CIS 4970
Field Study in Computer Information Systems

Prerequisites: CSP 1,2,3,4,5,6,7, & 8; Senior-level CIS Majors with prior approval of CIS Department faculty member. Internship information can be found on the CIS internship web page.

Credit: Three semester hours

Course Description:

This course is designed to provide the senior-level student an opportunity to assist with the planning and implementation of computing technologies in an approved on-campus site or an approved off-campus site. Students perform IT-related duties such as: information systems trainer, programmer, consultant, database, technical support, end-user support duties, etc. Students will meet periodically with a CIS faculty member to discuss problems and issues relevant to the area of implementing computer information systems. Compensation may or may not be granted for the internship/practicum.

Course Objectives:

Upon completion of this course, students should be able to:
- Develop career goals and specific objectives in chosen profession
- Establish an understanding of the roles of employees and how they fit into these roles.
- Relate experiences that surface in work-related activities, dealing with problems (technical and/or organizational), criticism, individual differences, and cultural biases. The student will maintain a written journal of these experiences during the term.
- Compile a professional portfolio. The internship portfolio will typically include the following items: current resume, a piece of literature from the employing company, an organizational chart of the company or department, a picture of the physical setting, any diplomas or certificates earned, two letters of reference, examples of completed work such as a self-designed computer printout or training manual.

Course Outcomes:

Upon completion of this course, students should be able to:
- Develop career goals and specific objectives in his/her chosen profession
- Establish an understanding of the roles of an employee and how they fit into these roles.
- Integrate knowledge from CIS and other business courses into innovative problem resolution strategies.
- Relate experiences that surface in work-related activities including: dealing with problems (technical and/or organizational), criticism, individual differences, and cultural biases. The student will maintain a written journal of these experiences during the term.
- Compile a professional portfolio. The internship portfolio will typically include the
following items: a current resume, a piece of literature from the employing company, an organizational chart of the company or department, a picture of the physical setting, any diplomas or certificates earned, two letters of reference, and examples of completed work such as a self-designed computer printout or training manual.

**Course Approach:**

An internship or cooperative work experience could be taken toward the end of the undergraduates' program of study. Supervision of this course is performed by an academic supervisor\(^1\) who is responsible for the academic content of this course and the awarding of the final grade, as well as a work site supervisor who oversees the on-site work activities of the student. This combined course-work experience provides an opportunity for students to gain practical experience in IT environments. Ideally, student interns will be assigned special projects or work as interns under the direction of professionals in the IT area. The nature of the internship should be outlined at the outset of the students' work site supervisor. Projects may include, but are not limited to the areas of programming, systems analysis and design, database management systems, network communications (including wireless and ubiquitous computing), management of the I.S. function, project management, security and privacy, and Internet application development. To provide a quality experiential learning arrangement, the following guidelines for the internship employment arrangement are suggested:

- Students should work a minimum of ten hours a week in an approved setting during the regular semester, or a minimum of 20 hours a week during the summer term.

- Students should work for a minimum 15-week period during the two regular semesters or a minimum 7-week period during the summer semester.

- Recognizing that business schedules do not exactly match semester schedules, a academic supervisor may assign a grade of in-progress (IP) for students whose work assignments overlap from one semester to another. Upon satisfactory completion of the field study, the academic supervisor will change the IP to an appropriate grade.

- Students should work under the immediate supervision of a person who is familiar with the area of information technology, end-user computing support, training, desktop or server technologies and/or other related information system areas (the work site supervisor).

- Periodic class meetings--on campus or online--should be scheduled for information exchange within the constraint of any non-disclosure agreements. Students should be evaluated by both their academic and work site supervisors during the semester in which they are enrolled. The performance evaluation should be based upon planned experiences, job responsibilities, expected results and established measurement criteria.

**Requirements:**

\(^{1}\) If you did not select your own academic supervisor, the course director on record is your academic supervisor by default and the term academic supervisor is interchangeable with course director thereafter in this document.
1. The student is required to complete internship activities prior to beginning the internship.
   
a. The student is responsible for identifying a suitable occupational internship site and for negotiating the structure and terms of the internship (guidelines shown above in Course Approach). This includes the internship location, assigned duties and responsibilities, work hours, objectives, and (if applicable) employee salary and benefits. After this has been satisfactorily arranged, the student should contact the CIS Department internship coordinator wrich@gsu.edu for guidance. Next steps will be documenting the internship, see proposal examples, and approaching a faculty member to act as an academic supervisor getting signatures on a request for authorization form to get permission for registering for the field study class CIS 4970.
   
b. The academic supervisor is responsible for ensuring that the approved internship is consistent with the student’s capabilities and career goals, as well as the CIS Department’s academic program. Internships must provide the student with an opportunity to apply skills gained in the academic setting to real work situations; must be directly related to the student’s academic and career objectives; and are expected to serve as a supplemental source of learning.

2. Prior to the internship experience, the student should communicate with the work site supervisor and must jointly complete an internship agreement form developed specifically for a particular internship experience. Additionally, a clear set of objectives should be developed between the sponsoring company (the work site supervisor), the internship coordinator, the academic supervisor and the student. The agreed upon objectives must be signed by the student and the work site supervisor.

3. The student must submit a Weekly Internship Journal to the corresponding dropbox in the class website by the end of each week during the time of the internship. The journals record experiences that surface in work-related activities during the term, citing specific experiences dealing with problems (technical and/or organizational), criticism, individual differences, cultural biases, hours worked, tasks, and objectives accomplished. The student and the work site supervisor must sign all journal pages. You may ask the supervisor to sign the weekly journals once a month depending upon the availability of the supervisor. In the latter case, you are still required to submit weekly journals without supervisor’s signature.

4. The student must provide the work site supervisor with copies of the Internship Evaluation forms. The original signed evaluation forms must be returned to the academic supervisor’s email box. Alternatively, the signed evaluation form may be returned to the student who then submit it to the corresponding evaluation form dropbox in the class website. The evaluation may occur at the mid-point and the end of the semester or internship whichever one is last.

5. The student must contact the academic supervisor at the following intervals:
   
a. If a student is completing the internship requirement away from the Atlanta area then he/she is expected to contact the academic supervisor, via e-mail or virtual meeting, once a week. The student must speak with the academic supervisor by phone at a minimum once at the mid-point of the field study.
b. If a student is completing the internship requirement in the Atlanta Metropolitan Area, then he/she is expected to contact their academic supervisor as needed via e-mail or virtual/faceto-face meeting.

6. Prior to the end of the semester-long field study, the student must provide the academic supervisor with originals of all of the following:
   a. The project evaluation form filled and signed by the project sponsor/supervisor.
   b. Signed weekly journal pages.
   c. A typed final report completed in the format of under the section:

   Note that all the above documents are required to be submitted to the corresponding dropboxes in the class web site before the specified due date with the exception that weekly journals that are due by the end of each week during the semester. In other words, the class web site is used to maintain a complete record of your field study.

**WRITTEN REPORT:**

At the end of the internship, the student will prepare a written report documenting the learning experience. The report (see sample written report) must address the following points and should be a **minimum of eight** and a **maximum of sixteen** double-spaced pages with the following major section headings:

- **Page 1: Internship Company Information.** On the first page of the report, provide the name of the internship company, the name of the department, the name of the supervisor, and the title of the position held as an intern. Provide information that will enable the internship coordinator the ability to contact the supervisor if there are questions about the completion of the internship.

- **Page 2: Responsibilities and Tasks/Projects.** List (preferably in bullet format) the responsibilities and/or tasks and projects fulfilled or completed while working as an intern.

- **Pages 3 through 8 (to 16): Lessons Learned.** Beginning with page 2, provide a narrative discussion of the lessons learned while working as an intern. The narrative should be in the format of a journal with periodic (every few days) entries that discuss the lessons learned for that period. At a minimum, entries should be made on a weekly basis. Link the lessons learned to the CIS Department coursework taken by the student. At times there may be tasks that require the student to learn about and assimilate the use of new information technologies that were not taught as part of the CIS Department’s course work. If this occurs, the student should provide a journal entry with an assessment as to the usefulness of these new technologies and how an extension of the CIS Department’s degree program might have helped in using the new technologies. This provides the Department feedback that may assist us in improving our curriculum to better meet industry demands.
CRITERIA FOR PROJECT GRADES:

To earn a project grade of "C" a student team must successfully complete the following minimum requirements:

- On-time submission of required documents to the class web site including weekly journals, project evaluation forms, and final written report
- Effective and timely communication with the worksite supervisor and the academic supervisor
- Completion of the CIS Program and Internship Project Survey in Assessments/Surveys of the class web site.

To earn a project grades at the "A"-level (A+, A, or A-), the student must successfully accomplish all the above, plus better written report than the minimum expected by the academic supervisor, and excellent relations with the worksite supervisor throughout the duration of the field study.

Factor weights in grading:

Inputs: work site supervisor 40%, academic supervisor 60%

The following add up to the academic supervisor 60%:

50% - Written report
10% - Other deliverables (weekly journals and surveys)

POLICIES:

Departmental General Class Policies

Student work submitted in fulfillment of course requirements and any student activity recorded is deemed to be granted in the public domain (copyright-free) for the purposes of use as instructional or research material or for examples of student work in future courses.

Students are expected to attend all classes and group meetings, except when precluded by emergencies, religious holidays or bona fide extenuating circumstances.

Students who, for non-academic reasons beyond their control, are unable to meet the full requirements of the course should notify the instructor. Incompletes may be given if a student has ONE AND ONLY ONE outstanding assignment.

Please see http://www.gsu.edu/registrar/withdrawals.html for details regarding withdrawals.

Spirited class participation is encouraged and informed discussion in class is expected. This requires completing readings and assignments before class.

Unless specifically stated by the instructor, all exams and assignments are to be completed by the student alone.

Within group collaboration is allowed on project work. Collaboration between project groups will be considered cheating unless specifically allowed by an instructor.
Work copied from the Internet without a proper reference will be considered plagiarism and is subject to disciplinary action as delineated in the Student Handbook.

Any non-authorized collaboration will be considered cheating and the student(s) involved will have an Academic Dishonesty charge completed by the instructor and placed on file in the Deans office and the CIS Department. All instructors regardless of the type of assignment will apply this Academic Dishonesty policy equally to all students. See excerpt from the Student Handbook below:

**Academic Honesty**

(Abstracted from GSUs Student Handbook Student Code of Conduct Policy on Academic Honesty and Procedures for Resolving Matters of Academic Honesty - [http://www2.gsu.edu/~wwwdos/codeofconduct.html](http://www2.gsu.edu/~wwwdos/codeofconduct.html).)

As members of the academic community, students are expected to recognize and uphold standards of intellectual and academic integrity. The University assumes as a basic and minimum standard of conduct in academic matters that students be honest and that they submit for credit only the products of their own efforts. Both the ideals of scholarship and the need for fairness require that all dishonest work be rejected as a basis for academic credit. They also require that students refrain from any and all forms of dishonorable or unethical conduct related to their academic work.

Students are expected to discuss with faculty the expectations regarding course assignments and standards of conduct. Here are some examples and definitions that clarify the standards by which academic honesty and academically honorable conduct are judged at GSU.

**Plagiarism.** Plagiarism is presenting another person’s work as one’s own. Plagiarism includes any paraphrasing or summarizing of the works of another person without acknowledgment, including the submitting of another students work as one’s own. Plagiarism frequently involves a failure to acknowledge in the text, notes, or footnotes the quotation of the paragraphs, sentences, or even a few phrases written or spoken by someone else. The submission of research or completed papers or projects by someone else is plagiarism, as is the unacknowledged use of research sources gathered by someone else when that use is specifically forbidden by the faculty member. Failure to indicate the extent and nature of ones reliance on other sources is also a form of plagiarism. Failure to indicate the extent and nature of ones reliance on other sources is also a form of plagiarism. Any work, in whole or part, taken from the internet or other computer based resource without properly referencing the source (for example, the URL) is considered plagiarism. A complete reference is required in order that all parties may locate and view the original source. Finally, there may be forms of plagiarism that are unique to an individual discipline or course, examples of which should be provided in advance by the faculty member. The student is responsible for understanding the legitimate use of sources, the appropriate ways of acknowledging academic, scholarly or creative indebtedness, and the consequences of violating this responsibility.

**Unauthorized Collaboration.** Submission for academic credit of a work product, or a part thereof, represented as its being one’s own effort, which has been developed in substantial collaboration with assistance from another person or source, or computer honesty. It is also a violation of academic honesty knowingly to provide such assistance. Collaborative work specifically authorized by a faculty member is allowed.
WEEKLY INTERNSHIP JOURNAL EXAMPLE:

GEORGIA STATE UNIVERSITY
CIS DEPARTMENT, ROBINSON COLLEGE OF BUSINESS
WEEKLY JOURNAL FOR INTERNSHIP EXPERIENCE

Name of Student: ____________________________  Panther #: __________________
Student Signature: ___________________________  Date: ______________________
Name of Internship Work Site Supervisor: ________________________________________
Supervisor’s Signature: ________________________  Date: ______________________

FORMAT:

I. DATE (Week covered by journal entries)
II. ANNOTATED DESCRIPTIVE LIST OF ACTIVITIES PER DAY*
III. AMOUNT OF TIME DEVOTED TO EACH ACTIVITY PER DAY
IV. TOTAL HOURS WORKED PER THE DAY AND WEEK

*Use action verbs and write multiple statements—see example below

Example:

<table>
<thead>
<tr>
<th>Week of January 20-24, 2015</th>
<th></th>
<th>10 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conducted systems analysis of ______</td>
<td>Will present to _____________</td>
<td>4 hours</td>
</tr>
<tr>
<td>Prepared a presentation of ______</td>
<td>Used _____________</td>
<td>2 hours</td>
</tr>
<tr>
<td>Completed form for ________</td>
<td>Meeting next week with ______</td>
<td>½ hour</td>
</tr>
<tr>
<td>Wrote the procedures to ________</td>
<td>Supervisor will critique ________</td>
<td>2 hours</td>
</tr>
<tr>
<td>Assisted user to learn ________</td>
<td>Conducted presentation of ________</td>
<td>1½ hours</td>
</tr>
</tbody>
</table>
Project Evaluation Form

GEORGIA STATE UNIVERSITY
CIS DEPARTMENT, ROBINSON COLLEGE OF BUSINESS
Project Sponsor’s Evaluation of Individual or Project Team Work

<table>
<thead>
<tr>
<th>Sponsoring organization/company:</th>
<th>insert company name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project sponsor’s/supervisor’s name:</td>
<td>insert supervisor’s name; phone (optional); signature</td>
</tr>
<tr>
<td>Student employee name(s):</td>
<td>insert student employee name(s)</td>
</tr>
<tr>
<td>Period of report-- =&gt;</td>
<td>from: [MONTH/DAY/YR] to: [MONTH/DAY/YR]</td>
</tr>
</tbody>
</table>

Please evaluate the individual or project team in the following categories by circling or highlighting your response on the following scale.

1-2: Needs Attention 3: Average 4: Very Good 5: Outstanding N/A: Not Applicable

### Information-Related Skills

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Knowledge level of tasks to be performed</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>B</td>
<td>Knowledge level of concepts related to job performance</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>C</td>
<td>Ability to make decisions, if necessary</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>D</td>
<td>Ability to use equipment/tools skillfully</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>E</td>
<td>Ability to use complete software applications</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

### Communication-Related Skills

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>In relationship to supervisor</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>B</td>
<td>In cooperation with other employees</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>C</td>
<td>In quality of written communication</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>D</td>
<td>In speaking ability</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>E</td>
<td>In listening ability</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

### Attitude/Performance-Related Skills

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Interest in performing assigned tasks</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>B</td>
<td>Initiates/suggests ideas</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>C</td>
<td>Willingness to learn new tasks</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>D</td>
<td>Willingness to follow instructions</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
</tbody>
</table>

Additional Comments: