CSIT 3185 - INTERNSHIP with PROVALUS Part I

INSTRUCTOR NAME & INTERNSHIP DIRECTOR:
Dr. Jeremy Becnel

EMAIL: becneljj@sfasu.edu
PHONE: 936-468-2508
OFFICE: STEM 312
DEPARTMENT: Computer Science
TERM LENGTH: August 28, 2023 – December 8, 2023
CREDIT HOURS: 3

INTERNSHIP LOCATION: STEM 411

INTERNSHIP SUPERVISOR: Mr. Trevor Vardeman (TrevorVardeman@provalus.com)

PREREQUISITES:  Student pursuing Computer Science, Computer Information Systems, Data Analytics, or Information Technology in the Department of Computer Science. Overall grade point average of 3.0 or higher. Senior standing. Four of the following courses must be completed to be considered for the internship and consent of the Internship Supervisor.

<table>
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<tr>
<th>Course</th>
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<tbody>
<tr>
<td>CSCI 2311 - Event-Driven Programming</td>
<td>CSCI 3341 - Principles of Operating Systems</td>
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<td>CSCI 2314 - Computer Organization and Architecture</td>
<td>CSCI 3342 - Algorithm Analysis</td>
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<td>CSIT 1300 - Introduction to Problem-Solving</td>
<td>CSCI 3362 - Data Analytics I</td>
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<td>CSCI 3101 - Contemporary Programming Language</td>
<td>CSIT 1300 - Introduction to Problem Solving</td>
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<td>CSCI 3302 - Data Structures</td>
<td>CSIT 2301 - Introduction to Information Technology</td>
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<td>CSCI 3321 - Client Server Web Programming</td>
<td>CSCI 3340 – Appl. Software in Microcomputers</td>
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<td>CSCI 3323 - Software Engineering</td>
<td>CSCI 3350 - Internet Technologies</td>
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<td>CSCI 3331 - Object-Oriented Programming Methods</td>
<td>CSCI 3351 - Internet Programming Concepts</td>
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<tr>
<td>CSCI 3333 - Discrete Structures</td>
<td>CSCI 3353 - System Administration</td>
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LIMITATIONS:  May be repeated for a total of three hours credit. No more than 3 hours of internship (CSIT 3185, CSCI 3185) may count toward CSCI/CSIT advanced hours in a bachelor’s degree in the Department of Computer Science.

CATALOG DESCRIPTION

Supervised on-the-job training in one or more facets of the field of information technology. May be repeated to a total of three hours credit. No more than 3 hours of internship (CSIT 3185, CSCI 3185) may count toward a bachelor’s degree in the Department of Computer Science. **Pass or Fail.**

PURPOSE OF COURSE

To encourage majors and minors to obtain employment, and therefore experience, in computing while working toward their college degree, thereby improving their learning experiences and capabilities for performing as computing professionals.

This internship is an opportunity to gain practical knowledge about how technology can be used in business as well as how to implement technology projects in practice. During the internship, you will
learn what challenges service managers and ServiceNow developers face and how you can deal with them. We will cover issues in the field of architecture, business processes, analysis, integration, data management and many others.

Unexpected twists, obstacles, unique opportunities, and creative space - ensured. Useful knowledge, support and inspiration will be provided by Provalus SME’s, who face similar problems daily in projects carried out for our clients.

If you also feel at ease in teamwork, and you feel butterflies in your stomach when you think about technological issues, there is a good chance that the Provalus Service Management & Development Internship will be an amazing adventure for you! All participants who succeed in the screening process will be offered a semester long internship.

COURSE CALENDAR

This is not a classroom course, but an experiential course in partnership with Provalus and the Department of Computer Science. Students will report for work on an average of 12 hours per week throughout the duration of internship.

EDUCATIONAL OBJECTIVES

Upon successful completion of the course, students should be able to:

1. Engage in supervised on-the-job training in one or more facets of the field of computer science.

2. Interact with full-time computing professionals at managerial, journeyman, and entry levels, in the employer's environment.

3. Establish a professional relationship with the employer that may lead to a full-time professional position.

4. Receive supervisor appraisal of performance that becomes a part of the official record of the internship course completion; a form for this purpose is provided to the employing supervisor.

5. At the end of the internship period, develop a written report describing the duties performed, learning experiences, hours worked, and suggestions for improving the handling of the course.

STUDENT RESPONSIBILITIES

1. Completion of the Internship Application. Notice of approval should be received from the Internship Director, within two weeks of your submission of the application. If approved, you will be provided permission and invited to enroll in the course.

2. Perform duties of position as required by Provalus:
   a. General Description: This internship is an opportunity to gain practical knowledge about how technology can be used in business as well as how to implement technology projects in practice. During the internship, you will learn what challenges service managers and ServiceNow developers face and how you can deal with them. We will cover issues in the
field of architecture, business processes, analysis, integration, data management and many others.

b. **Job Duties:**
   i. Perform tasks assigned by mentor and/or team lead related to service management/development.
   ii. Provide event management and incident triage/management for assigned service management environment.
   iii. Support teams on assigned service delivery/development projects.
   iv. Utilize knowledge of design, development, coding, and testing across various technology domains to satisfy Client requests.
   v. Complete assigned vendor/Client training within the specified amount of time.
   vi. Provide support to team members during development projects as necessary.
   vii. Be punctual and professional. Have fun!

3. Attend two CSIT/CSCI 3185 group meetings during the term length as announced by the internship director. Communication with enrolled students will be conducted through Microsoft Teams or through SFA email. Brightspace will not be used for the Internship.

4. Submission of weekly work log as directed by the Internship Supervisor.

5. A report describing the duties performed, learning experiences, total hours worked, and suggestions for improving the overall experience for future students will be submitted to the Internship Coordinator. This will be facilitated through a Microsoft Form.

6. A professional resume that documents the internship experience is to be delivered by November 1, 2023. The resume shall be given to both the Internship Supervisor and Coordinator for review.

7. Creation or update of your LinkedIn profile documenting the internship experience.

8. At the conclusion of the internship, obtain a supervisor appraisal of performance. A form for this purpose will be provided directly to your supervisor.

A **passing grade of P** will be earned for a student that completes all the above responsibilities. A student earning a passing grade **will qualify to earn a $1,000 scholarship** to be applied on their Spring 2023 tuition bill.

A grade of F will disqualify the student from further enrollment in the course.

**INTERNSHIP DIRECTOR (FACULTY MEMBER) RESPONSIBILITIES**

1. Counsel with students when necessary.

2. Meet with CSIT/CSCI 3185 students, as a group, two times throughout the duration of the internship. These meetings will be announced through Microsoft Teams Chat or email and occur in the weeks of September 30, 2023, and November 4, 2023.

3. Coordinate any additional activities with employer and students within the course.
4. Assign course grade, Pass or Fail, based on employer performance appraisal, work log reports, and student's final report.
CLASS INFORMATION AND POLICIES

Department of Computer Science, STEM 312, 468-2508

Drop Policy (Univ.):

The official university add/drop policy is located at http://www.sfasu.edu/policies/course-add-drop_6.10.pdf. If you have questions concerning registration, add/drop, or the withdrawal process, please refer to the Registrar’s website.

Special Accommodation Requests:

To obtain disability related accommodations, alternate formats and/or auxiliary aids, students with disabilities must contact the Office of Disability Services (ODS), Human Services Building, and Room 325, 468-3004 / 468-1004 (TDD) as early as possible in the semester. Once verified, ODS will notify the course instructor and outline the accommodation and/or auxiliary aids to be provided. Failure to request services promptly may delay your accommodations. For additional information, go to http://www.sfasu.edu/disabilityservices/.

Students with special accommodation requests have the responsibility to immediately initiate a meeting with the instructor to discuss how the special accommodations will be provided. Students who are aware of these special needs at the beginning of the semester must inform the instructor in person before the twelfth class day about any class activity, which will require special accommodations.

Academic Integrity (4.1)

The Code of Student Conduct and Academic Integrity outlines the prohibited conduct by any student enrolled in a course at SFA. It is the responsibility of all members of all faculty, staff, and students to adhere to and uphold this policy.

Articles IV, VI, and VII of the new Code of Student Conduct and Academic Integrity outline the violations and procedures concerning academic conduct, including cheating, plagiarism, collusion, and misrepresentation. Cheating includes, but is not limited to: (1) Copying from the test paper (or other assignment) of another student, (2) Possession and/or use during a test of materials that are not authorized by the person giving the test, (3) Using, obtaining, or attempting to obtain by any means the whole or any part of a non-administered test, test key, homework solution, or computer program, or using a test that has been administered in prior classes or semesters without permission of the Faculty member, (4) Substituting for another person, or permitting another person to substitute for one’s self, to take a test, (5) Falsifying research data, laboratory reports, and/or other records or academic work offered for credit, (6) Using any sort of unauthorized resources or technology in completion of educational activities.

Plagiarism is the appropriation of material that is attributable in whole or in part to another source or the use of one’s own previous work in another context without citing that it was used previously, without any indication of the original source, including words, ideas, illustrations, structure, computer code, and other expression or media, and presenting that material as one’s own academic work being offered for credit or in conjunction with a program course or degree requirements.

Collusion is the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any provision of the rules on academic dishonesty, including disclosing and/or distributing the contents of an exam.

Misrepresentation is providing false grades or résumés; providing false or misleading information in an effort to receive a postponement or an extension on a test, quiz, or other assignment for the purpose of obtaining an academic or financial benefit for oneself or another individual or to injure another student academically or financially.

Withheld Grades Semester Grades Policy (5.5)

Ordinarily, at the discretion of the instructor of record and with the approval of the academic chair/director, a grade of WH will be assigned only if the student cannot complete the coursework because of unavoidable circumstances. Students must complete the work within one calendar year from the end of the semester in which they receive a WH, or the grade automatically becomes an F.
If students register for the same course in future terms the WH will automatically become an F and will be counted as a repeated course to compute the grade point average. For additional information, go to https://www.sfasu.edu/policies/course-grades-5.5.pdf.

Students with Disabilities

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Student Wellness and Well-Being

SFA values students’ overall well-being, mental health and the role it plays in academic and overall student success. Students may experience stressors that can impact both their academic experience and their personal well-being. These may include academic pressure and challenges associated with relationships, emotional well-being, alcohol and other drugs, identities, finances, etc.

If you are experiencing concerns, seeking help, SFA provides a variety of resources to support students’ mental health and wellness. Many of these resources are free, and all of them are confidential.

On-campus Resources:

The Dean of Students Office (Rusk Building, 3rd floor lobby)
www.sfasu.edu/deanofstudents
936.468.7249
dos@sfasu.edu

SFA Human Services Counseling Clinic Human Services, Room 202
www.sfasu.edu/humanservices/139.asp
936.468.1041

The Health and Wellness Hub “The Hub”
Location: corner of E. College and Raguet St.

To support the health and well-being of every Lumberjack, the Health and Wellness Hub offers comprehensive services that treat the whole person – mind, body and spirit. Services include:

- Health Services
- Counseling Services
- Student Outreach and Support
- Food Pantry
- Wellness Coaching
- Alcohol and Other Drug Education

www.sfasu.edu/thehub
936.468.4008
thehub@sfasu.edu

Crisis Resources:

- Burke 24-hour crisis line: 1.800.392.8343
- National Suicide Crisis Prevention: 9-8-8
- Suicide Prevention Lifeline: 1.800.273.TALK (8255)
- johCrisis Text Line: Text HELLO to 741-741