Ensuring a Positive Work-Based Learning Experience

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GISD INTERNSHIP PROGRAM

Galveston ISD has several programs of choice that expect students to complete internships prior to graduation from high school. The district is seeking financial support from the community of Galveston (e.g., individuals, businesses, firms, institutions) to compensate the students for the work completed.

Listed below are the requirements for all GISD Internships:

1. The internship must be aligned with the identified career pathway of the respective student.
2. All internships must be arranged by GISD staff. No individually arranged internships will be eligible for compensation through the GISD Internship Program.
3. An approved or newly–developed GISD Internship Syllabus that delineates the scope of work to be conducted during the internship/clinical experience must be followed and the work completed must be documented in writing.
4. Prior to beginning the internship or clinical experience, all students must participate in Compliance Training as delivered by staff from the University of Texas Medical Branch (UTMB). Additionally, students must participate in orientation sessions for their respective pathway as presented by instructors/staff from Galveston College (GC).
5. Students in the Information Technology and Engineering pathways may serve their internships with a host that chooses to compensate the intern via an hourly wage or they may be assigned to a stipend–based internship position. Students being compensated on an hourly basis will receive their pay on the schedule established by the respective internship host. Those interns serving in stipend–based positions will receive their compensation at the completion of the internship and after meeting all of the requirements delineated below.
6. Internships in the Information Technology and Engineering pathways shall be a minimum of eighty (80) hours in length. To be eligible for compensation, the intern must meet the time requirements established by the internship host and receive a rating of “proficient” or higher on a workforce readiness evaluation completed by the internship supervisor.
7. The clinical experiences completed by students in the Allied Health pathways (Emergency Medical Technician and Patient Care Technician) shall serve as the internships for such students. Students in these pathways shall not be eligible for compensation until their respective clinical experience is completed, they have earned a score of “proficient” or higher on the workforce readiness evaluation, and the student has earned a passing score on the appropriate state examination.
8. The GISD intern must receive a “proficient” (or higher) performance rating on a workforce readiness evaluation completed by the internship supervisor/Galveston College instructor.
9. All interns must insure the development of their “soft skills” (e.g., resume writing, interviewing skills, proper dress). STEM/Biomed students must complete the internship class provided by the
respective BHS communities. Other students must complete soft skills training as scheduled by program staff.

10. Any and all additional requirements set forth by the internship host must be met by the respective intern.

Internship stipends may be paid through grant funds (if allowed) or by funds solicited from outside sources for that purpose. Each program working under these guidelines will recruit internship hosts for their respective students, work with those hosts to design appropriate internship syllabi, and solicit funds to pay the costs of the stipends for completed internships.

Galveston Career Connect
Information Technology (IT) Internship Program
Syllabus Spring 2016

Sponsor: Texas A&M University at Galveston – Information Services (IS)
200 Seawolf Parkway, Building 3007 Room 115
John Kovacevich – Director of IS
kovacevi@tamug.edu
(409) 740-4714
The Texas A&M University at Galveston Information Services Department is responsible for the Galveston campus network infrastructure, classroom technology, and server infrastructure.

Office Hours: Mondays – Fridays 8:00am to 5:00pm and by appointment

Internship Objectives:
This internship program is designed to introduce the intern to a broad range of topics related to information technology (IT). Current best practices for IT management follow the Information Technology Infrastructure Library (ITIL) framework. This program will expose interns to the ITIL Service Operation which is the "management of services in a supported environment".

While participating in the Internship Program, students will work directly with the entire IT Department. The Internship Program will be an opportunity for students with A+ Certification and/or students currently pursuing their A+ Certification with teacher recommendation to expand their knowledge in the areas of pc troubleshooting and repair. Students will be exposed to all aspects of IT—from technology inventory to network infrastructure; developing the skills and capabilities needed to perform as a full-time employee within the information technology field. They will perform helpdesk related responsibilities, troubleshoot hardware and software issues, build software deployment packages, and design webpages for the IT Department and the respective organization. Finally, the intern(s) will be introduced to useful tools and resources that aid their personal and professional growth.

Student Rotations:
Students will rotate through the following workstations during their IT Internship:

1. **Help Desk** – Initial contact with the customer either by phone, email, or walkup and enter the details of the helpdesk call into the incident management system.

2. **Tech Shop** – Work with IT staff to troubleshoot and repair computer hardware and software problems. Image new computers with the organization’s licensed software and prepare them for deploying to computer labs, faculty offices, and staff offices including Apple hardware, as needed. Troubleshoot and repair classroom A/V equipment and assist with new installations. Assist in the installation of category 6, fiber optic, and coax communications cabling per the TIA/EIA standards. Contribute in
improving functionality of computer systems. Inventory audit (Both Server, Client
workstations, and MDF/IDF’s).

3. **Classroom Technology/Faculty Support** – Work with IT Staff to support new active
learning classrooms and assist faculty and staff in the use of technology in the
classroom. Assist with the development of Asset Management Database.

4. **Web Development** – Utilize the organizations web content management system (CMS)
to edit web pages and build new web sites for customers.

5. **Network Group** – Monitoring the organizations network to detect connectivity
problems, threats, unauthorized access, or inappropriate use. Program Cisco switches
and configure routers and firewalls. Organize network documentation/diagrams to
ensure everything is up to date in case of a disaster.

**Internship Structure:**
Interns will be required to work on site at the hosting organization for 80 to 90 hours per school
semester and/or summer break. Work shifts should be a minimum of two hours per day to
ensure enough time complete daily projects. Dress is business casual unless otherwise
specified.

**Intern Requirements:**
- Knowledge of operating systems such as Windows 7/8, Apple iOS, Apple OS.
- Knowledge of Microsoft Office Suite, Office 365
- Familiar with Network Systems. (TCP/IP, DHCP, DNS)
- Strong PC troubleshooting skills
- Have a reliable means of transportation to drive between campuses
- Good communication skills both oral/written
- Strong customer service attitude
- Strong organizational skills
- High attention to detail
- Make recommendations about purchase of technology resources
- Excellent verbal and written skills
- Strong ability to learn software programs and provide training opportunities for IT staff.
- Ability to communicate and interact with staff in a professional and courteous manner.
- Time management skills
- Must be able to occasionally lift up to 25 lbs.

**Method of Evaluation:**
Each intern will be evaluated based on dependability, teamwork, skill level and improvement. At
the end of the internship, all interns will be required to submit a one page report detailing what
they learned about working in the IT field. Reports should be no longer than one page typed,
double spaced and with a 12 point font size.

Interns will also be required to fill out an online survey evaluating the internship program and
provide feedback to help improve the program.

The IT director of the organization will submit a report to the Galveston Career Connect
Program for each intern based on feedback from IT staff that worked directly with the intern.

**Statement on Absences:**
All interns are expected to show up for their schedule shift. If they cannot make their scheduled
shift, they should notify their supervisor by phone or email as soon as possible.

**Academic Honesty:**
The Academic Honesty Policy at each organization can be reviewed on the public web site for that organization. Academic honesty is the cornerstone of the academic integrity of the organization. It is the foundation upon which the student builds personal integrity and establishes a standard of personal behavior. Because honesty and integrity are such important factors in the professional community, interns should be aware that failure to perform within the bounds of these ethical standards is sufficient grounds to be removed from the internship program.

**Special Accommodations:**
If you will require special accommodations under the Americans with Disabilities Act (ADA), Section 504, or other state or federal law, please contact the GISD Career Connect Office at (409) 761-3917 and also notify the IT director of the organization.

**Inclement weather:**
Occasionally weather conditions will force the closing of the organization. This information becomes available via each organization’s emergency notification system as soon as the decision to close is made. TAMUG Interns can sign up for emergency notifications through the SeaAggie Alert System at [www.tamug.edu](http://www.tamug.edu) or call (409) 740-4545 and speak to the University Police.

**Conduct:** Interns must not use their cellular phones during the work period unless it is work related or an emergency. Interns should conduct themselves professionally at all times while at work.

**Schedule:**

<table>
<thead>
<tr>
<th>Work Hours</th>
<th>Week</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 to 5</td>
<td>1</td>
<td>Orientation - Human Resources mandatory orientation training for all employees. Tour organization and the IT department along with and introduction to all of the areas the intern will be working.</td>
</tr>
<tr>
<td>6 to 25</td>
<td>1-3</td>
<td>Help Desk: Training on customer support procedures and the use of the Helpdesk ticket system.</td>
</tr>
<tr>
<td>26 to 59</td>
<td>4-6</td>
<td>Tech Shop: Work with IT staff to troubleshoot and repair computer hardware and software problems. Learn all areas of tech shop procedures relating to A+ certification.</td>
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<tr>
<td>60 to 65</td>
<td>7</td>
<td>Classroom Technology/Faculty Support: Work with IT Staff to support new active learning classrooms and assist faculty in the use of technology in the classroom.</td>
</tr>
<tr>
<td>66 to 80</td>
<td>8-9</td>
<td>Web Development: Utilize the organizations web content management system (CMS) to edit web pages and build new web sites for customers. Learn how responsive web design is done so web pages work correctly on phones, tablets and desktops.</td>
</tr>
<tr>
<td>80 to 90</td>
<td>10</td>
<td>Network Group: Monitoring the organizations network to detect connectivity problems, threats, unauthorized access, or inappropriate use. Program Cisco switches and configure routers and firewalls and work with wireless networks.</td>
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