

KENT STATE UNIVERSITY - SCHOOL OF PEACE AND CONFLICT STUDIES
PACS 35092: Internship in Peace and Conflict Studies

INTERNSHIP GUIDELINES starting Fall 2024

Updated March 18, 2024

NOTE: The Center for Applied Conflict Management became the School of Peace and Conflict Studies (SPCS) in Fall 2017. Starting in Fall 2019, the internship course was changed from CACM 35092 - Internship in Conflict Management to PACS 35092 - Internship in Peace and Conflict Studies.

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ABOUT THE PACS INTERNSHIP

INTERNSHIP REQUIREMENT AND APPLICATION OF CREDIT HOURS

Peace and Conflict Studies (PACS) majors are required to complete three credit hours of internship. PACS minors may choose to do a three credit hour internship as one of their PACS electives. Up to nine additional credit hours of Internship may be taken which do not count toward the major or minor requirements, but may be counted as upper-division electives toward college requirements. (Students should check with their college advisor about how those would apply.)

WHAT AN INTERNSHIP INVOLVES

- Working with an organization in a position that allows the student to utilize and/or observe skills related to conflict management, nonviolent change and/or peace building (150 hours of work is required for a 3 credit hour internship; each additional credit hour requires 50 hours of work)
- Keeping journals of the experience and observations (along with a record of hours worked)
- Submitting journals and meeting with the PACS internship advisor periodically to discuss how the internship is going
- Writing a detailed paper about the internship, including reflections about the experience and how it connects with courses taken, as well as assessing personal skills, values and goals for the future
- Having the work site supervisor submit an evaluation at the end of the internship

PREREQUISITES

Before doing an internship, students should have the following prerequisites:

- Completion of two upper-division PACS courses,
- Junior standing, and
- Special approval (discussed later under “Getting Permission to Register”)

These prerequisites help to ensure that the student has some background knowledge that can help them to be successful in their work assignment and make a positive contribution to the work environment. It also gives the student the ability to compare what is learned in classes with their experiences in their work.

FINDING THE APPROPRIATE INTERNSHIP

THINGS TO CONSIDER WHEN EXPLORING INTERNSHIP OPTIONS

An internship is an opportunity to explore a field of interest, and to network with people in that field, which may lead to future job opportunities. (Some students are offered permanent positions upon completion of their internship.). For those who already know what they want to do, this a great chance to "test drive" working in that field and connect with people. For those who still are unsure of what they want to do, this is a chance to see what options are out there and get a sense of what is involved with working in a particular field. (Students can also do more than one internship, or split their time between internships.)

NATURE OF THE WORK DONE FOR A PACS INTERNSHIP

The internship shall consist of a "participant-observer" experience where the student observes and participates in an organization or agency in a capacity that allows them to learn about preventing and managing conflict, enhancing human relations, or working for positive change, broadly conceived. The student and the site supervisor at the organization or agency will identify which activities the student will perform for the organization or agency as a part of their learning experience.

Because the skills developed through PACS courses can be applied in a variety of settings, the type of work done by interns can vary widely. While this may sometimes make it difficult to narrow down your options, it also provides you with a wide range of opportunities.

Types of organizations in which students have found internships

- Nonprofit organizations
- Governmental entities (such as city government or state/federal agencies)
- Activist groups
- Law offices
- Courts
- Social service agencies
- Retail establishments
- Educational institutions
- Business and industry
- Unions
- International organizations

Examples of work done by student interns:

- Observing and/or assisting with human resource functions involving employee relations, interviewing and hiring, benefits, training, grievances, negotiations, policy making, etc.
- Conducting or assisting with academic research related to the field
- Conducting or assisting with policy research
- Advocacy, activism and organizing related to human rights, social issues or social justice
- Designing or conducting training related to communication, conflict management, etc.
- Conducting listening projects
- Mediation and conflict counseling (preparation and observation)
- Improving and enhancing customer relations and/or customer service
- Assisting with program development and strategic planning
- Assisting with client intake and access to services, and/or providing support services for those in need
- Outreach and marketing of services
- Sales and/or purchasing negotiations
- Assisting management with assessing/improving organizational culture and teamwork
- Environmental education and promotion of sustainable living
- Developing educational materials (written or audio/visual, printed or online) on topics related to conflict management or social issues
- Working with youth (resolving conflicts, providing guidance and support, enhancing communication, providing social and educational activities and programs, being an advocate, etc.)

FINDING AN INTERNSHIP OPPORTUNITY

Students are expected to find their own internship, based on their career interests. The student shall find an assignment that is acceptable to the student and approved by the School of Peace and Conflict Studies (SPCS). The PACS Internship Advisor can advise a student who is considering possible placements.

Some internships are advertised, but many are not. Internship opportunities are often found through networking: talking with friends, relatives, or professors who might know of opportunities. The Career Exploration and Development office on campus (<https://www.kent.edu/career>) can also provide guidance as to where to look, and can also assist with resume writing and interview preparation. Community Engaged Learning (<https://www.kent.edu/community>) also offers some great opportunities for volunteer work and service work that are worth exploring. The SPCS website (<https://www.kent.edu/spcs>) has information about careers and internships which may give some ideas, with lists of organizations where students have done internships in the past, stories about what our alumni are doing, and links to sites that could provide some leads. Students can also find internships by searching online databases, or connecting with academic and professional organizations in their field of interest.

Students can sometimes create their own internships. Some organizations that don't regularly offer internships may be interested in doing so if presented with a proposal that is intriguing and that addresses their interests or needs. **If there is an organization that you think you would be interested in working for, check to see if they would consider allowing you to do an internship there. If they don't normally offer internships, try creating presenting them with a proposal.**

NOTE: Generally internships cannot be done with a current employer UNLESS the student is taking on new duties or projects that relate to the major and provide sufficient hours to fulfill the internship requirement.

Internships may be paid or unpaid.

REGISTERING FOR THE INTERNSHIP

GETTING PERMISSION TO REGISTER

Once a student has found an internship opportunity, they need to submit a written proposal to the PACS Internship Advisor. (Each semester a faculty member is assigned to the Internship course; that person is the PACS Internship Advisor.). That proposal needs to be approved before a permit can be issued that will allow the student to register for the class.

CONTENTS OF THE INTERNSHIP PROPOSAL

The student shall submit to the PACS Internship Advisor a 2-3 page written discussion of the expectations and objectives for the internship. Activities engaged in and specific skills to be acquired shall be identified. The student must also explain how they will know whether or not their goals and objectives have been met. The proposal must include answers to all the “who, what, when, where” questions, including contact information for the site supervisor, number of course credits registered for, beginning and ending dates of field work, etc. Ideally, the proposal should be submitted before the semester begins. Typically work hours are not counted toward the internship until the student is officially registered for the course.

APPROVAL OF THE INTERNSHIP PROPOSAL

The PACS Internship advisor will review the internship proposal to ensure that all of the required information has been provided and that the agreement provides the student with an appropriate experience. The student may be asked to revise the proposal as needed prior to approval.

REGISTERING FOR THE COURSE

Once the proposal is approved and it is determined that the student meets the prerequisites, the Internship Advisor will contact the SPCS secretary who will issue an electronic permit that will allow the student to register for the internship course, and will notify the student once that has been done. Once that permit is issued, the student will need to register for PACS 35092, Internship in Peace and Conflict Studies as s/he would for any other course. If a student is still unable to register after the permit has been issued, the student should contact the SPCS secretary (113 McGilvrey Hall; spcs@kent.edu; or 330-672-3143).

AFTER REGISTERING FOR THE COURSE

While the student registers for an Internship "course", there are no official class meetings and no set times established. Much of the “course” involves completing work requirements at the worksite. The student will be expected to meet with the PACS Internship Advisor at least two or three times during the course of the semester to review their progress. Those meetings will typically be held at the SPCS office (but can be done remotely as needed). The student is responsible for scheduling those meetings. The student should contact the PACS Internship Advisor on or before the beginning of their work assignment to set up the first meeting. The first meeting should be scheduled to take place about two to three weeks after work begins.

WORK REQUIREMENTS

PROFESSIONALISM AND ETHICS

It is important to remember for students to keep the following in mind: What you do when working at their internship reflects not just on you personally, but on the School and the university. And when dealing with individuals outside of the worksite in an official capacity, you are also representing your employer. Therefore, it is important to remember - no matter how comfortable you might be or how casual the setting - to present yourself in a professional and responsible manner. Students will be expected to be respectful, and to practice their best conflict management skills in the workplace.

With regard to ethics, at a minimum, remember the mantra: “Do no harm.” Consider the consequences of your actions, and if you find yourself in a situation where you have concerns about what is ethical or appropriate, please raise those concerns with either your site supervisor or the PACS Internship Advisor.

WORK HOURS

Each credit hour of internship requires 50 hours of work experience, so a three credit hour Internship would require 150 hours of work. Each additional credit hour would require an additional 50 hours of work, as illustrated in the examples below. (Minimum is 3 credit hours for majors; maximum is 12.)

3 credit hour internship:	150 field work hours minimum
4 credit hour internship:	200 field work hours
5 credit hour internship:	250 field work hours
6 credit hour internship:	300 field work hours
12 credit hour internship (max):	600 hours (equivalent to 40 hrs/week for 15 weeks)

Weekly work hours can be spread out equally over the time worked, or could fluctuate based on the amount of work available in any given week. For example, if the student was completing a 3-credit internship over the course of a Fall or Spring semester and wanted to divide the field work up equally week-by-week, the student would work at the organization or agency for 10 hours per week throughout the semester (15 weeks) to earn 3 credits of internship. Or they might work more hours in some weeks to make up for holidays or less work available in other weeks.

Students will be expected to track daily work hours over the course of the semester and submit those along with the journals.

Note: Students must meet the minimum number of work hours to complete the internship, so make sure to factor in things like holidays, snow days, illness, etc. when selecting the appropriate number of credit hours. Students can work more than the required number of hours; what is listed above is just the minimum required for the internship.

WHAT COUNTS TOWARD WORK HOURS

Generally speaking, when the internship site requires attendance at training sessions in advance of commencing work or as part of field work, that may be counted as part of the total hours needed.

In addition to working at the organization or agency, the student shall keep a journal, write a paper, and consult with the PACS Internship Advisor regularly. The guidelines for the journal and the paper are included later in this document. The journal usually provides the database for the paper. **Time spent writing the journal and the paper can count toward the required work hours. However, only a maximum of five writing hours per course credit hour can count in this way. In other words, a student may count up to 15 hours of writing time for a three credit internship.**

IF ALL WORK HOURS AREN'T COMPLETED BY THE END OF THE SEMESTER

Internship hours may be continued after the end of the semester if the student is unable to complete the required number of hours during the semester. (This is typical for summer internships, in which students register for Summer I but may not complete their hours until after that session is over.) In such cases, a grade of “IP” (in progress) is assigned at the end of the

term. Once all of the work for the internship is completed, a grade change is then processed to assign the appropriate letter grade.

SUPERVISOR EVALUATION OF WORK

Once work hours are completed, the student must ensure that the site supervisor has sent the completed evaluation form (Appendix B) to the PACS Internship Advisor.

ACADEMIC REQUIREMENTS

MEETINGS WITH THE PACS INTERNSHIP ADVISOR

While Internship is listed as a "course", there are no official class meetings and no set times established. **The student will be expected to meet with the PACS Internship Advisor at least two or three times during the course of the semester to review their progress.** Those meetings will typically be held at the SPCS office, though may be done remotely online or via email if circumstances make in-person meetings impractical. The student is responsible for scheduling those meetings. The student should contact the PACS Internship Advisor at or before the beginning of their work assignment to set up the first meeting. The first meeting should be scheduled to take place about two to three weeks after work begins. A closing interview may be held with the PACS Internship Advisor at the end of the semester after all work is completed. The student is responsible for arranging the interview.

JOURNALS

Students are expected to keep a journal for each day worked that details not just what was being done but reflects upon and analyzes those experiences. Content and formatting of journals is discussed in further detail under "Guidelines for Writing the Journal." The journal should be submitted to the PACS Internship Advisor at least two to three times during the semester. The journal should also be submitted with the final paper at the end of the semester.

RECORD OF HOURS WORKED

Students are expected to keep a record of the days and hours worked. In some cases, employers may have a timekeeping system in place that the student is asked to use. In other cases, the student may need to keep their own records. Days and hours worked can be recorded utilizing a spreadsheet or in a document or notebook.

FINAL PAPER

Students will be expected to write a paper about their internship, following the outline provided in "Guidelines for Writing the Internship Paper," and due at the end of the semester. Formatting and length requirements are discussed in the guidelines. Recommendation: Review the paper requirements early in your internship, as some sections require gathering information and can be written as you go along.

COMPLETION OF THE INTERNSHIP

The internship is complete when the student has met the required number of work hours, submitted all of the journals, a record of the hours completed, and the final paper, and the site supervisor has submitted the final evaluation of your work. If all of these are not completed by the end of the semester for which the student is registered, a grade of "IP" (in progress) will be assigned. Once all of the work is completed, a grade change will be processed to replace the IP grade with the letter grade that was earned.

GRADING

Grading is based on the quality of work done with the organization (from their perspective) and the quality of work submitted to the PACS Internship Advisor. The following criteria are reviewed:

- Completion of required work hours and meetings with PACS Internship Advisor
- Quality and timeliness of journals
- Quality of final paper
- Quality of work based on supervisor evaluation

RESPONSIBILITIES OF EACH PARTY

RESPONSIBILITIES OF THE STUDENT

- Find the appropriate internship placement and work out the details with the site supervisor. (Provide the supervisor with a copy of the Internship Guidelines to help ensure that all parties have the same expectations.)
- Write and submit the internship proposal to the PACS Internship Advisor. If there is a written agreement with the site supervisor, a copy should be submitted by the student to the PACS Internship Advisor.
- Register for the course once the internship proposal is approved and the permit has been issued.
- Perform and complete the work assigned by the site supervisor in a professional manner.
- Keep daily journals and track hours worked.
- Set up and attend meetings with the PACS Internship Advisor during the course of the semester.
- Submit journals and final paper as required.
- Make sure that the site supervisor has the evaluation form (Appendix B) and submits it to the PACS Internship Advisor.

RESPONSIBILITIES OF THE PACS INTERNSHIP ADVISOR

- While it is the student's responsibility to find and set-up a potential internship placement before the semester starts, the PACS Internship Advisor may assist the student in negotiating the assignment as needed.
- Review the periodic journal reports and give feedback and direction.
- Meet with the student at least one to three times a semester. Discussion points may include what the student is learning as well as potential challenges they are facing in the internship.
- Evaluate the journals and the final paper submitted by the student, as well as the site supervisor's evaluation of the student and the student's self-evaluation, and assign a final grade.

RESPONSIBILITIES OF THE SITE SUPERVISOR AT THE ORGANIZATION OR AGENCY

- Reach an agreement with the student about the nature of the assignment, including any compensation involved, hours, and any other conditions regarding the work assignment.
- Oversees the daily activities of the student as if the student were a regular employee, even if the student is a volunteer.
- Provides the student with a variety of experiences in which the student may become conversant with the policies and practices of the organization or agency. The development of specific skills by the student should also be included.
- Ensures that the assignment that does not consist primarily of "make-work" or menial routine tasks, though some of the latter may be involved.
- At the end of the assignment, the site supervisor mails, emails, or faxes an evaluation of the student's performance to the PACS Internship Advisor. (See evaluation form included with these guidelines). The PACS Internship Advisor takes this evaluation into account when assigning a course grade.

GUIDELINES FOR WRITING THE JOURNAL AND REPORTING WORK HOURS

*"We do not learn from our experiences;
we learn from processing our experiences."
--John Dewey*

Frequency:

Journal entries should be made for each day worked.

Content:

Journal entries should be both descriptive, and analytical. They should not only describe what you have done in the internship; they should also include your reflections on those experiences, things you've observed, thoughts you've had about your experiences, and your critical analysis of your internship experiences relative to your classroom training in conflict management. Connect your internship experiences with the theories, concepts, and skills you have learned in the classroom. Some days your journal entries may be very detailed, while other days, there may not be as much to write about, depending on what you were doing and what was happening on that day.

Interns will find that if they pay attention to sections V, VI and VII of the guidelines for their paper while they are writing their journal entries, they will learn more from their internship, and their final paper will be more insightful and also easier to write.

Format:

Date each journal entry, and number it consecutively. Journal entries should also include the hours worked each day. Each time journals are submitted, the total number of hours worked thus far should be calculated and noted at the end. (Alternatively, you can track hours on a separate document, keeping a running total, and submit that document with your journals.)

Journals should be typed. Submission as a document attached to an email is encouraged. Leave 1.25 inches on the right margin for comments. A glossary should be appended if any uncommon abbreviations, foreign terms, or unfamiliar technical vocabulary is used. If you produce materials, hand-outs, brochures, etc. during your internship, such material may be included in an appendix to your paper and/or your journal.

When submitting your journals, always include all of your entries, i.e. previous and current, in one consecutive document. In other words, when readying your second set of journal entries for submission to your PACS Internship Advisor, cut and paste that set of entries to the bottom of the previous or first journal submission. Do the same for any subsequent submissions so that the PACS Internship Advisor has your complete set of entries in one document every time you submit your journal to them.

When to submit journals:

The journal should be submitted to the PACS Internship Advisor at least two to three times during the semester. These submissions will typically coincide with schedule meetings. The journal should also be submitted with the final paper at the end of the semester.

GUIDELINES FOR WRITING THE INTERNSHIP PAPER

Internship papers are expected to be written following the outline below.

- I. Explain the goals and objectives of your internship. These may be in terms of (a) work and living experiences; (b) personal satisfaction and growth; c) learning possibilities; and (d) skills development, etc.
- II. Describe your position:
 - Your title at the organization or agency
 - Name of your immediate supervisor
 - Relationship of your position to others in the organization or agency
 - Describe the assignment and your responsibilities
- III. Describe the work environment:
 - Indicate whether the work environment is pleasant, neutral, tense, threatening, etc. and explain why.
 - In what ways are employees satisfied or dissatisfied in their work? Explain.
 - Do employees make suggestions to their supervisors or superiors? If not, why not? If yes, how are those suggestions received?
 - What is the decision-making structure/process of the organization or agency? How are decisions made? Who makes them? Who is consulted on what?
 - Do employees feel that there is constructive communication within the organization or agency?
 - Give examples of the communication process at the organization or agency.
 - What is the management style?
 - Who exercises what kinds of power?
 - How is the environment conducive or non-conducive to constructive conflict management?
 - How is planning done? How might it be improved?
 - What are the strengths of the work environment?
 - What are the weaknesses?
- IV. The personnel:
 - How many employees are working in the organization or agency?
 - Describe the demographics of the employees: age, gender, background, etc.
 - Describe the organizational structure (perhaps you can get an organizational chart).
 - How many levels are there between the lowest position and the top position?
 - If you are in a job situation, are the employees organized into a union or professional organization? If so, describe it.
 - What kinds of conflict do the people who work here experience?
 - What type of training is there in conflict management or what type of program has the organization or agency adopted to manage conflict?
- V. Knowledge and Skills Development:
 - What new skills and knowledge are you acquiring that relate to the field of conflict management?
 - What skills already acquired are you reinforcing, especially in the field of conflict management? Consider the full range of human skills: manual, technical, communications (speaking, listening, reading, writing), artistic, interpersonal relations, social or political relations, etc.
 - In what way do you think that the skills and knowledge you have acquired will assist you in your future professional endeavors?

VI. Self-understanding:

- How does the internship affect your understanding of yourself?
- How does the internship affect your relationship with others?
- What insights have you gained about working in the field of conflict management?
- What are your ideas or plans for a career or further education?
 - Have they changed or have they been reinforced as a result of this internship?
 - How and why?

VII. Academic Experience:

- How does your internship experience compare with your course work in providing realistic meaning or understanding of the field of conflict management?
- Relate information that you have learned in applicable PACS courses and/or course materials to this internship. Give specific examples of relatable knowledge, skills and concepts.
- How has the internship experience helped demonstrate conflict management theories, or not?
- Will the internship experience affect your choice of courses in the future?
- Do you feel the need for further training or graduate study?

VIII. Evaluation:

- What is your evaluation of the internship?
- How could the internship have been more beneficial?
- What suggestions do you have for improving the internship program?
- What suggestions do you have for improving the courses you took prior to your internship?
- To what degree have you fulfilled your expectations and met your goals and objectives?
 - How do you know what you have accomplished?
- What “letter grade” would you give yourself for your overall internship, including plus or minus?
 - Factors to consider here include your on-site performance, the overall quality of your journal, and the overall quality of your paper. Please be self-critically honest and realistic.

DUE DATE OF PAPER

The due date of the paper is to be negotiated by the student and the PACS Internship Advisor; generally, the paper will be due by the last week of classes.

LENGTH AND FORMATTING OF PAPER

The paper length should be as follows (1.25 inch margin on the right, double-spaced; Times New Roman font size 12 or 11):

- 3 course credits: 10 pages minimum
- 6 course credits: 15 pages minimum
- 9 course credits: 20 pages minimum
- 12 course credits: 25 pages minimum

CHEATING AND PLAGIARISM

Journal entries and internship papers should be written in your own words based on your actual experiences. If you include any information from outside sources (such as employee handbooks, websites, brochures or documents), you need to properly identify the source of that material.

Documentation of hours worked should be maintained and provided.

Providing false or misleading information about hours worked or activities performed, or copying materials without giving appropriate credit to the source is a violation of the university's policy on cheating and plagiarism, and will result in disciplinary sanctions.

According to the Kent State University Policy Register, Section 3-01.8 (Administrative policy and procedures regarding student cheating and plagiarism), subsection (A):

Students enrolled in the university, at all its campuses, are to perform their academic work according to standards set by faculty members, departments, schools and colleges of the university; and cheating and plagiarism constitute fraudulent misrepresentation for which no credit can be given and for which appropriate sanctions are warranted and will be applied.

- *"Cheat" means intentionally to misrepresent the source, nature, or other conditions of academic work so as to accrue undeserved credit, or to cooperate with someone else in such misrepresentation.*
- *"Plagiarize" means to take and present as one's own a material portion of the ideas or words of another or to present as one's own an idea or work derived from an existing source without full and proper credit to the source of the ideas, words, or works.*

The above information is excerpted from the policy published online at:

<http://www.kent.edu/policyreg/administrative-policy-regarding-student-cheating-and-plagiarism>

Cheating and plagiarism are serious offenses, punishable by a variety of sanctions, up to and including dismissal from the university.

Appendix A: TOWNHALL II INTERNSHIPS

If you are doing an internship at TownHall II that includes taking the 80-hour, 10-week training for their Help Line/Emergency Services, you must also complete 200 hours of volunteer work with TownHall II's Help Line/Emergency Services. This is their requirement in exchange for providing the free training. This means that your internship must span two semesters, or one semester and one summer. Since the total hours required by TownHall II is 280, you would register for 6 credit hours of internship. In other words, you may count the training as part of your total internship hours in the field.

Keep in mind that you will not receive a grade other than an "In Progress" for any part of the internship unless and until you have completed both the training and the volunteer components.

Note: This only applies to internships that required the Help Line training.

Appendix B: SITE SUPERVISOR EVALUATION FORM

PACS 35092 - Internship in Peace and Conflict Studies

Please answer the following questions to evaluate the performance of _____, who is working at your organization/agency this semester. Your responses will be used in helping faculty to determine a letter grade for the student. Thank you for your participation.

1. What was the assigned function of the student in your organization/agency? What were the student's specific responsibilities?

2. (a) To what degree was the student successful in completing job assignments and contributing to the organization/agency?
(b) Did the student demonstrate any special skills or abilities that enhanced her/his contributions to the organization/agency?

3. (a) In what areas do you think this intern most needs to improve?

- (b) What are this intern's greatest strengths/skills?

4. The student was (check one) ____ always; ____ nearly always; ____ usually; ____ rarely; ____ never dependable regarding time and work commitments.

5. From the point of view of the organization/evaluator, the student's participation was (check one):
____ very worthwhile; ____ worthwhile; ____ neither helpful nor worthwhile; ____ not worthwhile.

6. If you were grading this student, how would you rate her/him (check one):

___ A ___ A- ___ B+ ___ B ___ B- ___ C+ ___ C ___ C- ___ D+ ___ D ___ F

(exceptional = A, A- very good = B+, B, B- satisfactory = C+, C, C- poor = D+, D totally unsatisfactory = F)

7. Other comments?

Signed:

Please Print Name:

Title:

Agency/Organization:

Agency/Org. Address:

Phone Number:

Date:

For internships during the 2024-2025 academic year, please email (preferred), mail or fax the completed form to:

Karen Cunningham
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