

# SJSU Internships for Academic Credit (IAC)

## UOAs, LPs, & PGs

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## Overview of this Guide

This quick start guide describes the required steps for managing SJSU internships for academic credit (IAC), whether by instructors, departmental admins, and/or other personnel involved in running IAC courses.

All the information described in this guide applies under the following conditions:

1. A student wants to receive academic credit for their internship at SJSU, **and**
2. The internship is **not** classified as “teacher preparation placements or clinical placements such as those for social work, nursing, counseling, physical therapy, or occupational therapy<sup>1</sup>.” (Clinical and teaching placements *do* require agreements, but they follow a different process to what is outlined in this guide.)

## IACs Defined

At SJSU an *internship* is defined as

“a paid or unpaid, closely monitored, highly structured, strategic, well defined, project-related program that provides professional work experience outside of the classroom environment. An internship merges academic, personal development and career exploration in one.”

At SJSU an *internship for academic credit* (IAC) is an internship for which a student receives course credit. Accordingly, IAC courses are those for which students earn units for participating in an internship, whether as the primary focus of the course or as just one component of it (Figure 1).

*Figure 1: Example of an IAC course*

### **COMM 291**

#### **Communication Studies Graduate Internship Program**

##### **Description**

Practical application of communication theory and research methods to real world settings to provide applied capstone experiences. Students demonstrate proficiency in the critical application of core communication requirements to speech acts in engaged and applied settings outside the traditional classroom. Prerequisite: Graduate Standing, Permission of Director

##### **Repeatable**

Repeatable for credit

##### **Grading**

Credit / No Credit

##### **Units**

1-4

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<sup>1</sup> <https://www.calstate.edu/eo/EO-1064.html>

## Placing Students in IACs

SJSU departments use different approaches — or a combination of approaches — towards placing students in IACs. In some departments, students are responsible for finding and securing their own internships. Other departments have arrangements with specific organizations and place their students in preselected sites.

The IAC instructor — in cooperation with other departmental personnel, as determined by that department — determines what internships may count for course credit within their department's internship program.

Once a student has secured an internship that they wish to use for academic credit, then the relevant departmental personnel (IAC faculty, internship program director, etc.) determine whether or not the internship is acceptable and may count for course credit within that department.

If the department determines that the internship is eligible for course credit, then:

1. If the internship is with an SJSU department or auxiliary, the student can be enrolled in the IAC course, and the departmental IAC faculty and/or admins can proceed to the steps outlined in this guide for securing the learning plan (LP) and participation guidelines (PG) for the student.
2. If the internship is **not** with an SJSU department or SJSU auxiliary; i.e. it is with a **non-SJSU organization**, then the student cannot yet be enrolled. Instead, the steps for securing a UOA must be taken.

## UNIVERSITY ORGANIZATION AGREEMENT (UOA)

The University Organization Agreement (UOA) is a legally binding agreement between SJSU and any outside organization in which any SJSU student wishes to do an internship for academic credit. Put differently, the UOA is needed under the following circumstances:

1. A student wants to receive academic credit for their internship at SJSU, **and**
2. The internship is **not** with an SJSU department or SJSU auxiliary; i.e. it is with a **non-SJSU organization**.

The UOA describes the roles and responsibilities of SJSU and the internship organization, provides both parties with information about insurance, and addresses the issues of confidentiality and liability, among others.

When properly signed and executed, the UOA releases SJSU from liability and ensures that the CSU-organized insurance policies (SAFECLIP and SPLIP) can be used as needed by participating IAC students.

The UOA is not specific to any student, department, or college; rather, it covers all SJSU students who are receiving academic credit for an internship in the signee’s host organization.

The UOA is typically valid for a period of 5 years but may be valid for a shorter period of time at the internship organization’s request.

**Procedure for searching for an existing UOA in S4**

1. Go to the S4 database at <https://app.calstates4.com/sjsu/>
2. From the S4 home page (Figure 2), click the “Sites” tab (top left of Figure 2).
3. From the Sites landing page (Figure 3), run a search for the organization in question.
4. If the site is listed, a fully executed UOA is already in place (Figure 4).
5. If the site is not listed, there is no UOA (Figure 5).

Figure 2: S4 landing page with Sites tab at upper left

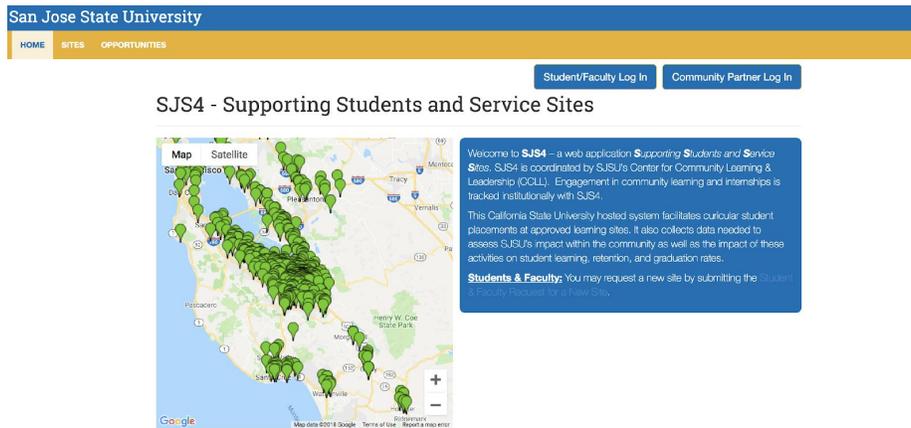
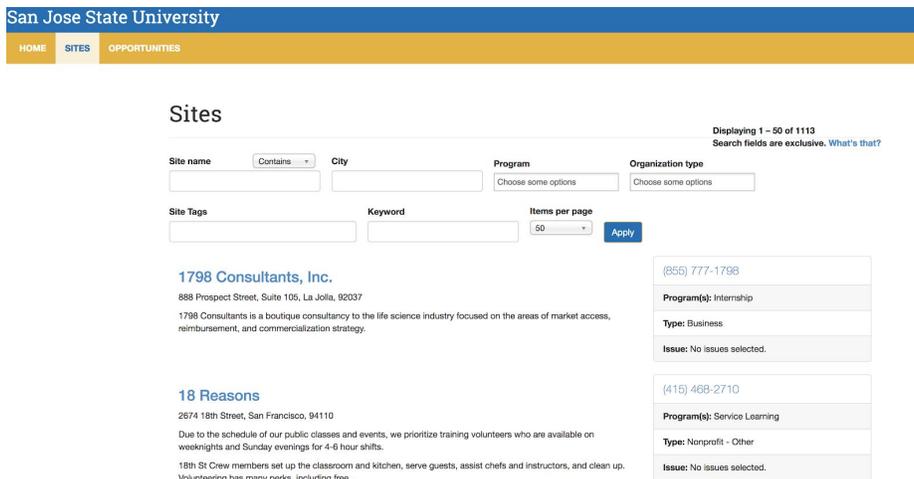


Figure 3: S4 Sites page, with various fields that can be used for the search



## Next steps after searching S4 for a UOA

If S4 shows a listing for the internship organization in question, then a fully executed UOA is already in place. Proceed to the steps for securing the student's Learning Plan (LP) & Participation Guidelines (PG). The student can be enrolled in the course.

If S4 does not show any listing for the internship organization in question, then there is no UOA in place. The student should not yet be enrolled in the course. Proceed to the steps for securing a new UOA.

Figure 4: A successful search showing UOA for Sacred Heart Community Service

The screenshot shows a search results page titled "Sites". At the top right, it says "Displaying 1 - 1 of 1" and "Search fields are exclusive. What's that?". The search criteria are: Site name: Sacred Heart Community Service; City: (empty); Program: Choose some options; Organization type: Choose some options. Below the search criteria, there are fields for Site Tags, Keyword, and Items per page (set to 50), with an "Apply" button. The search results show "Sacred Heart Community Service" with the address "1381 South First St., San Jose, 95110". To the right of the results is a sidebar with contact information: "(408) 278-2160", "Program(s): Service Learning", "Type: Nonprofit - Other", and "Issue: No issues selected." Below the address, there is a note: "To become a volunteer, you will need to complete an application." followed by a bullet point: "Application: You may complete the application either in person at our volunteer office or online (see below). Once you have submitted your application, you will receive an email from us with your personal..."

Figure 5: An unsuccessful search - no UOA for Santa Cruz City Council

The screenshot shows a search results page titled "Sites". The search criteria are: Site name: Santa Cruz City Council; City: (empty); Program: Choose some options; Organization type: Choose some options. Below the search criteria, there are fields for Site Tags, Keyword, and Items per page (set to 50), with an "Apply" button. The search results are empty.

## Procedure for securing a new UOA

New UOAs are secured through a two-step process. First, the organization must complete completing a New Partner Proposal (NPP) form inside S4. Second, after the NPP form is reviewed and accepted, the organization will be asked to return to S4 to sign the UOA.

The NPP form can be initiated in any one of the following three ways:

- A. The IAC faculty or admin can initiate the NPP process in S4.

- B. The student can initiate the NPP process in S4.
- C. Someone from the internship organization can initiate the NPP in S4.

Option A: IAC faculty or admin initiates the NPP

1. The IAC instructor or admin clicks on the “Students & Faculty” link on the S4 home page (Figure 6). This takes them to the landing page for “Student & Faculty Request for a New Site” (Figure 7). The direct URL for the “Student & Faculty Request for a New Site” page is <https://app.calstates4.com/sjsu/node/240155>
2. The IAC instructor or admin selects the option, “I am a SJSU Faculty Member.” (Figure 7)
3. The IAC instructor or admin inputs all the required information, including their own email address, information about the IAC course, and information about the internship organization (Figure 8).
4. When all the information has been entered, the IAC instructor or admin clicks “Submit.” This will trigger an auto-generated email invitation (Figure 9) to the organizational member to come into S4 to complete the New Partner Proposal (NPP) form.
5. The instructor or admin will also immediately receive an email confirming that the invitation has been sent.
6. SJSU personnel must now wait for the organization to complete a two-step process in S4. For the first step, the organization must follow the emailed instructions to come to S4 to complete the New Partner Proposal (NPP) form (Figure 14). The S4 team will then review the NPP, create a new profile for the organization, and email the organizational member an invitation to return to S4 to sign the UOA. Then, the organizational member must return to S4, log in, and electronically sign and submit the UOA inside S4. SJSU will then sign the UOA. At this point, the UOA will be fully executed. The S4 team will publish the organization’s listing in S4, signifying that the UOA is fully executed (Figure 4).
7. When the organization is listed in S4, the student can be enrolled in the IAC course.

Figure 6: Link to Student & Faculty Request for a New Site

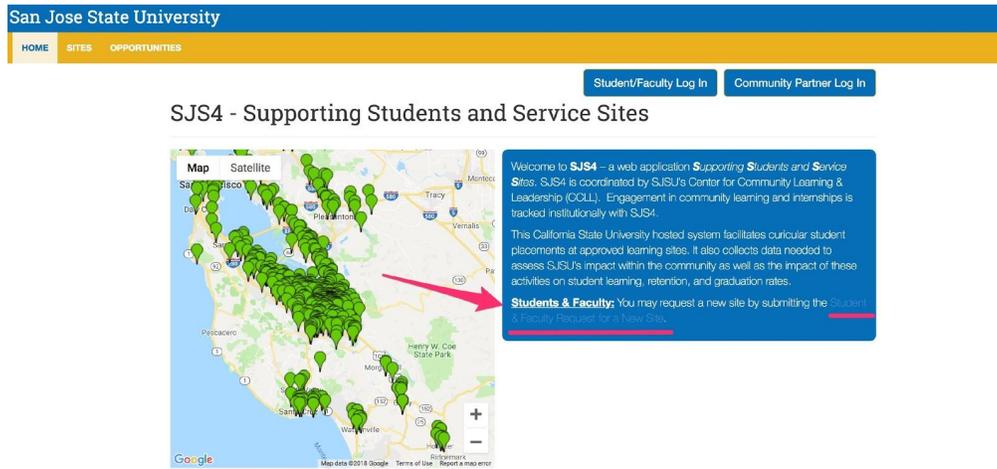


Figure 7: Landing page for Student & Faculty Request for a New Site

## Student & Faculty Request for a New Site

All organizations with whom students are placed for off-campus curricular activities outlined in [S16-14](#) must have a current University-Organization Agreement (UOA) with the University. Submission of this form will initiate the UOA process for a new site. Please only submit this form for sites that are not included in the [SJS4 site list](#).

First Name

Last Name

Select one:

- I am a SJSU Student
- I am a SJSU Faculty Member

Submit

Figure 8: Fields for faculty to fill out to request a new site

## Student & Faculty Request for a New Site

All organizations with whom students are placed for off-campus curricular activities outlined in [S16-14](#) must have a current University-Organization Agreement (UOA) with the University. Submission of this form will initiate the UOA process for a new site. Please only submit this form for sites that are not included in the [SJS4 site list](#).

**First Name**

**Last Name**

**Select one:**  
 I am a SJSU Student  
 I am a SJSU Faculty Member

**SJSU Faculty Member**

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**SJSU Email Address**

**Course Department**  
(e.g. Child and Adolescent Development)

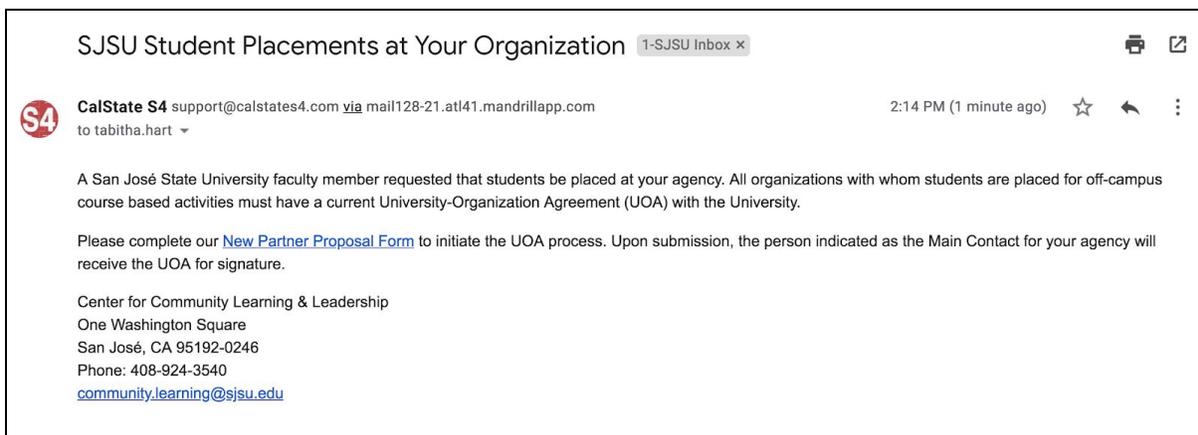
**Course Title and Number**  
(e.g. CHAD 60)

**Name of Agency/Service Site**

**Name of Your Contact at Site**

**Email of Your Contact at Site**

Figure 9: Faculty-generated email to organization



### Option B: Student initiates the NPP

1. The student clicks on the "Students & Faculty" link on the S4 home page (Figure 6). This takes them to the landing page for "Student & Faculty Request for a New Site"

(Figure 7). The direct URL for the “Student & Faculty Request for a New Site” page is <https://app.calstates4.com/sjsu/node/240155>

2. The student selects the option, “I am a SJSU Student” (Figure 7).
3. The student inputs all the required information, including their own email address, information about the IAC course and IAC instructor, and information about the internship organization (Figure 10).
4. When all the information has been entered, the student clicks “Submit.” This will trigger an auto-generated email invitation (Figure 11) to the organizational member to come into S4 to complete the New Partner Proposal (NPP) form.
5. The student will immediately receive an email confirming that the invitation has been sent.
6. SJSU personnel must now wait for the organization to complete a two-step process in S4. For the first step, the organization must follow the emailed instructions to come to S4 to complete the New Partner Proposal (NPP) form (Figure 14). The S4 team will then review the NPP, create a new profile for the organization, and email the organizational member an invitation to return to S4 to sign the UOA. Then, the organizational member must return to S4, log in, and electronically sign and submit the UOA inside S4. SJSU will then sign the UOA. At this point, the UOA will be fully executed. The S4 team will publish the organization’s listing in S4, signifying that the UOA is fully executed (Figure 4).
7. When the organization is listed in S4, the student can be enrolled in the IAC course.

Figure 10: Fields for student to fill out to request a new site

## Student & Faculty Request for a New Site

All organizations with whom students are placed for off-campus curricular activities outlined in [S16-14](#) must have a current University-Organization Agreement (UOA) with the University. Submission of this form will initiate the UOA process for a new site. Please only submit this form for sites that are not included in the [SJSU site list](#).

**First Name**

**Last Name**

**Select one:**  
 I am a SJSU Student  
 I am a SJSU Faculty Member

SJSU Student

**SJSU Email Address**

**Course Department**  
(e.g. Child and Adolescent Development)

**Course Title and Number**  
(e.g. CHAD 60)

**Instructor Name**

**Instructor Email Address**

**Name of Agency/Service Site**

**Name of Site Supervisor**  
(i.e. Your contact at the site.)

**Email of Site Supervisor**  
(i.e. Your contact at the site.)

Figure 11: Student-generated email to organization

SJSU Student Placement at Your Organization 1-SJSU Inbox x 🖨️ 📧

 **CalState S4** support@calstates4.com [via mail186-15.suw21.mandrillapp.com](mailto:mail186-15.suw21.mandrillapp.com) 2:16 PM (0 minutes ago) ★ ↶ ⋮

to tabitha.hart ▾

A San José State University student requested to be placed at your agency. All organizations with whom students are placed for off-campus course based activities must have a current University-Organization Agreement (UOA) with the University.

Please complete our [New Partner Proposal Form](#) to initiate the UOA process. Upon submission, the person indicated as the Main Contact for your agency will receive the UOA for signature.

Center for Community Learning & Leadership  
One Washington Square  
San José, CA 95192-0246  
Phone: 408-924-3540  
[community.learning@sjsu.edu](mailto:community.learning@sjsu.edu)

### Option C: Organization initiates the NPP

A member of the organization who has signatory authority can initiate the process themselves.

1. A member of the organization who has signatory authority clicks “Community Partner Log In” on the top right corner of the S4 home page (Figure 12). This takes them to the “Community Partner Login” page (Figure 13).
2. On the “Community Partner Login” page, the organizational member clicks the “New Partner Proposal Form” link located in the middle of the text on the right side of the page (Figure 13). This will take them to the “New Partner Proposal Form” (Figure 14). The direct URL for the “New Partner Proposal Form” is <https://app.calstates4.com/sjsu/node/240155>
3. The organizational member inputs all the required information in the NPP form (Figure 14). When all the information has been entered, the organizational member clicks “Submit.”
4. The S4 team will review the submission and email the organizational member an invitation to return to S4 to sign the UOA.
5. The organizational member must return to S4, log in, electronically sign and submit the UOA inside S4.
6. SJSU then signs the UOA and publishes the organization’s listing, signifying that the UOA is fully executed (Figure 4).
7. The student can now be enrolled in the IAC course.

Figure 12: Community Partner Log In link at top left of the S4 home page

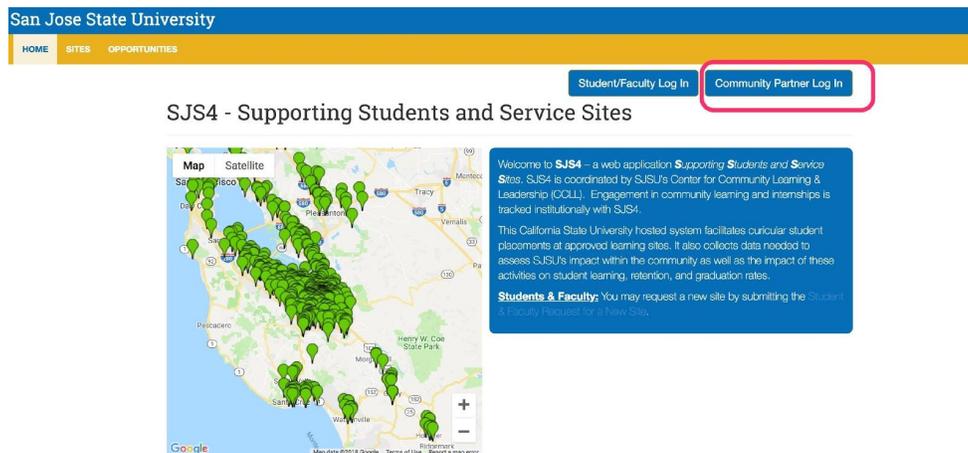


Figure 13: Community Partner Login page

## Community Partner Login

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**Username** Required

Enter your CalState S4 username.

**Password** Required

Enter the password that accompanies your username.

**Not sure if you are a Partner?**  
[Search Community Partner List](#)

**Welcome to SJSU!**

We look forward to working with you to develop a partnership for SJSU student placements. Prior to students beginning a service learning or internship placement for service credit, organizations must complete our [New Partner Proposal Form \(NPPF\)](#) and sign an [University Organization Agreement \(UOA\)](#). Once we have reviewed the NPPF submission, we follow up with the UOA for signature. The UOA ensures that your organization and SJSU formally acknowledge each other's responsibilities for student placements.

If you have any questions please contact the Center for Community Learning and Leadership at [community.learning@sjsu.edu](mailto:community.learning@sjsu.edu).

Figure 14: New Partner Proposal Form

**New Partner Proposal Form**

This form is to be completed by a representative of the community-based organization (CBO) who will be the main point of contact between the organization and San José State University (SJSU).

The information submitted in this form will be used to create a site within this database for SJSU community members associated with service learning and/or internship classes. After this form is submitted, SJSU staff will review the information, and send the University-Organization Agreement (UOA) to the person listed as the Main Contact. The site will be activated once the University-Organization Agreement is finalized.

Name of Organization **Required**

Main Contact First Name **Required**

Main Contact Last Name **Required**

Main Contact Job Title **Required**

Main Contact Email Address **Required**

Main Contact Phone **Required**

Do you want to show Main Contact information to students? **Required**

Yes

No

Are you the main contact for this site? **Required**

Yes

No

Street Address **Required**

City **Required**

State **Required**

Zip Code **Required**

General Email Address **Required**

General Phone Number **Required**

## Troubleshooting

Faculty/admin/student initiated the NPP form but the organization never got an email.

- Ensure that the email address was entered correctly on the “Student & Faculty Request for a New Site.” If it wasn’t, the “Student & Faculty Request for a New Site” can simply be filled out and submitted again.
- Ask the organizational member to check their spam folder. If the auto-generated email is not there, the “Student & Faculty Request for a New Site” can simply be filled out and submitted again to generate a new email to the organization.
- Send the URL for the NPP to the organizational member so that they can fill it out directly, without waiting for an email invitation:  
<https://app.calstates4.com/sjsu/node/240155>

Internship organization completed the NPP form but hasn't heard anything back from S4 team.

- a. Email the S4 team at [community.learning@sjsu.edu](mailto:community.learning@sjsu.edu) and ask about the status of the organization's NPP form.

Internship organization wants to view the UOA before signing it.

- a. Once the internship organization has completed and submitted the NPP, the S4 team will email the organizational member an invitation to return to S4 to sign the UOA. At this point, the internship organization can view the UOA in S4 without signing it.
- b. Alternatively, a sample copy of the UOA can be viewed via the SJSU Contracts & Purchasing Services website at [http://www.sjsu.edu/finance/docs/univ\\_org\\_agreement.pdf](http://www.sjsu.edu/finance/docs/univ_org_agreement.pdf)

Internship organization completed UOA but still isn't listed in S4.

- c. Email the S4 team at [community.learning@sjsu.edu](mailto:community.learning@sjsu.edu) and ask about the status of the organization's UOA.

Internship organization wants to have the UOA modified.

- a. Follow the procedure detailed in this guide for modifying a UOA.

Internship organization refuses to sign UOA under any circumstances.

- a. The student can do the internship, but they cannot receive course credit for it.
- b. Alternatively, the student could try securing an internship at a different organization, whether one that already has a UOA on file, or one willing to sign a new UOA.
- c. The student could try securing an internship at an SJSU department or auxiliary, for which no UOA is needed.

### **Procedure for Modifying a UOA**

1. If the organization wants changes, modifications, and/or amendments to the UOA, then the organization should put these in writing (an email message is acceptable) and forward them to the relevant IAC instructor and/or departmental admin.
2. The appropriate departmental personnel (typically an admin) forwards the requested changes to SJSU Contracts & Purchasing Services (CPS) using the Requisition process required by CPS, which is detailed on their website at [http://www.sjsu.edu/finance/docs/univ\\_org\\_guidelines.pdf](http://www.sjsu.edu/finance/docs/univ_org_guidelines.pdf) ; see also [http://www.sjsu.edu/finance/policies\\_guidelines/univ-org\\_agreements/](http://www.sjsu.edu/finance/policies_guidelines/univ-org_agreements/)
3. A CPS Contract Analyst will work directly with the organization to modify and execute the UOA.
4. The Contract Analyst will notify the IAC instructor and/or departmental personnel when the UOA has been completed and executed.
5. Once the modified UOA is fully executed, the student can be enrolled in the IAC course.

## LEARNING PLAN & PARTICIPATION GUIDELINES

Both the LP and the PG are required for **all** students doing internships for academic credit, regardless of what organization (whether SJSU or non-SJSU) the internship is with.

### Learning Plan (LP)

The Learning Plan is an agreement between the student and the instructor of record for the internship units. The LP ensures that the student has clear and achievable learning objectives and helps all parties see the connections between the internship and the student's foundational coursework within the department.

All SJSU Learning Plans must contain the basic components listed below. Beyond that, departments may add additional components and/or format the LP as they like.

- a. Student's name and contact information
- b. Student's emergency contact information
- c. Name of the internship organization
- d. Name and contact information of primary contact person at the organization
- e. Brief description of the student's proposed internship duties
- f. Student's learning objectives
- g. Number of internship hours that the student commits to completing
- h. Start/end dates
- i. Student signature
- j. Faculty signature
- k. Signature of student's supervisor at the organization (*strongly recommended*)

Download a Learning Plan template at

<http://www.sjsu.edu/ccl/docs/00fillablePDFs/students/LearningPlanParticipationGuidelines.pdf>

### Participation Guidelines (PG)

The Participation Guidelines (PG) page apprises students of their rights and responsibilities while engaged in their IAC, and includes information on professional conduct, health and safety, and what to do in case of harassment, discrimination, injury, and/or illness.

The PG page is effectively a waiver of liability. When properly signed by the participating student, the PG page indemnifies both the internship organization and SJSU from liability.

All SJSU Learning Plans must include the Participation Guidelines as the final page.

The PG page *cannot be changed or modified in any way*; it must be an exact copy of the SJSU PG template, downloadable at:

<http://www.sjsu.edu/ccl/docs/00fillablePDFs/students/LearningPlanParticipationGuidelines.pdf>

### Procedure for securing LP & PG from IAC students

1. The IAC instructor or departmental admin gives a copy of LP and PG to each student to complete, whether electronic or hard copy.
2. The student completes and signs the LP & PG and returns them to the instructor, whether printed out or electronically.
3. The instructor reviews the LP and PG to ensure that they are complete and correct. If they aren't, then they should be returned to the student to revise.
4. Once satisfactorily completed, the instructor and the student both retain copies of the LP & PG, whether electronic or hard copy.
5. The LP and PG are kept on file by the IAC instructor and/or departmental admin for a period of five years, after which time they can be disposed of according to SJSU's information security guidelines.

## RESOURCES

### Faculty in Residence (FIR) for Internships

The SJSU FIR for Internships is currently vacant. An application for Spring 2020 will be coming out to all faculty soon. Dr. Stacy Gleixner is filling in this role for Fall 2019. For questions regarding IACs, email [Stacy.Gleixner@sjsu.edu](mailto:Stacy.Gleixner@sjsu.edu)

### S4

The S4 team manages the S4 database, which houses active UOAs and is used to track student IAC placements and hours.

Learn more about S4 at <http://www.sjsu.edu/ccll/sjs4/index.html>

For help with S4, email the S4 team at [community.learning@sjsu.edu](mailto:community.learning@sjsu.edu)

### SJSU Contracts & Purchasing Services (CPS)

Only CPS Contract Analysts have the authority to change or modify a UOA; they handle all requests for changes or modifications to any UOA.

The CPS Contract Analysts currently working on UOAs are Barb Keltner [barbara.keltner@sjsu.edu](mailto:barbara.keltner@sjsu.edu) and Sylvia Sosa [sylvia.sosa@sjsu.edu](mailto:sylvia.sosa@sjsu.edu).

A copy of the UOA can be viewed from the CPS website at [http://www.sjsu.edu/finance/docs/univ\\_org\\_agreement.pdf](http://www.sjsu.edu/finance/docs/univ_org_agreement.pdf)

### SJSU Career Center

The SJSU Career Center has numerous resources relevant to internship students, faculty, and organizations/employers, including a proprietary database (Handshake) containing listings for open jobs & internships.

Learn more about the Career Center at: <http://www.sjsu.edu/careercenter/>

### SJSU Office of Equal Opportunity (EO)

The SJSU Office of Equal Opportunity is charged with investigating all allegations of discrimination, harassment, and/or injury that occur while students/faculty are engaged in any SJSU-affiliated learning activity, including IACs.

Learn more about the Office of Equal Opportunity at [http://www.sjsu.edu/up/all/equal\\_opportunity/](http://www.sjsu.edu/up/all/equal_opportunity/)