

*Bronx Community College*  
*Career Development Office*

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THE COOPERATIVE WORK EXPERIENCE/  
INTERNSHIP PROGRAM GUIDEBOOK  
2005-2007 Academic Years



*BCC students (clock-wise from left to right) at the Walt Disney World College Program presentation, at Walt Disney World, and at the Brookhaven National Laboratory*

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# ***Bronx Community College Career Development Office Internship Program Guidebook***

2005-2007

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## **How can this Guidebook assist you?**

It provides the essential information you need to know about the Internship Program, and how you can perform an internship. **Please use this guidebook as a reference guide. If you have any questions, kindly contact the Career Development Office, in Loew Hall, room 319/328 or call (718) 289-5913/5908.**

## **Commonly asked questions about the Internship Program at Bronx Community College**

### ***What is an internship?***

An internship is work experience related to a career field or interest which provides exposure, experience, and/or skills. Typically, it lasts a semester, but may last longer.

### ***How many hours do students Intern at a particular place?***

The hours vary with each internship site. The minimum usually has been 6 hours a week, and the maximum 25 hours a week. Hours are scheduled during the week, and are flexible. They should accommodate not only the supervisor's schedule, but the student's as well.

### ***What are the benefits of doing an Internship?***

Many! An internship not only gives you the work experience you need to market yourself effectively in today's competitive job market, but it also can help you decide what career to pursue. It provides a unique opportunity to start networking with people in a career field(s), and establish possible contacts you can use for the future. It gives you a concrete foundation in starting to build professional and personal skills that are needed to successfully obtain and maintain a career. Last but not least, many life-long, professional, mentoring relationships have started by doing an internship. In many cases (although it is not a guarantee), a permanent or advanced position has been offered to students once the internship has been completed.

### ***Is there monetary compensation for doing an Internship?***

More than ever, many internships are **paid or offer other financial incentives**. Otherwise, many offer course credit for doing the internship.

### ***How do I get course credit for doing an Internship?***

You need to enroll in the Cooperative Work Experience course *in the semester you will be doing the internship or another course deemed appropriate to take by your major academic department. **If you would like to perform an internship for credit, you need to speak to a Faculty Advisor in your major academic department first to see how this can be arranged.***

### ***Do I have to perform an Internship for credit?***

Depending on your major, you may need to do an internship for credit (*please speak to a faculty advisor in your major academic department to see if this is applicable to you*). **If this is not the case, you still maybe able to do it for credit. Please check with your major academic department for further information.** Otherwise, you can choose to do a paid/non-paid internship, or just to gain experience or exposure in a career field.

## **How do I locate and apply for an internship?**

Once you meet with the Internship Coordinator and your resume is revised and finalized, you will be able to choose from a vast array of different internship listings located in four internship binders. Approximately, 500 listings are displayed in the binders. In addition, there is an internship resource library which contains many resource books, including the Petersons Guide, which list many different types of internships. Of course, if you have your own internship lead, please let the coordinator know because she may follow-up on your behalf regarding it.

Once you choose an internship site(s) that you would like to apply to, the Career Development Office will be happy to fax your resume and cover letter to the site(s). If the employer(s) request that you contact them directly or e-mail them your information, you would need to do this on your own.

## **How the Cooperative Work Experience Coordinator can assist you**

The Cooperative Work Experience/ Internship Coordinator is available Monday-Friday, 9:00AM-5:00PM, by appointment or on a walk-in basis, and evening hours by appointment only. You may schedule an appointment to see her in the Career Development Office, Loew Hall, room 319/328 or call (718) 289-5913/5908. Currently, all internships are in a binder system. ***Please come and see her one semester before you plan to perform an internship, in order to effectively prepare and secure a site. Students who plan to perform an internship for credit especially must see her a semester before to secure a site.*** Employers usually recruit students a semester before the internship is to take place. All students must have a finalized resume to be able to participate in the program. In addition, the coordinator develops new internships on a continuous basis. If you have a site in mind, please let her know about it. She maybe able to follow-up on your behalf and develop a new internship site for students.

## **How to prepare for the interviews**

You need to be able to answer a series of questions that will be asked of you, and you also should have questions that you would like to ask them. In addition to doing this, you need to show that you are motivated, enthusiastic, and willing to learn and excel in your position! Nothing catches a recruiter's attention more than someone who is genuinely interested in what he/she does, and is determined to go "above and beyond the call of duty", while contributing their knowledge and skills to that organization/company. Further, you should be in professional, business attire on the day of your interview, and follow some common procedures. No matter how casual the

workplace is in their dress code, this is the standard rule in making a lasting impression. Remember, you can never make a second impression on an employer. The first one will always be the one they remember you by the most. *The Internship Coordinator can assist you with preparing for the interview, but you should give yourself ample time to prepare for it.* It truly makes a difference!

### **What you should do once you accept an internship**

Please notify the Internship Coordinator as soon as you accept an offer. There is paperwork that both you and your supervisor need to complete and return to her.

### **SAMPLE INTERNSHIP RESUME:**

Please note that the resume on the following page is to be used as a guide in how to create/update your resume, but the information you will include depends on your relevant educational and career background, and determines greatly the information you include in your resume. Importantly, always structure your resume according to the position you are applying for!

*(Sample resume is on the next page)*

***Sebastian Bracamontes***

3051 Cabrini Boulevard, Apt. 33G

New York, NY 10034

(212) 555-1212

*E-mail: sb0904@wynham.net*

**Objective:** Seeking an internship in the Human Services field utilizing my education and experience.

**Education:**

(09/04-Present)

***Bronx Community College, Bronx, New York  
Associates Degree in Human Services  
Expected June 2006***

*G.P.A.: 3.0*

*Relevant coursework includes: Sociology, Introduction to the Human Services field, Abnormal Psychology, Social Psychology.*

**Certificates:**

***St. Agnes Hospital, Newburgh, NY  
Received CPR, First Aid Certificate, December 2002***

**Honors:**

(09/04-Present)

***Bronx Community College, Bronx, New York  
Dean's List (*two consecutive semesters*)***

**Work Experience:**

(08/02-Present)

***St. Barnabas Hospital, Bronx, New York  
Human Resources Assistant/  
Human Resources Department***

- Assist with reviewing resumes to determine qualified candidates for vacant positions
- Schedule candidates for in-person and/or telephone interviews.
- Manage Exit Interview database.
- Ensure new hire packets and benefits are put together for upcoming hires.
- Create ideas and tactics for new hire orientation
- Conduct reference checks for possible new hires.
- Perform other tasks as needed

**Skills:**

Familiar with Microsoft Word, Excel, and the Internet. Good organizational skills and excellent interpersonal and communications skills. Ability to maintain confidentiality. Diligent work ethic and able to thrive in a fast paced environment. Fluent in English, Spanish, and Italian

**Activities:**

The Psychology Club, The Human Services Club, (Bronx Community College), Meals-on-Wheels.

**SAMPLE INTERNSHIP COVER LETTER:**

Please note that the cover letter on the following page is also to be used as a guide in how to create/update one, but the information you will include depends on what you are applying for. Although, the general format usually stays the same such as your beginning paragraph should state how you came to know of the position, second and/or third paragraph(s) should describe your qualifications more in-depth for the position (remember not to repeat, word for word, what is on the resume already, but here is your chance to elaborate on things you could not do so in the resume or add any additional information), and your last paragraph is usually *your concluding paragraph*. Do not forget to include your enthusiasm and interest for the internship!

*(Sample cover letter on the following page)*

Sebastian Bracamontes  
3051 Cabrini Boulevard, Apt. 33G  
New York, NY 10034

February 15<sup>th</sup>, 2005

Ms. Margaret Solis  
Director  
U.S. Concepts  
1770 Shore Street Road  
Long Island, New York 65031

Dear Ms. Solis,

Ms. Bridgett Marcus mentioned the internship opportunity that you have available for a Human Services Assistant at your organization. I am submitting my credentials to you for it.

I am very much interested in exploring the Human Services field and learning more about it, including the various careers in it. As you will read on my resume, I have taken courses in psychology, human services, and sociology which have given me a beginning foundation in understanding how people function individually and in a group. Also, I have learned how to provide effective customer service and other services to a large population of people that the Bronx borough comprises in New York City. As a Human Resources Assistant at St. Barnabas Hospital, I have been able to interact with a large number of people in screening, evaluating, and processing them for positions at the organization. I have worked many times with candidates, on a one-to-one basis, and have found this to be a very rewarding experience. In retrospect, my current position along with the courses I have taken at Bronx Community College have made me enlighten and anxious to explore the Human Services field as a Human Services Assistant, whether it maybe working with adults or young children.

I would like to speak to you further about my qualifications for this internship. I will be contacting you in a couple of days to further discuss my qualifications with you. In the meantime, please feel free to contact me at (212) 555-1212.

Thank you for your time and consideration in reviewing my materials.

Sincerely,  
SIGN  
Sebastian Bracamontes

## **COOPERATIVE WORK EXPERIENCE COURSE:**

**Bronx Community College requires students to enroll in the cooperative work experience course (and an internship) in the following programs:** Accounting, Computer Applications and Programming, Marketing, Management and Sales, and Paralegal Studies.

The Cooperative Work Experience course (CWE) is taken for credit depending on each student's particular curriculum. The second component of the course is performing an internship. **All students who plan to perform an internship for credit must first speak to a faculty advisor in their major academic department for advisement and to enroll in the CWE course or another course deemed appropriate by the department for credit. *Afterwards, students may see the Internship Coordinator to begin the process of securing an internship site.***

Students registered to take CWE must complete 210 hours by the last week of classes, **in addition to other internship and course requirements.**

## **HOW TO MAKE THE MOST OF YOUR INTERNSHIP EXPERIENCE:**

Follow the following steps to ensure a successful internship!

### **Choose the Right Internship**

Think in advance what you want from your experience. Assess your motives for wanting to perform an internship and taking into account your strengths, weaknesses, affinities, and expectations.

### **Define Your Job Expectations**

You should evaluate whether the company/organization's project(s) will meet your needs. Make sure your expectations are clear. Agree on a detailed job description and performance expectations with your employer. Keep in mind an internship looks great on your resume and it can lead to a job, *but you should foremost, be doing it to advance yourself both professionally and personally.*

During your internship, you should strive to always be responsible, take initiative, be self-sufficient, observe the company/organization

culture, learn about the business, network, and importantly, use your experience to get a job.

Taking all of these things into account and doing them will undoubtedly ensure a very successful internship experience!  
*(This information was taken from the article titled “Make the Most of Your Internship”, by Christina Richardson, May 2002, WetFeet.com)*

## **FOLLOW-UP: A CRUCIAL PART OF THE INTERNSHIP AND BEYOND**

*What does follow-up mean?* It means keeping the Internship Coordinator up-to-date on your internship progress as well as your employer. Any questions, concerns, circumstances or situations that come up should be told to the coordinator.

**For those students taking the Cooperative Work Experience course, you must schedule an appointment to follow-up with the Internship Coordinator, a minimum of two times during the course of your internship, to inform her about your progress.** In doing this, she will be informed of your progress and that will help you in successfully passing the internship component of the course. The same logic applies in the workplace: if your supervisor does not have a concrete idea of how well you are doing in your work, how can he/she give you the best possible evaluation?

**In order to have successful day-to-day interactions with people, you need to following-up with them. This will ensure that they know how and what you are doing, and what you are contributing to the team/workplace. Most importantly, there needs to be follow-up in order to accomplish set goals and objectives. Follow-up is a must!**

### **THE INTERNSHIP PROGRAM AT BRONX COMMUNITY COLLEGE: OUTSTANDING STUDENT SUCCESS**

The Internship Program continues to place more students in internships each year. 99.9% of students are placed successfully in internships each year and more than half of graduating students are offered permanent employment or an “advanced” internship at the end of their internship. The Walt Disney World College Program, the Hispanic Association of Colleges and Universities (HACU) and the Peace Corps have held on-campus presentations for students and have recruited many BCC students for internships! In addition, an on-

campus internship/volunteer recruitment program is available for students where many companies and/or organizations recruit BCC students for relevant opportunities, including the Visiting Nurse Service of New York and Covenant House.

Overall, the program has set a concrete plateau for students to gain experience in their relevant career fields or interest. Some students have achieved permanent positions at their internship site and/or continued with their internship (**although it is not a guarantee**). **Do not let this opportunity pass you by! Participate in an internship today! The program is only open to students who are matriculated at the college at the time the internship is about to take place.**

**FOR MORE INFORMATION, PLEASE CONTACT:**

Bronx Community College  
Career Development Office  
University Avenue & West 181<sup>st</sup> Street  
Bronx, New York 10453  
Attention: Loew Hall, room 319/328  
Telephone: (718) 289-5913/5908  
Fax: (718) 289-6455

***Office Website:***

[www.bcc.cuny.edu/CareerDevelopmentOffice/careerdevelopmenthome.  
htm](http://www.bcc.cuny.edu/CareerDevelopmentOffice/careerdevelopmenthome.htm)

The Career Development Office is available to see students Monday-Friday, from 9:00-5:00PM, by appointment or on a walk-in basis.

**Evening hours are available by appointment only.** Kindly have a draft of your resume when you come to your first appointment as well as the floppy disk you saved your resume on.

***Internship Program Guidebook created by Driada Vallières,  
Career Development Coordinator (2005-2007, 2003-2005, 2000-2001)***