiative) where the evaluation will be discussed and reviewed. These evaluations will facilitate the intern's careful self-appraisal with a view to continued improvement in Public Administration.
3. Keep in mind that as a candidate for the Master of Public Administration degree you deserve realistic appraisals of your competence and suitability for being a Public Administrator from both the sponsor and the Intern Coordinator.

4. As with all Center courses, at least three pieces of evidence of student performance must be evaluated for grading purposes. The internship experience is evaluated by the following activities:

- a. Mid-Term essay.
- b. Final essay.
- c. Sponsor evaluation report.

The Internship Agreement

Each Intern seeking placement must present the University Internship Agreement form to the prospective agency prior to the beginning of the semester in which the internship is to be conducted. This form **MUST** be fully completed and returned to the Center prior to beginning the internship.

The Internship Agreement is a legal agreement among the intern, the agency and CSULB which defines the responsibilities of each party. No potential intern may register for the PPA 585 Internship course until the Intern Agreement form has been returned and approved by the University Office of Purchasing and Contracts.

A copy of the Internship Agreement is provided in Appendix A.

It is the responsibility of the intern to provide this copy to the internship agency with sufficient lead time to allow for the completion and approval of the form by both the placement agency and CSULB.

THE INTERN SPONSOR

I. ORIENTATION

A. Preparing for the Intern

1. Your efforts to prepare your staff for the intern will facilitate his or her entry into the work setting. Your own attitude toward this student of being a colleague will help create a receptive atmosphere and reduce much of the intern's early edginess and anxiety.
2. Your familiarity with the student's background (resume and other background data) will indicate your interest and readiness to enter a positive experience.
3. Having copies of the pertinent policies, regulations and memoranda readily available when the intern arrives will demonstrate your expectation that these are important and their adherence can be readily emphasized.
4. Having desk space available for the intern also will communicate that you have significant work needing attention, and you are ready for him or her to begin work. Having necessary keys available will signal your eagerness for the intern to get underway.

B. Orienting the Intern

1. The intern will need orientation of the physical plant to locate key departments and facilities.
2. Appropriate introductions to staff in nearby offices, department heads and elected officials will be helpful to the intern.
3. A discussion of the policies and procedures utilized in your office should help clarify these for the intern and assure you that he or she does understand them.
4. Initially, a general outline of the kinds of tasks the intern can expect to be assigned will be sufficient. Later you will have more experience upon which to base your assignments of strengths and weaknesses and areas of particular competence.
5. A period of at least two weeks during which the intern observes you and your work is not unusual. Certain sensitive or confidential areas from which the intern will be excluded need interpretation and explanation. A candid discussion of the level of his or her participation in staff meetings and external relations will prove helpful.

II. SUPERVISING THE INTERN

- A. The intern may be expected to keep his or her own record of duty hours, etc.
- B. A periodic check of work assignments as to their feasibility and worth should be adequate. Your written comments will be helpful and provide the student with reference points to continue to check his or her progress.
- C. Compliments on work meriting praise will do much to instill confidence. By the same token, early attention to areas needing correction or improvement will help the student avoid more costly mistakes.
- D. As the intern increases his or her skill and confidence, and as your organizational requirements

permit, increasingly professional responsibilities may be assigned.

- E. Toward the conclusion of the internship experience a smooth transition of responsibilities which the intern has carried will need to be delegated to other staff.

III. OBSERVATION

- A. Generally, the intern experience is intended to follow an observation/performance/reflection model. In this regard routine clerical assignments will not provide the kind of quality experience that is intended in a public administration internship.
- B. Because the intern is an emerging professional person, he or she will benefit from observations of your professional duties away from the office and with other departments.

IV. EVALUATION

- A. A frank discussion with the University Intern Coordinator will be sought. This discussion might include personal problem areas which cannot be openly discussed with the intern.
- B. Each cooperating sponsor will be asked to write an evaluation of each intern's performance from the view of their potential rather than as an experienced public administrator.
- C. Unsatisfactory performances by the intern should be identified as early as possible in the intern experience. Also, the Intern Coordinator should be apprised of unsatisfactory work.
- D. Withdrawal from an intern experience before the end of the semester may be effected without prejudicing the student's record. Any evaluations of the student's intern experience will be removed in such an instance. Withdrawals are approved by the Intern Coordinator and the Director, Graduate Center for Public Policy and Administration.

THE COORDINATOR OF PUBLIC ADMINISTRATION INTERNS

The Intern Coordinator of the Graduate Center for Public Policy and Administration deals primarily with sponsors and sponsoring organizations. He holds academic rank in the Graduate Center for Public Policy and Administration, works closely with all sponsors, and chairs the Graduate Center for Public Policy and Administration Internship Committee.

Specific duties include:

- A. Assigning interns to sponsoring organizations where they will do their internships.
- B. Presenting information on interns to prospective sponsors.
- C. Interpreting the Public Administration Internship Program to potential sponsors.
- D. Conducting the Public Policy and Administration Internship Seminar and determining grades.
- E. Responding to feedback on the program from cooperating sponsors, interns, and other faculty programs.
- F. Acting as liaison with other University internship and field experience programs.
- G. Conferring with sponsors and interns when difficulties arise.
- H. Withdrawing or transferring an intern experiencing difficulties with his or her assignment, after conferences with all concerned.

Note: No change in the intern assignments should be made without the approval of the Intern Coordinator or the Director of the Graduate Center for Public Policy and Administration at California State University, Long Beach.

Inquiries concerning the Public Administration Internship Program at California State University, Long beach should be directed to:

Coordinator
Public Administration Internship Program
Graduate Center for Public Policy and Administration
California State University, Long Beach
1250 Bellflower Boulevard
Long Beach, CA 90840-4602

THE CAREER DEVELOPMENT CENTER

THE OFFICE OF CAREER PLANNING AND PLACEMENT

The purpose of the Placement Office is to offer career information to all students as they require it and to assist all students who desire to obtain a position in the location of a job of their choice. However, in order to accomplish this purpose each student must first be officially registered as an active candidate with the Placement office.

This registration requires the following:

- A. You will receive the necessary forms to start your personal placement folder. This will contain biographical information about yourself, internship evaluations, and personal references which should relate to your ability and background. This placement file, once established, becomes a permanent receptacle for subsequent evaluations, and you may use it the rest of your life to obtain all subsequent positions.
- B. After you have completed the forms, return them to the Placement Office in person. The Placement Office is located in the Student Service/Administration Building, Room 250.

THE INTERVIEW: SOME POINTS TO REMEMBER

Analyze Strengths and Weaknesses

In preparing for an interview, start by doing some solid, honest soul-searching. Analyze your strengths and weaknesses, your background, your academic performance, your vocational interests, and your personal aspirations and values. In other words, begin to formulate, in your own mind, not only what you like to do but also what you feel are best prepared to do.

Read Employer Literature

Next, study your prospective employers. It is imperative that you have some knowledge about their policies, philosophies, products and services. Failure to do your homework before the interview can limit the effectiveness of your interview.

Dress in Good Taste

Although most employers are becoming more liberal in their standards of dress and appearance, let basic good taste be your guide. If a beard or "Alice-in-Wonderland" look is going to jeopardize your chances for a job, that's your decision. With some employers, appearance could be the deciding factor. The question you have to ask yourself is, "How important is it?"

Be Yourself

Your attitude is going to influence the interviewer's evaluation. Don't try to be something you aren't...just be yourself. Emphasize your strong points and remember that the recruiter is looking for inherent personal energy and enthusiasm. The interview is your opportunity to sell a product, and that product is you!

Dwell on the Positive

Try always to dwell on the positive. While past failures and shortcomings need not be volunteered, don't try to cover or side-step them. Should the recruiter ask about them, try to explain the circumstances rather than give excuses or blame others. Remember, he/she is human too...and probably has made a few mistakes. You will create a better impression by being honest and candid.

Ask Questions - When Indicated

If appropriate, ask meaningful questions, particularly if you're not clear about the details of the job, the training program, or other job-related concerns. But don't ask questions just because you think that's what is expected.

Follow-Up

Finally, follow-up on the interview. Provide whatever credentials, references, or transcripts are requested by the prospective employer as soon as possible. Be sure to write down the name, title, and address of the recruiter. You may want to consider a brief typed letter of appreciation for the interviewing opportunity.

Use of Placement Office

These are, of course, only general suggestions and observations. For more detailed and personalized advice, take advantage of the services of the Career Planning and Placement Office.

SAMPLE RESUME

RESUME

ROBERT ALLEN JONES
143 Caspian Street
Long Beach, California 90803
Phone: (562) 425-1608

EDUCATIONAL BACKGROUND:

1994	B.A. in Sociology, California State University, Long Beach
1998	Enrolled in MPA Degree Program; completed 12 hours, California State University, Long Beach. Concentration area: Public Works Administration

WORK EXPERIENCE:

Green's Department Store 550 Brook Street Garden Grove, CA Position: Stock Boy	October 1989 to September 1991 (part-time)
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City of Gardena 1525 Gardena Blvd. Gardena, CA Position: Administrative Intern	November 1994 to Present
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EXTRA CURRICULAR ACTIVITIES AND HONORS:

Member, Alpha Beta Tau Social Fraternity
Member, Intra-mural Fraternity Sports
Member, American Society for Public Administration
Student Senator, School of Letters and Science, CSULB
Dean's Honor List - 1992, 1993

GENERAL:

During my undergraduate work, I worked 30 hours per week. I was also active in community projects such as Head Start and Youth Corps. My future goal is to obtain employment in some government administration where my previous training and experience as an intern will be utilized.

REFERENCES:

Dr. Robert P. Starr
Assistant Professor
Political Science Department
California State University, Long Beach

Mr. Robert N. McCabe
Systems Analyst
Douglas Aircraft Company
Long Beach, CA 90813

Appendix A

Agreement Number: _____

STUDENT FIELD PLACEMENT AGREEMENT

This Agreement is between the Trustees of the California State University (CSU) on behalf of California State University Long Beach, hereinafter called "University" and _____, hereinafter called "Facility" for field placement of University students at Facility in accordance with the attached exhibit which by this reference is incorporated into and made part of this agreement.

Exhibit A Public Policy and Administration, consisting of two pages

Liability

University and Facility shall each be responsible for damages caused by the negligence of their directors, officers, agents, and employees occurring in the performance of this Agreement. The provisions of this paragraph, as intended by University and Facility, shall be interpreted to impose on each party responsibility for the negligence of their respective directors, officers, agents, and employees.

Insurance

University does not provide medical, health, or non-travel accident insurance for students participating in field placements.

Should Facility require proof of malpractice insurance coverage, students participating in allied health program field placements are responsible for obtaining such proof of coverage from the University Office of Safety and Risk Management. University does not provide malpractice insurance coverage for students participating in non-allied health/non-therapeutic field placements. Students participating in non-allied health field placements will be advised of their responsibility to obtain and show proof of such malpractice insurance coverage to Facility, should malpractice insurance coverage be required by Facility.

Workers' compensation insurance coverage for students shall be provided by Facility.

University Indemnity: University shall defend, indemnify, and hold Facility, its officers, employees, and agents harmless from and against any and all liability, loss, expense, or claims for injury or damages arising out of the performance of this Agreement but only in proportion to and to the extent such liability, loss, expense, or claims for injury or damages are caused by or result from the negligent or intentional acts or omissions of University, its officers, employees or agents.

Facility Indemnity: Facility shall defend, indemnify, and hold University, its officers, employees, and agents harmless from and against any and all liability, loss, expense, or claims for injury or damages arising out of the performance of this Agreement but only in proportion to and to the extent such liability, loss, expense, or claims for injury or damages are caused by or result from the negligent or intentional acts or omissions of Facility, its officers, employees or agents.

Services Responsibility

The Facility retains professional and administrative responsibility for the services rendered at the Facility.

Student Safety and Personal Risk

The Facility shall inform the participating student of any potential health or safety risks associated with their field placement.

Term of Agreement

The term of this Agreement shall be operative from date of full execution until _____. However, either party may cancel this Agreement upon thirty (30) days written notice.

Confidentiality

All parties shall abide by the The Health Insurance Portability and Accountability Act (HIPAA) of 1996 Privacy Rule, which provides for comprehensive Federal protection for the privacy of personal health information.

California State University Long Beach

1250 Bellflower Blvd., BH-346
Long Beach, CA 90840-0123

Authorized Signature

Authorized Signature

Cathy Bishop or Susan Holt
Buyer III Buyer III

Print Name and Title

Date: _____

Date: _____

**SPECIFIC PROTOCOL
PUBLIC POLICY AND ADMINISTRATION
Student Internship Agreement
Exhibit A**

The California State University Long Beach (University) Graduate Center for Public Policy and Administration (GCPPA) has been approved by the California State University (CSU) Trustees and accredited by the National Association of Schools of Public Affairs and Administration (NASPAA.)

The GCPPA has developed the internship program in order to give students in the MPA program needing public-sector or non-profit experience an opportunity to enhance both their academic and practical education. This course gives MPA students the opportunity to complement their substantive learning in seminars with the experience of working in the public or non-profit sectors. From this experience, these students will have a greater opportunity to enhance experience and qualifications which will aid them in their future careers.

Therefore, University and Facility recognize the mutual benefit in having students of the University's Graduate Center for Public Policy and Administration use the Facility for their internship experience.

I. FACILITY SHALL

- A. Permit students, designated by the University pursuant to Paragraph "II. A" below to receive work experience at Facility, and shall furnish and permit such students access to a variety of professional opportunities within the scope of services offered by the Facility for such internship experience.
- B. Maintain the facilities and provide opportunities in such a manner that the minimum essentials (adequate supervision, safe environment and access to facility and supplies) for an approved internship experience shall be met at all times.
- C. Permit the Facility's Director or other designated personnel to meet with the Internship Director of the GCPPA to coordinate the internship experience of the program provided for under this agreement.
- D. Have the right, after consultation with the University, to refuse to accept for further internship experience a University student who in the Facility's judgment is not participating satisfactorily in said program.

II. TRUSTEES, THROUGH THE UNIVERSITY, SHALL:

- A. Make an official request to the Facility for placement of a student or students within the Facility for the student's internship experience.
- B. Keep all academic records of students participating in said program.
- C. Designate a staff member to participate with the Facility designee in implementing and coordinating the program of supervised internship placement.

- D. Require every student to conform to all applicable Facility policies, procedures, and regulations, and all requirements and restrictions specified jointly by representatives of the University and Facility.
- E. In consultation and coordination with the Facility's Director and staff, plan for the internship experience to be provided to students under this Agreement.
- F. In consultation and coordination with the Facility's Director arrange for evaluation of the internship experience provided for under this Agreement.

III. FACILITY AND UNIVERSITY SHALL AGREE AS FOLLOWS:

- A. The Facility and University shall be jointly responsible for determining and evaluating the program of experiences for the student assigned to the Facility.
- B. Neither party shall be responsible for costs or expenditures incurred by the other in the conduct of the internship, other than those expenses defined in writing.
- C. That in compliance with the Civil Rights Act of 1964 (Title VI and Title VII), Title IX of the Education Amendments of 1972, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and the Americans with Disabilities Act of 1990, neither party will discriminate on the basis of race, color, national origin, ethnicity, religion, sex, handicap, or age in any of its policies, procedures, or practices, nor discriminate on the basis of marital status or sexual orientation.

Appendix B

**GRADUATE CENTER FOR PUBLIC POLICY AND ADMINISTRATION
PUBLIC ADMINISTRATION INTERNSHIP PROGRAM
IN LOCAL GOVERNMENT**

DATA SHEET

Date _____

In an effort to qualify for internships in various local governmental agencies and to gauge student interest in this area. We ask you to furnish the following information:

1. Name _____ 2. Age _____

3. Address _____ 4. Sex _____

City _____ State _____ Zip _____ 5. Phone _____

6. Student ID Number _____ Phone _____

Work

7. Standing in
MPA Program:

Accepted _____ No standing as of date of this form _____ Advanced to Candidacy _____

8. Many agencies are particularly interested in ethnic minority interns: Do you belong to an ethnic minority group?

If so, which ethnic minority group? _____

9. In which governmental agencies are you interested?

Federal _____ State _____ County _____ City _____ Special District _____

10. Are you a veteran?

Yes _____ No _____

11. Have you served as full time volunteer for groups such as the Peace Corps, VISTA, American Friends, etc.?

Yes _____ No _____

12. Major area of interest: (e.g., general administration, personnel, finance, planning, social programs, health criminal justice, public works, recreation, or other.) _____

13. What do you expect to gain from the internship program?

14. Do you know your responsibilities when you become an intern?

Yes _____ No _____

15. Special skills: Language, Technical Expertise, etc.

16. How many hours can you work? _____

17. How far will you travel for an internship? _____

18. Would you be willing to undertake the responsibilities of an internship on a volunteer basis?

Yes _____ No _____

19. Any other comments you wish to make?

Three copies of the following documents should accompany this application:

1. A personal resume (sample attached)
2. A list of courses in public administration or related fields you have successfully completed.

Questions about the internship program should be referred to:

Coordinator, Public Administration Internship Program
Graduate Center for Public Policy and Administration
California State University, Long Beach
1250 Bellflower Blvd.
Long Beach, CA 90840

Telephone: (562) 985-4178 or (562) 985-4179

Appendix C

GRADUATE CENTER FOR PUBLIC POLICY AND ADMINISTRATION PUBLIC ADMINISTRATION INTERNSHIP PROGRAM IN LOCAL GOVERNMENT

INTERN EVALUATION

Intern Name _____ Date _____
 Agency/Jurisdiction _____ Department _____
 Intern's Major Assignment(s): _____

This evaluation is to be used to assist us in our determination of the intern's performance in your agency. Evaluation should be based on the same standards as are used in evaluating pre-professionals and entry level professional employees at your agency. Please mark the appropriate number in each box:

Outstanding 1-2
 Average 5-6
 No Evaluation 9

Above Average 3-4 Improvement Needed 7-8

PERSONAL RELATIONS - Ability to get along with others: Effectiveness in dealing with the public and other employees	
WORK HABITS - Attendance, punctuality, application to duties, dependability	
QUALITY OF WORK - Accuracy, thoroughness, organization, quantity, neatness, completion of assignment	
KNOWLEDGE - Extent of knowledge in relation to work produced; knowledge of agency and its "place" in larger society, etc.	
ATTITUDE - Enthusiasm for work, willingness to accept suggestions for work improvement, ability to work within the parameter of job requirements, adaptability to verbal and written instruction	
PERSONAL FITNESS - Integrity, emotional stability, physical condition, personal appearance	
LEARNING ABILITY - Speed and thoroughness in learning procedures, law, rules, and other details, alertness, perseverance	
INITIATIVE AND MOTIVATION - Self-reliance, resourcefulness, willingness to accept and carry out responsibilities	
ABILITY TO ANALYZE PROBLEMS AND FORMULATE SOLUTIONS	
OVERALL RATING (1-8)	

1. What do you consider the intern's most outstanding talent or characteristics?

2. What are the intern's chief liabilities and weaknesses?

3. Were you satisfied with the administrative aspects of the internship program (i.e., negotiation, interview with the coordinator, follow-up etc.)?

Yes____ No____

4. What improvement would you like to see made in the administrative aspects of this program?

Additional comments:

Sponsor's Name_____

Title_____Date_____

Organization_____

Please mail forms to:

Coordinator, Public Administration Internship Program
Graduate Center for Public Policy and Administration
California State University, Long Beach
1250 Bellflower Blvd.
Long Beach, CA 90840-4602