

INTERNSHIP HANDBOOK



Southern
New Hampshire
University

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STANDARD UNIVERSITY POLICIES

OVERVIEW

This Internship Handbook applies to all campus and online students except for those enrolled in the following programs: All Nursing Programs, MA Clinical Mental Health Counseling, Master of Education Programs, Master of Public Health.

Special Note:

- Appendix A contains additional information for students seeking online internship course approval
- Appendix B contains additional information for students seeking campus-based internship course approval

INTRODUCTION

Southern New Hampshire University (SNHU) recognizes internships as a beneficial part of students' preparation for their professional career. Internships are short-term educational work experience opportunities created through a partnership agreement between approved sites, students, and SNHU, allowing students to receive practical, hands-on experience related to their program or concentration under the supervision and guidance of a qualified internship supervisor.

An internship aims to enhance students' professional growth and further their knowledge and appreciation of the role and duties assigned to them during the experience. Internships allow students to identify their strengths and weaknesses and an opportunity to practice, improve, and evaluate skills, techniques, principles, and theories they have already been exposed to through coursework. At the end of the internship, students should have greater confidence in their skills and abilities as they start their professional careers.

This handbook is a guide to be used by students, internship sites and supervisors, and SNHU faculty and staff to prepare for the internship. The intent of the internship handbook is to present the policies, procedures, and requirements needed to secure a qualified internship experience that would count for academic credit toward a student's program.

Internship approval is not guaranteed.

SNHU reserves the right to make additions or changes at any time to the Internship Handbook as needed.

GENERAL DEFINITIONS FOR ALL

Concentration: A sequence of inter-related coursework that a student chooses to pursue within a major or discipline. A concentration generally replaces elective coursework in the major or discipline, allowing students to focus their studies on an area of interest. A concentration is not an official credential, nor is it noted on the diploma. It is, however, acknowledged on student transcripts. A concentration is typically an optional component within a program of study.

Experiential Learning: A job shadowing experience to observe how theory and practice discussed in the classroom are enacted in the field.

Internship: An academic internship is a form of experiential education that integrates knowledge and theory learned in the classroom with practical application and skill development in a professional setting. This work/learning arrangement is overseen by a faculty or staff member of an educational institution and by a designated employee of an organization.

- The internship is usually the length or equivalent of an academic term, may be part-time or full-time, paid or unpaid.
- An integral component of the experience that distinguishes it from other types of work is one or more forms of structured and deliberate reflection and industry specific mentorship contained within learning objectives.

Internship Instructor: A faculty member assigned to oversee one or more students enrolled in an internship course. The Internship Instructor will have routine contact with the intern and internship supervisor and is responsible for assigning the final grade for the course.

Internship Site: The participating organization, institution, agency, or company in which the student is retained on a paid or non-paid basis during their internship.

Internship Site Supervisor: The agency designated staff member responsible for directing and supervising the student's Site experience. The Site Supervisor provides guidance and feedback on student performance.

Program: A coherent, logically sequenced learning path that progressively leads to the mastery of a predefined set of program outcomes. A program of study is a general term used to describe awarded credentials including an undergraduate or graduate level degree or certificate.

DIVERSITY AND DISABILITY STATEMENT

If students require accommodations related to their internship, please contact the relevant Accessibility Center. SNHU values diversity and inclusion and strives to create inclusive and welcoming academic environments. If there are aspects of the instruction or design of this course that present barriers to your inclusion, please notify the Accessibility Center as soon as possible. The Accessibility Center can work with students and instructors to address needs and concerns. It is encouraged that all students with known or suspected physical, medical, sensory,

psychiatric, and/or learning disabilities register with their respective accessibility center to assess learning needs and take advantage of available academic accommodations and support services.

Campus Accessibility Center (SNHU Campus Based Students)

- (603) 644-3118
- cac@snhu.edu
- Fax: (603) 644-3132

Online Accessibility Center (SNHU Online Students)

- (866) 305-9430
- oac@snhu.edu
- Fax: (877) 520-8916

QUALIFYING INTERNSHIP EXPERIENCES

Students who are not required to complete an internship to graduate are responsible for finding an appropriate internship site and developing appropriate learning outcomes related to their major or concentration. Your respective SNHU career department can provide guidance and assistance with how to find an appropriate site.

Students who are required to complete an internship to graduate are encouraged to find their own site to ensure alignment of interests and skills, however additional internship options and site securement support is available for those who need it.

Campus Career and Professional Development Center (SNHU Campus Based Students)

- (603) 645-9793
- CareerDevelopment@snhu.edu

Global Career Internship Team (SNHU Online Students)

- (888) 672-1458
- CoceInternships@snhu.edu

The following criteria defined by the National Association of Colleges and Employers (NACE) must be met for an experience to be defined as an internship:

- The experience must be an extension of the classroom: a learning experience that provides for applying the knowledge gained in the classroom. It must not be simply to advance the operations of the employer or be the work that a regular employee would routinely perform.
- The skills or knowledge learned must be transferable to other employment settings.

- The experience has a defined beginning and end, and a job description with desired qualifications.
- There are clearly defined learning objectives/goals related to the professional goals of the student's academic coursework.
- There is supervision by a professional with expertise and educational and/or professional background in the field of the experience.
- There is routine feedback by the experienced supervisor.
- There are resources, equipment, and facilities provided by the host employer that support learning objectives/goals.

When thinking about potential Internship Sites, students may discuss and create their learning outcomes in consultation with the Internship Site and recognizing the opportunities available within to ensure the appropriateness of the location to the Student's intended learning outcomes and professional career goals. Supervised internship experiences provide an opportunity for students to synthesize, transfer, and apply knowledge gained through coursework to the daily Internship Site operations. Internships also allow students to expand their professional network and practice professional behavior in the workplace. A qualified Site Supervisor should provide a variety of real-world experiences for the Student to develop confidence and experience in their field of study. Internships cannot be supervised by a family member of a student.

GENERAL INFORMATION FOR ALL SNHU STUDENT INTERNS

Background Checks, Proof of Immunizations, Drug Testing, CPR Requirements

- Certain Internship sites may require conditions of acceptance such as a background check, drug testing, proof of immunizations, Tuberculosis test (TB test), Cardiopulmonary resuscitation certification (CPR) and/or First Aid requirements, etc.
- The Student is typically responsible for the costs associated with any conditions required by the Internship Site. Financial Aid refund monies can be used to pay for these costs.

Compensation

- Compensation is determined by the employer. Internships can be paid or unpaid.

Enrollment in Other Courses

- Students are allowed to enroll in another course during the same term as the internship.
- Students should carefully consider their responsibilities and various time commitments before deciding to take more than the internship course.

Drug and Alcohol Use

- Students must abide by the Student Handbook Alcohol and Other Drug (AOD) Policies & Procedures. The Student Handbook is located within mySNHU and can be accessed

using the following link:

http://pages.snhu.edu/students/handbooks/Student_Handbook.pdf

Multiple Interns at the Same Site During the Same Term

- Outside of the State of New Hampshire, no more than ten (10) students from the same degree program can be placed at one Internship Site.
- A contract for supervised field experiences to be covered by the State Authorization Reciprocity Agreement (SARA) is limited as follows. Such a contract:
 - Cannot provide for the placement of more than ten students from an individual academic program placed simultaneously at one clinical or practicum site, unless approval for a larger number is provided by the host state SARA portal agency. (From the State Authorization Reciprocity Agreements Policies and Standards, Section 5.3c- Physical presence standards (Supervised Field Experiences))

Personal or Family Emergency During Internship

- In a personal or family emergency, the student must promptly notify the Site Supervisor, Internship Instructor, and SNHU Internship Team. The nature of the emergency, and the likely impact on the student's ability to complete the internship under the terms approved, must be provided, along with any supporting documents. If the emergency prevents the student from completing the internship as agreed upon in the internship request, a meeting will be held with appropriate stakeholders to determine appropriate next steps and outcomes.

Personal Leave During Internship

- Internship is designed to be an extended opportunity for students to expand their breadth and knowledge of the industry, the organization, and career paths. Students are expected to work consecutive weeks for the full duration of the internship and are not allowed personal leave time during the internship.

Driving for Site Business

- Students who choose to drive their personal vehicle or a company vehicle for Internship Site business should make sure they have coverage under their personal automobile insurance or confirm with the site that they are covered by the Internship Sites automobile insurance coverage.

Travel and Living Expenses

- Students are responsible for all travel and living expenses associated with their internship.

Virtual Internships

- At times, it makes sense for a student to seek internships that occur remotely, or virtually. Virtual internships can remain a valuable experience to students and can be considered for academic credit.
- It is recommended to consider the following when seeking a virtual internship:
 - Supervision: How often will you be in touch with your Site Supervisor? How frequently will you meet 1-1 to discuss progress? How will this communication occur (Skype, conference call platform, phone, etc.)?
 - Training: Is training that is provided to a face-to-face intern able to be duplicated in a virtual format?
 - Infrastructure: Is the organization equipped to have virtual interns? Consider what technology needs are and are not provided, how you will turn in projects and observe meetings, etc.
- Virtual internships are subject to the same approval process as indicated in “Internship Approval Process” section.

ONLINE UNIVERSITY POLICIES

The following information applies to students who are pursuing approval to enroll in an online section of an internship course. (See Appendix B for campus internship course information)

GLOBAL CAMPUS DEFINITIONS FOR ONLINE STUDENTS

Academic Advisor: A student's principal point of contact for academic issues that impact progress toward the degree. An Academic Advisor can assist a student with course planning, registration, academic counseling, and guidance.

Associate Dean: The Associate Dean is a full-time member of the University staff who is responsible for supporting the operational needs, strategic direction, and initiatives of Southern New Hampshire University's online programs. Considered a program subject matter expert who will evaluate online internship course proposals and approve or deny internship requests.

Grade Point Average: Otherwise known as a student's GPA. This is the measurement of a student's academic grading on a 4.0 scale.

Practical Experience: A course of supervised practical training, frequently in an off-campus workplace, where the student is guided in their learning by a site preceptor and a faculty sponsor. This can include a combination of job rotation in which the student completes tasks related to their program, job shadowing of managers and directors during departmental and organization meetings, and project-based tasks that take a period of time to complete. Practical Experiences may be paid or unpaid, depending on the specific location and duties involved.

Practical Experience Site Preceptor: The agency designated staff member responsible for directing and supervising the student's field experience. The agency Preceptor provides guidance and feedback on student performance.

SNHU Internship Administrator: A Southern New Hampshire University staff member assigned to manage the internship program and provide guidance and support to participating agencies, students, and internal staff involved in internships.

STUDENT ELIGIBILITY FOR INTERNSHIP / EXPERIENTIAL LEARNING COURSES

Eligibility requirements have been established to ensure a minimum level of preparedness through academic instruction for the internship experience. Students must meet eligibility requirements by the start of the internship.

Prerequisites for Undergraduate students:

- Successful completion of Pre-Internship Survey
- Minimum 2.5 GPA
- Minimum 60 credits earned in bachelor program including three core major course
 - Exception: Associates programs require a minimum of 30 credits earned
 - Exception: [HIM-445](#) requires additional prerequisite courses (check with Academic Advisor for eligibility)
 - Exception: [SNHU-290](#) Experiential Learning course requires only one (1) major course completed
- Program specific prerequisites by major (check with Academic Advisor for details)

Prerequisites for Graduate students:

- Successful completion of Pre-Internship Survey
- Minimum 3.0 GPA
- Minimum 18 credits earned, excluding foundation courses
 - Exception: Sport Management students require only 12 credits earned
 - Exception: Master of Fine Arts (no credit prerequisites)
- Program specific prerequisites by major (check with Academic Advisor for details)

MANDATORY INTERNSHIPS

Some online academic degree programs require an internship. The required programs covered in this Handbook are:

- BS Healthcare Information Management

Students in programs with requirements not covered by this Handbook should consult their program specific handbook or resources, including:

- *All Nursing programs*
- *Master of Education programs*
- *Master of Clinical Mental Health Counseling*
- *Master of Public Health*

CURRENT EMPLOYER INTERNSHIPS

A student may intern with their current employer under the following conditions:

- The student begins the job 30 days from beginning the internship course. Under this scenario, the internship responsibilities may be similar to the job description.
- If a student has been employed at an organization for more than 30 days from the beginning of the internship, then the internship responsibilities need to be above and beyond the current scope of work being completed as part of the job.

- When interning with a current employer, a student's Internship Site Supervisor should be someone other than the student's current direct supervisor.

Students wanting to complete an internship with their current employer or take an innovative approach to completing the internship must first contact the SNHU Internship Administrator to discuss available options: coceinternships@snhu.edu

INTERNSHIP REQUIREMENTS

To earn academic credit for an internship, students must meet the following hour requirements by class:

- 150 ours:
 - Undergraduate Courses: [FMK-290](#), [ACC-490](#), [BUS-490](#), [MKT-490](#), [SPT-491](#), [SNHU-495](#)
 - Graduate Courses: [ACC-710](#), [SPT-710](#), [MBA-710](#), [SNHU-690](#)
- 40 hours:
 - Undergraduate Courses: [HIM-445](#)
 - Graduate Courses: [MFA-607](#)
- 60 hours:
 - Undergraduate Courses: [SNHU-290](#)

Along with completing the hours required, students must successfully pass the internship course that is taken along with the site experience (including extended internships when applicable). Students must receive a favorable evaluation from the employer upon completion of the internship.

LENGTH OF INTERNSHIP

The internship is usually the length or equivalent of an academic term unless otherwise stated or special accommodations have been granted prior to internship approval.

For Undergraduate Students:

- Online academic course terms are eight (8) weeks long

For Graduate Students:

- Online academic course terms are ten (10) weeks long

Extended Internships

When possible, internships should be designed to align with the dates of an academic term. However, this is not always doable, and students may have the option of extending the dates of

an internship around the dates of an academic term if the course and degree program allow for it, and if advance permission is granted through the internship approval process.

Students should consult with their Academic Advisor and the Internship Administrator to determine the academic term in which they will take the internship course.

There Are Two Extended Internship Options:

1. **30 Day Incomplete:** Internships that end within 30 days of the academic term can utilize the standard Incomplete process on a case-by-case basis, and with permission from the Internship Team and Internship Course Instructor.
 - Students should take great consideration and discuss the impact of a 30-day incomplete when exploring this option in their intended final term, as this may delay their graduation process.
2. **Zero (0) Credit Internship Course:** Students that complete an internship that starts or ends outside of the academic term may be granted permission to enroll in a zero (0) credit internship course in all terms prior to taking the credit bearing internship course.
 - This is not an option for all internships, and pre-approval by the Internship Team and Dean will be required.
 - Students must align the credit bearing internship course with the completion of the internship.
 - Prior to the credit bearing internship course, students will be enrolled in zero-credit internship courses as needed.
 - The zero-credit internship course is a pass/fail course at no cost to the student.
 - The credit bearing internship course will result in a letter grade and is a standard 3-credit course with standard cost-per-credit.
 - Students must pass all zero (0) credit internship course sections before proceeding into the credit bearing internship course section.
 - A student who fails a zero (0) credit internship course must seek permission from the appropriate Associate Dean to enroll in a future internship.

Special Note: Zero (0) Credit Internship Courses are never an option for some courses including: HIM-445, MFA-607, MBA-710, ACC-710, or SNHU-290.

STUDENT DEADLINES

Students must submit their internship approval request at least eight (8) weeks prior to the anticipated internship term. Internship requests must be complete and free from errors or omissions prior to submission.

Failure to submit completed requests by the deadlines may result in the internship request not being considered for the desired term.

Students may be enrolled in a zero-credit internship course at any point during a term if a zero-credit course is currently on the schedule.

Post-Deadline Internship Requests

Internship requests may be submitted to Associate Dean for review up until one week prior to term start on a case-by-case basis due to extenuating circumstances and/or SNHU business partnership opportunities. Approval is at the discretion of the Associate Dean.

Note Regarding Paperwork Deadlines:

Some internship sites may require their own paperwork to be completed by the student and/or SNHU. Any required paperwork from the site must be submitted to the SNHU Internship Administrator and will be evaluated on a case-by-case basis to determine if SNHU is able to sign the paperwork.

Many times, this paperwork must be reviewed by SNHU legal counsel as well as the internship site's legal counsel, which can often take up to 6 months or more to finalize. Students wanting to complete an internship at a site with unique paperwork requirements should start the approval process well ahead of the established term deadline to accommodate any delays in processing.

INTERNSHIP APPROVAL PROCESS

The internship process should start at least 2-3 terms before a student intends to complete their internship. Students must complete the following:

- Talk with their Academic Advisor to determine internship term and student eligibility.
- Complete the Pre-Internship Survey.
- Read the Internship Handbook to become familiar with policies and procedures.
- Remove any financial or registration holds that would prevent the student from registering for the internship course.
- Submit their resume to SNHU Internship team (coceinternships@snhu.edu) for review and work with their Internship Administrator to perfect the resume and prepare for site searching (Optional).
- Find an internship using resources provided by, and with the guidance of, their Internship Administrator or found on student's own accord.
- For required internships, if you do not have an internship site at least eight (8) weeks in advance, please connect with The SNHU Career Team immediately for next steps. Once an internship is secured, complete the internship or experiential learning request form in Handshake at least eight (8) weeks prior to the desired internship term.

- Failure to submit this request at least eight (8) weeks prior to the desired internship term may result in the internship request being denied or considered for a future term.

After all of the above have been completed:

- The internship or experiential learning request in Handshake will be reviewed by the SNHU Internship Administrator for completeness and congruency to the student's academic program.
- The SNHU Internship Administrator will contact the student's Internship Site Supervisor to confirm the internship offer and sign the University Internship Agreement form.
- The internship request will then be sent to the appropriate Associate Dean for consideration.
- The determination of whether an internship opportunity qualifies for academic credit will be determined by the appropriate Associate Dean in consultation with the SNHU Internship team. This determination will be made on a case-by-case basis and the decision is final.
- Some academic programs may have additional requirements specific to qualifying the internship. Please speak with an Internship Administrator for more information.

If An Internship Is Approved:

- The SNHU Internship team will work to ensure the appropriate internship course is on the schedule and an instructor is assigned.
- The Internship Administrator will then notify the student and the student's Academic Advisor to get registered.
- The Academic Advisor will register the student for the internship course and notify the student and the SNHU Internship Administrator when completed.
- The student must then pay the corresponding tuition and fees for the course or make satisfactory payment arrangements with Student Financial Services.

ROLES AND RESPONSIBILITIES

Internship Site and Internship Site Supervisor/Preceptor will:

- Review, sign, and abide by the roles and responsibilities as outlined in the SNHU Online Student Internship Agreement or Site Agreement where applicable. See appendix C for the most recent example of an SNHU Online Student Internship Agreement for reference, however, please note that the Internship Agreement is subject to change. Refer to the SNHU Online Internship Agreement or Site Agreement that you or your site representative are asked to sign at the time of the internship experience.

Student will:

- Complete the Pre-Internship Survey after confirming internship eligibility with Academic Advisor.
- Submit the internship request at least eight (8) weeks prior to the anticipated internship term.
- Sign and agree to the terms outlined in the Student Release of Liability form.
- Understand the SNHU Code of Conduct, Student Handbook, SNHU Standard Internship Agreement, and Internship policies as outlined in this Handbook apply to Student behavior during any internship assignment.
- Review, sign, and abide by the roles and responsibilities in the SNHU Online Student Internship Agreement during their internship.
 - See appendix C for most recent example of an SNHU Online Internship Agreement for reference, however, please note that the Internship Agreement is subject to change. Refer to the SNHU Internship Agreement you are asked to sign at the internship experience.
- The roles and responsibilities listed should be considered minimum expectations. Additional roles responsibilities may be introduced at any time before an internship begins.

SNHU Internship Administrator will:

- Reach out to students who have completed the Pre-Internship Survey to advise students on the approval process and next steps.
- Assist students in required internship programs with practicum options or site securement as needed.
- Maintain the internship file for each student requesting an internship.
- Facilitate the approval process once an internship request has been submitted
- Work with all stakeholders including Site Supervisor, associate dean, student, and any other university staff member to be involved in approval process.
- Sign authorization forms required by sites, maintain current lists and files, liaison with various SNHU departments involved in the internship approval process and through completion of the internship.
- Be the liaison between the internship site, student, Internship Instructor, academic department, and other stakeholders throughout the internship.
- Work with appropriate stakeholders to develop an action plan should a possible termination of internship issue arise. Manage the situation through resolution.
- Retrieve completed evaluations, time sheets and contact logs from the internship course and add to students' files.
- Facilitate follow up with sites interested in hosting future SNHU interns.
- Plan, implement, and evaluate the internship program in consultation with appropriate department heads.
- Work with the Student to submit an appeal request to the Executive Director, if necessary, due to denied internship proposal by Associate Dean.

- Coordinate with the scheduling department to have the internship course built/added to the course schedule.

Academic Advisor will:

- Have the initial conversation with student interested in completing an internship for academic credit.
- Verify whether student meets academic eligibility requirements to complete an internship.
- Direct qualified students to the career internship website to complete the Pre-Internship Survey.
- Work with the SNHU Internship Administrator and student on any questions or concerns during the approval process.
- Register student for the internship course(s) once notified of approval and notify SNHU Internship Administrator once registration is complete.

Associate Dean will:

- Within 2 business days of receipt, review the internship request for appropriateness, quality, rigor, and compliance with departmental academic policies regarding internships.
 - If additional time is needed for approval, the Associate Dean will communicate the timeline needed with the Internship team.
- Approve or deny internship requests. If the internship is denied, the Associate Dean will write a rationale indicating the reason for denial. The Internship Administrator will work with the student to submit an appeal to the Executive Director when applicable.
- Designate a proxy and notify the SNHU Internship Administrator of who will handle approvals when absent.
- Work with the Internship Instructor and Internship team regarding any concerns that may arise with the student or site during the internship.

Internship Instructor will:

- Complete ADJ-053: Guiding the Academic Internship Training prior to first teaching as verified by faculty recruiting and the Center for Online Teaching and Learning.
- Facilitate the course as designed.
- Maintain bi-weekly contact (at a minimum) with the Site Supervisor to discuss student's attendance and work performance, to assess the internship experience, and to answer within 24 hours any questions the Site Supervisor may have. Document contact on the contact log.
- Notify the SNHU internship team of any problems reaching the Site Supervisor.
- Promptly follow-up with any student who does not submit the required time sheet as directed.
- Be accessible to students enrolled in the course to answer questions and provide mentorship.

- Email internship evaluation forms directly to the Site Supervisor and request the completed forms be returned by email directly to the Internship Instructor, not through the student.
- Review student progress and course participation and assign a final letter grade for the course.
- Promptly notify the SNHU internship team and Associate Dean (as appropriate) should a serious issue arise involving the student.
- At the end of term, verify that every student has a final evaluation, time sheet, and contact log uploaded to the internship course. The SNHU Internship team will retrieve these documents from the course at the end of the term.

GENERAL INFORMATION

Multiple Interns at the Same Site During the Same Term

- Internship placement is approved on a first come, first served basis. No more than two interns may report to the same Site Supervisor at any one site during an academic term.
- No two interns will be permitted to perform the identical tasks at one Internship Site. Associate Dean will have final determination of how many students are permitted to intern at any one site.
- Outside of the State of New Hampshire, no more than ten (10) students from the same degree program can be placed simultaneously at one Practicum Site.
 - A contract for supervised field experiences to be covered by the State Authorization Reciprocity Agreement (SARA) is limited as follows. Such a contract:
 - Cannot provide for the placement of more than ten students from an individual academic program placed simultaneously at one clinical or Practicum Site, unless approval for a larger number is provided by the host state SARA portal agency. (From the State Authorization Reciprocity Agreements Policies and Standards, Section 5.3c-Physical presence standards (Supervised Field Experiences))

Using Multiple Sites to Fulfill the Internship Requirement

- Students are not allowed to use more than one site to fulfill an internship requirement. Case-by-case exceptions may be made under extenuating circumstances with SNHU Internship team and Dean approval.

Internships Abroad

- Students seeking academic credit are not currently able to complete internship experiences outside of the United States or with Non-U.S. based companies. Additionally, students must be authorized for employment in the U.S., independently of their program

of study, as the University cannot sponsor individuals for work authorization for internships.

- If a student is located in another country or seeking an internship in another country, they can consider the following options:
 - Complete an internship simply for experience and not for academic course credit (not an option for B.S. Health Information Management students)
 - Complete a fully remote/virtual internship with a U.S. based employer
 - Military affiliation students may complete an internship on a U.S. military affiliated base in the country they reside

TERMINATION OF INTERNSHIP PRIOR TO SATISFACTORY COMPLETION

At any time, an internship may be terminated by the Internship Site or by SNHU for unmitigated violations of the responsibilities of the respective parties. The final decision regarding termination will be made by the instructor in consultation with all appropriate stakeholders (e.g., Internship Administrator, internship supervisor, Internship Instructor, departmental Associate Dean, student, etc.). Examples of circumstances in which the internship may be terminated include, but are not limited to, the following:

Due to Student Conduct:

- Failure of the student to abide by all policies and procedures of the Internship Site, Internship Handbook, SNHU Student Handbook and the Internship Agreement.
- Excessive tardiness or absence from the internship site by the student. The internship site has the right to determine what is considered excessive and should communicate expectations to the student.
- Failure of the student to complete assigned tasks by the stated deadlines or consistently poor-quality work not remediated after additional guidance and instruction by the Site Supervisor.
- Failure of the student to meet the minimum required hours for their internship course evidence of harassment, intimidation, or a hostile work environment between the student and Site Supervisor or other site staff.
- Participation in unethical, excessive, unprofessional, or illegal activities.
- Failure of the student to participate regularly in the internship course and make satisfactory progress as determined by the Internship Instructor.

Due to Site's Conduct:

- Failure of the internship site to provide the necessary equipment and supplies for the student to complete assigned tasks.
- Failure of the internship site or Site Supervisor to give the student regular access to the Site Supervisor so the student may ask questions or seek guidance.
- Excessive work of a trivial nature (e.g., answering phones, filing, etc.).

- Unsafe working conditions.
- Evidence of harassment, intimidation, or a hostile work environment between the Student and Site Supervisor or other site staff.
- Participation in unethical, excessive, unprofessional, or illegal activities.

If internship situations arise that could lead to termination by the student or the Site Supervisor, the following steps will be taken:

- The student and/or Site Supervisor will notify the Internship Instructor and SNHU Internship team of any internship site issues and suggestions for resolution.
- The Internship Instructor will notify the SNHU Internship team of any concerns with online course participation of the student and any steps already taken to address those concerns.
- The SNHU Internship Administrator will consult with all appropriate stakeholders to develop an action plan with specific steps for remediation, required outcomes, timeframe for completion, and consequences of not complying.
- If the action plan is completed successfully, no further action will be taken. If the action plan is not completed successfully, the internship may be terminated at the discretion of the Internship Instructor
 - Gross misconduct may result in immediate termination of the internship at the discretion of the Internship Instructor in consultation with appropriate stakeholders.
 - If the internship is terminated due to student misconduct or failure to perform, the student will receive a failing grade for the internship.
- If the internship is terminated due to no fault of the student, the SNHU Internship Administrator will determine the best course of action in consultation with all appropriate stakeholders and the student will be notified of the decision.

Important Notes about Termination of Internship Experiences due to Student Conduct:

- Gross misconduct may result in immediate termination of the internship at the discretion of the Internship Instructor in consultation with appropriate stakeholders.
- If the internship is terminated due to Student conduct the student may receive a failing grade for the internship and the course which could result in loss of tuition for the course, as applicable.
- Students who have an internship terminated due to student misconduct or failure to perform must have approval from the appropriate Associate Dean before applying for another internship for academic credit.

CAMPUS UNIVERSITY POLICIES

The following information applies to students who are pursuing approval to enroll in a campus-based section of an internship course. (See Appendix A for online internship course information)

STUDENT ELIGIBILITY FOR INTERNSHIP / EXPERIENTIAL LEARNING COURSES

Eligibility requirements have been established to ensure a minimum level of preparedness through academic instruction for the internship experience. Students must meet eligibility requirements by the start of the internship.

Prerequisites for Undergraduate students:

Please contact the Career & Professional Development Center for more information about eligibility, pre-requisite requirements and the registration process for academic internships.

Prerequisites for Graduate students:

Please contact your Academic Advisor about pre-requisite and eligibility requirements first.

International students should also confirm your eligibility with a International Student Services (ISS) Immigration Specialist. Once approved by your advisor, please contact the Career & Professional Development Center to begin the registration paperwork or assistance with your search.

MANDATORY INTERNSHIPS

Some academic degree programs require an internship. Requirements vary based on catalog year. Please confirm your internship or experiential learning requirements with your Academic Advisor.

The programs are:

- BS Sport Management
- BS Marketing
- BS Accounting
- BA Psychology (with a Mental Health Concentration)

CURRENT EMPLOYER INTERNSHIPS

A student may intern with their current employer under the following condition:

- The internship responsibilities need to be above and beyond the current scope of work being completed as part of the job.

Students wanting to complete an internship with their current employer or take an innovative approach to completing the internship must first contact the Internship Coordinator to discuss available options: careerdevelopment@snhu.edu.

INTERNSHIP REQUIREMENTS

The internship position must:

- Include a minimum of 150 hours of work experience.
- Be project-based when possible, with an end-of-internship deliverable that demonstrates knowledge and skills related to key business practices common and current to that industry.
- Have flexible hours that can accommodate the student's academic class schedule.
- Be of a duration that fits approximately within the academic term dates.
- Offer the opportunity to communicate with and learn from other professionals.
- Facilitate the achievement of the student's learning objectives.

Along with completing the hours required, students must successfully pass the internship course that is taken along with the site experience (including extended internships when applicable).

INTERNSHIP DEADLINES

The internship course registration follows the same enrollment policies as any other course in that the student must be registered for the course by the add/drop deadline noted on the Campus Undergraduate Academic Calendar for the term in which credit is requested.

Zero (0) Credit Internships

The zero (0) credit internship option is available to all undergraduate students who have been offered an unpaid internship by an employer and need to receive credit for the experience. This option is available for students who do not have an internship requirement within their program, or who do not have free electives they can use toward the experience, or who would prefer not to pay the summer fee/overload fee for their experience.

With regard to zero (0) credit internships, students should also be made aware that this would not bring them to full-time status should the student be seeking financial aid for the semester. A 0-credit internship follows the same requirement as a three (3) credit internship. You must first obtain approval for your internship through the Career & Professional Development Center. Once the internship paperwork is completed, you are enrolled in the internship class, you have the same minimum hour requirements, but you do not pay for the internship class. However,

you are assessed a grade, and the internship course appears on your transcript under the Other Course section.

ROLES AND RESPONSIBILITIES

Student will:

- Review, sign, and abide by the roles and responsibilities in the SNHU Campus Student Internship Agreement during their internship. See appendix D for the most recent example of an SNHU Campus Internship Agreement for reference, however, please note that the Internship Agreement is subject to change. Refer to the SNHU Campus Internship Agreement you are asked to sign at the internship experience.
- The roles and responsibilities listed should be considered minimum expectations. Additional roles responsibilities may be introduced at any time before an internship begins.

Internship Site and Internship Site Supervisor/Preceptor will:

- Review, sign, and abide by the roles and responsibilities as outlined in the SNHU Campus Student Internship Contract Agreement or Site Agreement where applicable. See appendix C for the most recent example of an SNHU Campus Student Internship Contract Agreement for reference, however, please note that the Internship Contract Agreement is subject to change. Refer to the SNHU Campus Internship Contract Agreement or Site Agreement that you or your site representative are asked to sign at the time of the internship experience.

GENERAL INFORMATION

Termination of Internship Prior to Satisfactory Completion

At any time, an internship may be terminated by the Internship Site or by SNHU for unmitigated violations of the responsibilities of the respective parties.

- Failure of the student to abide by all policies and procedures of the Internship Site, Internship Handbook, SNHU Student Handbook and the Internship Agreement may result in a termination of the internship and possible failing grade for the student.

If internship situations arise that could lead to termination by the student, SNHU, or the Site Supervisor, the following steps will be taken:

- The student and/or Site Supervisor will notify the Internship Instructor and SNHU Internship team of any internship site issues and suggestions for resolution.
- The Internship Instructor will notify the SNHU Internship team of any concerns of the student and any steps already taken to address those concerns.
 - If the internship is terminated due to student misconduct or failure to perform, the student will receive a failing grade for the internship.

- If the internship is terminated due to no fault of the student, the SNHU Internship Administrator will determine the best course of action in consultation with all appropriate stakeholders and the student will be notified of the decision.

Important Notes about Termination of Internship Experiences due to Student Conduct:

- Gross misconduct may result in immediate termination of the internship at the discretion of the Internship Instructor or the Site Supervisor in consultation with appropriate stakeholders.
- If the internship is terminated due to Student conduct the student may receive a failing grade for the internship and the course which could result in loss of tuition for the course, as applicable.

APPENDIX A: SNHU Online Student Internship Agreement Sample

ONLINE INTERNSHIP AGREEMENT

This Internship Agreement (the "Agreement") is entered into as of the last date of execution indicated in the signature section below (the "Effective Date"), by and among (the "Site"), Southern New Hampshire University (the "University" or "SNHU") and Student (individually a "Party" and collectively the "Parties"). This Agreement is designed to describe the expectations and responsibilities of the Parties regarding the internship ("Internship") to be performed at the Site as identified herein by the Student.

Site Requirements

The Site will:

- Review, sign, and agree to the terms of SNHU's Internship Agreement and Student Experience details in Handshake.
- Have the proper infrastructure to ensure a safe, properly guided learning experience.
- Provide a safe workspace in compliance with all federal, state, and local laws.
- Comply with all applicable federal, state, and local laws, rules, and regulations.
- For unpaid internships, ensure compliance with all legal requirements for exemption under the FLSA.
- Assign a qualified staff member to supervise the student with specific time allotted for the completion of assigned tasks.
- Supply Student with necessary equipment, supplies, and sufficient workspace to complete assigned tasks.
- Provide the minimum number of hours agreed upon in the Internship Agreement unless the Student is dismissed for gross misconduct that is discussed with the SNHU Internship Specialist prior to student dismissal.
- Maintain confidentiality of student information including Student specific information contained in this Internship Agreement, email communications between the Site, SNHU and Student and such other student records shared during this internship experience.
- Not have Student occupy a position that would otherwise be filled by a paid employee.
- Not derive any immediate advantage from the activities Student performs during the Internship.
- Ensure students participating in Site's internship are covered by the Site's general liability insurance in the amounts of one (1) million per occurrence and three (3) million annual aggregate.

The Site Supervisor will:

- Provide Student exposure to the key business practices common to that industry that are tied to learning outcomes for student curricular training.
- Establish a diverse schedule of experiences which are consistent with the Site's mission.
- Provide Student with clear expectations and responsibilities.
- Provide the orientation and training necessary for Student to learn the Site's operations.
- Provide opportunities for Student to communicate and learn from other professionals.
- Facilitate the achievement of the mutually agreed upon Student learning outcomes.
- Be accessible to the student to answer questions and provide guidance/mentorship. SNHU requires regular communication between the course instructor and the Site Supervisor. **Site Supervisors must respond to these outreach efforts within 48 hours or the student experience may be terminated by SNHU.**
- Verify the accuracy of Student's time log and sign indicating confirmation of hours worked.
- Evaluate Student's progress and performance in an objective, constructive, and tactful way and share the evaluation with Student before returning the completed evaluation to the instructor.
- Maintain records on Student performance and other administrative matters which will be made available to SNHU upon request.
- Immediately notify the course instructor and/or SNHU Internship Specialist should a serious issue arise involving Student.

Student Requirements

As a SNHU Student participating in a SNHU internship program I understand and agree:

- I understand the SNHU Code of Conduct, Student Handbook and Internship policies apply to my behavior during any internship assignment.
- I am aware that I need to be registered for and successfully complete an academic course in addition to my work at the internship site to earn academic credit for my internship, as applicable.
- I am aware of and responsible for completing at least the minimum number of required hours for the site and working through the agreed upon date of completion.
- I will conform to the professional standards of the internship Site and will employ high standards of ethical behavior during the internship. If I fail to do so, I may be terminated from the internship, which may result in a failing grade and/ or loss of tuition for the course, as applicable.
- I understand that any changes in my internship status (i.e. layoff, cutback in hours or dismissal) must be reported immediately to my faculty Internship Instructor and the Career & Professional Development Center (CPDC)/SNHU Intern Specialist.
- I understand that my internship may be contingent on a physical exam, immunization confirmation, drug screening, and/or background investigation depending on the Site

requirements. I understand that in some instances if a background check turns up even minor traffic violations, it may prevent me from qualifying for an internship.

- I agree not to change the agreed upon work schedule without obtaining permission from the site supervisor.
- I will not disclose any confidential information about an individual or business obtained through office records as a result of services rendered under this Internship Agreement.
- I have secured health insurance coverage to meet any and all needs for payment of medical costs while I participate in the internship program. I assume all risk and responsibility for my medical or medication needs and the cost thereof.
- If I feel victimized by a work-related incident (i.e. job misrepresentation, unethical activities, sexual harassment, or discrimination.), I will contact the Internship Instructor as well as the CPDC/SNHU Intern Specialist immediately.
- I understand that the Internship Instructor or other representative of SNHU may take actions they consider to be warranted under the circumstances to protect my health and safety and/or to guard the integrity of the internship program, including early termination of the internship experience.
- I understand that I may be required by the Site to provide evidence of my ability to work in the U.S. before starting an internship.
- I understand that my work as an intern is part of an educational program, I am not entitled to unemployment, health, or other benefits on the basis of my internship, and I am not entitled to employment upon completion of my internship.
- I understand that for unpaid internships I will receive no compensation for my work.
- **GENERAL RELEASE** I understand and expressly agree that the Site and use of any and all of its facilities shall be undertaken by me at my own sole risk and that SNHU shall not be liable for any and all claims, demands, injuries, damages, actions, or causes of actions, whatsoever to me or property arising out of or connected with the Internship and with the use of any and all services, or facilities associated with the Internship, whether or not sponsored by SNHU. I do hereby release, discharge and covenant not to sue SNHU, its governing board, employees or agents as to any and all liability that may arise out of injury or harm to me, death, or property damage, resulting from my participation in this Internship, excepting only liability due to the negligence or willful misconduct of SNHU.

General Declarations of All Parties

- It is understood that this student experience is temporary, and the Site is under no obligation to continue the experience or make an offer of employment following the agreed upon end date of the experience.
- Should any party wish to terminate the student experience early, the SNHU Internship Specialist must be contacted immediately.
- The Site agrees to abide by the Site Requirements.
- The Student agrees to abide by the Student Requirements.

APPENDIX B: SNHU Campus Student Internship Agreement Sample

CAMPUS INTERNSHIP AGREEMENT

This Internship Agreement (the "Agreement") is entered into as of the last date of execution indicated in the signature section below (the "Effective Date"), by and among (the "Site"), Southern New Hampshire University (the "University" or "SNHU") and Student (individually a "Party" and collectively the "Parties"). This Agreement is designed to describe the expectations and responsibilities of the Parties regarding the internship ("Internship") to be performed at the Site as identified herein by the Student.

Site Requirements

The Site will:

- Review, sign, and agree to the terms of SNHU's Internship Agreement.
- Have the proper infrastructure to ensure a safe, properly guided learning experience.
- Provide a safe workspace in compliance with all federal, state and local laws.
- Comply with all applicable federal, state and local laws, rules and regulations.
- For unpaid internships, ensure compliance with all legal requirements for exemption under the FLSA.
- Assign a qualified staff member to supervise the student with specific time allotted for the completion of assigned tasks.
- Supply Student with necessary equipment, supplies, and sufficient work space to complete assigned tasks.
- Provide the minimum number of hours agreed upon in the Internship Agreement unless the Student is dismissed for gross misconduct that is discussed with the SNHU Internship Specialist prior to student dismissal.
- Maintain confidentiality of student information including Student specific information contained in this Internship Agreement, email communications between the Site, SNHU and Student and such other student records shared in the course of this internship experience.
- Not have Student occupy a position that would otherwise be filled by a paid employee.
- Ensure students participating in Site's internship are covered by the Site's general liability insurance in the amounts of one (1) million per occurrence and three (3) million annual aggregate.

The Site Supervisor will:

- Provide Student exposure to the key business practices common to that industry that are tied to learning outcomes for student curricular training.
- Establish a diverse schedule of experiences which are consistent with the Site's mission.
- Provide Student with clear expectations and responsibilities.
- Provide the orientation and training necessary for Student to learn the Site's operations.
- Provide opportunities for Student to communicate and learn from other professionals.
- Facilitate the achievement of the mutually agreed upon Student learning outcomes.
- Complete two online evaluations of the Student (midpoint and end). Routinely direct and supervise the Student and provide constructive feedback.
- Be accessible to the student to answer questions and provide guidance/mentorship. SNHU requires regular communication between the course instructor and the Site Supervisor.
- Verify the accuracy of the Student's time log and sign indicating confirmation of hours worked.
- Evaluate Student's progress and performance in an objective, constructive, and tactful way and share the evaluation with Student before returning the completed evaluation to the instructor.
- Maintain records on Student performance and other administrative matters which will be made available to SNHU upon request.
- Immediately notify the course instructor and/or SNHU Internship Specialist should a serious issue arise involving Student.

Student Requirements

As a SNHU Student participating in a SNHU internship program I understand and agree:

- I understand the SNHU Code of Conduct, Student Handbook and Internship policies apply to my behavior during any internship assignment.
- I am aware that I need to be registered for and successfully complete an academic course in addition to my work at the internship site in order to earn academic credit for my internship, as applicable.
- I am aware of and responsible for completing at least the minimum number of required hours for the site and working through the agreed upon date of completion.
- I will conform to the professional standards of the internship Site and will employ high standards of ethical behavior during the internship. If I fail to do so, I may be terminated from the internship, which may result in a failing grade and/or loss of tuition for the course, as applicable.
- I understand that any changes in my internship status (i.e. layoff, cutback in hours or dismissal) must be reported immediately to my faculty Internship Instructor and the Career & Professional Development Center (CPDC)/SNHU Intern Specialist.
- I understand that my internship may be contingent on a physical exam, immunization confirmation, drug screening, and/or background investigation depending on the Site

requirements. I understand that in some instances if a background check turns up even minor traffic violations, it may prevent me from qualifying for an internship.

- I agree not to change the agreed upon work schedule without obtaining permission from the site supervisor.
- I will not disclose any confidential information about an individual or business obtained through office records as a result of services rendered under this Internship Agreement.
- I have secured health insurance coverage to meet any and all needs for payment of medical costs while I participate in the internship program. I assume all risk and responsibility for my medical or medication needs and the cost thereof.
- If I feel victimized by a work-related incident (i.e. job misrepresentation, unethical activities, sexual harassment, or discrimination.), I will contact the Internship Instructor as well as the CPDC/SNHU Intern Specialist immediately.
- I understand that the Internship Instructor or other representative of SNHU may take actions they consider to be warranted under the circumstances to protect my health and safety and/or to guard the integrity of the internship program, including early termination of the internship experience.
- I understand that I may be required by the Site to provide evidence of my ability to work in the U.S. before starting an internship.
- I understand that my work as an intern is part of an educational program, I am not entitled to unemployment, health, or other benefits on the basis of my internship, and I am not entitled to employment upon completion of my internship.
- I understand that for unpaid internships I will receive no compensation for my work.
- **GENERAL RELEASE** I understand and expressly agree that the Site and use of any and all of its facilities shall be undertaken by me at my own sole risk and that SNHU shall not be liable for any and all claims, demands, injuries, damages, actions, or causes of actions, whatsoever to me or property arising out of or connected with the Internship and with the use of any and all services, or facilities associated with the Internship, whether or not sponsored by SNHU. I do hereby release, discharge and covenant not to sue SNHU, its governing board, employees or agents as to any and all liability that may arise out of injury or harm to me, death, or property damage, resulting from my participation in this Internship, excepting only liability due to the negligence or willful misconduct of SNHU.

General Declarations of all Parties

- It is understood that this student experience is temporary, and the Site is under no obligation to continue the experience or make an offer of employment following the end date listed above.
- Should any party wish to terminate the student experience early, the SNHU Internship Specialist must be contacted immediately.
- The Site agrees to abide by the Site Requirements.
- The Student agrees to abide by the Student Requirements.



Southern
New Hampshire
University