Internships in the Digital Age: Maximizing the Experience through Online Learning

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TELL US ABOUT YOURSELF
Students Want to do Internships Abroad

Non-Credit Work, Internships, and Volunteering Abroad

<table>
<thead>
<tr>
<th>Year</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011/12</td>
<td></td>
</tr>
<tr>
<td>2012/13</td>
<td></td>
</tr>
<tr>
<td>2013/14</td>
<td></td>
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<tr>
<td>2014/15</td>
<td></td>
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<tr>
<td>2015/16</td>
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</tbody>
</table>

* Open Doors Report 2017
How might we support internship experiences that change lives?
How might we support internship experiences that change lives?

Kolb’s Experiential Learning Cycle

1. Sensing
   - Remembering
2. Abstract Conceptualization
   - Hypothesizing
3. Concrete Experience
   - Testing with Action
4. Active Experimentation
   - Reflective Observation
How might we support internship experiences that change lives?

Kolb’s Experiential Learning Cycle

- Active Experimentation
- Testing with Action
- Concrete Experience
- Sensing

- Abstract Conceptualization
- Hypothesizing
- Reflective Observation
- Remembering
How might we support internship experiences that change lives?

Kolb’s Experiential Learning Cycle

- Active Experimentation
- Testing with Action
- Concrete Experience
- Sensing

- Abstract Conceptualization
- Hypothesizing
- Reflective Observation
- Remembering
UC Berkeley

WHY?
- Student demand/ clear interest in internships in SF Bay Area
- Recognition/ academic credit
- 6-unit minimum for summer financial aid/ accessibility

HOW?
- 2007 launched face-to-face Summer Sessions internship course for SF Bay internships
UC Berkeley

TRANSITION TO ONLINE & INTERNATIONAL

• 2008 launched online course in response to student feedback; flexibility in schedules
• This allowed us to imagine internships abroad for academic credit
• 2010 launched London internship program
COURSE THEMES
Adaptive Leadership
Heifetz, Grashow, Linksy

Intercultural Competence
Intercultural Effectiveness Scale, Crosscultural context sharing

Problem Solving
Observe, Interpret, Evaluate (OIE); Problem, Action, Result

Global Professional
UGIS W158: Global Citizenship

- Encourages students to reflect on global citizenship & develops cultural awareness
- Helps students recognize, analyze & compare cultural differences and to apply their learning in an international workplace
- Provides students with space to examine the historical context surrounding questions of global citizenship

UGIS 157: Experiential Learning, Organization Context, Self-Reflection, and Professional Development

- Learning & self-reflection within organizational contexts, structures & cultures
- Supports students in building strong workplace experiences & to adapt to individual internships
- Builds students professional portfolios
STRUCTURE AND DELIVERY
STRUCTURE

CIEE

6 credits / 8 weeks

- Internship 200-240h
- On Site Activities 20h
- Online Course 70h

= Financial Aid Minimum (6-units)

UC Berkeley

3-unit face to face*
3-unit online

= Financial Aid Minimum (6-units)

* “Modern Czech Society and Culture”
* “Economics & Development in Indian Society”
* “History, Myth, and Memory in Irish Literature & Culture”
Module 8: Traditions and Customs

This module deals with the effects of globalization on cultural traditions and customs. Local traditions and customs have an interesting paradox: although they tend to be experienced by locals as a crucial element of their unique cultural identity, no tradition or custom developed in complete cultural isolation. In fact, foreign influences and intercultural contacts have always played an important role in the historical development of cultural traditions and customs. Yet these foreign influences are often forgotten, downplayed or bluntly denied by later generations, who tend to focus instead on the cultural uniqueness of the tradition and custom. Some people fear that due to globalization, cultures will increasingly resemble each other and cultural differences will disappear. Others, however, reject the assumption that globalization will lead to global homogenization. Due to globalization, (im)migration and recent changes in culturally shared norms and values, we also experience how certain traditions and customs have come under pressure.
Module 8

In this module we will discuss ways of "reframing leadership" that seek to challenge our prevailing assumptions about good leaders and deepen our understanding of what good leadership is. Some common barriers to successful organizational change will be discussed to prepare the way for more systematic and successful strategies of change.

Compiling professional portfolios is now common practice for entry-level job applicants and more seasoned professionals alike. We will review how you can compile materials that present you and your internship work in the best light.

Open Discussion Forum (Questions & Answers)

Activities

Module 8: Reframing Leadership and Action

Learning Objectives  Readings  Lectures  Discussions  Assignments

Reading Assignment

Textbook: Bolman & Deal: Chapters 17-18

Karen Brady (Birmingham City Football Club)  Growing Business
### Online Course Learning Activities

<table>
<thead>
<tr>
<th>Activity</th>
<th>CIEE</th>
<th>UC Berkeley</th>
</tr>
</thead>
<tbody>
<tr>
<td>Read web-based announcements and postings</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Watch and listen to each module’s Overview</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Watch and listen to each module’s Videos</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Read each modules required Readings</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Compose and post to each module’s Discussions</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Weekly individual reflection</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Complete each module’s Assignments</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Complete the Final Project</td>
<td>x</td>
<td>x</td>
</tr>
</tbody>
</table>

Some assignments require the use of multimedia capturing & submitted videos must be between 3-5 minutes.
STAFFING

CIEE

- Face-to-face co-curricular delivery - CIEE center staff
- Local housing, support and internship placement - CIEE/AIC staff
- Online course instruction - CIEE appoints and pays

UC Berkeley

- Face-to-face instruction - Berkeley appoints and hires - host/partner provided*
- Local housing, support and internship placement - host/partner provided*
- Online course instruction - Berkeley pays according to standard Summer Session formula: 1/9 salary

*With some exceptions
CIEE - Scalability and Growth
The Two - Entity Model
- Provides an economy of scale that allows flexibility in program numbers
- No minimum number of participants
- Students are in addition to an existing program
- Join faculty - led program for F2F component; students share experiences

The Three - Entity Model
- Support on 3 sides
- Serves to facilitate an intercultural and interdisciplinary learning experience
UC Berkeley

Growth! *Participants, Locations & Options*

- Expansion of program using new models, locations and partners
- 15 sites
- Development of a second online course option (more customizable)
- New 2018: Boston & Tokyo

![UC Berkeley Global Internship Participation Graph](image)
ASSESSMENT
### CIEE Course Assessment

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly Lecture Discussion</td>
<td>15%</td>
</tr>
<tr>
<td>Co-Curriculars</td>
<td>15%</td>
</tr>
<tr>
<td>Internship Participation</td>
<td>20%</td>
</tr>
<tr>
<td>Internship Work Plans</td>
<td>10%</td>
</tr>
<tr>
<td>Intercultural Effectiveness Scale</td>
<td>5%</td>
</tr>
<tr>
<td>Informational Interview</td>
<td>5%</td>
</tr>
<tr>
<td>Weekly Reflection Journal Entries</td>
<td>10%</td>
</tr>
<tr>
<td>Capstone Digital Story</td>
<td>20%</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>
# UC Berkeley

## UGIS 157: Experiential Learning, Organization Context, Self-Reflection, and Professional Development

- Online Postings & Responses: 10%
- 3 Frames Analyses of Workplace: 30%
- Career Interview Write-Up: 10%
- Professional Portfolio including Reflective Journal Entries: 15%
- Final Project: Public Presentation: 35% & Executive Summary

## UGIS W158: Global Citizenship

- Module Assignments (9): 45%
- Discussion Assignments (7): 14%
- Final Project: 41%
MANAGING STUDENT EXPECTATIONS
UC Berkeley

Working to set expectations pre-departure:
experience, education, skills, courses/assessment & “shopping around”

Working to set expectations on-site:
work culture, language, transportation

“I didn’t like my internship”
opportunity to learn, both personally and professionally

Focus on academic courses

Troubleshooting Student Issues:
- Social Pressures
- Time Management
- Mental Health
- Parental Involvement
- Cultural Adjustment
STUDENT PERSPECTIVES, EXPERIENCES
Connecting and Supporting Our Students

- Co-Curricular Excursions
- Internship Partner Site Visits
- Local Networking Events + Cultural Activities
Co-Curricular Excursions

● Develop student understanding of host culture and online course themes
● Provide us with an opportunity to check in personally with students
● Give students the chance to exchange ideas with one another
Founded in 1947, CIEE is the world leader in international education and exchange, delivering the highest quality programs that increase global understanding and intercultural knowledge. We provide participants with skills, competencies, and experiences that elevate their ability to contribute positively to our global community.
Internship Partner Site Visits

- Visit students on site at their internship partner locations
- Manage and maintain relationships with partner companies and organizations
Networking Events + Cultural Activities

- Expand professional networks
- Increase global career opportunities
- Improve communication skills
- Experience a variety of international work culture environments
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Council on International Educational Exchange
300 Fore Street
Portland, ME 04101
207-553-4000
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CIEE Global Internship Experience in Berlin

My Global Internship in Berlin - cieewebteam
I saw the Berkeley Global Internships program as a unique way to experience living in a different culture for an extended period of time while also gaining work experience in my technical field.

"It was one of the best experiences of my years here at Berkeley."

I choose the Global Internship Program since it combines both experience of study and internship.

I took a course about the history and society in Singapore. I took Japanese language course and a political economy course while in Japan.
DISCUSS/APPLY
WHAT YOU LEARNED
THANK YOU!

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THE WORLD IS OUR CLASSROOM. JOIN US.
The goal of this project is a final reflection on how the ideas you acquired during your internship could serve to deal with the challenges of globalization and how they could make us better global citizens.

Synthesize findings on your institutional analyses and other personal reflections and group discussions, with key concepts/theories from the text, lectures, and supplemental readings. Develop a presentation or create a short video that will be accessible to other students (due in Module 9); and a written Executive Summary due in Module 10.
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Highlights

- Comprehensive & interdisciplinary internship program
- Courses keep students engaged after the summer and help them form connections
- Allows for cross-cultural & simultaneous learning across time zones & placements
- Convenience! Easier for students to attend and stay engaged during placements
- Expand course options & flexibility available to students
UC Berkeley

**Income**
- Tuition: 6-units per student
- Program fee: student housing, local support & internship placement

**Expenses**
- Berkeley appoints and hires the F2F instructor abroad*
- Student housing, local support & internship placement*
- Online course instructor is paid according to standard Summer Session formula: 1/9 salary

*Usually provided by host/partner institution