



TEXAS A&M UNIVERSITY
SAN ANTONIO

MGMT 3328-100: **Internship in Management**, Fall 2024, CRN: 10797
Department of Management and Marketing, College of Business

Course Syllabus

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| Class Modality: | ONLINE Course |
| Class Meeting Time and Place: | Online Course |
| Class Duration: | 08/26 – 12/13/2024 |
| Instructor: | Dr. F. Irene Waggoner Cell: 210-744-1188 E-Mail: Irene.Waggoner@tamusa.edu Student emails will receive a reply within two business days. |
| Course Website: | https://tamusa.blackboard.com/ |
| Office Hours: | Mondays and Wednesdays: 1-5 pm |

Catalog Course Description: An off-campus learning experience allowing the acquisition and application of management skills in an actual work setting.

Course Objectives: Students are required to complete a minimum of 150 hours of performing work at a business and/or industrial service setting related to their program objectives, supervised by a designated business professional, in addition to course requirements, to achieve three credit-hours for this academic internship.

Prerequisites: Completion of the College of Business prerequisites, MGMT 3325, and instructor approval.

Student Learning Outcomes: On completion of this course, students will be able to:

1. Demonstrate a self-awareness of the professional skills, attitudes, values, ethics, and behavior patterns required to be successful in a business setting.
2. Demonstrate benefits of practical experience and real-world skills in a variety of business management functions.
3. Participate fully in the execution of work processes under the direction of a business professional in order to improve the basic skills required of a business professional.

4. Explore and develop the professional personality traits, attitudes and ethics required to meet the demands of a position in a business organization.
5. Plan and execute a process by which a defined project is completed at the workplace.
6. Utilize all previous education and make appropriate connections with theories, principles and best practices with “real-world” experiences.

AACSB Assessment:

The College of Business received AACSB accreditation in Spring 2023. As part of that ongoing process, students will be assessed on program level outcomes based on course outcomes from various courses. The materials from this course may be used for assessing such program level outcomes, and hence students must follow the necessary rigor to ensure mastery and retention of the above course outcomes.

Required Materials:

- **Textbook:** None required
- **Calculator:** none
- **Blackboard:** Connect to <http://tamusa.blackboard.com>. Deliverables and assignments are posted on Blackboard. All class communications will be through Blackboard and students should monitor this several times a day.
- **Computer Hardware:** In order to participate in the tutoring sessions you will need a computer with an internet connection, a microphone and speakers/headphones.
- **Aplia:** none
- **Time:** You are expected to spend 15-20 hours per week at the workplace or under direct supervision, if allowed to work from home. In addition, approximately 1-2 hours may be required to upload deliverables, documents, and journal entries. Based on the background, some student may require more time.

Other Recommended / Reading Materials: Additional reading materials may be required by the employer, either as training requirements or preparation for various work assignments.

Course Requirements every student must fulfill in order to succeed in course:

1. Primary responsibility will be adhering to the employer’s established work schedule for the intern, negotiated by the student and the employer.
2. Students must notify the employer and the instructor of any work absences as early as possible.
3. Students should check the Course Calendar, Announcements, and Messages (e-mail) systems in Blackboard on a regular basis.
4. Students should keep current with all course assignments, quizzes, and examinations.
5. Students should ask questions and communicate with the instructor either online or off-line

Grading Policy: The final course grade will be based on your performance established by the employer, and reported in regular feedback, using the following weights:

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| Attendance at Work Site | 80% |
| Journal / Assignments | 5% |
| Supervisor Final Appraisal | 5% |
| Intern Self-Evaluation Final Appraisal | 5% |

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| Final Presentation | <u>5%</u> |
| Total | 100% |

The final letter grades will be assigned as follows: Above 90% ⇒ A; 80 – 89% ⇒ B; 70 – 79% ⇒ C; 60 – 69% ⇒ D; Below 60% ⇒ F.

Examinations and Quizzes: none

Assignments/ Research: There will be several assignments and projects during the course, established, supervised, and performance measured by the employer. Academic assignments and due dates will be posted through Blackboard.

Online individual / Group Activities: Individual online activity assignments will be posted on Blackboard, including journaling. There are no group activities assigned for this course.

Make up and Late Assignment/exam/quiz policy: As a general rule, make-ups or late submissions will NOT be offered or accepted for any missed assignments/exams/quizzes. Late submissions or make-ups may be accepted/administered only in extra-ordinary circumstances such as an excused official university activity, a severe illness, or a dire emergency. However, you must provide comprehensive documentation either before or within a few days of the missed assignment/quiz/exam.

Conduct and civility code: Interns are expected to dress appropriately, conduct themselves in a professional manner, and to follow all rules, policies and procedures in the employer’s workplace.

1. Attendance and adherence to the employer-established work schedule is mandatory.
2. Student must retain copies of all assignments and graded work for verification purposes. Keep copies of all computer files and e-mails.
3. All communications to the instructor for this course will be via e-mail communications to the Texas A&M University e-mail account, and students are expected to use their school provided email account. The instructor will reply to a student e-mail messages and voice messages within 24 hours during week days (Monday-Friday).
4. All assignment submissions must be uploaded to Blackboard by the due date.

Anyone violating these policies may be subject to disciplinary actions.

Class attendance and Participation: This is an online class, with primary responsibility for attendance and participation directed to the work schedule, performance of assignments, and project completion, as established by the employer. ****ATTENDANCE IS CRITICAL **** Students enrolled in this internship course must be committed to devoting their full time and attention to the work schedule that has been arranged by the employer. Last minute issues (illness, etc.) – please contact me immediately (210-744-1188) and if you must be absent from a work assignment, you MUST demonstrate professional courtesy by **contacting your employer** at the earliest possible moment. Any “attendance problems” reported by your employer will result in significant grade penalties.

Students enrolled in the management internship will be taking a hybrid version of the course. The internship hybrid classes require 80% work attendance at employer’s place of business, 20% online activity.

Fall 2024 MGMT 3328.100 Class Schedule
Internships: Work Schedules / Deliverables due dates may vary

The provisions and information set forth in the schedule below are intended to be informational and not contractual in nature. The instructor reserves the right to amend, alter, change, delete or modify the provisions of the schedule.

Note: the following are “**guideline**” dates – each employer situation is unique – so links will be open throughout the semester, but will serve as reminders of deliverables.

| Week | Dates | Chapter and Topic | Due Sunday, 11:59 PM |
|---|---------------|--|--|
| 1 | 08/26 - 09/01 | Syllabus, Overview of course and work assignments | |
| 2 | 09/02 -08 | Pre-Internship documents <ul style="list-style-type: none"> • Information gathered during internship search • Career Services certification: Interviewing and Resume-writing Workshops • Approved resume • Interviewing activities form | Upload (or insert N/A), but provide what information you have 09/08 |
| 3 | 09/09 – 15 | Internship documents: <ul style="list-style-type: none"> • Initial skills assessment (student) • Initial skills assessment (employer) • Learning agreement: goals / strategies (student / employer) • Work schedule • Job description Journal entries: Suggested topics – goals and expectations – student / employer | Official job descriptions are preferred, and are occasionally created by the student – ensure they are approved before uploading. 09/15 |
| USE “GROUP” WORKSPACE UNDER YOUR NAME IN BLACKBOARD TO UPLOAD YOUR JOURNAL ENTRIES | | | |
| 4 | 09/16 - 22 | Journal entries: Suggested topics – orientation / onboarding activities | 09/22 |
| 5 | 09/23 – 09/29 | Journal entries: Suggested topics – challenges expected, projects assigned | 09/29 |
| 6 | 09/30 – 10/06 | Journal entries: Suggested topics – getting to know the management team– interdepartmental interaction | 10/06 |
| 7 | 10/07 – 13 | Journal entries: Suggested topics – what am I contributing? – compensation strategy | 10/13 |

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| 8 | 10/14 – 20 | Journal entries: Suggested topics – what do I need to work on to improve my performance? | 10/20 |
| 9 | 10/21 – 27 | Internship Documents: Mid-term / site evaluation Journal entries: Suggested topics – what am I learning about the organization’s strategy | 10/27 |
| 11 | 10/28 – 11/03 | Journal entries: Suggested topics – what is my role to help implement the strategy and vision? | 11/03 |
| 12 | 11/04 – 10 | Journal entries: Suggested topics – suggestions for future interns for this organization | 11/10 |
| 13 | 11/11 – 17 | Journal entries: Suggested topics – reflections of overall internship experience at this organization | 11/17 |
| 14 | 11/18 – 24 | Journal entries: Suggested topics – training and development opportunities | 11/24 |
| 15 | 11/25 – 12/01 | THANKSGIVING HOLIDAYS – PLEASE FOLLOW YOUR EMPLOYER’S WORK SCHEDULE | |
| | | | |
| | 12/02 - 05 | Journal entries: Suggested topics – evaluation of assigned projects and wrap up with HR supervisor and team | 12/05 |
| | 12/06 | STUDY DAY | |
| | 12/07 – 13 | FINAL EXAMS SCHEDULED | |
| 16 | 12/09 | FINAL PRESENTATION DUE Monday (12/09) 11:59 pm <ul style="list-style-type: none"> • Submit final presentation: narrated PowerPoint | |
| | 12/13 | <p>End of term: Blackboard will close at midnight Friday, 12/13. No deliverables can be uploaded after this date.</p> <p>Ensure all deliverables have been uploaded, including your final narrated PowerPoint</p> <p>Submit all final internship documents:</p> <ul style="list-style-type: none"> • Final evaluation and skills assessment (student) • Final supervisor evaluation • Obtain / submit all remaining feedback, documents, and paperwork from employer • Updated resume • Copy of thank you letter to employer | |
| | 12/16 | Grades due by noon | |

IMPORTANT POLICIES AND RESOURCES

Academic Accommodations for Individuals with Disabilities: Texas A&M University-San Antonio is committed to providing all students with reasonable access to learning opportunities and accommodations in accordance with The Americans with Disabilities Act, as amended, and Section 504 of the Rehabilitation Act. If you experience barriers to your education due to a disability or think you may have a disability, Disability Support Services is located in the Central Academic Building, Suite 210. You can also contact us via phone at (210) 784-1335, visit us <https://www.tamusa.edu/Disability-Support-Services/index.html> or email us at dss@tamusa.edu

. Disabilities may include, but are not limited to, attentional, learning, mental health, sensory, physical, or chronic health conditions. All students are encouraged to discuss their disability-related needs with Disability Support Services and their instructors as soon as possible. Academic Learning Center: The Academic Learning Center provides free course-based tutoring to all currently enrolled students at Texas A&M University-San Antonio. Students wishing to work with a tutor can make appointments through the Brainfuse online tutoring platform. Brainfuse can be accessed in the Tools section of Blackboard. You can contact the Academic Learning Center by emailing tutoring@tamusa.edu , calling (210) 784-1307, or visiting the Central Academic Building, room 202.

Counseling/Mental Health Resources: As a college student, there may be times when personal stressors interfere with your academic performance and negatively impact your daily functioning. If you are experiencing emotional difficulties or mental health concerns, support is available to you through the Student Counseling Center (SCC). To schedule an appointment, call 210-784-1331 or visit Madla 120.

All mental health services provided by the SCC are free and confidential (as the law allows). The Student Counseling Center provides brief individual and group therapy, crisis intervention, consultation, case management, and prevention services. For more information on SCC services visit <https://www.tamusa.edu/studentcounseling>

Crisis support is available 24/7 by calling the SCC at 210-784-1331 (after-hours select option '2').

Additionally, the TELUS Student Support App provides a variety of mental health resources to including support for in the moment distress, an anonymous peer to peer support network, mental health screenings, podcasts, and articles to improve your mental wellbeing.

Emergency Preparedness: JagE Alert is Texas A&M University-San Antonio's mass notification. In the event of an emergency, such as inclement weather, students, staff and faculty, who are registered, will have the option to receive a text message, email with instructions and updates. To register or update your information visit: <https://tamusa.bbcportal.com/>. More information about Emergency Operations Plan and the Emergency Action Plan can be found here: <https://www.tamusa.edu/about-us/emergency-management/>.

Download the SafeZone App (<https://safezoneapp.com/>) for emergencies or call (210) 784-1911. Non-Emergency (210) 784-1900.

Financial Aid and Verification of Attendance: According to the following federal regulation, 34 CFR 668.21: U.S. Department of Education (DoE) Title IV regulation, a student can only receive Title IV funds based on Title IV eligibility criteria which include class attendance. If Title IV funds are disbursed to ineligible students (including students who fail to begin attendance), the institution must return these funds to the U.S. DoE within 30 days of becoming aware that the student will not or has not begun attendance. Any student receiving federal financial aid who does not attend by the census date will have their financial aid terminated and returned to the DoE. Please note that any student who stops attending at any time during the

semester, a Care report will be submitted, and you will possibly be dropped from the class. Your financial aid may have to be recalculated and a portion of your federal aid may have to be returned to the DoE.

Writing, Language, and Digital Composing Center: The Writing, Language, and Digital Composing Center supports graduate and undergraduate students in all three colleges as well as faculty and staff. Tutors work with students to develop reading skills, prepare oral presentations, and plan, draft, and revise their written assignments. Our language tutors support students enrolled in Spanish courses and students composing in Spanish for any assignment. Our digital studio tutors support students working on digital projects such as e-portfolios, class presentations, or other digital multimedia projects. Students can schedule appointments through JagWire under the Student Services tab. Click on “Writing, Language, and Digital Composing Center” to make your appointment. The Center offers face-to-face, synchronous online, and asynchronous digital appointments. More information about what services we offer, how to make an appointment, and how to access your appointment can be found on our website at <https://www.tamusa.edu/academics/>.

Meeting Basic Needs: Any student who has difficulty affording groceries or accessing sufficient food to eat every day or who lacks a safe and stable place to live, and believes this may affect their performance in the course, is urged to submit a CARE referral (<https://www.tamusa.edu/university-policies/Student-Rights-and-Responsibilities/file-a-report.html>) for support. Furthermore, please notify the professor if you are comfortable in doing so. This will enable them to direct you to available resources.

Military Affairs: Veterans and active-duty military personnel are welcomed and encouraged to visit the Office of Military Affairs for any question involving federal or state VA Education Benefits. Visit the Patriots’ Casa building, room 202, or to contact the Office of Military Affairs with any questions at military.va@tamusa.edu or (210)784-1397.

Religious Observances: Texas A&M University-San Antonio recognizes the diversity of faiths represented among the campus community and protects the rights of students, faculty, and staff to observe religious holidays according to their tradition. Under the policy, students are provided an opportunity to make up any examination, study, or course work requirements that may be missed due to a religious observance provided they notify their instructors before the end of the second week of classes for regular session classes.

The Six-Drop Rule: Students are subject to the requirements of Senate Bill (SB) 1231 passed by the Texas Legislature in 2007. SB 1231 limits students to a maximum of six (6) non-punitive course drops (i.e., courses a student chooses to drop) during their undergraduate careers. A non-punitive drop does not affect the student’s GPA. However, course drops that exceed the maximum allowed by SB 1231 will be treated as “F” grades and will impact the student’s GPA.

Statement of Harassment and Discrimination: Texas A&M University-San Antonio is committed to the fundamental principles of academic freedom, equal opportunity, and human dignity. To fulfill its multiple missions as an institution of higher learning, A&M-San Antonio encourages a climate that values and nurtures collegiality and the uniqueness of the individual within our state, nation, and world. All decisions and actions involving students and employees should be based

on applicable law and individual merit. Texas A&M University-San Antonio, in accordance with applicable federal and state law, prohibits discrimination, including harassment, on the basis of race, color, sex, religion, national origin, age, disability, genetic information, veteran status, sexual orientation, gender identity, gender expression, or pregnancy/parenting status. Individuals who believe they have experienced harassment or discrimination prohibited by this statement are encouraged to contact the appropriate offices within their respective units.

Texas A&M University-San Antonio faculty are committed to providing a safe learning environment for all students and for the university as a whole. If you have experienced any form of sex- or gender-based discrimination or harassment, including sexual assault, sexual harassment, domestic or dating violence, or stalking, know that help and support are available. A&M-San Antonio's Title IX Coordinator can support those impacted by such conduct in navigating campus life, accessing health and counseling services, providing academic and housing accommodations, and more. The university strongly encourages all students to report any such incidents to the Title IX Coordinator. Please be aware that all A&M-San Antonio employees (other than those designated as confidential resources such as counselors and trained victim advocates) are required to report information about such discrimination and harassment to the university. This means that if you tell a faculty member about a situation of sexual harassment, sexual violence, or other related misconduct, the faculty member must share that information with the university's Title IX Coordinator (titleix@tamusa.edu , 210-784-2061, CAB 439K). If you wish to speak to a confidential employee who does not have this reporting requirement, you can contact the Student Counseling Center at (210) 784-1331 or visit them in Madla 120.

Pregnant/Parenting Students: Texas A&M-San Antonio does not require a pregnant or parenting student, solely because of that status or issues related to that status, to (1) take a leave of absence or withdraw from their degree or certificate program; (2) limit the student's studies; (3) participate in an alternative program; (4) change the student's major, degree, or certificate program; or (5) refrain from joining or cease participating in any course, activity, or program at the University. The university will provide such reasonable accommodations to pregnant students as would be provided to a student with a temporary medical condition that are related to the health and safety of the student and the student's unborn child. These could include maintaining a safe distance from substances, areas, and activities known to be hazardous to pregnant individuals and their unborn child; excused absences because of illness or medical appointments; modified due dates for assignments; rescheduled tests/exams; taking a leave of absence; and being provided access to instructional materials and video recordings of lectures for excused absences, if these would be provided to any other student with an excused absence. Pregnant/parenting students are encouraged to contact the Title IX Coordinator with any questions or concerns related to their status (titleix@tamusa.edu ; 210-784-2061; CAB 439K).

Texas A&M-San Antonio has also designated the Title IX Coordinator as the liaison officer for current or incoming students who are the parent or guardian of a child younger than 18 years of age. The Title IX Coordinator can provide students with information regarding support services and other resources.

Students' Rights and Responsibilities: The following statement of students' rights and responsibilities is intended to reflect the philosophical base upon which University Student Rules are built. This philosophy acknowledges the existence of both rights and responsibilities, which is inherent to an individual not only as a student at Texas A&M University-San Antonio but also as a citizen of this country.

Students' Rights

1. A student shall have the right to participate in a free exchange of ideas, and there shall be no University rule or administrative rule that in any way abridges the rights of freedom of speech, expression, petition and peaceful assembly as set forth in the U.S. Constitution.
2. Each student shall have the right to participate in all areas and activities of the University, free from any form of discrimination, including harassment, on the basis of race, color, national or ethnic origin, religion, sex, disability, age, sexual orientation, gender identity, gender expression, and pregnancy/parenting or veteran status in accordance with applicable federal and state laws.
3. A student has the right to personal privacy except as otherwise provided by law, and this will be observed by students and University authorities alike.
4. Each student subject to disciplinary action arising from violations of university student rules shall be assured a fundamentally fair process.

Students' Responsibilities

1. A student has the responsibility to respect the rights and property of others, including other students, the faculty, and administration.
2. A student has the responsibility to be fully acquainted with the published University Student Rules found in the Student Handbook, Student Code of Conduct, on our website, and University Catalog, and to comply with them, as well as with federal, state, and local laws.
3. A student has the responsibility to recognize that student actions reflect upon the individuals involved and upon the entire University community.
4. A student has the responsibility to recognize the University's obligation to provide a safe environment for learning.
5. A student has the responsibility to check their university email for any updates or official university notifications.

We expect that students will behave in a manner that is dignified, respectful, and courteous to all people, regardless of sex, ethnic/racial origin, religious background, sexual orientation, or disability. Conduct that infringes on the rights of another individual will not be tolerated. Students are expected to exhibit a high level of honesty and integrity in their pursuit of higher education. Students engaging in an act that violates the standards of academic integrity will find themselves facing academic and/or disciplinary sanctions. Academic misconduct is any act, or attempt, which gives an unfair advantage to the student. Additionally, any behavior specifically prohibited by a faculty member in the course syllabus or class discussion may be considered as academic misconduct. For more information on academic misconduct policies and procedures please review the Student Code of Conduct (<https://www.tamusa.edu/university-policies/student-rights-and-responsibilities/documents/Student-Handbook-2022-23.pdf>) or visit the resources

available in the OSRR website (<https://www.tamusa.edu/university-policies/student-rights-and-responsibilities/academic-integrity.html>).

No Use of Generative AI Permitted

MGMT 3328 (Instructor: Dr. F. Irene Waggoner) assumes that all work submitted by students will be generated by the students themselves, working individually or in groups. Students should not have another person/entity do the writing of any portion of an assignment for them, which includes hiring a person or a company to write assignments and/or using artificial intelligence (AI) tools like ChatGPT. Use of any AI-generated content in this course qualifies as academic dishonesty and violates Texas A&M-San Antonio's standards of academic integrity.

Important Dates:

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| August 26 | First day of class |
| September 2 | Labor Day Holiday |
| November 11 | Last day to drop with an automatic "W" |
| November 19 | Last day to drop a course or withdraw from the University |
| November 27 | Study Day – No classes |
| November 28-30 | Thanksgiving Holiday – No classes |
| December 5 | Last day of classes |
| December 6 | Study Day – No classes |
| December 7-13 | Final exams |

The complete academic calendar is available online:
<https://www.tamusa.edu/academics/academic-calendar/index.html>.

Key Dates

The complete academic calendar is available online:

<https://www.tamusa.edu/academics/documents/AY2025-Academic-Calendar.pdf>

Fall 2024 Regular 16-Week Session

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|-------------------------|-------------------|--|
| March 25 | Monday | Registration opens |
| August 19 | Monday | Tuition & fee payment deadline |
| August 22 | Thursday | Drop for non-payment |
| August 23 | Friday | Last day for students withdrawing to receive 100% refund (0% responsibility) for tuition |
| August 26 | Monday | First class day |
| September 2 | Monday | Labor Day Holiday - No classes |
| September 3 | Tuesday | Last day to register |
| September 11 | Wednesday | Census Date |
| September 12 | Thursday | Drop for non-payment |
| October 7-October 18 | Monday-Friday | Midterm grading period |
| November 11 | Monday | Last day to drop with an automatic grade of "W" |
| November 19 | Tuesday | Last day to withdraw from the university |
| November 27 | Wednesday | Study day - No classes |
| November 28-November 30 | Thursday-Saturday | Thanksgiving Holiday - No classes |
| December 5 | Thursday | Last day of scheduled classes for weekday classes |
| December 6 | Friday | Study day - No classes |
| December 7-December 13 | Saturday-Friday | Final examinations |
| December 13 | Friday | End of term |
| December 16 | Monday | All grades due by noon |
| December 17 | Tuesday | Commencement |
| December 19 | Thursday | Grades available in JagWire |
| December 24-January 1 | Tuesday-Wednesday | Winter Break |