



Graduate Course Syllabus

QSO 710: Internship in Operations/Project Management

Center: Online

Course Prerequisites

None

Course Description

This course will enable the School of Business graduate students to gain valuable work experience within the operations or project environment. The objective is to give the students an opportunity for practical application of operations/project management concepts and techniques learned in the classes and complement the course work.

Course Outcomes

- Apply practical experiences within your field of study
- Observe and analyze various management situations and challenges
- Analyze and propose solutions to organizational problems
- Identify and market individual skills, abilities, and values as they relate to your field of study
- Explore the activities and functions of managers

Instructor Availability and Response Time

Your class interaction with the instructor and your classmates will take place on a regular, ongoing basis. Your instructor will be actively engaged within the course throughout the week. You will normally communicate with your instructor in the weekly discussions or the General Questions discussion topic so that your questions and the instructor's answers benefit the entire class. You should feel free, however, to communicate with your instructor via SNHU email at any time, particularly when you want to discuss something of a personal or sensitive nature. Your instructor will generally provide a response within 24 hours.

Grade Distribution

Assignment Category	Number of Graded Items	Point Value per Item	Total Points
Discussion	1	20	20
Reflective Journals	3	100	300
Supervisor Evaluation	1	200	200
Final Report	1	500	500
		Total Course Points:	1,020

This course may also contain practice activities. The purpose of these non-graded activities is to assist you in mastering the learning outcomes in the graded activity items listed above.

University Grading System: Graduate

<i>Total Points: 1020</i>				
Grade	Numerical Equivalent	Points	Points Equivalent	
			<i>Lower</i>	<i>Upper</i>
A	93-100	4.00	949	1020
A-	90-92	3.67	918	948
B+	87-89	3.33	887	917
B	83-86	3.00	847	886
B-	80-82	2.67	816	846
C+	77-79	2.33	785	815
C	73-76	2.00	745	784
F	0-72	0.00	0	744
I	Incomplete			
IF	Incomplete/Failure*			
W	Withdrawn			

*Please refer to the [policy page](#) for information on the incomplete grade process.

**For internships, students will be enrolled in a credit-bearing section in their first term. At that end of that term, the instructor will input a final grade of “IP” if the student is passing, or “F” if the student is failing. If the grade is “IP”, the instructor will include the expiration date that will be set for 2 weeks from the end of the internship contract date; this will allow for submission of the final project as well as instructor grading. The student will then be enrolled in a 0-credit section for each subsequent term until the internship is completed. In each succeeding term, including the final term, the instructor will continue with the “IP”/”F” grading. After the last term ends, and prior to the expiration date, the instructor will submit a grade change form to the Office of the University Registrar (OUR) with the final alpha grade. The OUR will then change all IP grades for all sections of the internship to that final alpha grade.

Grading Guides

Specific activity directions, grading guides, posting requirements, and additional deadlines can be found in the Assignment Guidelines and Rubrics section of the course.

Weekly Assignment Schedule

All reading and assignment information can be found within each module of the course. Assignments and discussion posts during the first week of each term are due by 11:59 p.m. Eastern Time. Assignments and discussion posts for the remainder of the term are due by 11:59 p.m. of the student’s local time zone.

In addition to the textbook readings that are listed, there may be additional required resources within each module.

Module	Topics and Assignments
1	1-1 Discussion: Getting Started 1-2 Reflection Journal: Submit Learning Contract Timesheet initialed by Supervisor
2	Begin work Reflective Journal One due in Week 3 <ul style="list-style-type: none"> What are your specific goals for this internship? What do you hope to learn and accomplish? What were your initial impressions of the organization, your supervisor, and your job responsibilities? What do you believe are your strengths and areas of opportunity for development? How have these areas impacted your overall job performance? How has your education prepared you for this internship? Give two examples of how you have applied your knowledge during your internship. Timesheet initialed by Supervisor [Instructor] Check-In with Supervisor (record in Workplace Contact Log)
3	3-1 Reflective Journal One <ul style="list-style-type: none"> What are your specific goals for this internship? What do you hope to learn and accomplish? What were your initial impressions of the organization, your supervisor, and your job responsibilities? What do you believe are your strengths and areas of opportunity for development? How have these areas impacted your overall job performance? How has your education prepared you for this internship? Give two examples of how you have applied your knowledge during your internship. Timesheet initialed by Supervisor
4	Begin Work Reflective Journal Two due in Week 6 <ul style="list-style-type: none"> Discuss progress made toward your internship goals discussed in your first journal and include supportive examples Describe specific skills that have improved as a result of your internship. Explain at least two of your contributions to the organization. Share any insights about the field of HR and the technology that you are using to perform your job responsibilities. Timesheet initialed by Supervisor [Instructor] Check-In with Supervisor (record in Workplace Contact Log)
5	Continue Work Reflective Journal Two due in Week 6 <ul style="list-style-type: none"> Discuss progress made toward your internship goals discussed in your first journal and include supportive examples Describe specific skills that have improved as a result of your internship. Explain at least two of your contributions to the organization. Share any insights about the field of HR and the technology that you are using to perform your job responsibilities. Timesheet initialed by Supervisor

6	<p>6-1 Reflective Journal Two</p> <ul style="list-style-type: none"> • Discuss progress made toward your internship goals discussed in your first journal and include supportive examples • Describe specific skills that have improved as a result of your internship. • Explain at least two of your contributions to the organization. • Share any insights about the field of HR and the technology that you are using to perform your job responsibilities. <p>Timesheet initialed by Supervisor [Instructor] Check-In with Supervisor (record in Workplace Contact Log)</p>
7	<p>Begin Work Reflective Journal Three due in Week 9</p> <ul style="list-style-type: none"> • Provide a summary of your internship experience. • What have you learned about yourself from the internship experience? How have you grown as an individual and employee? • Describe how this internship experience has helped you direct your career goals and job search. • After reviewing your supervisor's feedback, explain how you view the assessment of your job performance. Explain how this information will help you prepare for graduation and full-time employment. <p>Timesheet initialed by Supervisor</p>
8	<p>Continue Work Reflective Journal Three due in Week 9</p> <ul style="list-style-type: none"> • Provide a summary of your internship experience. • What have you learned about yourself from the internship experience? How have you grown as an individual and employee? • Describe how this internship experience has helped you direct your career goals and job search. • After reviewing your supervisor's feedback, explain how you view the assessment of your job performance. Explain how this information will help you prepare for graduation and full-time employment. <p>Timesheet initialed by Supervisor [Instructor] Internship Evaluation form provided to Supervisor (due week 9) [Instructor] Check-In with Supervisor (record in Workplace Contact Log)</p>
9	<p>9-1 Reflective Journal Three</p> <ul style="list-style-type: none"> • Provide a summary of your internship experience. • What have you learned about yourself from the internship experience? How have you grown as an individual and employee? • Describe how this internship experience has helped you direct your career goals and job search. • After reviewing your supervisor's feedback, explain how you view the assessment of your job performance. Explain how this information will help you prepare for graduation and full-time employment. <p>Timesheet initialed by Supervisor [Instructor] Internship Evaluation form completed by Supervisor & returned [Instructor] Submit completed Evaluation form</p>

10	10-1 Final Report: See below 10-2 Final Paperwork: Submit signed timesheet and student internship evaluation Timesheet initialed by Supervisor [Instructor] Timesheet completed by Supervisor & returned [Instructor] Submit completed Timesheet [Instructor] Check-In with Supervisor (record in Workplace Contact Log) <i>The instructor will communicate directly with the student's supervisor at the intern organization.</i> [Instructor] Submit completed Contact Log
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Attendance Policy

Online students are required to submit a graded assignment/discussion during the first week of class. If a student does not submit a posting to the graded assignment/discussion during the first week of class, the student is automatically withdrawn from the course for non-participation. Review the [full attendance policy](#).

Late Assignments Policy

Meeting assigned due dates is critical for demonstrating progress and ensuring appropriate time for instructor feedback on assignments. Students are expected to submit their assignments on or before the due date. Review the [full late assignment policy](#).

SNHU College of Online and Continuing Education Student Handbook

Review the [student handbook](#).

ADA/504 Compliance Statement

Southern New Hampshire University is dedicated to providing equal access to individuals with disabilities, including intellectual disabilities, in accordance with Section 504 of the Rehabilitation Act of 1973, Title III of the Americans with Disabilities Act (ADA) of 1990, and the ADA Amendments Act of 2008. The university prohibits unlawful discrimination on the basis of disability and takes action to prevent such discrimination by providing reasonable accommodations to eligible individuals with disabilities.

As soon as you become aware of a disability, we encourage you to contact the Online Accessibility Center (OAC) to discuss accommodations for which you may be qualified. Reasonable accommodations are established through an interactive process between the student and the OAC. Note that accommodations are not retroactive and that disability accommodations are not provided until an accommodation letter has been processed.

Contact Information:

Online Accessibility Center

Phone: 866-305-9430

Email: oad@snhu.edu

For questions concerning support services, documentation guidelines, or general disability issues, visit the [Online Accessibility Center](#) website.

If you feel you have been denied appropriate disability-related accommodations, including appropriate auxiliary aids and services, you may file a grievance as described in the ADA/504 Grievance Policy found on the [Disability Services](#) webpage.

Academic Honesty Policy

Southern New Hampshire University requires all students to adhere to high standards of integrity in their academic work. Activities such as plagiarism and cheating are not condoned by the university. Review the [full academic honesty policy](#).

Copyright Policy

Southern New Hampshire University abides by the provisions of United States Copyright Act (Title 17 of the United States Code). Any person who infringes the copyright law is liable. Review the [full copyright policy](#).

SNHU College of Online and Continuing Education Withdrawal Policy

Review the [full withdrawal policy](#).

Southern New Hampshire University Policies

More information about SNHU policies can be found on the [policy page](#).

Assessment Calibration and Student Work Samples

For the purpose of continuous improvement of our educational training, Southern New Hampshire University's College of Online and Continuing Education may, on occasion, utilize anonymous student work samples for internal professional development and staff training. If you have any questions or concerns, contact your advisor. If you would like to withdraw permission for use of your work, please contact the assessment calibration administrator at assessmentcalibration@snhu.edu. See [this document](#) for more information.