



Internship & Career Planning Seminar Syllabus

Course: UMST 582. M1: Internship & Career Planning Seminar (1 Credit)

- **Term:** Spring 2025
- **Date:** Wednesday, 4:10PM – 5:30PM
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- **Delivery Methodology:** This course is delivered in person on the UNH Manchester campus in room P503. There will be a few career events that you will be required to attend in place of coming to class, and there is also a potential for site visits to employers in the Mill Yard. The course is a mixture of discussion, lecture, and activity. There is no online option for the course. If you cannot make the class because of health circumstances, please review your options in the participation and attendance section below.

Instructor: Maggie Wells, Career Director, Career and Professional Success

- **Email Address:** maggie.wells@unh.edu
 - This is the best way to get in touch with me. Please allow 24 - 48 hours for a response.
- **Phone:** (603) 641-4327
- **Office:** UNH Manchester Pandora Mill Building at 88 Commercial St. Manchester, NH 03101, Office 430E
- **Office Hours:** By appointment only, appointments can be requested on [Handshake](#)

Instructional Resources: There is no textbook required for this course. Instead, you will use a variety of resources such as myCourses, Handshake, UNH Career and Professional Success web pages, LinkedIn, StandOut, VMock, and career research websites (O*Net, Buzzfile etc.).

Credit Hour: 1crdt course is equal to a minimum of 45 hours within the 15-week semester.

Course Description: The Wildcat Way to Professional Success (WWPS) consists of four core pillars that will help students prepare for careers today until retirement. The four areas of concentration are:

- Building awareness
- Building personal brand
- Building experience
- Building relationships



This course is designed to be a hands-on seminar moving students through all core pillars, imbuing students with the lifelong career development skills to ensure short-term gains in internship/job searches and long-term skills in navigating career trajectories and employment attainment as a graduate and alumni.

Course Objectives

- Acquire best practices in building a personal image (i.e. resumes, cover letters, LinkedIn profiles); practice identifying and using key words; demonstrate ability to identify and write accomplishment statements; gain understanding of Applicant Tracking Systems (ATS)
- Develop career story telling abilities to be practiced and utilized in interview preparation techniques and mock interviews
- Participate in at least two formalized career recruitment event
- Explore career and industry research related resources, resulting in one in-depth organizational research project and informational interview
- Build relationships by identifying and engaging in networking opportunities in class, at UNH and throughout the greater community
- Improve professional writing and oral communication skills as it relates to internship/job obtainment



Student Learning Outcomes

- Research and evaluate opportunities related to career interests
- Conduct informational interviews for the purpose of expanding professional networks and gaining a better understanding of what is required of the position sought
- Identify and utilize key recruitment events and formal/informal networking opportunities
- Create effective materials for building personal brand (resume, cover letter, LinkedIn profile)
- Utilize proper follow up etiquette through email communications and thank you notes
- Increase confidence in ability to interview formally

Course Format: Lecture, research, discussion, employer information sessions, career related activities and formal in-person and virtual career recruitment events

Course Evaluation Criteria: Please note that the instructor of this course claims the right to make additions and deletions to the syllabus and assignments as they see fit, depending on course progress. If this happens, an announcement will be made in class and changes will also be made via myCourses. All course assignments and requirements will be submitted via myCourses. All assignments are out of a possible 100 points.

Grading Policy: Assignments are due per the due date indicated on myCourses and are subject to change. Late submissions will automatically be reduced by 25 points. Assignments submitted more than one week (7 days) past the due date will not be excepted. You will be evaluated out of the possible points and percentages indicated on the syllabus. A letter grade is given at the end of the semester.

If you find you are having trouble meeting a deadline, please review this [article](#) and utilize the information included to professionally request an extension. Requests must be made at least 48 hours prior to the due date.

Total Percent Breakdown

	100%
Assignments	25%
Participation and Attendance	15%
UNH Career & Internship Fair	25%
Mock Interview	15%
Informational Interview Project	20%

UNH Grading Scale

A	93– 100	B	83–86	C	73–76	D	63–66
A-	90– 92	B-	80–82	C-	70–72	D-	60–62
B+	87– 89	C+	77–79	D+	67–69	F	59 and below

Assignment Format: When asked to submit an assignment, please be sure your name and some form of the assignment title is included in your document. All assignments will only be accepted through the myCourses module. Unless other forms of submission are explained please submit Word documents only. Reflections should be submitted in paragraph form. Under no circumstances will a jpeg or png upload be accepted for a document format.

A Note on Reflection: In this class, you will be asked to submit a few journals asking you to “reflect” on a given topic. Reflection goes beyond a summary of the topic; submitting only a summary will not be sufficient for full credit. The “What, So What, Now What” framework is how you will be evaluated on your reflection.

- What: What happened? Summarize what you learned.
- So What: Why does this learning matter? Why is this important?
- Now What: How will you apply this learning in the future?



Informational Interview Project Overview: For this assignment, you will be required to pick an organization to research and conduct an informational interview with at least **one person who has worked or currently works at that organization**. All organizations must be submitted for approval before you begin your research and outreach to ensure we don't have duplication - first come first served. The organization chosen must be related to your field of study and/or career goals. You would be wise to use this as an opportunity to network for your internship/job. It is advised that you utilize the UNH Alumni network through LinkedIn. Family, friends, and UNH staff and faculty are not allowed to be interviewed.

Attn: The longer you wait to get started the harder this assignment becomes.

Deliverables:

- Create a 3–5-minute presentation with PowerPoint or another presentation platform with an overview of the criteria listed below to present to the class. Submit presentation to myCourses.
- Submit a minimum one-page reflection paper about your informational interview, 12 pt. font. 1" margins, double spaced.

Criteria:

- Items that must be included in your final presentation:
 - Organization name, location, and size (number of employees, number of locations)
 - 10 second "elevator pitch" of what the organization does (you will deliver this to the class orally)
 - Brief overview of the company culture
 - Website overview and relevant recent news about the organization
 - What positions are open and what the "ideal" candidate looks like (qualifications, experience, education, skills)
 - Typical hiring process and advice to students looking to apply
 - Informational interview overview
 - Who you spoke to, how this individual got into this field, what advice they had for you
 - How you set up the meeting and what questions you asked
 - At least 1 unique thing you learned
 - Relevance to you (Would you apply? Why or why not? How has this affirmed or changed your search values?)

Some of these answers cannot be found on a company website - think strategically about which questions you will ask in your informational interview.

- Items to reflect on and write in your one-page paper:
 - What did you learn from your informational interview that will help you in your career moving forward?
 - What was the most challenging aspect of the informational interview and how did you overcome it?
 - What might you do differently the next time you conduct an informational interview?

Parameters:

- The organization you pick may not be your current or previous employer. Your informational interview may not be with a close friend, family member, or a UNH staff or faculty member. The point of this is for you to engage in NEW learning and meet NEW people.
- For your informational interview, utilize LinkedIn, website directories, and your current connections to reach out to your new professional contact.
- Start this outreach as soon as possible to ensure you can find time to speak (phone, video, in-person). If you are not hearing back, keep reaching out to more people or send follow up emails. As we will go over in class, you may not get a response the first time around.
 - If the due date arrives and you do not have an informational interview completed, you will need to show the instructor all your out-reach attempts to individuals requesting an interview. If you can show that you reached out to 15 individuals with no responses, you can earn 50% of the assignment grade. No interview and less than 15 individuals approached is an automatic zero for the assignment.



- Submit your PowerPoint to myCourses by the due date and in the comments section put the name, title, and contact information of the person you conducted your informational interview with as well as any notes about your presentation.
- Students will be selected randomly to present. Students will provide peer to peer feedback on each other's presentations.

Employer Participation: We will have several employers and guest speakers joining our class this semester. Employers come to campus to meet you because they want to build their workforce for the future, and meeting you early is a great way to do so. It is an expectation of this course that you are respectful and courteous to our guests. This means asking thoughtful questions, not using your phone, and demonstrating overall professionalism and maturity. Arriving late to class on guest visitor days is an automatic zero in participation.

Site Visits: There is a chance that we will be visiting off campus employer sites throughout the course of the semester. You are expected to plan accordingly. Students with transportation limitations are expected to connect with the instructor immediately. All site visits are within walking distance to campus.

Participation and Attendance Policy: Students are expected to attend all classes and participate in discussions. As it would be required of an employer, advanced notice is necessary if you need to miss a class. The appropriate form of communication for this course is via email to Maggie.Wells@unh.edu. Proper email etiquette is expected. This course is activity based and will require active participation. Event attendance and employer engagement cannot be made up or substituted. It is expected that you will fully participate, answer questions, and be engaged. Falling asleep, not paying attention, or disrupting class will result in points off your participation and attendance grade. Arriving late to class when visitors are attending will result in a 0 participation grade on that day.

Students are permitted **one** unexcused absence per semester provided the instructor is notified at least 48 hours prior to the beginning of class. If the instructor is notified appropriately, full credit will be given for participation and attendance on that date. Please note, students cannot be given full credit for participation and attendance for absences on employer visit, final presentation, or career event dates. All other unexcused absences will result in a 0.

Extenuating Circumstances will need to be submitted to the Assistant Dean of Students, Lisa Enright (email: Lisa.Enright@unh.edu). **Please do not email the instructor details about your circumstances (health, interpersonal, family) as you have a right to keep that personal information private.** You may email those details to the Assistant Dean of Students, and she will inform the instructor of any excused absences.

Extended Absences: If you are dealing with an unexpected, extenuating circumstance that will keep you out of class or affect your performance for more than a day or two, reach out to the Assistant Dean of Students (email: Lisa.Enright@unh.edu) to request a letter be sent to all your faculty.

If you are required to miss significant class time, you will be provided temporary academic supports so that you can continue to make satisfactory progress in this course. Please contact your course instructor to discuss the specific types of supports that will be implemented during your absence. Possible options you may be provided in this class include:

- One-on-one meetings with instructor to catch-up on missed content
- Lecture slides
- Handouts or other materials that are distributed

Electronic Devices in the Classroom: It is an expectation of this course that all cell phones and electronics are put away and kept on silent. There are several times during the semester that we will have class activities that will require you to use a laptop, at which time it is completely appropriate to use said device. However, laptops must be used for classroom purposes and not for homework, social media, email, etc. If you have a learning disability that requires the use of one of



these items, you must provide evidence from the CPSS Manchester Academic Advising Office to inform the instructor of this situation so that the use can be accommodated. If it is necessary to leave your cell phone "on" for an emergency, please

inform the instructor at the beginning of the class session as well as keep the phone in a silent mode so as not to disrupt the class.

Artificial Intelligence (AI): Specific assignments may permit or require the use of an automated writing tool. Please pay close attention to individual assignment instructions. It is important to note that if automated writing tools like chatGPT are permitted to be used for an assignment, then they should be used only in the manner specified, and with caution and proper citation to the tool. AI is not a replacement for your own thinking and research. ChatGPT is a sophisticated statistical next-word text predictor. Unlike you, it does not comprehend the meaning of what it produces.

School Closings: UNH Manchester makes weather-related decisions independent of UNH Durham. If there is a decision to close or to delay opening, a recorded message will be on the UNH Manchester Information Line, (603) 641-4100. If we are open, the message on the Information Line will state that UNH Manchester is following its normal operating schedule. You may also receive a text or email message through the UNH Manchester Alert-Roam Secure System. To register your email address, pager, cell phone, or smart phone, go to <https://www.getrave.com/login/unh>.

Your safety is most important. Should you deem it necessary to miss class due to inclement weather, please send the instructor an email at maggie.wells@unh.edu.

Academic Policy: It is your responsibility to read and comply with the University of New Hampshire Students Rights, Rules and Responsibilities. The full text is online at: <http://www.unh.edu/vpsas/handbook/welcome-university-new-hampshire>

Academic Alert System (AAS): The University is invested in the success of its' students. If a faculty member is concerned about your academic behaviors and performance, they may choose to utilize the University's Academic Alert System. Alerts are geared towards informing students who are not making satisfactory progress and/or are exhibiting behaviors that may lead to academic difficulty, such as poor attendance or participation. The purpose of the alert is to provide you with feedback prior to mid-semester in an effort to encourage you to make decisions, and to seek out support that will facilitate in your academic success. All alerts are emailed directly to your UNH email address. Alerts are not part of your academic record. The intention of the AAS is to inform you of your professor's concerns, and to introduce you to some helpful resources. If you receive an Academic Alert, it is strongly recommended that you contact your professor to discuss the alert and to utilize on-campus resources to proactively work toward academic success.

Student Accessibility Services: According to the Americans with Disabilities Act (as amended, 2008), each student with a disability has the right to request services from UNH to accommodate his/her/their disability. If you are a student with a documented disability or believe you may have a disability that requires accommodations, please contact Student Accessibility Services (SAS) located on the Manchester campus in the Student Services Suite (Office 405A).

Accommodation letters are created by SAS with the student. Please follow-up with your instructor as soon as possible to ensure timely implementation of the identified accommodations in the letter. Faculty have an obligation to respond once they receive official notice of accommodations from SAS but are under no obligation to provide retroactive accommodations.

For more information refer to www.unh.edu/sas or contact SAS at (603) 862-2607, 711 (Relay NH) or Sas.office@unh.edu.

The Mental Health Center of Greater Manchester: In partnership with The Mental Health Center of Greater Manchester, UNH Manchester offers consultation visits on a walk-in basis in the Academic Advising department (located in the Student Services suites, 4th floor). Services include:

- Free confidential screening & consultation with a licensed mental health therapist
- Referrals to mental health or substance misuse treatment
- Assistance in understanding how to afford additional treatment (with or without insurance) or find free services



You may email unh.mn.wellness@unh.edu to make an appointment to meet with a counselor. You can also request an appointment [here](#). If you would like to connect to counseling services directly, you may do so by contacting The Greater Manchester Mental Health Center at (603) 668 - 4111.

If you or someone you know is experiencing a mental health or substance misuse crisis, please contact the Mobile Crisis Response Team (MCRT) at (800) 688 - 3544.

The National Suicide Prevention Lifeline provides 24/7, free and confidential support via phone or chat for people in distress, resources for you or your loved ones, and best practices for professionals. Call (800) 273-TALK (8255).

Title IX Obligations and Reporting: Title IX makes it clear that violence, harassment, and discrimination based on sex and gender are Civil Rights offenses subject to the same kinds of accountability and the same kinds of support applied to offenses against other protected categories such as race, national origin, etc. If you or someone you know has experienced sexual or relationship violence, and/or stalking and harassment, you can find the appropriate resources below:

- Reporting On Campus:
 - UNH Manchester Security: (603) 541-4101 or located in the second-floor foyer
 - UNH Police Department: (603) 641-4101 or 18 Waterworks Ln. Durham, NH 03824
- Reporting Off Campus:
 - Manchester Police Department: (603) 668-8711, 405 Valley St. Manchester, NH 03101
 - Your local police department and for emergencies dial 911
- Confidential Support Resources:
 - YWCA, NH: (603) 668-2299 (24hour), 72 Concord St. Manchester, NH
 - UNH Sexual Harassment and Rape Prevention Program (SHARPP): (603) 862-7233 (24hour), 8 Ballard St.,
 - The Mental Health Center of Greater Manchester: See contact information and hours above
 - 24 Hour NH Sexual Violence Hotline: (800) 277-5570
 - 24 Hour NH Domestic Violence Hotline: (866) 644-3574

As a lecturer and employee of the University of New Hampshire, **I am required by our institution to report incidents of sexual violence/misconduct, relationship violence, harassment and stalking, and thus cannot guarantee confidentiality.** I must provide the UNH Manchester Security team with relevant details such as the names of those involved in the incident if I know them. Please know that you can seek confidential resources at the locations listed above.

If you want to make a formal report, you can contact UNH Manchester Security. You can also make a police report to the Manchester Police Department or to your own local police department of the town you live in.



Course Schedule:

Date	WWPS	Topics
Week 1 1/22		Expectations, syllabus review, & Wildcat Way to Professional Success
Week 2 1/29		Interests, skills, & values
Week 3 2/5		Resumes & LinkedIn
Week 5 2/19		Career Fair Prep and Elevator
Week 6 2/26		UNH Durham Career & Internship Fair: 2/26/24 – 2/27/24 No class on 2/25/24, instead attend event
Week 4 2/12		Informational Interviewing and Final Project Overview
Week 7 3/5		Interviewing No class on 3/5, instead watch lectures and complete assignments
Week 8 3/12		Cover Letters
Week 9 3/19		Spring Break



Manchester

Career and Professional Success

Week 10 3/26		Employer Visit
Week 11 4/2		Job and Internship Search
Week 12 4/9		UNH Manchester Career Fair
Week 13 4/16		Career Coach Check-in
Week 14 4/23		Wrap up and Presentations begin
Week 15 4/30		Informational Interview Presentations