

SYLLABUS
Dixie State University
ENGL 4890-01 English Internship: 3 Credit Hours
Fall 2013: August 19 - December 13, 2013

Instructor: Cheri Crenshaw, Ph.D.
Student Intern: Tiffany Whitehead
Student Email: twhiteh1@dmil.dixie.edu
Anticipated Student Hours: 90+ student hours = 3 hours of DSU credit

Internship Job Description

As a student intern with Steton Technology Group in St. George, Utah, I am working as the Documentation Specialist (technical writer). Steton develops auditing software designed to manage the efficiency and quality of operations primarily for very large global corporations. If, for example, a restaurant manager audits one of his or her stores for cleanliness and proper food handling, the scores of the audit are entered into computers or mobile devices that run Steton software.

As the Documentation Specialist, I am required to work collaboratively with the account managers, software engineers, and the quality assurance (QA) team to produce written documentation of all software instructions or changes. Updated instructions are uploaded to Steton's Online Help file.

Internship Deliverables

The anticipated deliverables for this 16-week internship are the following:

1. Monthly Release Notes from August through December 2013 are due the second Friday of each month.
2. Written documentation relative to the Corrective Action Management 2.0 (CAM 2.0) project. As the project is currently very fluid, the project managers and the Vice President of Operations are currently defining all pieces of required documentation. As of the beginning of the semester, they have requested a glossary of terminology to ensure that internal usage of specific jargon is consistent with the clients' perceptions and understanding of those same terms.
3. All other documentation projects that are assigned during the internship. These will be outlined in subsequent updates during the semester as outlined below.

Internship Skills and Learning Outcomes

The skills needed or that will be developed during this internship include:

1. The ability to collaborate with individuals and company teams via conference calls, emails, and face-to-face meetings
2. The ability to structure Online Help written content in hierarchical format
3. The ability to meet internal deadlines

4. The ability to learn RoboHelp help authoring software, screen capturing software, and other programs as needed
5. The ability to edit online files for spelling, grammatical usage, and visual style consistent with existing material
6. The ability to assess what improvements have been made by the software engineers, and to explain those changes via Release Notes and the Online Help file

Work Supervisor

Tres White, the Vice President of Operations, is my direct supervisor. As such, he is aware of this student internship and has agreed to sign off on my written project evaluation at the end of the semester. If necessary, he will submit any written comments required by Dr. Cheri Crenshaw.

Time Commitment and Progress Reports

Under the university guidelines, 30 hours of internship work is equal to one hour of university credit. This internship is scheduled to fulfill three hours of university elective credit (90 student hours = 3 hours university credit). Based on the commitment I have made to Steton to work 12 hours per week for the next 16 weeks (for a total of 192 hours), this anticipated schedule will exceed the required number of hours needed for the university credit. During the internship, I will log the date, hours, and projects in a spreadsheet format to be submitted with the final evaluation report.

Progress reports will be submitted via email to Dr. Cheri Crenshaw on the following dates: Aug. 30, September 13, 27, October 11, 25, November 8 and 22. A final portfolio along with the time log, and business style evaluation letter will be submitted no later than December 13, 2013. If other meetings are required, they will be set for a date and time convenient to both of us.

Final Grade

As the student, I will evaluate how well I accomplished the skills outlined above for this internship and include details of what I have learned. In addition, I will present the evaluation to my supervisor Tres White for his comments and signature prior to submitting the final portfolio. Dr. Crenshaw will use the final evaluation along with any other information she to decide whether or not to assign a passing grade.

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Student Intern: Erica Campbell
Anticipated Student Hours: 90+ student hours = 3 hours of DSU credit

For my English Internship I propose that I write a minimum of 6500 words per week, or about 20 SEO content articles varying from 150-1200 words, for my current employer. Cara Secrist at BKA Company will be my supervisor. Over the course of the semester I estimate that I will spend 90+ hours writing, or 3 hours of credit.

By the end of my professional and technical writing internship I will have demonstrated the ability to:

1. Compose professional and well researched SEO content articles for online companies following the guidelines they provide me for each article block.
2. Thoroughly revise and correct any mistakes in my article blocks before turning them in.
3. Correctly meet key word density specifications for each block of articles.
4. Meet professional deadlines
5. Meet minimum weekly word count goal of 6500 words.
6. Summarize skills learned during the internship.

Internship Learning Outcomes:

1. Can research keywords and write an informative article relating to the topic.
2. Can follow specific writing instructions as outlined for each article block.
3. Can meet the deadline of 2 days per article block.
4. Can keep a log of hours spent researching, writing and editing articles.

Work Supervisor

Please obtain permission from your supervisor stating his or her agreement to this work-related project. At the end of the semester, the supervisor should be willing to sign off on YOUR evaluation of the work completed (that you will write in business letter format) and provide written comments either in an email to me or written directly on the letter itself.

Progress Reports

Student will update me bi-weekly on tasks completed and tasks left to complete via email. The student must meet with me in my office at least three times during the course of the semester (at the beginning of the semester, at the midterm, and at the completion of the semester). We will set up a time convenient for both of us.

Grade

The student will evaluate how well she met the learning objectives described above and get her supervisor's signature agreeing with the evaluation, or an explanation from the supervisor regarding any disagreement with the evaluation. The instructor will use the letter and final product to decide whether or not to assign a passing grade.

Final Internship Requirements

As mentioned above, the student will write a business style letter explaining the skills acquired during the internship. The student will also provide copies of one article block (2-6 articles) from each week of work to the instructor as a sample of the work completed. The student should describe what she has learned about writing and researching in a professional setting, especially the learning that could not have occurred in the classroom. Describe how purpose, setting, context, and audience all affected the composition process, using the writing samples as an example.