



Internship Terms

Below are some important terms and definitions to use as a guide during your internship.

Regular attendance: Your presence at your internship site is one of your most important responsibilities. It demonstrates your reliability. Regular attendance means being at your internship site every week on your scheduled internship day. In case of an illness or an emergency that prevents you from being at your site, you **must** notify Dr. Gamber **and** your site supervisor. Call Dr. Gamber at 410-396-7607; ask your site supervisor what notification method he or she prefers.

Punctuality: Like attendance, punctuality shows your site that you are responsible, reliable, and dependable. Punctuality means arriving at your internship site on time every week (not early or late), taking and returning from breaks on time, **and** completing a full day at your internship site (which means leaving your site at the time agreed upon with your supervisor). Punctuality often requires careful planning of your transportation so that you can arrive on time, as well as notifying your supervisor if you are going to be late.

Maturity: Maturity describes your ability to accept criticism, handle challenges, and bounce back from setbacks. People who are mature know that no one is perfect, and they know that criticism is part of being in the workplace. They accept constructive criticism and strive to improve their work. They rise to challenges and know how to ask for help. They come up with ways to re-group after something doesn't go as planned. Mature people avoid verbal or physical outbursts, complaining, pouting, and gossiping.

Proper business etiquette: Maintaining proper business etiquette starts with understanding that the informal behaviors and forms of address used with family and friends are not usually appropriate in the workplace. Proper business etiquette involves dressing appropriately (see below); addressing everyone you meet as "Mr." or "Ms."; answering phones or greeting office visitors or customers clearly and politely; and behaving professionally at all times in the workplace (e.g., not putting your feet up on your desk, not taking off your shoes, putting away your cell phone and headphones, etc.).

Appropriate dress: Dressing appropriately is an important indication of your maturity and your readiness to enter the workplace. As an intern, you represent yourself, your school, and your internship site. Proper dress and personal care are crucial to representing all of those elements well; improper dress and poor hygiene invite negative judgments. Interns should wear either their ACCE uniform or clothing that fits within the dress code of their sites. In general, appropriate dress will mean slacks or a skirt with a shirt and tie or blouse. Appropriate dress does **not** mean jeans, ripped or torn clothing, tight or revealing clothing, large or noisy jewelry, or extreme makeup and hairstyles (mohawks, pink dye, etc.).