



**College of Health Sciences**  
**School of Community and Environmental Health**

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## **Internship Manual for BSHS program**

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To acquire a Bachelor of Science in Health Sciences (BSHS) degree at Old Dominion University (ODU), the School of Community and Environmental Health (SCEH) requires that students complete an internship. The internship serves as the culminating experience for students pursuing a BSHS degree. This course is a planned, supervised, and evaluated experience that provides the opportunity for students to integrate their classroom learning into experiential learning. As such, students must complete all major courses as listed in the appropriate University Catalog for the student's admission year before enrolling in the internship. The minimum time investment is 200 hours.

The internship will allow a BSHS student to gain basic job entry skills by working with experienced healthcare professionals in a public or private organization. Students are allowed to seek internship opportunities in inpatient hospitals, ambulatory clinics/services, physician practices, skilled nursing centers/homes, retirement communities, assisted living facilities, home health agencies, public health departments/community health centers, health related non-profits, insurance companies, and other similar healthcare settings (see Box 1 for a summary of the internship experience).

### **Box 1: Internship Summary**

- 1. Minimum Time Investment**
  - 200 hours
- 2. Location**
  - Any organization, agency or department that provides planning and/or services relevant to Healthcare Administration.
- 3. Key Components**
  - Planned internship placements researched and suggested by students and subsequently approved by the Internship Coordinator and Site Supervisor/ Preceptor.
  - Supervised directly by a qualified Internship Site Supervisor/ Preceptor.
  - Documented Evaluations submitted by Student and Site Supervisor/ Preceptor.
  - Internship Experience Reflective Writing Assignment submitted by student.



## **Objectives**

The internship is designed and implemented to ensure that students achieve the following objectives:

### **Objectives for Health Services Administration**

Upon completion of the internship, the student will:

- Upon completion of the internship students will develop a set of competencies that align with the mission and types of jobs graduates enter. The Program will use these competencies as the basis of the curriculum, course content, learning objectives, and teaching and assessment methods.
- Gain a broad knowledge of the healthcare system and healthcare management.
- Develop competencies in communications and interpersonal effectiveness.
- Develop competencies in critical thinking, analysis, and problem solving.
- Develop competencies in management and leadership.
- Develop competencies in professionalism and ethics.

This document describes the framework of the policies and procedures that govern implementation of successfully completing the internship course. Specifically, it outlines the SCEH's guide to effective internship planning, site selection and approval, faculty supervision, and evaluation.

## **Competencies**

- Develop analytic and assessment skills
- Increase knowledge of policy development/ planning skills
- Increase communication skills
- Develop cultural competencies
- Better understand financial planning and management skills
- Develop leadership and systems thinking skills



## **Internship Planning, Registration, and Application Policies and Procedures**

1. The approval process for the practical experience begins with the student meeting with his/her faculty advisor to determine the student's eligibility for the internship. Before starting an internship, the student must have completed all major courses as listed in the appropriate University Catalog for the student's admission year.
  - a. Students may only take CHP 468 with one other course unless given permission in writing
2. All BSHS students are required to meet with the Internship Coordinator two semesters in advance to discuss the internship process/requirements. This meeting is mandatory in order to foster a clear understanding of the internship course and to determine each individual student's eligibility/ readiness for the internship.
3. Two semesters before the start of the internship students must schedule an appointment with ODU's Career Development Services to have their professional resume and cover letter reviewed prior to sending these documents out to potential internship sites. A mock interview may be conducted if necessary. Review can be scheduled online.
  - a. To schedule a resume review appointment online, students must:
    - i. Go to [calendly.com/ssteelman](https://calendly.com/ssteelman)
    - ii. Pick the best date and time for you.
    - iii. Don't be late!
  - b. Students must make all changes suggested by Career Development Services.
4. Students are responsible for searching and pursuing available internship opportunities of interest.
5. Students are responsible for securing and confirming their internship. Once selected by a host health care organization, the student may be required to undergo the same hiring process as other employees. This could include completing application materials specific to the organization, undergoing drug screening tests, participating in criminal background investigation, previous employment verifications, and immunizations. Students are responsible for ensuring that hiring requirements are completed before the start of the internship.
6. After securing the internship students must complete a learning contract (shown in Appendix B) and receive final approval from the internship coordinator.
7. Course Registration: Students should be mindful of the university's registration periods posted on the ODU website. In addition, please note the following:
  - a. Students should contact the internship coordinator for an override into the course.



## **Internship Site Selection and Approval Policies**

*All Internship sites must meet the following selection criteria:*

1. The site is an organization, agency, ministry, department or community that provides planning or services relevant to one or more of the core areas of health services administration.
2. Enables the student to develop and apply specific skills or competencies learned in the academic program (*e.g., assessment, program planning, evaluation, management, data analysis, policy development, etc.*).
3. Provides a Site Supervisor/ Preceptor who is willing to mentor and/or facilitate collaborative activities wherein students receive guidance, i.e. regularly scheduled time with the student, overseeing student's implementation of specific objectives, etc.
4. Exhibits a willingness to gradually increase student's responsibility and independence over the duration of the internship experience.
5. Provides institutional support (example desk, telephone, etc.) to allow for effective administration of internship duties where needed.

*All Internship Site Supervisors/ Preceptors must meet the following selection criteria:*

1. Working in collaboration with the student and Internship Coordinator, identify a project/ or set of activities that the student can undertake during the internship period.
2. Site Supervisor/ Preceptor should have at least a Master's degree, terminal professional degree, or recognizable academic/professional association with the multidisciplinary facets of health services administration as: community health practitioners, educators, social workers, researchers, etc.
3. Site Supervisor/ Preceptor and/or collaborating partners (within agency) actively engages in projects that utilize the principles, theories and skills in one or more of the core areas of health service administration. epidemiology, social and behavioral health sciences, environmental and occupational health sciences, health policy & administration, and/or social work.
4. Meet with the student in regularly scheduled supervisory sessions and provide an evaluation of the student's performance (Appendix C).



## **Procedures**

1. The SCEH, through the Internship Coordinator, oversees the internship placement.
2. Periodically, a general request is sent out to numerous agencies to determine their willingness to serve as a site for BSHS students. A committee will review and judge their suitability for internship.
3. Students should initiate contact and follow up with potential internship site(s) to discuss internship requirements. Competencies related to the BSHS program and applicable to the internship experience should be referred to when planning internship activities/tasks.
4. Once communication has been established, information regarding the site, its geographical location, contact information and potential Site Supervisor/ Preceptor is obtained. If the site identified meets the minimum criteria and standards as outlined in the policies for internship site selection, the Program Director formally approves the internship site.
5. Should the site require an Internship Agreement/Memorandum of Agreement [MOA], the student must inform the internship coordinator as soon as possible to allow sufficient time for processing of the document.
6. Upon confirmation of a favorable placement for the student, the Internship Learning Contract (Appendix B) is completed by the student.
7. The Learning Contract, a requirement for all internship sites, serves as an official proposal for the internship by outlining work to be undertaken during the internship.

## **Faculty Supervision of Students**

### **Policies and Procedures**

1. Faculty advisors are required to consult with their internship students and collaborate with the Internship Coordinator to ensure the timely placement of each student.
2. Faculty supervision of the student's internship will remain the primary responsibility of the Internship Coordinator who ensures the completion and submission of required documents: Learning Contract, Time Logs, Student and Site Evaluations, and all Course Assignments. The Internship Coordinator will monitor the student's performance throughout the internship.
3. The Internship Coordinator will oversee all components of the Internship from approval to final evaluation of the internship experience.

The Internship Coordinator/Program Director will address any concerns relating to the students and Site Supervisors/ Preceptors. If any problematic cases arise for students and/or sites during the internship, the Program Director, Chair of the SCEH and Faculty Advisors should be informed with the goal of reaching an optimal resolution for the benefit of all concerned parties.



## **Course Assignments and Assessments**

As part of the course assessment, students are required to put together an electronic portfolio (ePortfolio). The ePortfolio is an electronic collection of work done by the student during the internship and can be used to present the student's "professional" or digital self to others. Information about how to create an ePortfolio and sample ePortfolios can be found on the University's website at [www.odu.edu/success/programs/eportfolios](http://www.odu.edu/success/programs/eportfolios). Specific guidelines for creating and submitting the internship ePortfolio will be provided on Blackboard. In addition to submitting an ePortfolio, students must submit three comprehensive attendance records (Appendix D) that cover the entire internship period. The attendance record and the student's evaluation of internship experience (Appendix E) should be posted on Blackboard by the end of the semester. Students must also follow-up with their Site Supervisor/ Preceptor to ensure that the Site Supervisor/ Preceptor's Evaluation of Student Performance Form is completed and returned directly to the Internship Coordinator by the posted due date in the internship course syllabus.

## **Evaluation of Student**

There are no examinations required for this internship experience; the student's written work and submission of reports and evaluations determine the final grade. The final grade is "Pass" or "Fail." Students must complete 200 hours of on-site internship experience and submit all assignments (including an e-portfolio) to receive a Pass for the course. Failure to complete each condition may result in the student receiving an "incomplete" grade. Failure to complete at least 80% of the course within the registered semester will result in a "Fail." The internship coordinator should be contacted if a need arises to request additional time consideration for submission of an assignment.



## Appendix A: BSHS Internship Checklist

<b>Phase One</b>		
<input type="checkbox"/>	1	Meet with faculty advisor to determine timeline and eligibility for an internship.
<input type="checkbox"/>	2	Sign Statement of Understanding in Blackboard
<b>Phase Two</b>		
<input type="checkbox"/>	3	Meet with the Internship Coordinator two semesters in advance to discuss internship interests and plans for commencement.
<input type="checkbox"/>	4	Schedule appointment with ODU's Career Development Services to have professional resume and cover letter reviewed.
<input type="checkbox"/>	5	Search for internship opportunities.
<input type="checkbox"/>	6	Secure and confirm internship.
<input type="checkbox"/>	7	Receive final approval from the BSHS Internship Coordinator.
<input type="checkbox"/>	8	Complete the Internship Learning Contract (Appendix B).
<u>Complete phase two requirements by deadline.</u> Deadlines for subsequent semester: <b>December 1<sup>st</sup>, May 1<sup>st</sup>, August 1<sup>st</sup>.</b>		
<b>Phase Three</b>		
<input type="checkbox"/>	10	Contact the Internship Coordinator for a course override into CHP 468.
<input type="checkbox"/>	11	Consult with internship preceptor at internship site for orientation requirements.
<input type="checkbox"/>	12	Login into Blackboard to ensure that it is working effectively. Report any problems to ITS.
<input type="checkbox"/>	13	Attend all required on-site activities and complete and log on-site hours.
<input type="checkbox"/>	14	Complete all course assignments including e-portfolio.
<input type="checkbox"/>	15	Post signed attendance records on Blackboard at the end of the semester.
<input type="checkbox"/>	16	Follow-up with preceptor to ensure the Evaluation of Student Performance Form is completed and emailed directly to the Internship Coordinator.

**College of Health Sciences**  
Experiential Education Learning Contract  
**Appendix B**

For Internship, Practicum, and Co-op

**CONTACT INFORMATION**

First Name

UIN

Phone

Last Name

ODU Email

Alternate Phone

**POSITION INFORMATION**

Intern/Practicum/Co-op Site

Supervisor Name

Supervisor Phone

Hours/Week

Rate/Hour if applicable

Web Site

Supervisor Email

Address

Start Date

End Date

**IMPORTANT:** Attach your position description (or detailed list of your role and responsibilities) to this form (Appendix B, Part II). List duties, projects, learning goals to be completed, etc. as appropriate. A job offer letter may be substituted if it includes this information. It will help the academic department determine if the position is appropriate for your major or minor.

**ACADEMIC AGREEMENT**

Major/Minor

Faculty

Semester

Year

How did you hear about this position?

**FOR COURSE REGISTRATION ONLY**

Subject

Course#

CRN#

Credits

A pass grade for this course will be issued only if the following criteria are met satisfactorily:

- CAP Authorized in Careers4Monarchs.
- Completed and submitted an updated resume.
- Completed required hours in the Internship/Practicum/Co-op position as required by major.
- Completed and submitted ePortfolio, including reflection paper, as required by major.
- Completed and submitted Student Satisfaction Survey and Supervisor Rating Scale.

1. Student Signature	Date	3. Internship Coordinator	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2. Supervisor Signature	Date	4. CDS College Liaison	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



**Appendix B, Part II: Internship Information for Approval**

<b>Preceptor name, experience, and qualifications</b>	
<b>Internship description with specific details regarding duties, projects, learning goals</b>	

**\* Learning Contracts are not complete until internships have been approved.**



**Appendix C: Site Supervisor/ Preceptor’s Evaluation of Student Performance**

Student: \_\_\_\_\_ Date: \_\_\_\_\_

Preceptor: \_\_\_\_\_ Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Instructions: Preceptors are asked to complete this evaluation form for each student

<b>Professional Aptitude Rating Scale</b>			
<i>Criteria</i>	<i>Did Not Meet Expectations</i>	<i>Met Expectations</i>	<i>Exceeded Expectations</i>
Demonstrated the ability to apply health care organizational principles, leadership skills, including general management; financial management; human resources and personnel management; organizational dynamics and governance; strategic planning and marketing; information management; risk management and assessment; and quality improvement.			
Demonstrated the ability to communicate clearly and concisely, both in writing and orally, with internal and external partners and facilitate constructive interactions with individuals and groups.			
Developed skills relating to customer service and satisfaction, specific to health services administration.			
Developed a working knowledge of the information technology systems requirements and technical skills for health			



care administration management related to hardware, software, storage and security.			
Demonstrated an ability to apply laws and regulations that impact health care organizations, including local, state and federal mandates; accrediting agencies; and managing directives.			
Demonstrated an ability to analyze the impact of politics and economics on health care organizations.			
Demonstrated an ability to describe the governance structure in health care organizations including the role of the governing board, the administrators and other officials.			

Please provide additional comments. \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Preceptor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please return to:

Luisa Lucero, Ph.D.  
 School of Community and Environmental Health  
 College of Health Sciences  
 Old Dominion University  
 Health Sciences Building, Room 3138  
 Norfolk, VA 23529  
 Phone: (757) 683-6357  
 llucero@odu.edu  
**\* Email preferred**



**Appendix D: Attendance Record**

Student: \_\_\_\_\_ Date: \_\_\_\_\_

Preceptor: \_\_\_\_\_ Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Instructions: Please complete this attendance record and submit it as part of the internship evaluation.

<b>Internship Attendance Record</b>				
<i>Date</i>	<i>Start Time</i>	<i>End Time</i>	<i>Total Hours</i>	<i>Brief Description of Work Performed</i>





**Appendix E: Student Evaluation of Internship and Preceptor Experience**

Student: \_\_\_\_\_ Date: \_\_\_\_\_

Preceptor: \_\_\_\_\_ Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Instructions: Students, please complete the following evaluation form about your experience.

**1. My orientation to the staff and operations of the organization was**

1	2	3	4	5	6
Unacceptable	Poor	Fair	Good	Very Good	Outstanding

**2. The opportunities to participate in daily operations / projects / assignments was**

1	2	3	4	5	6
Unacceptable	Poor	Fair	Good	Very Good	Outstanding

**3. The preceptor’s ability to share the organization’s mission, goals and objectives was**

1	2	3	4	5	6
Unacceptable	Poor	Fair	Good	Very Good	Outstanding

**4. The preceptor’s ability to serve in the capacity as a professional mentor was**

1	2	3	4	5	6
Unacceptable	Poor	Fair	Good	Very Good	Outstanding

**5. How valuable was the overall internship experience?**

1	2	3	4	5	6
Unacceptable	Poor	Fair	Good	Very Good	Outstanding



**Would you recommend this site for future student internships? Please explain.**

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**Additional Comments:** \_\_\_\_\_

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**Student Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**IMPORTANT:** Upon completion, submit in the CHP 468 course Blackboard.