

Internship Syllabus

Course Title:	ABC System Support Internship
Course Date:	TBD Annually (Early May through Late July or Early August)
Course Meeting Times:	TBD Annually
Course Location:	ABC Corporate Offices System Support Department Address 1 Address 2
On-Site Supervisor	TBD Annually

Course Description:

The ABC Systems Support Internship provides an immersive experience for students in a field setting within every group of the Systems Support department; including Tech Installations, Network Support, Help Desk, and Maintenance. Students will be exposed to a variety of IT best practices, departmental procedures, and environment cultures. They will also receive hands-on experience with network and POS equipment and contribute to one or more Systems Support projects.

Pre-requisite/program:

In accordance with the intern's academic institution departmental requirements, if taken for credit.

Learning Outcomes:

As a result of completing this program, interns will be able to:

- Prepare for an informed interview process within the IT field.
- Describe the flow chart and mission of each Systems Support group.
- Recite the mid-level details of administrating the entire life-cycle of an ABC store; including telecommunications configuration, installation, support, hardware and software maintenance, remodels, and closing.
- Summarize a variety of project, program, and personnel management styles utilized in an IT department.
- Practice basic troubleshooting of network, hardware, and software issues in live and/or lab settings.
- Restate how their involvement in the internship made a measurable contribution to the goals and objectives of the Systems Support department and the overall mission of the company.
- Chart the basic scheme of the ABC store network.
- Explain the industry standard job description for the position in which they have the greatest career interest and how it compares with those holding that exact (or similar) position within the ABC Systems Support department.

Instructional Methods:

This course is taught in a way that:

- Provides students with the opportunity to learn how technology is applied to various facets of the ABC.
- Allows students to gain first-hand experience in solving business challenges with new skills in a technology-related setting.
- Increases graduate marketability with knowledge of applying skills learned in a professional setting.
- Exposes students to the daily operations of all sub-departments within Systems Support.
- Gives ABC teammates the opportunity to mentor others and develop personal leadership qualities.

- Adheres to the most stringent UNK internship standards.
- Complies with every System Support Manager's standards for projects.
- Compensates students at least the average wage for UNK interns.
- Utilizes daily debriefings and weekly coaching sessions with the Site Supervisor.
- Uses a variety of instructional methods including dialectic and multi-media teaching; shadowing; hands-on involvement in projects, troubleshooting, and repair; daily logging; research; and case studies.

Textbook & Materials:

Textbook: At the discretion of the site supervisor and cooperating trainers.

Materials: At the discretion of the site supervisor and cooperating trainers.

Topics and Assignments:

Week 1	Onboarding, Orientation with Site Supervisor, Company Profile, Daily Debriefings, End-of-the-Week Coaching Session (relate, reflect, refocus, resource, review)
Week 2	Project(s) Overview, Training Plan, Daily Debriefings, End-of-the-Week Coaching Session
Week 3	ABC Store Life-Cycle, Project(s), Daily Debriefings, End-of-the-Week Coaching Session
Week 4	Shadow/Interview/Hands-On with Network Manager, Project(s), Daily Debriefings, End-of-the-Week Coaching Session
Week 5	Shadow/Interview/Hands-On with Installation/Project Manager, Project(s), Daily Debriefings, End-of-the-Week Coaching Session
Week 6	Shadow/Interview/Hands-On with Help Desk Manager, Project(s), Daily Debriefings, End-of-the-Week Coaching Session
Week 7	Shadow/Interview/Hands-On with Development Engineer (if available), Project(s), Daily Debriefings, End-of-the-Week Coaching Session
Week 8	Shadow/Interview/Hands-On with Maintenance Manager and Sr. Analyst, Project(s), Daily Debriefings, End-of-the-Week Coaching Session
Week 9	Project(s), Daily Debriefings, End-of-the-Week Coaching Session
Week 10	In-Depth Training with Manager in area of Greatest Interest, Project(s), Daily Debriefings, End-of-the-Week Coaching Session
Week 11	Turn In Assignments, Project(s) Wrap-Up, Daily Debriefings, Exit Interview

Assessment:

Company Profile	- due end of 1st week
Training Plan	- due Thursday of 2nd week
Midterm Evaluation	- TBD
Final Evaluation	- TBD

Grading standard will be determined by the student's educational institution or, otherwise, Pass/Fail.

Student's Rights and Responsibilities:

Explained during the completion of the ABC's Onboarding process.