



# IT Internship at the Community Health Center of the North Country

Student Evaluation Report

Deven Grant

CITA 480

State University of New York at Canton

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## Organization Treatment of the Intern

1. Did you receive an adequate orientation (your duties, responsibilities, work rules) when you first started your placement at this organization? Why or why not?

Yes and no. I was not given any specific duties/responsibilities but I was informed of some work related rules and practices.

2. What would you suggest to the organization to make this orientation more beneficial to other students?

a. Describe and rate your organization's treatment of interns.

I was treated relatively respectably and fairly (save a few instances). On a scale of 1-10:  
9.

b. Were you adequately used and trained? Give examples.

I would say, mostly no. I did learn some things about port mapping and wiring a network but feel I could have offered more had I been given the chance. The "training" was not always clear during the port mapping and wiring.

c. Were your questions encouraged and answered?

Absolutely, I was encouraged to ask questioned and they were answered.

d. Were you treated with respect?

I was treated relatively respectably.

e. Were you given any advice or assistance regarding personal matters such as transportation, housing, restaurants?

No.

3. What were the positive and negative aspects of the placement?

Positive:

- Accommodating work environment
- Friendly staff
- Flexible schedule

Negative:

- Inexperienced with interns
- Very small department
- Seeming lack of meaningful tasks

## Organization Services

**1. What is your opinion of the quantity or range of services offered by your organization?**

CHC provides many health services such as, dental, optometry, pediatrics, etc. They offer many services which are of decent quality. Sometimes it can become complicated considering that there are many different departments to organize. This can become especially complicated when assigning permissions and creating groups.

**a. Are they adequate or inadequate; are they in line with purposes and objectives of organization?**

From what I have seen at the organization I would say that they are at the very least adequate and are in line with the purposes of the organization.

**2. Are the services of high quality? Why or why not?**

I would say that they are of mid-tier quality. It should be taken into consideration that the amount a patient would pay for the services at CHC is based on their income and financial constraints do affect the quality of services they can provide.

## College Relevance

**1. List those courses which you feel were *most* beneficial to developing the background necessary for success in the organization (List those courses most important first and so on in descending order. Be sure to consider non-technical major courses).**

- CITA 220 Data Communications and Network Technology
- CITA 221 Data Communications and Network Technology Lab
- CITA 440 Network Management
- CITA 441 Network Management Lab
- CITA 310 Web Server Administration
- CITA 110 Introduction to Information Technology
- ENGL 101 Composition and the Spoken Word
- SOET 361 Project Management
- BSAD 301 Principles of Management

**2. List those courses which you feel were *least* beneficial to your career based on your placement experience.**

- MATH 141 Statistics
- CITA 330 Emerging IT Applications
- ECON 103 Microeconomics
- GAME 240 3D Graphics for Game Development

**3. What suggestions do you have that could be implemented within the academic program at the college which would make this internship experience more beneficial?**

I would suggest implementing more courses based on user support and how to communicate with them effectively. It would also be beneficial if there was more of an emphasis on understanding the ethical implications of information technology. This internship brought up this concern because many IT professionals (especially at a healthcare facility) deal with a lot of sensitive data and situations.

# Future Employment

**1. Would you seek employment at this or a similar organization upon graduation? Why or why not?**

Not for any meaningful length of time. Since this is a federally funded organization employees are paid fairly well below the national average, yet are expected to work hard given that they are understaffed (high turnover rate) precisely because the organization cannot afford to pay them more.

I do not think that I would enjoy working for a government funded organization because though the benefits are substantial there is a capped earning potential and a low level of control over your work.

**2. How would you rate this organization for future internships? Explain your rating.**

I would probably rate this organization fairly low for future interns. Though, I was their first intern I feel like not much effort was put into my experience. I understand that they have full time jobs to do but if they agreed to take on an intern they should have fully committed to the task.

**3. Please attach your letter to your site mentor thanking him/her and the organization for the opportunity to work with him/her.**

Dear Randy, Danielle, & CHC Administration,

I would like to thank you for giving me the opportunity to gain experience as an IT intern at The Community Health Center of the North Country. I have gained valuable technical and professional experience in the field I wish to pursue.

This Internship has definitely increased my interest to pursue a career in the field of information technology. Once again, thank you for the learning experience.

Sincerely,

Deven Grant

# Workbook Evaluation

**1. State your evaluation of this workbook as it applies to your placement. Do areas need to be added, deleted, improved or made less difficult? Explain.**

I find this workbook fairly comprehensive and straightforward. In my opinion report one and two could be condensed into one report. The Internship Learning Agreement could be placed after the preface instead of on page sixteen. I also think that the amount of work included in the workbook is encumbersome. I think that I would have retained more from my internship had I not been constantly worried about writing everything down and keeping track of all my experiences.

## Practical Considerations

**2. Review the process of choosing the placement. Describe issues related to the placement such as: housing (relatives, rental, with another student), transportation to the area of the placement, proper clothing for the position, advice would you give to the next student who will be placed with this organization.**

I interned at CHC because my sister was a former employee there and she asked if they could accommodate an intern for their IT department. CHC decided they could take on an intern and reached out to me. CHC is right in Canton so there were no housing/transportation challenges. The dress code is fairly lenient and also did not present an issue.

If I could give advice to another intern interested in interning at CHC I would tell them to be assertive and communicate very clearly (and frequently) that they are there to learn and can handle assignments/projects.

## Overall Impressions

**State your overall impressions of this internship from your orientation to completion. Consider the following areas: college orientation to the placement, organization orientation, organization experiences, and the workbook.**

My overall impressions of my internship at CHC are, in all honesty, a little disappointing. I was not assigned to as much as I thought I would be and what I was given (with some exceptions) was fairly menial/not beneficial. Though I did gain experience in how to work

professionally in IT. I got to witness some conflicts that can arise between coworkers/administration and how to (and how not to) resolve these conflicts. It should be noted that I was there first intern and they were inexperienced as supervisors.

The workbook is pretty well structured and comprehensive. Though it does sometimes feel encumbersome and at times seemed to annoy my supervisor.