



LINCOLN UNIVERSITY

BA 398 – MBA Internship Report

Fall 2017 Course Syllabus

CREDIT HOURS:	3 units (at least 135 hours of internship in a job) and can be extended to another semester with 1 unit
ADVISOR / REPORT REVIEWER:	To be selected by students and approved by the Program Director or the Chief Academic Officer
CONTACT INFORMATION & HOURS:	To be arranged by the advisor
COURSE TIME & LOCATION:	Self-Study Internship
PREREQUISITES:	Completion of all MBA coursework, faculty advisor's approval
TEXT & MATERIALS:	Research materials appropriate for the internship selected
REFERENCE MATERIALS:	As internship demands

COURSE DESCRIPTION:

A written report analyzing the work must be submitted upon completion of the assignment and presented to a committee in the form of a proposal to improve the related business activity. The employment should be in the field of business management or should allow the student to study the business from the manager's position, preferably in the student's area of concentration and faculty approval is required. The employer provides the work evaluation, the student regularly confers with the faculty advisor who permits the report for presentation. (3 units)

Prerequisite: During the last term of or after the completion of the coursework. CR/NC

COURSE LEARNING OUTCOMES:

Upon successful completion of the internship report, the student will:

- Demonstrate the application of knowledge gained throughout the graduate program.
- Produce a report that demonstrates critical thought, exhibits a level of analysis appropriate to a Master's degree, and displays a high level of professionalism and competence in its presentation.
- Understand how the new knowledge plays out in their professional growth plans.
- Obtain professional experience on the special topic of study in the real workplace.

COURSE PROCEDURES AND REQUIREMENTS:

1. During the initial registration, students taking this course should submit the following documents to the Records Office:

A). **Proposal Approval Form*** filled in by the student and by the proposed LU faculty advisor (*the form is available at the Records Office);

B)*. A **job offer letter** from the host organization with the name, title, full contact information, and signature of a person responsible for hiring in the company;

C)*. Completed **Agreement for Internship** signed by the work supervisor and the LU faculty advisor.

* Documents are not required for registration **if** the actual work was performed earlier and only the report should be written.

2. During the internship terms, students should submit the **Progress Form*** to the Records Office twice at the appropriate times (described in the form), filled in and signed by the LU faculty advisor. (*The form is available at the Records Office.)
3. The extension of the internship to the second term is allowed only if at least 60% of the work has been completed at the end of the initial internship term. If the achieved percentage is less than 60%, a grade **Y** (no basis for grade) or **NC** (no credit) will be given for the internship course. In such cases, students wishing to continue the internship in the subsequent academic term will have to re-register this course (3 units) in that term.
4. If the students change either the internship employer (company) or LU faculty advisor, they must re-register the course as stated above in 3.
5. If the achieved percentage is 60% or above in the first internship term, and if the student wishes to continue working with the same employer and LU faculty advisor, the course can be extended for one additional term with 1 unit.
6. If the internship is continuing with the same company and the original job offer did not specify the expiration date of the work, a new job offer letter is not required for the next term with the student's personal statement declaring that it is the same company internship.
7. The report presented upon the completion of the internship will outline:
 - The nature and full description of the internship
 - The internship's relation to the area of concentration
 - Performance evaluation by the employer
 - Observations made during the internship that are applicable to the future career
 - Full analysis of the internship
 - Conclusions

8. Obtain the advisor's approval for the report.
9. Schedule a defense/presentation with the advisor and the Records Office at least **two weeks** prior to the date for the planned presentation. Submit the required photocopies of the report.
10. Give an oral presentation to a Graduate Committee.
11. Make all corrections if required or suggested by the Committee, and submit final report.

Assessment is based on the internship report and presentation.

EVALUATION:

Report: 100%.

Each student will complete and submit an internship report, and give an oral presentation to the Graduate Committee for evaluation. A grade of **CR or NC only** will be given.

Revised: August 15, 2017

Graduate Internship Advisor List

<i>BA 391 (International Business)</i>	<i>BA 392 (Finance Management and Investments)</i>	<i>BA 393 (General Business)</i>	<i>BA 394 (Human Resources Management)</i>	<i>BA 395 (Management Information Systems)</i>
Dr. Sergey Aityan	Dr. Sergey Aityan	Dr. Sergey Aityan	Dr. Arthur Ashurov	Dr. Sergey Aityan
Dr. Alexander Anokhin	Dr. Marshall Burak	Dr. Alexander Anokhin	Dr. Pete Bogue	Dr. Harpal Dhillon
Dr. Arthur Ashurov	Dr. Aharon Hibshoosh	Dr. Arthur Ashurov	Dr. Marshall Burak	Dr. Walter Kruz
Dr. Pete Bogue	Prof. Albert Loh	Dr. Pete Bogue	Dr. Ken Germann	Dr. Miron Yoffe
Dr. Marshall Burak	Dr. Gary Mingle	Dr. Marshall Burak	Dr. Mike Guerra	
Dr. Harpal Dhillon	Prof. Dan Sevall	Dr. Harpal Dhillon	Dr. William Hess	
Dr. Ken Germann	Dr. Miron Yoffe	Dr. Ken Germann	Dr. Igor Himelfarb	
Dr. Mike Guerra		Dr. Mike Guerra	Dr. Tesfaye Ketsela	
Dr. Aharon Hibshoosh		Dr. William Hess	Dr. Walter Kruz	
Dr. Igor Himelfarb		Dr. Aharon Hibshoosh	Prof. Albert Loh	
Dr. Tesfaye Ketsela		Dr. Igor Himelfarb	Dr. Richard Rachlin	
Dr. William Musgrave		Dr. Tesfaye Ketsela		
Dr. Richard Rachlin		Dr. Walter Kruz		
Dr. Allan Samson		Prof. Albert Loh		
Dr. William Musgrave		Dr. William Musgrave		
Prof. Dan Sevall		Dr. Allan Samson		
Dr. William Hess		Prof. Dan Sevall		
		Dr. Miron Yoffe		

APPENDIX. Program and Institutional Learning Outcomes.

Institutional Learning Outcomes (ILOs)	
<i>MBA Graduates of Lincoln University should be able to:</i>	
1b	Recognize and be able to work with the components of reasoning and problem solving; understand concepts, assumptions, purpose, conclusions, implications, consequences, objections from alternative viewpoints, and frame of reference.
2b	Gather and assess relevant information, using abstract ideas to interpret it effectively; to develop well-reasoned conclusions and solutions, and test them against relevant criteria and standards
3b	Be exemplary business professionals and try to ensure that the products of their efforts will be used in socially responsible ways, will meet social needs, and will avoid harmful effects to health and welfare
4b	Lead by example in order to create highly collaborative organizational environment, and be able to develop and use strategies to encourage employees at all organizational levels to do the same.
5b	Set goals and have a vision of the future. The vision should be owned throughout the organization. As effective leaders, they should habitually pick priorities stemming from their basic values.
6b	Continually look for, develop, and offer new or improved services, and be able to use original approaches when dealing with problems in the workplace.
7b	Demonstrate fluency in the use of tools, technologies and methods in the field. They should know how to evaluate, clarify and frame complex questions or challenges using perspectives and scholarship from the business discipline.

Program Level Outcomes (PLOs)	
<i>Students graduating our MBA program will be able to:</i>	
1	Develop and exhibit applied and theoretical knowledge in the field of management and business administration
2	Use theoretical knowledge and advanced problem-solving skills to formulate solutions and identify risks in the following fields: international business, finance management, general business, human resources management, management information systems, marketing management
3	Communicate within a highly specialist environment that allows the presentation of critiques of complex strategic matters
4	Demonstrate autonomy, creativity, and responsibility for managing professional practices
5	Demonstrate leadership and set strategic objectives for team performance
6	Identify ethical issues/problems in business organizations and reach decisions within ethical framework

Lincoln University

MEMORANDUM

To: All Students Enrolling in BA 398 MBA Graduate Internship Report

From: Dr. Marshall J. Burak, Director of Graduate Programs

Subject: BA 398 Activity, Conditions, and Responsibilities

To begin with, you must have either completed BA 380 or at least be enrolled in BA 380 at the time of registering for this Graduate Internship (BA 398) course. All other courses should have been completed prior to beginning this report. The reason, of course, is that your analysis of your internship is based on what you learned through your coursework at Lincoln University, and if applicable, an expansion of any BA 391 to 395 internship in your concentration. It is important to emphasize that the focus of the internship report is an analysis of your work at an organization. BA 398 requires that you complete a written report and make a presentation before a graduate faculty committee. The graduate faculty committee is responsible for evaluating your report and presentation, and issuing a “CR” or “NC” grade for your work.

Please note that your choice of job under this internship, and therefore the Report’s focus, must be related to the student’s area of concentration (International Business, Finance Management and Investment Banking, General Business, Human Resources Management, Management Information Systems). In addition, you may be able to use the same organization that you may have used for a 391 – 395 course for BA 398. This choice must be approved by the Graduate Programs Director or the Chief Academic Officer for Lincoln University.

One of the first things to consider once you’ve found an internship is to identify who you would like to be your faculty advisor. If you completed an internship as an elective course (BA 391-395) in your concentration, you may request that this advisor serve as your BA 398 advisor. You are not required to keep the same advisor. However, the Program Director or Chief Academic Officer will still need to approve this advisor since advisors approved for 391-395 are not necessarily approved to be an advisor for BA 398. If you have not already identified an advisor, you can review the areas of expertise and research interest of individual faculty members that are listed on the faculty page of Lincoln University’s website. In addition, you can contact faculty members and inquire if they are willing to serve as your advisor. If a faculty member agrees to be your advisor, they should be added to your BA 398 proposal approval form. The Graduate Programs Director or Chief Academic Officer will need to approve the selection of your advisor.

To keep aware of your progress and of the sufficiency of the work being done, you are responsible for consulting with your Faculty Advisor no less than once a month, you are encouraged to meet with your advisor face-to-face, but you can use e-mail or some other method as long as your advisor approves this method. The purpose is to guide and evaluate your progress. **DO NOT DO THIS INTERNSHIP ANALYSIS ALONE.** To wait for one or two full semesters while doing such work alone and not working with an advisor has resulted in many students having unapproved internships, incorrect project form and content, and generally negative results. Working with your Faculty Advisor will result in quality work done easily and with minimum revisions, especially with attention directed to matters of content analysis, focus, and required structure.

Once your internship analysis report is completed, it must be reviewed and approved by your Faculty Advisor before you can contact Admissions to schedule a presentation. You are strongly recommended to submit your paper to the LU Library so they can send it to Turnitin on your behalf, which checks for evidence of plagiarism. The library will provide you with the results, which will allow you to make corrections before submitting it to your advisor. Once you are satisfied with your final draft send it to your advisor. Your advisor's review and approval will ensure that the approved report format was used and that it can, in their evaluation, earn a "CR" grade by the committee. Your advisor may also submit your report to Turnitin if you did not submit it yourself, but will use the results they receive as part of their evaluation of your work.

The next step is to submit five copies of your written report and to schedule a presentation in front of a graduate faculty committee. For your presentation, remember that your committee is familiar with the contents of your written report; consequently, the committee is very interested in learning directly from you about your experience and analysis of the work you did with the organization. The length of your actual presentation is approximately 20 minutes so you should provide a brief overview of the organization and then spend a majority of your time on your work experience, evaluation, and recommendations. The presentation schedule is determined by the Admissions office, and there needs to be at least two calendar weeks between when the five copies are received by Admissions and the day of the presentation. Typically, Admissions reserves blocks of time at the beginning and end of the semester. Reports may be screened before the presentation date to ensure the correct report format is followed. Those that do not contain the required format may be re-scheduled at the discretion of the graduate committee. The committee consists of two or more graduate faculty members selected by the Director of Graduate Programs and the Chief Academic Officer. Your Faculty Advisor is a non-grading or *ex-officio* member of the committee who is present during your presentation to answer any clarifying questions the committee members may have concerning your presentation and/or report. Your advisor does not participate as a co-presenter with you.

The graduate committee will evaluate your presentation and written report, and determine whether or not you will receive credit for the project in the form of a “CR” or “NC” grade. If the committee determines that the presentation and report do not meet a “CR” grade standard, the committee will provide written general feedback concerning any areas of deficiency. This may include the committee’s request to submit the report to Turnitin. The committee and your faculty advisor do not function as editors so it will be general feedback. It will be up to the student under the guidance of the faculty advisor to address any deficiencies, and to provide a revised or corrected copy of the written report to their Faculty Advisor. If the revised version is approved by the advisor, the advisor will forward it to the chair of the committee for final approval. The committee may also require the student to make a second presentation.

The internship report is considered a formal academic report much the same as if you were doing a research report. Lincoln University’s *MBA Thesis Manual*, which is available for download (pdf) from the University website (www.lincolnuca.edu/studentlife/researchassist), is an excellent resource along with the current edition of the APA manual. Your Faculty Advisor will provide guidance concerning their style preference. Unless the Faculty Advisor indicates otherwise, students should use APA style (www.apastyle.org) for citing references and for formatting his or her report.

Once you have obtained a formal and/or informal job description from your internship supervisor, you should consult with your Faculty Advisor to determine the best way for you to collect and analyze data about the work you are doing with the organization. Additionally, your data collection and subsequent analysis needs to address each part of the required format indicated below in the context of your MBA concentration. If you previously completed a 391-395 internship in your concentration, you can use this same position and organization for your BA 398 internship. Please note that if you choose to build upon your 391-395 internship experience, you will need to include more details, analysis, and depth to your BA 398 internship report.

BA 398 Internship Report Format:

1. Title Page.
2. Approving Statement from Student's Internship Supervisor that affirms the internship time period and certifies the report is generally accurate. The statement needs to have the printed name of the supervisor, be signed by the supervisor, and needs to include e-mail and a telephone number.
3. Part I: Introduction
 - A. Focus of the Internship Report
 - B. Description of the Industry or Field
 - C. Industry Background and History
 - D. Company Description and BackgroundPart II: My Role in the Company or Organization
 - A. Formal/Informal Job Description
 - B. MBA and Concentration level tasks and responsibilitiesPart III: Definition of Terms
- Part IV: Profile of Market Served
- Part V: Review of Relevant Competitors
- Part VI: Operations (Include details or add/delete sections in the context of your specific MBA concentration)
 - A. Purchasing
 - B. Processing, Manufacturing, Services
 - C. Marketing
 - D. Management ControlsPart VII: Evaluation
- Part VIII: Conclusions or Recommendations
- Part IX: Bibliography
- Part X: Appendix (Appendices)

The sequence above is to be followed by all BA 398 students. This Memorandum should be with the student at all times and occasions of collecting information and composing sections of this report. Departures from the above sequence or omitting or skipping any of the above titles will result in the grade for BA 398 being withheld or the presentation being cancelled until the correcting actions are taken and an appropriate and acceptable report is completed. Thus, the mere fact of having made a "presentation" alone does not give any assurance of obtaining a "CR" grade; the quality of the report itself should provide that assurance.

Once your internship report is approved by the committee, you are responsible for providing the LU Library with two hard copies and a digital copy (via e-mail, CD, or flash drive) of your report for archival purposes.

LINCOLN UNIVERSITY

BA 398 – MBA INTERNSHIP REPORT

GUIDELINES

MBA Completion Options

An MBA candidate may complete the degree program by writing an MBA research project (a minimum 3.2 GPA or the Program Director’s permission is required for this option) OR a report of a graduate internship assignment. These activities result in a project defense or an oral presentation of the report in front of a graduate committee. The project’s topic and the choice of employment for the internship must be related to the student’s area of concentration and be approved by an advisor and the Program Director or the Chief Academic Officer.

An MBA candidate may choose to complete the program with a Comprehensive Examination in front of a graduate committee in lieu of the project or internship report. Students not qualifying for the research or internship options (GPA below 3.2, no permission from the Program Director, and no relevant employment) are required to take an extra 3-unit elective graduate course and the Comprehensive Examination. The program is completed with one of the following:

BA	398	MBA Internship Report	3
BA	399	MBA Research Project	3
BA	—	Elective Graduate Course and Comprehensive Examination	3

Total Required for the MBA Degree.....36 Units

Required for the MBA Degree with a Foundation or an Internship..... up to 54 Units

Course Description (BA 398)

A written report analyzing the work must be submitted upon completion of the assignment and presented to a committee in the form of proposal to improve the related business activity. The employment must be directly related to the student’s area of concentration and faculty approval is required. The employer provides an evaluation of the work, and the student should regularly confer with the faculty advisor who grades the report. (3 units)

Prerequisite: During the last semester of the coursework, or after completion of the coursework

Grade: CR or NC only

Learning Objectives (all four must be satisfied)

1. Demonstration of the mastery of the MBA coursework in an area of concentration.
2. Application of academic learning to the practical problems and situations of a business workplace.
3. Training in professional report writing under supervision.
4. Development of professional-level problem assessment skills, with experience in making professional recommendations.

Criteria for Grading and Assessment

The internship report shall have three components: descriptive, analytical, and documentary. Each of these components must be complete. The analytical component will be weighted as 50% of the grade for the report, with the descriptive and documentary components each weighted as 25% of the

grade for the report. A grade of **CR or NC only** will be given. A conditional passing grade may be assigned by the committee. The completed written report must be presented to the committee before any credit will be awarded.

Components of Report

Descriptive Component

The report's descriptive component should introduce the report and be brief in relation to the central, analytical component of the work.

These questions should be addressed in the introductory descriptive summary: What is the background and specific business of the company and/or department in which the internship was performed? What work was performed for the company? What was the intern's job title? What was the intern's work schedule? What were the internship duties, work assignments, and projects completed? Why/how were these tasks important to the organization? Why were they assigned? Why are they significant? What courses completed at Lincoln University were the most or the least applicable to your internship? What distinctions between your classroom education and the internship experience would you make? Did the internship make good use of your technical background? Finally, how did the internship contribute to your career goals? The faculty advisor may require additional descriptive text.

Analytical Component

The analytical component, the major focus of the report, requires the student to address a specific topic, subject, issue, question, or problem related to the work of their internship placement. This topic may be based on the work assigned to the student by the internship supervisor or on an additional analysis of an issue related to the internship. This topic must be selected in consultation with the faculty advisor by the end of the first month of the internship.

The analytical component should relate academic knowledge to practical experience. Its purpose is to help the student develop written and analytical skills. The student will not only gather information but interpret, organize and present it clearly and understandably. Whatever style of analysis is undertaken with the approval of the advisor, the analytical component must conclude with specific practical recommendations related to the matter analyzed.

Documentary Component

All documentation necessary to demonstrate the fulfillment of all university and workplace requirements should be attached to the report. This should include a copy of the original internship proposal as well as any assessment made of student work by student or others, especially if student was given a formal written evaluation. A record of hours worked should be included. Samples of work completed during the internship may be included. A brief entry log of meetings or other communication with supervisors, mentors, advisors, and colleagues relevant to the internship report should be appended. Documentation that the internship supervisor has received a draft copy of the internship report and an opportunity to comment should also be attached. The faculty advisor may require other documentation.

Additional Requirements

Style Standards

All written work submitted to Lincoln University must conform to the APA Style (www.apastyle.org), unless another style is approved by the faculty advisor.

The *MBA Thesis Manual* is available for download (pdf) from the LU website:

<http://www.lincolnuca.edu/studentlife/researchassist>

Proprietary Information

Only use the name, or other identifying information, of the business or agency where the internship was completed in the written report with the permission of the internship workplace supervisor. Proprietary information must at all times be respected. In case of any doubt, the student should consult the faculty advisor before any distribution of the report.

Intellectual Property

All references to or use of any published or unpublished work of another person in the internship workplace or from any other professional or other source must be fully attributed. All quotations should be brief, minimal, necessary, and fully attributed. Reports will not be accepted that fail to meet this professional requirement and a failing grade may be assigned in cases of plagiarism.

BA 398 – MBA Internship Report

List of Recent BA 398 Report Titles Available at the LU Library

1. Analyzing and Improving Operations and Marketing Strategies at My Thai 2 Restaurant
Author: Worachai Tungsawangwong
Fall 2013
2. Internship Report on S.F. Gift Center, Inc.
Author: Jiali Xie
Spring 2013
3. The Analysis of Processes in Sales and Marketing Office of Natural Comfort Company
Author: Lu Xu
Spring 2013
4. Onsite Linguistic Project Manager
Author: V-Salute Thaotrakool
Summer 2013
5. Business and Financial Analysis of Blen Corp, Inc.
Author: Mignote Hailu Tuffa
Spring 2013
6. Wal-Mart Data Center Internship Program
Author: Ranjeth Paulson
Spring 2013
7. Business Objects in Consulting Industry
— Internship at International Solution Sources, LLC
Author: Zhiqiang He
Fall 2013
8. Osha Thai Restaurant & Bar
Author: Tawatchai Eiamsangjan
Spring 2013
9. Personal Banker at Wells Fargo Bank
Author: Gertrude Effah-Kyere
Summer 2013
10. Creating Business Proposal for Company Profile
Author: Erkan Cakir
Spring 2013