DSBA 6400: Internship

Credits, Days/Time, Location:
3 Graduate Credits
Pre-requisites: Enrolled in the DSBA PSM and completed a minimum of 21 credit hours
Course Days/Hours: Variable based upon internship mentor.
   Optional internship expectations near beginning of semester
   Required in-person final presentation session prior to finals week (4-5 hrs long)
   (adjustments to current COVID-19 meeting requirements may be announced)

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This syllabus contains the policies and expectations I have established for the Internship course. Please read the entire syllabus carefully before continuing in this course. These policies and expectations are intended to create a productive learning atmosphere for all students. Unless you are prepared to abide by these policies and expectations, you risk losing the opportunity to participate further in the course.

Description:
The Data Science and Business Analytics Internship is an opportunity for students to apply theories, ideas, principles, and skills learned in the classroom to a capstone project of problem solving in practice. Using the internship site as the “organizational laboratory,” students further develop skills for becoming Data Science and Business Analytics professionals. The internship experience is about understanding data science and business analytics needs and practices within an organizational context, including their culture, computing and management systems, operations, resources, products, services, markets, service areas, and specialty areas. The internship is about blending your skills together from all of your classes to produce and communicate an outcome and conclusion. It is not about any specific course or class you've taken or whether you've built the absolute best model. A specific individual at the selected organization, referred
to as the mentor, is expected to provide internship project supervision and act as a point of contact. The experience is obtained in organizations approved by the DSBA Program under the guidance of a UNC Charlotte faculty supervisor and a qualified mentor at the selected organization.

Course Competencies:
After successfully completing this course, students should be able to:

1. Identify the purpose and risks of solving a data analytics problem; strategies should incorporate perspectives of various stakeholders and be responsive to our increasingly diverse workforce and society.
2. Develop project tasks that are concrete and feasible to solve a data analytics problem.
3. Use appropriate data analytics tools, interpret the results, and defend their analysis.
4. Demonstrate effectiveness in organizing, synthesizing, and articulating ideas and information for various stakeholders in both written and oral communication.
5. Articulate and model professional and ethical behavior in the workplace.
6. Demonstrate effectiveness in working with others in the organization, and the ability to work effectively with personnel from diverse backgrounds.
7. Demonstrate effectiveness in working as part of a team, listening, and responding effectively to the ideas of others, and successfully use negation and conflict resolution skills.

Course Conduct and Professional Responsibility:
The internship serves as an extension of the teaching mission of the School of Data Science, by giving students work experience in the type of organization or research environment in which they will eventually pursue careers. While serving in graduate internships, students are representatives of the Program. As such, they will act with total professionalism at all times. Students participating in internships are required to meet the standards of and comply with the policies and procedures of their workplace, such as attire standards and work hours. While at work, students should ensure their level of effort and contribution to the work environment meet (and preferably exceed) sponsor expectations.

1. Internship Requirements:
   1. Fundamental Aspects – Internship objectives and activities must clearly address two fundamental aspects. These aspects must be demonstrated unequivocally in all setup, documentation, and reporting.
      a. Applied DSBA Techniques - First, there must clearly be a significant component of applying Data Science and/or Business Analytics techniques. This may involve design, implementation, or analysis, but it should represent some tangible advancement of data science and business analytics systems or outcomes for the organization. For example, data entry is certainly an essential part of analytics, and may be very important for an organization, but itself would not represent a significant component of analysis or data science experience on the part of the student. Whereas developing an underlying database from domain requirements analysis, user interface visualizations for others performing data entry, or developing novel predictive analysis and
reporting capability from historical outcomes using an existing data warehouse, would represent a significant DSBA development.

b. Domain Content Understanding - Second, the project must clearly involve learning about the application domain to develop **understanding of and direct relevance to the primary domain of expertise of the organization or unit.** For example, many data Extract, Transform and Load (ETL) activities may involve significant development work, but may focus only on limited knowledge about the pre-defined structure / types of data, rather than the semantics and relevance of the important domain concepts underlying that data. Whereas developing an internal web-based dashboard tool for analysis of business records would require an understanding of many of the domain concepts and how they interact, in order to realize such a system.

2. **Internship Proposal** - A short formal proposal describing the proposed internship context (organization, role) and activities (objectives, high-level tasks). This should be detailed enough for DSBA program staff to understand how the proposed internship activity will meet the fundamental aspects. The focus of the setup proposal is on a higher-level position description and what will be accomplished in the internship. The link to the internship proposal form may be found [here](#).

3. **Letter of Agreement** - A letter documenting participation of the organization in the internship program must be signed by the mentor or another responsible official from the organization where the student will be doing the internship. The mentor agreement letter will be sent to the mentors by the instructor or TA and must be provided directly to DSBA Program administration from the respective organization officials to verify approval.

4. **Internship Activity Plan** – Precise activities are typically defined at the start of an internship. A brief activity plan (2-3 pages containing specifics beyond the setup proposal) detailing objectives, expected tasks, and outcomes to be accomplished during the internship must be developed by the student in consultation with the mentor and participating organization. Within the first few weeks of the internship, each student needs to meet with the internship mentor and, using the syllabus as a guide, articulate more specific objectives and proposed tasks for the internship. The focus of the activity plan is on more specific work tasks and how internship activities will proceed (work packages, expected timeframes, etc.). Please review Canvas for the due date.

5. **Progress Reporting** - The student must submit regular progress reports/updates, as determined by the UNC Charlotte supervising faculty (typically every two weeks). Dates are in the Canvas site.

6. **Required Hours** - Students must complete a **minimum of 160 hours** internship experience with the selected organization during the semester of enrollment in the DSBA 6400 Internship course. Internship organizations may require more hours than the program minimum as part of a specific internship offering, and the student must meet that organizational obligation.

7. **Final Report** - The student must write a report (10 to 12 pages) detailing the internship experience; details about the report are described later in the syllabus.

8. **Final / Interim Presentation** - The student must present a final summary of internship experience at an Internship Reports session for program staff and students.
9. **Post-Internship Mentor Evaluation** - After the internship is complete, a representative of the participating organization, typically the mentor, will provide a post-internship evaluation of the student’s performance. This evaluation will be considered as a substantial input for the course grade.

10. **Post -Internship Student Evaluation** - After the internship is complete, the student will provide a post-internship evaluation of the experience.

11. **Final Grade** - UNC Charlotte supervising faculty will evaluate the student’s overall performance in the internship to assign the course grade.

**Evaluation and Grading:**
- Activity plan, progress reports, and peer evaluations, submitted in a timely fashion. 10%
- Final Presentation and Report: 90%
- 20% will be deducted per day assignment is late:
- 70% is necessary to receive a P (pass) grade.

**Important Deadlines:**
The following items need to be submitted to the DSBA program / UNC Charlotte supervising faculty according to the general schedule that follows. Specific deadlines may be set or amended by the supervising faculty and are generally available in Canvas. For internships that start before or after the normal semester start date, a written plan with revised due dates must be submitted by the student and approved by the supervising faculty.

- Internship Setup Proposal – **due prior to registration for the targeted semester**
- Signed Agreement with organization/mentor – **approximately two weeks after internship start date**
- Activity Plan, in collaboration with the mentor upon starting at the organization, **two weeks after internship start date**
- Progress reports/updates to UNC Charlotte supervising faculty, **every two weeks after Activity Plan submission**
- Internship Presentation, **as scheduled for presentation sessions; final presentation after internship is complete and before the end of the registered semester**
- Internship Final Report, **after internship is complete, before end of registered semester**
- Post-Internship Student Evaluation of Internship experience, **after internship is complete, before end of registered semester**
- Post-Internship Mentor Evaluation of Student, **after internship is complete, before end of registered semester**

**Role of Mentor:**
The mentor is a specific individual at the internship organization who provides internship project supervision and acts as a point of contact with the DSBA program. The mentor is expected to take on the following responsibilities to support the internship experience.

1. The mentor is responsible for the student’s activities and learning during the internship experience.
2. The mentor serves as a supervisor and advisor for the students to observe and advise the student routinely. The mentor is the primary judge of the impact of the work to their business.
3. The mentor may periodically consult with responsible faculty on the student’s progress.
4. The mentor completes a student evaluation form at the end of the internship experience.

**Role of Supervising Faculty:**
The supervising UNC Charlotte faculty member and teaching assistants are the liaisons between the student, mentor, and the DSBA Program. The supervising faculty member and teaching assistants may assist in the selection of participating organizations and maintain communication with the student and mentor throughout the internship experience. Supervising faculty members and teaching assistants are selected by the DSBA Program.

**Internship Evaluations and Report:**
At the end of internship semester, each organization/mentor and student will evaluate the experience using an evaluation rubric provided by the DSBA Program. These assessments must be received by program administration in order to receive a grade in this course. To demonstrate accomplishment of concrete objectives and assure accountability during the field experience, as well as providing measurable benefits to the organization, each student intern is required to develop a report. You have the freedom to write the report as your mentor would like to see it. However, please add commentary on your experience as outlined in the Appendix of the following potential outline of an acceptable report.

1. Title Page: Give your internship project a concise, professional, descriptive title. Include the title, the course number, the semester (e.g., Fall 2020), your name, and the names of your faculty advisor and your mentor.
2. Table of Contents
3. Executive Summary: your summary needs to concisely describe the internship experience, and the business impact, in less than 500 words, single-spaced.
4. Introduction
   - Business objectives of the internship experience
   - Statement of the business problem(s), clearly identifying both (a) the data science and/or business analytics aspects, and (b) relevance to the domain (i.e. retail, finance, energy, healthcare, etc.)
   - Review of relevant literature as appropriate
5. Methods
   - Methods to achieving each objective or barriers to achieving objectives
   - The role(s) of your internship mentor(s)
6. Results
   - This section should be organized according to the business objectives; indicate what objectives were achieved, and which ones were not achieved and why
7. Discussion and Conclusions
   - Describe the overall business impact.
   - Describe any new avenues of inquiry that the internship experience suggested you should pursue to be a more effective manager
8. Appendix
   - Describe how the internship experience integrated the student's course work in the DSBA Program. Note: This is an essential part of the report and will be an
important element taken into account in assessing the adequacy of the internship report

- Other areas you may want to include
  i. Describe the opportunities the internship afforded you to apply skills acquired in the classroom
  ii. Describe observations that enhanced your training in the DSBA program
  iii. Your general conclusions drawn from the internship experience
  iv. Discuss exposure to operational issues that you might want to more fully understand by taking courses in the future
  v. Describe the what kinds of socialization experiences were afforded by the internship opportunity e.g., helped to teach you about professionalism or how to behave in particular roles
  vi. Discuss what opportunities the internship provided to learn about the art of mentorship
  vii. Describe organizational or leadership theories used or not viewed as useful in the internship
  viii. Describe how the internship or your preparation for it might be improved

**Procedures for Approval to Take the Internship Course:**

An Internship must be approved by the DSBA program prior to enrollment, guided by the requirements articulated below. A permit to register for the internship course will be provided only after the following have been complied with:

1. Student has confirmed with program administration their intent to complete an internship at least a semester prior to the time the internship is to occur.
2. Student secures a suitable internship opportunity.
3. Student works with the organization to develop an internship setup proposal, which must be submitted and approved by program administration. The setup proposal must clearly address the fundamental technical and domain aspects. The proposal must be submitted to and approved by program administration well in advance of the semester during which the internship is to occur.
4. Receipt by program administration of a letter of agreement signed by the mentor or another responsible official from the organization where the student will be doing the internship. The mentor agreement letter must be provided directly to DSBA Program administration from the respective organization officials to verify approval.
5. If required by the internship organization, the student may need to provide evidence that they have had immunizations for DTP (diphtheria, tetanus, pertussis) or TD (tetanus, diphtheria), MMR (measles, mumps and rubella) and polio or poliomyelitis, submit results of a recent TB test, and provide evidence of at least starting the process for taking a Hepatitis B vaccination or submit a letter refusing to take the Hepatitis B vaccine series.
6. If required by the internship organization, a student must have a drug screen test and a criminal background check completed before an internship course permit can be issued. Please note that the student is responsible for keeping and maintaining records of their
drug screen test and background check and to have these available when requested by the agency. Additional requirements such as CPR training may also apply.

**Obtaining an Internship:**
We expect DSBA PSM students to explore internship options through opportunities provided through the program, including:

- Industry Professionals you have met through the program, such as guest speakers;
- Networking events such as the bi-annual DSBA Advisory board meetings;
- DSBA faculty affiliates and part time DSBA faculty members;
- Recent alumni, particularly DSBA PSM students who graduated in the previous year;
- Your classmates.

Networking effectively is an essential skill for all professionals. Using your own initiative will help you develop important skills and help you to obtain an internship that is a closer fit with your professional interests and succeed in your career. While the program may facilitate introductions to internship opportunities, it is the responsibility of the student to obtain an internship that will satisfy the requirements of this course.

**Course Policies**

**Syllabus Changes:**
The standards and requirements set forth in this syllabus may be modified at any time by the course instructor. Notice of such changes to this syllabus posted on the course Canvas website.

**Attendance:**
Students are required to attend the presentations sessions at the end of the semester. There may be one or more optional sessions throughout the semester where the students may ask clarifying questions or the faculty may provide additional guidance.

Students are required to work directly with their instructors regarding final presentation absences for medical appointments, military/court orders, and/or personal and family emergencies, such as a death in the immediate family, where a student is able to provide an instructor with appropriate supporting documentation of the absence. The final decision for approval of absences and missed work or make-up work is determined by the instructor. The Office of Student Assistance and Support Services (SASS) can provide notification to faculty of emergency situations, when a student is unable to do so and when the office has been made aware of such emergencies. In such situations, the SASS office may also be able to assist with verification of such emergencies, once a student is able to return to classes. The SASS office does not provide verification of absences for car trouble, weather issues, personal activities, work, weddings, vacations, or University-sponsored events. Absences related to such activities should be discussed directly with the faculty member.

Should a student need assistance from the SASS office in verifying an emergency situation, they can submit an online request form and attach supporting documentation. Please note that students are not required to go through the SASS office at any time regarding absence
verification, and the SASS office does not have the authority to excuse absences, allow for make-up work, or provide other academic accommodations.

In cases of absence due to pregnancy or parenting (pregnancy, childbirth, false pregnancy, termination of pregnancy, or recovery from any of these conditions), students should contact the Title IX Office to obtain absence verification by completing the form at http://bit.ly/332eaGd.

**Grade Discussions:**
The instructor will discuss grades only in person (and not via telephone or e-mail) and only with the student (not with parents, spouses, etc). If the University is operating in an online only basis, the faculty may allow discussions via video conferencing. Office hours are listed in the syllabus.

**Electronic Devices and Recording of class sessions:**
Students are not allowed to use any electronic devices other than computers for presentation during the class, unless otherwise instructed by the instructor.

This course may require you to use a webcam for your final presentations. Classes and assessments may be conducted using Zoom or other technology selected by your instructor which may use your computer’s webcam or other technologies to communicate, monitor, and/or record classes, class activities, and assessments. Assessments may also be conducted using proctoring software, which may listen to you, monitor your computer screen, view you and your surroundings, and record (including visual and audio recordings) all activity during the proctoring process. Please contact your instructor if you are unable to comply or have any questions or concerns.

For remote class participants, video backgrounds must be neutral, and cameras should be positioned in a manner that prevents the introduction of distracting objects, messages, symbols, or other people. Alternatively, students may choose to blur their background, utilize one of the default Zoom virtual backgrounds, or use one of the UNC Charlotte branded backgrounds. Students who do not abide by this policy will be removed from the Zoom session [and counted absent or receive a reduction in their participation grade] and will be referred for potential disciplinary action under the Code of Student Responsibility.

Class sessions will all be audio- and/or video-recorded for the purposes of student-participant reference and access by other students enrolled in the same course (including students enrolled in different class sections or break-out groups). Student consent to being recorded during class is a condition of class participation. If you do not consent to being recorded during class, you will need to deactivate your video camera, keep your mute button activated, and participate only via the chat feature, but please note that such actions may have a negative impact on any portion of your grade that is based on class participation. Students are not permitted to make their own recordings of class sessions or to share or distribute University recordings of class sessions. NOTE: Students with specific electronic recording accommodations authorized by the Office of Disability Services may record classes; however, the instructor must be notified.
of any such accommodation prior to recording. Any distribution of such recordings is prohibited.
Inclement Weather:
University Policy states the University is open unless the Chancellor announces that the University is closed. The inclement weather hotline number to call is 704-786-2877. **In the event of inclement weather, check your email and NinerAlerts.** The instructors generally only cancel class if the University is closed.

**COVID-19 Protection**

It is the current policy of UNC Charlotte that as a condition of on-campus enrollment, all students are required to engage in safe behaviors to avoid the spread of COVID-19 in the 49er community. Such behaviors specifically include the requirement that all students properly wear CDC-compliant face coverings in all indoor spaces on campus, including classrooms and labs, **regardless of vaccination status.** Failure to comply with this policy in the classroom or lab may result in dismissal from the current class session. If the student refuses to leave the classroom or lab after being dismissed, the student may be referred to the Office of Student Conduct and Academic Integrity for charges under the **Code of Student Responsibility.**

Students are expected to attend the final presentations for the duration of the session so long as it is safe to do so in accordance with university guidance regarding COVID-19. Failure to attend this session or arriving late may impact your ability to achieve course objectives which could affect your course grade. An absence, excused or unexcused, does not relieve a student of any course requirement. Attendance is a student’s obligation, as is a responsibility for all the work of class meetings, including tests and written tasks.

Students are encouraged to work directly with their instructors and/or mentors regarding their absence(s). For absences related to COVID-19, please adhere to the following:

- **Complete your Niner Health Check** each morning.
- **Do not come to class or go to your internship if you are sick.** Please protect your health and the health of others by staying home. Contact your healthcare provider if you believe you are ill.
- **If you are sick:** If you test positive or are evaluated by a healthcare provider for symptoms of COVID-19, indicate so on your Niner Health Check to alert the University. Submit a copy of your Niner Health Check notification email to your instructors. Upon learning that you have tested positive or have been diagnosed for symptoms of COVID-19, either from your reporting or from Student health Center testing or diagnosis, representatives from Emergency Management and/or the Student Health Center will follow up with you, and your instructors will be notified of the need for accommodations, as necessary.
- **If you have been exposed** to COVID-19 positive individuals and/or have been notified to self-quarantine due to exposure, indicate so on your Niner Health Check to alert the University. Representatives from Emergency Management and/or the Student Health Center will follow up with you as necessary. Submit a copy of your Niner Health Check notification email to your instructors. If you need any additional support verifying your absence after you have communicated with your professors, contact **Student Assistance and Support Services.**
To return to your internship and class after being absent due to a period of self-quarantine, students should submit a copy of their Niner Health Check clearance email to their instructor(s). Please work with your mentor and follow any guidelines for your internship location. To return to class after being absent due to a COVID-19 diagnosis, students should submit an online request form to Student Assistance and Support Services (SASS). Supporting documentation can be attached directly to the request form and should be from a student's health care provider or the Student Health Center, clearly indicating the dates of absences and the date the student is able to return to class. Instructors will be notified of such absences.

If you are absent from class and your internship as a result of a COVID-19 diagnosis or quarantine, as instructor I will do the following to help you continue to make progress in the course: If your absences result in your not being able to meet the 160 hrs contact requirement, please set up an appointment me and we will work through options. The final decision for approval of all absences and missed work is determined by the instructor.

**Code of Student Responsibility:**

“The UNC Charlotte Code of Student Responsibility (the Code) sets forth certain rights and responsibilities in matters of student discipline. The Code defines these responsibilities and guarantees you certain rights that ensure your protection from unjust imposition of disciplinary penalties. You should familiarize yourself with the provisions and procedures of the Code” (Introductory statement from the UNC Charlotte brochure about the Code of Student Responsibility). The entire document may be found here.

**Academic Integrity:**

All students are required to read and abide by the Code of Student Academic Integrity. Violations of the Code of Student Academic Integrity, including plagiarism, will result in disciplinary action as provided in the Code. Definitions and examples of plagiarism are set forth in the Code. The Code is available from the Dean of Students Office or online.

*Faculty may ask students to produce identification at examinations and may require students to demonstrate that graded assignments completed outside of class are their own work.*

Students should select unique subject areas for the Adapting Visualizations homework. If by chance more than one student chooses the same original visualization, modified visuals shall be unique enough for the grader to easily determine that the students worked independently. Please use care in selecting visuals to ensure uniqueness from other students. Students should also not select visuals from Data Storytelling sites or books where before and after visualizations are already provided. Instructor may ask student to reattempt homework if there is any perception of violation. If a second homework is perceived to be in violation, the student will receive a 0 for that homework.

**Special Needs:**

If you have a documented disability and require accommodation in this course, contact Disability Services, Fretwell 230, phone: 687 4355 voice/TDD) the first week of the semester. Information about available services may be found at Office of Disability Services.
Accommodations for learning will be arranged by that office and communicated to the Instructor. If you speak English as a second language, please inform the instructor.

**Diversity Statement:**
UNC Charlotte strives to create an academic climate in which the dignity of all individuals is respected and maintained. Therefore, we celebrate diversity that includes, but is not limited to ability/disability, age, culture, ethnicity, gender, language, race, religion, sexual orientation, and socio-economic status.

All students are required to abide by the Sexual Harassment Policy and the Standard for Responsible Use of Information Resources. Sexual harassment, as defined in the UNC Charlotte Sexual Harassment Policy, is prohibited, even when carried out through computers or other electronic communications systems, including course-based chat rooms or message boards.

**Religious Accommodation:**
It is the obligation of students to provide faculty with reasonable notice of the dates of religious observances on which they will be absent by submitting a Request for Religious Accommodation to their instructor prior to the census date for enrollment for a given semester. The census date for each semester (typically the tenth day of instruction) can be found in UNC Charlotte’s Academic Calendar.