

Property of Boston University Study Abroad Geneva

E-Portfolio: Spring 2018

Welcome to the Boston University Geneva Internship Program e-portfolio template

What is an e-portfolio?

This is the collection of assignments which will be assessed to establish the grade for the internship, which carries 4 academic credits.

It is intended to be a tool for understanding the internship experience, not simply a record of it, and you should reflect in some depth on what you have learned, and how.

The portfolio is designed to promote and assess your acquisition of BU's Learning Objectives for this course, as follows:

1. Gain an understanding of workplace dynamics, professional expectations, and the influence of culture on both.
2. Build proficiency in a range of business or industry skills appropriate to the field of the internship placement, including professional and inter-cultural communication through written, verbal, and non-verbal means.
3. Refine and clarify professional and career goals through critical analysis of the internship experience or research project.

How does it work?

There are 15 assignments, covering the entire process of taking an internship, from pre-preparation and expectations to afterthoughts. Some are due in at a specific time (assignments 4-11 are due each Sunday at 10pm.), others you can submit whenever you feel ready (you can find details on deadlines under respective assignments). For the 4 reflective questions, we suggest that you start to think about them from the start of the internship, but hold off on the writing until the midpoint, when you'll have more material to reflect on. You are obliged to submit the first reflective question at the end of the internship week 5 on Sunday night 10 pm. Once you have received feedback please take it into consideration and you may continue with the remaining questions.

It's best not to leave them all to the end as they are likely to be more rushed. We suggest doing one per week, starting week 5 onwards.

They will be date-stamped, and you will lose 1% for failing to submit them on time and a second 1% for poor presentation. Your entries must be proof-read for spelling, grammar and punctuation. You should ensure your weekly assignments are complete and you pay attention to your writing style (Summaries in bullet points are not permitted). Answers to each respective question should not be shorter than 1 paragraph (approx. 100 words). You should expect to spend anywhere from one to four hours each week working on the assignments. The grading process is cumulative. After the third assignment, you may not resubmit or correct a section once it has been graded. However, you can and should get feedback to improve with the following submission.

How is it graded and how do I get feedback?

Dr. Joanne Jankowski is the faculty member responsible for grading the portfolios. Each assignment will be graded within a week and it is your responsibility to look at the grade and comments prior to starting the next week's submission.

You will find your grades and any comments within the Digication course called: **Boston University Geneva Internship Program: Spring 2018**. From the course dashboard, select the assignment list and you will see that each assignment is setup with 2 steps: Step 1 shows evidence that a screen shot of the e-portfolio was submitted. Step 2: Marking. Here you will see your mark as well as the instructor's comments.

Any questions should be sent to Dr. Jankowski by email (jjanne@bu.edu): you can expect a reply within 2 working days.

Mechanics

You can access your BU Digication home page via the BU Blackboard learn site or directly via this link: <https://bu.digication.com>. You need your BU ID and Kerberos password to access it.

You will enroll into the **Boston University Geneva Internship Program: Spring 2018 course and from the course you will use a template we have created to make your own e-portfolio. Your e-portfolio will have information and instructions for each assignment visible when you open the assignment.**

The first assignment is designed partly to make sure that you are all able to use the e-portfolio easily, and so it only carries 2 points.

If you wish, you may use audio or video files for some parts of this portfolio – you will find all the information you need on 'How to Assemble a Digication portfolio, <http://www.bu.edu/eportfolio/howto/>. You may also use clickable links, for example to the website of your organization. You are encouraged to include pictures whenever relevant as this will help to make it livelier.

Before submitting an assignment you will need to make sure that all of your work has been saved and published, double-check anything you have uploaded to make sure it is operational.

If you need technical assistance, please contact either Alexandra Garcia or Mathew Wallington. Out of hours, you may be able to use the BUSA IT service (bu@service-now.com) – see our FAQ's

How do I answer the questions?

In the portfolio template, you will see questions contained in a module with a blank module provided directly below for your responses. We call these questions 'prompts' – they are intended as a basis for reflection. If there is a prompt that you feel you've already answered, then just say so, and either expand your other responses or write instead on some subject you feel to be more relevant and useful. **Make sure you let Dr. Jankowski know that this is what you are doing.**

In any week, you can either spend all your time on 'What did you do this week, and what did you learn from it', or you can take one of the Reflective Questions to answer instead of the weekly prompts.

In all cases, if there is a section you can't answer, say so and explain why – don't just leave it out.

Structure your answers in such a way that they may stand alone. No bullet-points. Remove the prompts, use full sentences, and provide any necessary background to what you are saying. The answers can be short or long, but they must be thoughtful and show progression from week to week (an entry under 300 words is unlikely to be sufficient). In general, each prompt should require at least a paragraph.

All assignments will carry credit for correct presentation (on time, complete, and in the right module), and for written style (no errors of syntax or spelling). You can expect to lose marks, just as you would do with any other written assignment, if you do not get these basic aspects right.

Assignments are closed after the submission date. **The last day on which you may submit any materials is Sunday April 29 at 10 pm.** Work submitted after this deadline will not be graded.

Over the 2 months of the internship, in addition to the weekly entries, you should also choose **4** of the reflective questions, and answer them in between 200 and 400 words. You may choose any 4. **You are obliged to submit the first reflective question at the end of the internship week 5 on Sunday April 8th.** Once you have received feedback please take it into consideration and you may continue with the remaining questions.

It's best not to leave them all to the end as they are likely to be more rushed. We suggest doing one per week, starting week 5 onwards.

Each question is worth 4 points and if you wish to add your own, then submit the question a week in advance for approval.

You can also add one extra reflective question for potential extra credit.

Assignment 1: (submission by January 29, 10pm)

Presenting yourself

LO3 REFINING PROFESSIONAL GOALS

Introduce yourself (in the first person). You can do this with text and a picture (Use a good recent photograph of the kind you would have on a CV), or with a video. You should look professional; this isn't YouTube, though you'll be assessed on the quality of the content, not on the artistic aspects of your work.

Include your revised CV, using Leonella's templates and incorporating any changes she has suggested. What have you learned from this and why do you think European CV styles are done differently from those in the US?

Give updates. Has anything changed since you applied to the program (a vacation job, an award, a new interest, etc?)

If so, summarize the changes. If not, say there is nothing new to add.

What do you see as your strengths and weaknesses in terms of a Geneva internship?

What are your expectations for the internship?

Make sure that you think about this carefully as you will be going back to it later.

1% for timely submission

1% for tidy and professional presentation (no typos or spelling mistakes, any links working properly)

Assignment 2: *(This should be submitted within 3 days of the interview. Dr Jankowski will be notified by Leonella when your interview is, and will be expecting the submission accordingly.)*

Interview

LO 2 BUILDING PROFICIENCY IN SKILLS

Some of you will have been interviewed in the US, others will be interviewed once they have arrived in Geneva, while some of you may not be interviewed at all.

If you do have an interview, you must cover the following points:

Who interviewed you, for how long, in what context?

How did you prepare for the interview and how did you feel during it?

Was there anything unexpected about it, and how did it compare with other interviews you have had?

What do you think they should have asked you, but didn't?

What do you think you should have asked, but didn't?

If you did it again, is there anything you would change.

What do you think the interviewers learned about you?

What did you learn from the interview?

Why do employers interview candidates when they have already seen a CV and a cover letter?

Up to 10%

If you do not have an interview, then write a Sectoral Study instead.

SECTORAL STUDY

Define the field you will be interning in (human rights, international development, etc). Be as specific as you can with the terminology and give a definition. Describe the main actors in this realm and situate your organization in the global field. Your answer should be at least 180 words long.

Assignment 3: *(This should be submitted within 3 days of accepting an internship. Dr Jankowski will be notified by Leonella when this happens and will be expecting the submission accordingly. If you are having difficulty meeting this deadline because you only hear about your internship once you are on break, or just as you have to take an exam, then be in touch with Dr Jankowski at once to arrange an extension. If you do not do this you will be considered to be submitting late)*

Preparation for Placement

LO 3 REFINING PROFESSIONAL GOALS

How did you prepare for entry into the workplace?

Give a bibliography of preparatory reading: list everything you have consulted to prepare for the job, and say what you learned from it.

Summarize the mission of your organization

Summarize your project or post and say how it fits into the mission of the organization? (You may use your job description or TOR as a basis to answer this).

Review your expectations from your first entry and explain any changes now that you know where you will be working. What do you think will be easy for you, and what do you think will be difficult?

What are your three main aims for this internship?

1% for timely submission

1% for tidy and professional presentation

Up to 3% for full discussion of TOR, mission, and project

Up to 3% for summary of research (list of readings and summaries of what you have learned)

Do not forget the summaries, they are important.

Up to 3% for thoughtful discussion of aims and expectations. You will be coming back to this later.

Assignments 4 to 11

During the 8 weeks of the internship, you should submit an assignment by 10pm each Sunday evening.

Assignment 4: Week 1 of internship (submission by March 11, 10 pm)

Getting started

LO 1, Gain an understanding of workplace dynamics

Please put in a copy of your contract, TOR, or job-description, if you have one. If not, summarize any information concerning working conditions and tasks you were given prior to starting.
Give a short general description of where you are, and with whom you are working.

Describe who does what in your office. Some of your colleagues may not be physically present, make sure to include them.

What's the reporting structure, for you and for your supervisor? If you can draw an org chart, do so! (Up to 3%)

Summarize what has been required of you so far, and say which aspects of the placement you have found most challenging in the first week. Give your reasons. (Up to 3%)

How well-prepared do you feel for the internship? Is there anything you could have done to prepare better? (Up to 1%)

7% overall

Assignment 5: Week 2 of internship (submission by March 18, 10 pm)

Working styles

LO1 Gain an understanding of professional expectations, and the effect of culture on this

Answer any 4 of the following 6 questions (2 marks each)

1. What have you done this week, and what did you learn from it?
2. How do other people work in your office? What are their hours? Do they work from home, or from field operations? Are any of them based in other countries?
3. What have you learned about using time efficiently – yours, or that of others? How could you, or did you, improve your own efficiency?
4. What are your colleague's expectations of you? How do these line up with your own expectations for the internship?
 1. Pinpoint differences between your Geneva workplace and any other workplaces you have experienced. Are the differences that you notice due to institutional or local culture?
 2. Is there anything you would like to change about your working environment?

8% overall

Assignment 6: Week 3 of internship (submission by March 25, 10 pm)

Observing the workplace

LO 1, Gain an understanding of workplace dynamics and the effect of culture on this.

Answer any 4 of the following 6 questions (2 marks each)

- 1) Is there a hierarchy, formal or informal? Describe how people interact with their superiors and inferiors. (If you are not mainly in an office but at meetings, you can still answer this question!)
- 2) Whom do you work with most closely? Do you have colleagues whom you see rarely, or never, perhaps in another country? Does this alter how you feel about them? Give details.
- 3) Comment on how you manage these relationships and what you are learning about how you interact with other people in a workplace setting.
- 4) What you are learning about the environments in which you work best?
- 5) If you encountered any difficulties settling in, what steps did you take to deal with them?
- 6) Identify and discuss any friction you have observed in your professional environment - not necessarily your office, it could be at a meeting or conference. What was the effect on other members of the team? Were any attempts made to recognize or address this problem?

8% overall

Assignment 7: Week 4 of internship (submission by April 1, 10 pm)

Mid-term assessment

LO 3 Refine and clarify professional and career goals through critical analysis of the internship experience or research project.

This is the mid-point of the internship.

State the three main things you have learned at this point (up to 1%)

Place your weekly and monthly tasks in the context of the wider organization, and in the context of its mission. (Up to 3%)

Enumerate and discuss what you hope to achieve at work next month. Be as specific as possible. (Up to 1%)

Explain why you have chosen these goals and how you hope to achieve them. (Up to 2%)

7% overall

Assignment 8: Week 5 of internship (submission by April 8, 10 pm)

Workplace Interview

LO 3 Refine and clarify professional and career goals

Choose one person you have encountered in your working life here and interview him or her. It can be your supervisor, another colleague, a fellow intern, someone you met at a conference.

This should not take much more than 15 to 30 minutes. You should ask the following questions:

What exactly is it that you do?

How long have you been in this organization?

Where were you before that?

What brought you to Geneva?

What has your career path been?

Where do you think you will go next?

What are the advantages and disadvantages of your job?

What advice would you give to someone wishing to follow the same trajectory?

This list is mandatory but not exclusive; you will get up to 6 marks for it. You may submit it as an audio or video file if your supervisor is happy with this!

If you do not wish to do an interview, then select someone who is in a leadership role in the field you are working in and write a profile of her or him. The aim of the assignment is to help you to see the structure and potential pathways of the professional world in which you are engaged.

You should use at least two sources, and give them as references. (For this exercise, Wikipedia is acceptable as a source!)

For both options, at the end say in writing what you learned from this assignment and how it has changed or confirmed your feelings about what you want to do next. You get 2% for this part of the assignment, so don't leave it out.

8% overall

Assignment 9: Week 6 of internship (submission by April 15, 10 pm)

Workload and skills

LO 1 Build proficiency in a range of business or industry skills appropriate to the field of the internship placement, including professional and inter-cultural communication through written, verbal, and non-verbal means.

Answer any 3 of the following 5 questions (2 marks each)

- 1) What were the most important technical skills you brought to your internship?
- 2) Have you learned any new skills or improved those you already had? Give details.
- 3) Is the organization making the most of you? What else do you think you could usefully do?
- 4) Are you making the most of the job? What could improve it for you?
- 5) Have you, or could you, propose changes to your supervisor?

6% overall

Assignment 10: Week 7 of internship (submission by April 22, 10 pm)

The bigger picture

LO 3 Refine and clarify professional and career goals through critical analysis of the internship experience or research project.

Look back at the mission statement of your organization. There are other organizations with similar goals – choose 2 or 3, and say how yours compares. What role does it serve? (If you did a sectoral study, this may be helpful here) (Up to 4 %)

What have you learned about your organization in the last 7 weeks? Is the mission statement accurate, and how well is it reflected in the work you do? (Up to 2 %)

How does the mission of your organization fit into a global context? You should draw on your classes and any relevant information or knowledge to answer this question. (Up to 2 %)

Describe how you feel about the work done by your organization (up to 1 %)

9% overall

Assignment 11: Week 8 of internship (submission by April 29, 10 pm)

Lessons learned

LO 3 Refine and clarify professional and career goals through critical analysis of the internship experience or research project.

Expectations and achievements revisited.

Looking back at what you wrote in September, did you have a realistic idea of what the internship would be like?

Analyze what you expected to be hardest and easiest for you in the internship. Did you predict this correctly? For your next job, how will it be different? (Up to 2%)

Reconsider what you assessed to be your strengths and weaknesses. Rewrite this analysis to reflect any new skills you have acquired or any gaps you have been made aware of. (Up to 2 %)

Give three examples of ways in which your workplace experience confirmed or altered your professional, academic, or career goals. (Up to 2 %)

Identify the main lesson you learned from the internship and say how and why it is important to you. (Up to 2 %)

What is your next professional move?

Add an updated CV

8%

Assignments 12-15 Reflective questions.

For the 4 reflective questions, we suggest that you start to think about them from the start of the internship, but hold off on the writing until the midpoint, when you'll have more material to reflect on. **You are obliged to submit the first reflective question at the end of the internship week 5 on Sunday April 8th.** Once you have received feedback please take it into consideration and you may continue with the remaining questions.

It's best not to leave them all to the end as they are likely to be more rushed. We suggest doing one per week, starting week 5 onwards. **Submission deadline for all reflective questions is April 29, 10 pm.**

- 1) Describe a milestone reached by your organization during this period and analyze its significance.
- 2) Was there anything that surprised you about your workplace, or made you feel uncomfortable? Analyze the experience and say if you think you handled it in the best way possible.
- 3) Describe an event in the outside world which occurred while you were at the internship and what effect this had on your workplace (it can be anything from a football match to a natural disaster).
- 4) Give an analytical account of an instance when you encountered a topic in the workplace which you had previously discussed in class. What changed for you when you saw this issue outside an academic setting?
- 5) Have your career goals changed or been confirmed as a result of your internship?
- 6) Situate the work of your organization in relationship to one or more of the MDG's and say how you think it will evolve with the new SDG's.
- 7) In what way do you think the mission and the workplace culture of your organization would differ if it were based in the US?
- 8) Which skill do you think was most important at your internship and how will you build on this in the future?
- 9) If you were the CEO of your organization, what changes would you make?
- 10) Choose one subject you have discovered a passion for during your time in Geneva, either in the workplace or in class, and say how and why you plan to pursue it.
- 11) Interview another student on the program, using the template from Week 5.

E – Portfolio FAQs

Spring 2018

FAQs

It is 5 minutes before the deadline, and I cannot submit my work. What do I do?

Don't leave it to the last minute!

First of all, you need to make sure that you attend the orientation session and that you are enrolled into the course and have created an E-portfolio from the program template. You'll be given an orientation session for this and each student's E-portfolio will be checked by the staff.

There can be glitches though, so if you have any problems using Digication/E-portfolio, ask Alex or Matthew to help you – this has to be done during office hours. Out of CET office hours, you can contact BU IT services (bu@service-now.com) who will open a ticket for you and forward it to the E portfolio expert.

Secondly, if you are really stuck, don't panic. Just email your update (copy and paste from E-portfolio) to Dr. Jankowski (Jjoanne@bu.edu) who will be marking your work so that there's evidence you had it ready before the deadline, and then submit as an assignment once you've got some help. We'll compare the 2 versions to make sure they are identical.

Who will be marking my work?

Dr. Jankowski is the faculty member who will be assigning you credit. You will see her at orientation and can get in touch at any time by email if you wish to submit a draft, get advice, etc.

In addition Leonella and Carla have office hours during which you can see us to talk over any element of the internship and the academic work.

What do I do if my supervisor asks me to miss class to go to work?

Explain politely that this is not allowed under the terms of your student visa. You may not spend more than 50% of your time in the internship; the rest must be in class. Your supervisors should be aware of this, but sometimes they forget. If necessary, refer to Leonella!

What do I do if my supervisor asks me to travel for work?

Inform us at once. You need BUSA permission to do this and we will explain what you need to do for this.

Who do I go to if I have problems with my supervisor or colleagues?

Come and talk it over with Leonella, she will advise you on how to handle tricky situations.

What happens if my TOR doesn't correspond to what I am being asked to do?

Are you finding it useful and enjoyable? Are you learning about your field of study? If so, there probably isn't a problem! If on the other hand you are being required to perform tasks which are entirely clerical, or which are far too complicated for you to manage, then come straight to see Leonella for advice.

Why do I need to do all of these assignments when I am already working so hard at my internship?

Under Swiss law, you cannot work here, even without being paid, unless you are doing so as part of a degree, under academic supervision. As you will be receiving 4 BU credits for this, you're assessed on your academic work, not on your performance at the job. Compare it with your track class, which also carries 4 credits. You don't get the credit for simply turning up to class, or just doing the reading. You need to do the homework, and to do it well, in order to get a good mark.

Why is my supervisor not grading my performance, after all she knows better than anyone else what I have done here?

We don't give academic credit except for academic work, and it cannot be assessed by anyone who is not a member of faculty. Your supervisors are not employed by us, and their grading criteria would not be uniform or compatible with those used by BU. The professional experience is the basis for your academic work, but they are two separate elements of your internship. What you want from your supervisor is a reference which you can show to a future employer, not a grade out of 4.

I often have to work over weekends and late at night and my academic deadlines interfere with my projects at work, what should I do?

If your supervisor is making unreasonable demands, speak to Leonella. You should not normally have to work late at night or over weekends, though you may want to be flexible if there is a special event coming up as this could be valuable professional experience. However, your supervisor may need to be reminded that you are a student, not a full-time employee, and that your academic work has priority overall. Remember, you cannot skip classes during the week.

I want to travel and with the track class and the internship deadlines I don't have enough time to go to all the places I had planned to visit, how can I manage?

We advise you not to plan more than one weekend away during the internship period. Travel during the break week, or after program has ended. It's not worth shredding your GPA in order to spend 36 hours in Barcelona when you have a report due in on Monday and it carries 30% of your grade ... See below for the late penalties which will be applied.

What happens if I give work in late?

Assignments close automatically after the deadline passes. We will not remind you if you are missing an assignment, it is your job to check that you have submitted everything correctly. If you need to email an assignment because the submission window has closed, you will lose 1% initially, and then a further 1% for every 12 hours.

Keeping to deadlines, juggling commitments, and managing your time efficiently is a vital professional skill.

The only exceptions are if you are ill (you will need to produce a medical certificate) or have a serious emergency – see the Academic Conduct Code. Travel arrangements which go wrong (delayed flights, etc.) are not acceptable excuses.

Please note that extensions cannot be made retrospectively.

What happens to my e-portfolio once the program is over?

Once the whole portfolio has been graded and recorded by BU, it will be stored in the Digication library and you can adjust it as you wish. You may make it public or use it as part of a job application.

Help, I feel completely overwhelmed, what can I do?

We are human. Talk to us.

E-portfolio marksheet

Assignment 1. Presenting Yourself

Weekly grade x/2

Total grade x/2

Assignment 2. Interview/Sectoral Study

Weekly grade x/10

Total grade x/12

Assignment 3. Preparation for Placement

Weekly grade x/11

Total grade x/23

Assignment 4. Week 1 of Internship/Getting Started

Grade x/7

Total grade x/30

Assignment 5. Week 2 of Internship/Working Styles

Grade x/8

Total grade x/38

Assignment 6. Week 3 of Internship/Observing the Workplace

Grade x/8

Total grade x/46

Assignment 7. Week 4 of Internship/Mid-term Assessment

Grade x/7

Total grade x/53

Assignment 8. Week 5 of Internship/Workplace Interview

Grade x/8

Total grade x/61

Assignment 9. Week 6 of Internship/Workload and Skills

Grade x/6

Total grade x/67

Assignment 10. Week 7 of Internship/The Bigger Picture

Grade X/9

Total grade x/76

Assignment 11. Week 8 of Internship/Lessons Learned

Grade x/8

Total grade x/84

Assignments 12 -15 Reflective Questions

The marker will be looking for intelligent analysis and evidence that the student has observed the workplace thoughtfully and examined his or her own place in a critical manner.

Assignment 12. Reflective Question 1

Grade x/4

Total grade x/88

Assignment 13. Reflective Question 2

Grade x/4

Total grade x/92

Assignment 14. Reflective Question 3

Grade x/4

Total grade x/96

Assignment 15. Reflective Question 4

Grade x/4

Total grade x/100

Extra Credit: Reflective Question 5

One reflective question may be added as a bonus for a potential extra 4pts.

Grade x/4

Total grade x/104