

FCS 469 Internship
3 hours credit
Fall 2007

LOCATION: Arranged by the student at approved work site off-campus

CLASS MEETING TIMES: Work hours arranged between the student and the work supervisor

INSTRUCTOR: Stephanie Noman, M.S.

OFFICE LOCATION: Room 203, AB2

CONTACT INFORMATION: Telephone: 936.294.1986 (24-hour voice mail)
Email: slnoman@shsu.edu
FAX number: 936.294.4204

OFFICE HOURS: Monday and Wednesday: 9:30 a.m. – 10:00 a.m.
11:00 a.m. – 12:00 p.m.

COURSE DESCRIPTION: Internship in the Department of Family and Consumer Sciences consists of a supervised off-campus work experience in an approved cooperative business or agency to better understand the challenges and potential of various careers in family and consumer sciences professions and services. Student obtains own position in keeping with the major program area. A minimum of three hundred (300) supervised clock hours is required for appropriate credit. Student must be concurrently enrolled in FCS 469. Taken on acceptance of the application. Prerequisite: Senior standing (100 semester hours credit) in program major. Offered every semester and through the summer. Credit 3.

COURSE OBJECTIVES:

This purpose of this course is to provide pertinent working experiences that complement course work within various program areas housed in the Department of Family and Consumer Sciences. The student will obtain his/her own position and is required to work a minimum of 300 supervised clock hours. Upon completion of this course, the student should be able to:

1. cite the importance of human relations as they apply to customers or clients, co-workers, and supervisory personnel.
2. understand the interrelationship between characteristics, needs and wants of customers and business, including ways in which the business strives to meet the needs of the customer.
3. apply selling techniques appropriate to the merchandise, the organization and its customers, clients or patrons.
4. prioritize responsibilities for the greatest combination of efficiency and effectiveness.

5. make a positive contribution to the organization as an employee/intern.
6. understand the importance of paperwork and record-keeping in the management of an organization.
7. demonstrate a general understand of the workings of an organization, including its mission and its practical, every-day activities.

TEXT: Burleson, Laura K. and White, Janis H. *Internship Handbook*, 4th Ed., Sam Houston State University Press, 2005.

GRADING PLAN:

Form A (Application), Resume, and Transcript	10 points
Form B (Internship Approval) and Networking Statement	25 points
Form C (Demographic Information) and Contract	15 points
Assignment 1 (Orientation Questions)	50 points
Assignment 2 (Performance Goals)	100 points
Weekly Time Sheets and Log Reports	150 points
Final Evaluation	100 points
Intern Performance Appraisal (business supervisor)	100 points
Site visit discussion (internship coordinator/supervisor)	<u>50 points</u>
Total possible points	600 points

ACADEMIC DISHONESTY: All students are expected to engage in all academic pursuits in a manner that is above reproach. Students are expected to maintain complete honesty and integrity in the academic experiences both in and out of the classroom. Any student found guilty of dishonesty in any phase of academic work will be subject to disciplinary action. The University and its official representatives may initiate disciplinary proceedings against a student accused of any form of academic dishonesty including, but not limited to, cheating on an examination or other academic work which is to be submitted, plagiarism, collusion, and the abuse of resource materials. Cell phones, backpacks, purses, etc. may not be at the student's desk or table during exams. If they are in the classroom during exam time, they may be placed at the front of the room. The student assumes all responsibility for personal property.

CLASS POLICIES AND PROCEDURES: The policies and procedures for Internship in the Department of Family and Consumer Sciences are very clearly outlined in the *Internship Handbook* which also serves as the textbook for the course. Policies, procedures and timelines as outlined in the handbook will be adhered to strictly. Each student in the course should purchase TWO handbooks, and one of them should be provided to the business supervisor of the internship.

STUDENTS WITH DISABILITIES POLICY:

It is the policy of Sam Houston State University that no otherwise qualified disabled individual shall, solely by reason of his/her handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any academic or Student Life program or activity. Disabled students may request help with academically related problems stemming from individual disabilities from their instructors, school/department chair, or by contacting the Chair of the Committee for Continuing Assistance for Disabled Students and Director of the Counseling Center, Lee Drain Annex, or by calling 936.294.1720. NOTE: No accommodation can be made until the student registers with the Counseling Center.

STUDENT ABSENCES ON RELIGIOUS HOLY DAYS POLICY:

Section 51.911(b) of the Texas Education Code requires that an institution of higher education excuse a student from attending classes or other required activities, including examinations, for the observance of a religious holy day, including travel for that purpose. A student whose absence is excused under this subsection may not be penalized for that absence and shall be allowed to take an examination or complete an assignment from which the student is excused within a reasonable time after the absence.

University policy 861001 provides the procedures to be followed by the student and instructor. A student desiring to absent himself/herself from a scheduled class in order to observe (a) religious holy day(s) shall present to each instructor involved a written statement concerning the religious holy day(s). The instructor will complete a form notifying the student of a reasonable time frame in which the missed assignments and/or examinations are to be completed.

Q-DROPS:

A Q-drop is a drop made after the last date for tuition refunds (12th class day for fall/spring; 4th class day for summer) but before the date for which a drop would result in a grade of 'F' as published in the Academic Calendar.

Students will be allowed no more than five Q-drops during their academic career at Sam Houston State University. Classes that are dropped prior to the Q-drop date will not count toward the limit. Students who have used their limit of five Q-drops will need to petition their respective dean to drop a class. If the dean refuses to grant permission to drop a class, a student will be required to remain in the class

This limit was effective with the start of the Fall 2004 semester. Any drops accumulated prior to the Fall 2004 semester will not be included in the five Q-drop limit, nor will Q-drops from other universities.

COURSE OUTLINE:

UNIT I

Triad Responsibilities

1. Student Intern Responsibilities
2. Intern Coordinator Responsibilities

3. Business Supervisor Responsibilities

UNIT II

General Requirements

1. Time Frame
2. Required Forms
3. Reporting Procedures

UNIT III

Responsibilities Typical of Fashion Merchandising Interns

1. Customer Service
2. Loss Prevention
3. Customer Relations
4. Merchandising Information
5. Merchandise Maintenance
6. Inventory Maintenance
7. Visual Presentation of Merchandise
8. Sales Associate Staffing and Supervision
9. Store or Department Critique

UNIT IV

Responsibilities Typical of Interior Design Interns

1. Material Resource Information
2. Updating Merchandise Catalogs
3. Relations with Wholesalers and Manufacturers
4. Relations with Installers
5. Client Relations
6. Measuring for Ordering and Installation
7. Drafting for Space Planning
8. Interior Design Forms and Paperwork
9. Visual Presentations of Merchandise

UNIT V

Responsibilities Typical of Food Service Management Interns

1. Customer Relations
2. Preparation in Service Areas
3. Ordering from Suppliers
4. Supervision of Servers
5. Visual Presentation of Food Items
6. Inventory Maintenance
7. Food Preparation
8. Cash Register Maintenance and Paperwork

UNIT VI

Responsibilities Typical of General Home Economics Interns

1. Client and Patron Relations

2. Preparation in Service Areas
3. Inventory Maintenance
4. Food Preparation
5. Maintenance of Clothing Items
6. Maintenance of Appliances
7. Maintenance of Home Furnishings Items
8. Ordering from Suppliers
9. Supervision of Clients, Volunteers and Personnel

RECOMMENDED READING (varies with program major):

Ching, F. *Building Construction Illustrated*, 3rd Ed., John Wiley & Sons, Inc., Somerset, New Jersey, 2007.

Easterling, C. R., E. Flottman, M. H. Jernigan, and B. E. S. Wuest. *Merchandising Mathematics for Retailing*, 4th Ed., Pearson Prentice Hall, Upper Saddle River, New Jersey, 2008.

Frings, G. S. *Fashion: From Concept to Consumer*, 7th Ed., Pearson Prentice Hall, Upper Saddle River, New Jersey, 2002.

Harmon, S. K. and K. E. Kennon. *The Codes Guidebook for Interiors*, John Wiley & Sons, Inc., Somerset, New Jersey, 2005.

Kadolph, S. J. *Textiles*, 10th Ed., Pearson Prentice Hall, Upper Saddle River, New Jersey, 2007.

Kato, S. L. *Foundations of Family and Consumer Sciences: Careers Serving Individuals, Families and Communities*, Goodheart-Wilcox Co., Tinley Park, Illinois, 2008.

Knight, J. B. and L. H. Kotschar. *Quantity Food Production, Planning, and Management*, 3rd Ed., John Wiley & Sons, Inc., Somerset, New Jersey, 2000.

McWilliams, M. *Food Fundamentals*, 8th Ed., Pearson Prentice Hall, Upper Saddle River, New Jersey, 2006.

Piotrowski, C. *Professional Practices for Interior Designers*, 3rd Ed., John Wiley & Sons, Inc., Somerset, New Jersey, 2006.

Molt, M. *Food for Fifty*, 12th Ed., Pearson Prentice Hall, Upper Saddle River, New Jersey, 2006.

Van Hoof, H. B., G. K. Vallen, M. E. McDonald, and P. J. Wiener. *A Host of Opportunities: An Introduction to Hospitality Management*, 2nd Ed., Pearson Prentice Hall, Upper Saddle River, New Jersey, 2007.

Warfel, M. C. and M. L. Cremer, R.D., Ph.D. *Purchasing for Food Service Managers*, 4th Ed., McCutchan Publishing Corp., Berkeley, CA, 2002.

Periodicals:

Food Management

Home Furnishings Daily

Interior Design

Women's Wear Daily