



BUFFALO STATE

The State University of New York

Higher Education and Student Affairs

Administration Internship Handbook

HEA MISSION AND VISION STATEMENTS

Mission

The Higher Education Administration Department (HEA) and the Higher Education and Student Affairs Administration (HESAA) program at Buffalo State is committed to promoting access and to preparing exceptional scholars and practitioners with knowledge, skills, competencies and an ethic of care needed for sound professional practice in the twenty-first century.

Vision

The Higher Education Administration Department (HEA) is clearly focused on one of the most distinguished programs of its kind in the United States. Concentrated on serving the educational needs of a diverse student body through a flexible program with evolving and updated curricula, the HEA department challenges students to become lifelong learners and leaders in the administration of higher education, student affairs and other professional communities. As the demographics of higher education change in the 21st century, the program will provide highly prepared leaders representing diverse groups to serve the nation's institutions of higher learning at the highest levels. Many students will continue their intellectual and personal development through doctoral programs and as scholar-practitioners.

Students may focus on courses and internships in four concentration areas: administration and management, counseling and development, social justice, research and evaluation or a general focus.

INTERNSHIP HANDBOOK

Two internships are required for graduation from the HESAA program at SUNY Buffalo State. This handbook has been developed by the HEA faculty to provide general guidelines for the internship process and to address the most frequent questions.

WELCOME TO THE HESAA INTERNSHIP PROGRAM

The Higher Education Administration (HEA) department and Higher Education & Student Affairs Administration (HESAA) program places the training of every student at the highest level of importance. We are dedicated to the professional development of all students. The HESAA internship program helps develop leadership skills by meeting student's self-education needs, inspiring self-confidence, self-reliance and a sense of responsibility.

SUNY Buffalo State is an equal opportunity institution which conforms to all federal, state, and SUNY legal requirements and does not discriminate against applicants, students, or employees on the basis of race, gender, ethnicity, national origin, sexual orientation, religion, age, and disability, marital or veteran status. Any violation of this policy should be reported to the Campus Equity and Diversity Office located in Grover-Cleveland Hall 415. The office can be reached at (716) 878-6210.

The preparation of the student affairs professional relies heavily on internships to provide practical experience in applying information learned in the classroom. The HEA internship program offers diversified training that encompasses direct service to others, research, planning, organization, understanding and applying principles of student affairs administration practice. Ultimately, the student is responsible for making their internship a valuable learning experience. The student must be prepared to plan goals with their internship supervisor.

THE INTERNSHIP EXPERIENCE

Some areas of involvement are providing logistical support, budgeting, advising, giving presentations, and planning/implementing programs. Be sure to seek feedback from your internship supervisor and openly listen to what they have to say about your performance.

An internship should be a rewarding experience. If you feel that your experience is not positive, talk to your supervisor about the situation. If the situation does not improve, then you may discuss potential options with the internship coordinator.

Consider the area that you would like to pursue, either to enhance your current career interest or to gain experience in a new area. If you are unsure, take a look at the internship directory to see what may interest you.

The internship directory is available through the internship coordinator, Dr. Amy Wilson, or through the Higher Education Administration Department Office, located in Bacon Hall 214C.

THINGS TO CONSIDER

As a graduate student in the HESAA program, you must complete at least 300 hours of internship experience while successfully completing HEA 624 and HEA 625, Internship/Practicum I & II respectively, in order to graduate from the program.

An internship is not official until a contract and job description is agreed upon (signed) by the student, site supervisor, and HEA faculty member responsible for the internship course. It is important to experience a good fit through mutual understanding between all parties. Internship contracts and guidelines can be obtained by visiting the HEA Office, located in Bacon Hall 214C, or on the department website at hea.buffalostate.edu.

It is important to prepare for on-site interviews as you would for a job interview. Bring a “professional touch” and updated resume. Become familiar with higher education environments previously unfamiliar to you. Challenge yourself to develop personally and professionally through the internship experience. Focus on doing what it takes to make a difference through these most valuable, core experiences!

It is possible to become an intern at any higher education institution providing an appropriate and relevant professional preparation opportunity for students. HEA faculty, alumni, and current internship supervisors are willing and able to discuss the internship experience with HEA graduate students.

INTERNSHIP LEARNING OUTCOMES:

Skills:

- Students will be able to apply classroom content to professional situations.
- Students will deepen and broaden their understanding of the job options within the field of student affairs.
- Students will deepen and broaden their understanding of the multiple contexts of student affairs practice (private institutions, public institutions, religiously-based institutions, community colleges, etc.).
- Students will focus their specific areas of career interest within student affairs.
- Students will enhance their job search skills.
- Students will exhibit good written and oral communication.
- Students will learn professional skills related to the content of the specific internship through performance of their responsibilities.

Dispositions:

- Students will be able to work with diverse populations in diverse institutional settings.
- The student will demonstrate professionalism, good collegueship, and ethical behavior.

RELATIONSHIP TO CAS STANDARDS

The Council for Advancement of Standards in Higher Education (CAS) requires that each master’s level student in a student affairs preparation program complete at least two different internships totaling at least 300 clock hours during their second full year of study.

INTERNSHIP GUIDELINES:

The internship sequence consists of two 3 credit hour courses that are an important part of the core curriculum in the Higher Education and Student Affairs Administration program at SUNY Buffalo State. Each course involves 150 hours of supervised practice by site supervisors at area colleges/universities and an important classroom component focusing on experiential learning and practical aspects of professional preparation. The courses (HEA 624 & HEA 625) must be taken in sequence and build on the knowledge and skills learned in related courses throughout the program.

Please note the following guidelines relative to the internships:

- Internships are scheduled after one or two semesters of coursework.
- Internship hours must be pursued during the semester/summer session of course matriculation. Exceptions may be granted for special opportunities overseas or through the ACUHO summer residency program.
- Internships must be approved by proper signatures (course instructor and site supervisor) on established forms prior to starting an internship.
- Students must develop a position description with their site supervisor indicating the various duties and focus of the internship.
- Internships taken for course credit require a minimum of 150 contact hours to meet requirements established by the Council for the Advancement of Standards in Higher Education.
- The two internships are to be taken in different offices and if possible, at alternative sites. This is to ensure that each student is exposed to a variety of colleges and universities representing the diversity of American higher education.
- Students are not to use their current employment or graduate assistant experience as an internship where the experience will be duplicated rather than diversified.
- The internship class is an important if not vital part of the learning experience in the program. By sharing the details of their internship experience, students gain valuable insights into the many departments, programs, and services that make up student affairs, academic support services, and higher education in general. Students learn how to approach the higher education enterprise in a professional and appropriate manner. Attendance and full participation are required.
- Selecting an internship should be a thoughtful and purposeful exercise. A recent survey of graduates has indicated a significant relationship between concluding a successful job search and completing successful and appropriate internships.

ACUHO-I and NODA Summer Internships

HESAA students are eligible to apply for summer internships through the Association of College Union Housing Officers-International (ACUHO-I) or through the Association for Orientation, Transition and Retention (known as NODA). Both of these associations offer a summer internship program for graduate students. Applications are typically due in early January and notifications are made in mid-February. More information on this program and application process will be provided at the HEA Internship and Open Advising Night each fall. These internships may count for course credit, however, all approvals must be obtained through the Internship faculty.

SUNY Buffalo State
Higher Education & Student Affairs Administration
(HESAA)

Factors Affecting Professional and Quality Performance

Overall Goals:

- Maintain an effective working relationship with students and others
- Do not have personal business interfere with job performance
- Show up for appointments, seminars and scheduled internship hours and activities
- Accept and act on feedback intended to improve performance
- Maintain quality of the work performed
- Conduct an exit interview and evaluation session and ensure a confidential submission of supervisor's written evaluation
- Remember:
Support your colleagues
Extend yourself in order to contribute to self-development and learning
Do all you can to make a difference!

Final notes:

- ** Remember, internship supervisors can be your most valuable references!
- ** Be able to generalize your experience to other situations

SUNY Buffalo State

**Higher Education & Student Affairs Administration (HESAA)
Graduate Internship (HEA 624 and HEA 625) Contract**

Agreement between STUDENT, SUPERVISOR and FACULTY MEMBER
(General Expectations and Guidelines)

1. All internships must be approved by the faculty member teaching the course.
2. An initial orientation interview must be conducted between the student and supervisor to review internship requirements, functions/tasks. A job description must be developed and given to the intern and the faculty member for final approval.
3. The intern should engage in a special office project or activity related to the area of assignment. This project may consist of related area research; drafting a program proposal or any project or activity which the intern and supervisor deemed mutually appropriate and must be approved by the faculty member teaching the respective course.
4. When possible, the intern should attempt to work regularly scheduled working hours. This is a flexible expectation.
5. To the greatest extent possible, the intern should have personal contact with students and others coming to the area for information, services and/or advisement.
6. The intern will maintain a daily/weekly log of the hours worked and submit it to the appropriate faculty at the end of the term.
7. A final evaluation by the supervisor will assess the overall performance of the intern based on prescribed expectations and performance standards. An exit interview and feedback session will be held between the intern and internship supervisor.
8. The final grade is dependent upon the successful completion of the assigned internship and course assignments.
9. The graduate intern will perform at least 10-15 hours weekly with a minimum requirement of 150 hours per semester.
10. Quality, professional performance is the standard for the successful completion of all internships.

Intern Name (print) _____

Intern Signature _____

Supervisor Name (print) _____

Supervisor Signature _____

Business Address (institution) _____

Department _____

City _____ (State) _____ (Zip) _____

Telephone _____ (E-mail) _____

Internship Faculty Signature _____ Date _____

CHECK ONE: HEA 624 _____ HEA 625 _____

* SPECIAL NOTE: This contract must be returned to the appropriate faculty member accompanied by an internship job description. The original signed copy will be for the faculty member's files.

Higher Education & Student Affairs Administration

SUNY Buffalo State
 Bacon Hall 214C
 (716) 878-3789

SUPERVISOR PERFORMANCE APPRAISAL

GENERAL INFORMATION

Name of Intern Being Reviewed:	Your Name:
Date:	Internship Period: _____ to _____
Internship Site:	

REVIEW GUIDELINES

Please complete this evaluation, using the following scale as appropriate:

- 1 = *Unsatisfactory*
- 2 = *Marginal*
- 3 = *Meets Requirements*
- 4 = *Exceeds Requirements*
- 5 = *Exceptional*
- NA = *Not Applicable*

EVALUATION

	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Marginal	(1) = Unsatisfactory	Not Applicable
Demonstrates a basic understanding of departmental operations and structure						
Conveys a dedication to collaboration and teamwork						
Maintains communication and dialogue with supervisor						
Satisfactory completion of job description activities and tasks						
Demonstrates professional commitment and demeanor						
Maintains sensitive and effective interpersonal relationships						
Utilizes professional judgment						
Dependability						
Ability to take initiative and assume responsibility						
Lead and co-lead projects/activities						

Evaluates and learns from experiences						
Knowledge and understanding of organizational behavior						
Organizational skills						
Sensitivity to ethical and cultural considerations						
Ability to work independently						
Ability to communicate verbally and in writing						
Overall Evaluation						

WNY & Beyond Internship Sites

SUNY Buffalo State

Brock University, Ontario

Canisius College

Coastal Carolina University

SUNY College at Brockport

SUNY College at Cortland

Daemen College

D'Youville College

Erie County Community College

SUNY at Fredonia

SUNY College at Geneseo

Genesee Community College

Hilbert College

Medaille College – Buffalo, Amherst & Rochester Campuses

Nazareth College

Niagara County Community College

Niagara University

Trocaire College

University at Buffalo

Villa Maria College

