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Accessing the Internship Coordinator Queue

Once a student has completed the Internship Registration and Management System (IRAMS) student application, the primary internship coordinator will receive an e-mail notifying them that an application has been added to the Internship Application Queue; the email contains a link to access the Internship Application Queue.

Coordinators may access their IRAMS Internship Application Queue by a variety of methods listed below.

- Click on the link in the notification email sent once a student has submitted an IRAMS internship application.
- Open the intern.byu.edu homepage, scroll down, and click on the Internship Coordinator Queue link.
- Open intern.byu.edu, click the coordinators icon or click ‘Coordinators in the navigation bar. Select the icon for ‘Your Internship Queue’.
- Go to any Quick URL text box in BYU’s system and type ‘Intern02.’
Approver Roles

Depending on the process in the department a variety of roles are available for users in the IRAMS system. A person is able to fulfill multiple roles for different courses and each course may have multiple roles assigned, excluding the primary designation. These roles are explained below:

• **Primary Internship Coordinator**: The primary internship coordinator is the main person responsible for the accuracy of the information in the student’s application as well as approving or denying a student’s application. Every internship course must have a primary internship coordinator assigned.

• **Alternate Internship Coordinator**: An alternate internship coordinator will have the same rights as the primary internship coordinator but will not receive the notification emails.

• **Second Approver**: The second (2\(^{nd}\)) approver is an option if the department would like two individuals to review, edit, and approve or deny applications. A student’s application will first be sent to the primary coordinator for approval. The 2\(^{nd}\) approver will have an internship application queue similar to the primary coordinator’s queue, and the 2\(^{nd}\) approver will receive a notification email when an application has been approved by the primary coordinator.

• **Viewer**: A viewer is able to view the information in a student’s application and the Internship Application Queue but cannot make changes, edits, approve, or deny any application. Essentially, viewer is an option if you would like someone to have the rights to only view applications.
Explaining the Internship Application Queue

The Internship Application Queue is designated as the Home Page for coordinators, second approvers, and viewers. Clicking on Home in the navigation bar will always bring a coordinator, second approver, and viewer back to this page.

Submitted Applications section

The Submitted Applications section of the queue will automatically populate with applications that have been submitted but not approved. If an application is not in the queue and should be, please try clicking the refresh icon (-sync) for the queue. Please note that the headers in the Submitted Applications section of the Internship Application Queue allow coordinators to organize the queue according to the information under that particular header. For example clicking on the Term/Year header will organize all the applications in the queue according to the semester and/or term that the application was submitted. An explanation of the information in each column is below.

- **Student**: Organized alphabetically by last name. Clicking on the link will pull up the student’s application information for that semester/term.

- **Role**: Designates the user’s role for that particular course. An explanation of those designations is below:
  - **P** = Primary Internship Coordinator
  - **A** = Alternate Internship Coordinator
  - **S** = Second Approver
  - **V** = Viewer

- **Course**: Details course information including teaching area, course, and
**IRAMS Instructions for Department Internship Coordinators**

- **Internship Provider**: Lists the name of the Internship Provider as submitted by the student in their internship application.

- **IMA Provider**: Shows the name on the Internship Master Agreement (IMA). It is blank until the IMA is linked to the student's application.

- **IMA Type**: Lists the Internship Master Agreement (IMA) type, which can be Standard, Limited, or blank, if no agreement has been linked yet.
  - **Standard**: The Internship Provider has signed BYU's basic IMA and the IMA will cover all students from all departments.
  - **Limited**: The Internship Provider signed an agreement with BYU that has various limitations, which may include specifications for students from specific departments, documentation that the Academic Internship Office will keep with the application, and others. Clicking on the link will open the Student Obligation Documents page. The colors are explained below:
    - **Limited** (green) = All of the student obligations have been satisfied.
    - **Limited** (yellow) = Some of the student obligations have been satisfied.
    - **Limited** (red) = None of the student obligations have been satisfied.

- **Notes**: Indicates if there are any notes associated with the student's application. A blank icon (☐) signifies there are no confidential notes written. A filled-in icon (✓) signifies that there are confidential notes with that application. The notes can be viewed by clicking on the icon or by opening the student's application. Clicking the comment icons (☐ or ✓) in the Internship Application Queue will bring up the Application Notes Pop-Up window. Typing in the text box and then clicking the Add Note button will add that confidential note to the student's application. Once a note is added, the comment icon will be filled in (✓) and linked to that specific application.

- **Term/Year**: Shows the semester or term of the application.

### Approved Applications section

All of the approved internship applications for a particular semester or term are visible in this section of the internship coordinator's queue. Select the Semester or Term to navigate to different terms and semesters.

### Denied Applications section

All of the denied internship applications for a particular semester or term are visible in this section of the internship coordinator's queue. Select the Semester or Term to navigate to different terms and semesters.
Viewing Previous Approved or Denied Applications

In a coordinator’s queue Approved and Denied Applications are shown according to the semester or term. Spring-Summer semester length courses are shown in the Spring Term.

1. In the Approved Applications or Denied Applications sections of the internship coordinator’s queue click the magnifying glass icon after the Select Semester or Term.

2. The Look Up Select Semester or Term window will pop up. Click on the link to the semester or term.

3. The selected semester or term’s approved or denied applications will now be visible in that section of the queue. The selected semester or term will remain in place until the coordinator changes or removes it.

Customizing the Sort Order of a Section

If a coordinator would like to change the sort order of any section, the coordinator merely needs to click on the header of the column and that section of the application will be reorganized. To permanently modify the standard sort order section, please follow the instructions below. The sort order can be modified on any page for any queue or list that has the “Personalize” link. A coordinator must complete these steps for each queue, list, or section where custom sort order is desired.

1. Click the Personalize link at the top right of the queue. The Personalize Column and Sort Order window will pop up.

2. Select the desired columns in the Column Order on the left side of the pop up window and use the icon to send them to the Sort Order on the right side of the window.

3. Manipulate the sort order by selecting the desired column and clicking the Move Up and Move Down arrows.

4. Each column will automatically sort Ascending (A to Z). Click the Descending check-box to have a column sort descending (Z to A).

5. Delete a column from the custom sort order by selecting it and then clicking the Remove from Sort (x) icon.

6. Click OK to save the customized sort options. The customized sort order will remain in place until the user changes or removes it.
**Viewing a Student’s Academic Record**

Coordinators can verify a student’s past and future enrollment by checking the AIM Record Summary Page.

On the student’s Internship Application Home page, click on the Student’s Academic Record link in the Personal Information section of the page. The Record Summary page from AIM will open in a new tab.

**Explaining a 2\textsuperscript{nd} Approver’s Application Queue**

The 2\textsuperscript{nd} approver’s internship application queue has all the same basic elements as a primary coordinator’s internship application queue except for in the role column of the submitted application section.

The yellow (S) signifies that an application has been submitted to the internship coordinator. The 2\textsuperscript{nd} Approver will not be able to approve or deny the application until after the internship coordinator has approved the application.

The green (S) signifies that an application has been approved by an internship coordinator and is awaiting the 2\textsuperscript{nd} Approver’s review and approval.

Clicking on the Role header will sort the column into the applications pending the internship coordinator’s approval (yellow S) and applications awaiting review and approval by the 2\textsuperscript{nd} Approver (green S).
Accessing the Internship Application Home Page

Coordinators may access a student's home page in three ways. First, from the Student's Internship Application for a specific semester or term click on the home (🏠) icon at the bottom of the page. The selected student's Internship Application Home Page will appear.

Second, from the Student's Internship Application for a specific semester or term click on Application under the Student tab in the navigation bar. Search for a student using the student's Empl ID or BYU ID (e.g., 000000000), Net-ID (e.g., theduke), or Name (e.g., Marion Robert Morrison). The Search Results will appear below the Search button. Open a student's home page by clicking on the link of the student's Empl ID, Net-ID, or Name. The Internship Application Home Page will open in that window.

Third, coordinators may access a student's internship application home page by going to any Quick URL text box in BYU's system and typing Intern08. Search for a student using the student's Empl ID or BYU ID (e.g., 000000000), Net-ID (e.g., theduke), or Name (e.g., Marion Robert Morrison). The Search Results will appear below the Search button. Open a student's home page by clicking on the link of the student's Empl ID, Net-ID, or Name. The Internship Application Home Page will open in that window.

**Internship Application Home Page**

Personal Information

Name: Morrison, Marion Robert
NetID: theduke
Major: Theater and Film
Citizenship: United States

If your personal information shown here has changed, please update it on MyBYU.

DOR: 26 May 1967
BYU ID: 00000000
Email: johnwayne@byu.edu
View Student's Academic Record

Relevant Information

Student Requirements
International Internships
International Student Requirements
Full-time Internship Scholarship Credit Load
Internship Policy

Application

<table>
<thead>
<tr>
<th>Semester/Term</th>
<th>Internship Provider(s)</th>
<th>Class</th>
<th>Department Internship Coordinator</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fall Semester 2018</td>
<td>Pinde Rock, Inc.</td>
<td>EXSC 399R 001 S</td>
<td>Margaret Frances Shibla</td>
<td>(801) 422-2670 Submitted 106 SPH</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Exercise &amp; Wellness Internship</td>
<td><a href="mailto:maggie_shiba@sastg.byu.edu">maggie_shiba@sastg.byu.edu</a></td>
<td></td>
</tr>
<tr>
<td>Fall Semester 2015</td>
<td>Thimble Theater</td>
<td>STDEV 199R 002 S</td>
<td>James R Burton</td>
<td>(801) 422-2680 Submitted 2529 WSC</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Academic Internship</td>
<td>james <a href="mailto:Burton@sastg.byu.edu">Burton@sastg.byu.edu</a></td>
<td></td>
</tr>
</tbody>
</table>

**Student Obligation Documents**

If you are completing an internship with an Internship Provider that has a limited Internship Master Agreement, you must complete and submit to the Internship Office evidence that the student obligations for that Internship Provider have been met prior to the Internship Office approving your application. Once the internship coordinator has approved an application you will be informed of any student obligation requirements via email. At any time during the internship application process you have the capability of uploading a pdf of documents such as drug screens, background checks, immunizations, etc. to your internship application on the Student Obligation Documents page. Once you have uploaded to your application evidence of meeting the student obligations, the Internship Office will approve your application.
Viewing the Internship Application Home page

Personal Information section

This section of the home page displays the student’s picture, name, NetID, BYU ID, date of birth, major, email, citizenship, and a link to the student’s academic record. If a student’s personal information displayed in this section of the application has changed, the student will need to update their information on MyBYU. Clicking on the email link will open a draft email in Outlook. Clicking on the Student’s Academic Record link will open the Record Summary page from AIM.

Relevant Information section

The relevant information section displays information regarding general student requirements, international internships, international student requirements, full-time internship scholarship credit load, and the general internship policy. The links in this section will expand with the following information:

Student Requirements

- Students must be a day continuing student for the selected semester or term in order to register for an internship.
- Students whose internship residential contact information changes during a semester or term must return to the application for that term and update it.

International Internships

- Students whose experience involves international travel (outside of the 50 United States) do not need to complete this IRAMS student application, but instead must complete requirements for International Study Programs at the David M. Kennedy Center for International Studies.

International Student Requirements

- Students who are not U.S. citizens must also receive clearance from the International Services Office.

Full-time Internship Scholarship Credit Load

- Students enrolled in a full-time 12-credit internship course who want to reduce their scholarship requirement—provided they are not participating in an international internship through the Kennedy Center—should email the Scholarship Office directly at scholarships@byu.edu to have their minimum credit load requirement changed from 14 credits to 12 credits for Fall/Winter semesters. The email should include the following: the semester of the internship course enrollment, the internship class, the number of credits and how the internship relates to the student’s major.

Internship Policy

- Click here to access the Internship Policy. A PDF link to the current Internship Policy will open in a new window.
IRAMS Instructions for Department Internship Coordinators

Applications section

The applications section displays an overview of a student's internship applications. Sort the applications by clicking any of the column headers. Each of the columns is explained below:

- **Semester/Term:** For more detail regarding a particular internship's status or application, open the application by clicking on the link for the appropriate semester/term.

- **Internship Provider:** The name of the internship provider (as stipulated by the student in the internship application) will display in this column.

- **Class:** The class selected on the internship application, including the department, course number, section number, semester/term type, and title/description. A separate internship application is required for each class.

- **Department Internship Coordinator:** The contact information for the internship coordinator for that specific class. If the information showing in this section is incorrect, please verify that the information is correct in MyBYU.

- **Status:** A quick review of the status of an application is shown here. View the Application Process and Status section of the internship application for more detail regarding the status of the internship application.

- **Delete:** The trash icon (Trash) in this section gives coordinators the ability to delete an student's application. A deleted application is non-recoverable.

<table>
<thead>
<tr>
<th>Application</th>
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<th>Department Internship Coordinator</th>
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<td>James R Burton</td>
<td>(801) 422-2680 Submitted</td>
</tr>
</tbody>
</table>

Student Obligation Documents section

If a student is completing an internship with an Internship Provider that has a limited Internship Master Agreement, students must complete and submit to the Academic Internship Office evidence that the student obligations for that Internship Provider have been met prior to the Academic Internship Office approving the student's application.

Once an internship coordinator has approved an application, students are informed of any student obligation requirements via email. At any time during the internship application process students and coordinators have the capability of uploading a PDF of documents, such as drug screens, background checks, immunizations, etc., to your internship application on the Student Obligation Documents page. Once you have uploaded to your application evidence of meeting the student obligations, the Internship Office will approve your application.
For further information regarding student obligations and limited agreements please refer to “Interning with a Limited Internship Provider” on page 30.

**Evaluating a Student’s Application**

A coordinator may view a student’s application by first accessing the coordinator’s Internship Application Queue. Clicking on the student’s name in the Submitted Applications section of the queue will open the detailed information of the student’s application for that semester and term. Please note that the accuracy of the information entered in the internship application will directly affect the accuracy of any reports that are pulled from IRAMS.

Students are required to enter all of the Internship Residential Contact and Internship Provider Information before they are allowed to submit an application for a coordinator to review. As the coordinator you are able to edit this information.

Students are unable to edit any information after their application has been submitted. The Master Agreement field, legal contact, Application Approval, and Confidential Notes sections are only viewable to coordinators.

Students must complete an internship application for every semester or term they are enrolled in the course. If a student is continuing an internship across multiple semesters they can use the Copy from a Previous Internship functionality on the student’s home page.
Search for an agreement to link to the student’s application by clicking on the search icon here. The IMA database search page will pop-up.

Coordinators can set up three different messages to insert into approval email that is automatically sent to the student after an application is endorsed by the internship coordinator.

Confidential Notes are not seen by the student. They are for your records or for the Internship Office.

Delete an application by clicking on the trash icon.

Save changes to an application by clicking the save icon.

Access a student’s home page by clicking the home icon.
**Internship Residential Contact Information**

The residential contact information should reflect the address and other contact information during the time the student is involved in the internship.

**Internship Provider Information**

The add icon (.addButton) creates a additional internship provider for the application. If a student has multiple internship providers during the same semester or term or if a student adds an additional internship provider later in the semester or term, the coordinator can add that information to the application.

The delete icon (deleteButton) at the top of the internship provider information will delete all the internship provider information in that section.

**Master Agreement:** Every internship provider must agree to an Internship Master Agreement or an acceptable modification thereof. The Internship Master Agreement is designed to indemnify all parties involved in the internship process (Internship Provider, University, and student). The student’s application is linked to one of these agreements at the Master Agreement line. Reference “Linking an IMA to an Application” on page 19 for how to create that link.

**Legal Contact:** If there is a separate contact for the obtaining the Internship Master Agreement, coordinators can expand the legal contact section to enter the additional contact information.

**Internship Provider:** Name of the company or organization that is providing the internship opportunity. Verify that this information matches the Internship Master Agreement (IMA) linked to the student’s application.

**Address/City/State/Zip Code/Country:** The address information of the facility where the student will be participating in the internship opportunity.

**Start/End Dates:** Verify that the start and end dates entered are within the correct semester/term. The hours worked prior to the student’s official internship course enrollment will not be counted towards the students required work hours per credit enrolled. Students must fill out a separate application for multiple semesters or terms if the internship extends beyond the final day of the semester or term for which they are filling out the application.

**Total Approximate Hours:** The approximate number of hours that will be completed in the internship during the semester/term of the internship application.

**Contact Name/Email/Phone:** List the main person to communicate with regarding the internship. Generally this information should reflect the student’s supervisor at the internship.
IRAMS Instructions for Department Internship Coordinators

**Employment:** The employment questions provide detail regarding the employment type, status, and monetary compensation for the internship.

**Type:** A student is either an employee or a volunteer for the internship provider.

**Employee:** An employer-employee relationship exists between the student and the internship provider when the intern receives some form of monetary compensation.

**Volunteer:** The student is working in an unpaid capacity for the internship provider although some type of stipend may also be provided by the internship provider.

- **Status:** A student is either working part-time or full-time at an internship opportunity.
  - **Part-time:** Anything less than 30 hours a week.
  - **Full-time:** Anything more than 30+ hours a week.

- **Monetary Compensation:** Select the types of monetary compensation that apply including the accompanying amounts.

**Internship Description:** Students are required to provide at least a ten-word description of their internship for their internship coordinator. Expand this section by clicking and dragging the bottom right corner of the text box. This field has no character limit.

**Class Credit section**

**Internship Class:** If a student has selected the wrong class or section, the coordinator may select the correct internship course number and section, and hit the “submit” button.

**Credit Hour Limit:** Type in the number of credits that the student is enrolling. If the application is approved after the add/drop deadline the number typed here is the number of credits of internship will be added to the student’s schedule.

**BYU Faculty Mentor:** If the student is working with a professor who is not their department internship coordinator, the student will provide the name of the professor here.

If the student is enrolling in another BYU course—which is not another internship course—for this same internship they will select the Yes radio button. After selecting the Yes radio button the Course & Section # and Professor fields will automatically expand for the student.

**Application Approval section**

The Application Approval section is only visible to coordinators or 2nd Approvers. Once the coordinator has attached an Internship Master Agreement (IMA) and typed in the credit hour limit the student may receive, the coordinator will be able to approve the application by clicking on the green Approve button in the Application Approval section at the bottom of the student’s application. The Application Approval window will open. A student’s application can be denied without attaching an Internship Master Agreement.
Agreement (IMA) or typing the credit hours limit.

Once the coordinator has attached an Internship Master Agreement (IMA) and typed in the credit hour limit the student may receive, the coordinator will be able to approve the application by clicking on the green Approve button in the Application Approval section at the bottom of the student's application. The Application Approval pop up window will open. A student's application can be denied without attaching an Internship Master Agreement (IMA) or typing the credit hours limit.

The save icon (usahaan) will save any changes to the student's internship application. Students are able to save and return to an application by clicking the semester/term hyper-link on the homepage.

The home icon (usahaan) at the bottom of the application will open the student's Internship Application Home Page.

The delete icon (usahaan) will obliterate the entire internship application. The icon will not be available to students after the application is submitted.

**Application Approval Process and Status section**

This section is an overview of the general internship process and includes the contact information for the primary internship coordinator, second approver and the Academic Internship Office. It will be visible on the student’s application after the student has submitted an application. Additionally clicking on Student Obligations link will open the Student Obligation Documents page.

- A red exclamation point (usahaan) will be next to a name when an application is waiting for a decision from the coordinator or if the application has been denied.
- A green check (usahaan) will be next to a name once an application has been approved.

The status table will update as the student's application is approved, denied, or reverted with date, time, and person who made changes to the status.

**Setup | Custom Coordinator Notes**

Coordinators can set up three different custom coordinator notes to insert into approval email that is automatically sent to the student after an application is endorsed by the internship coordinator. These messages are specific to the course, section, and semester or term. Since the messages are specific to a course, section and semester or term, the custom coordinator note will have to be set up every semester or term. Once the custom coordinator note is set up for the semester or term it can be used for the remainder of that semester or term.
Confidential Note section

The Confidential Notes are viewable only by the coordinator, department approver, and the Academic Internship Office. Any information entered in this section is not communicated to the student. Notes written in the approval or denial windows to be included in the automatic emails to students are also listed in this section of the student’s application.

Explaining the IMA Database Search

Click the search icon (🔍) at the end of the Master Agreement line on the student’s application for a semester or term. The Internship Master Agreement Database Search for the student will pop up.

Click on the blue hyper links of the alphabet and numbers to bring up in the Internship Providers Search Results all the IMAs starting with that letter or number.

Clicking on 📈 will export all of the information within the Internship Provider Search Results into an Excel file.
Each section of the Internship Master Agreement Database Search is explained below.

**IMA Search Options**

Click on the blue hyper links of the alphabet and numbers to bring up in the Internship Providers Search Results all the Internship Master Agreements starting with that letter or number. All of the Internship Master Agreement search options can be used interchangeably to create a focused search for an Internship Master Agreement.

**Co-Org Name:** Type in the text field a keyword, partial or full name of an organization. Co-Org is used as the abbreviation form for company or organization.

**Address:** Type in the text field a keyword, partial or full address of an organization.

**City:** Type in the text field a partial or full name of a city.

**ZIP code:** Type in the ZIP code of a city.

**State:** Select a state from the drop-down list.

**Country:** Select a country from the drop-down list. (United States will be automatically selected if nothing else is specified.)

**Contact Name:** Type in the text field a keyword, partial or full name of an organization contact name.

**IMA Type:** Select an Internship Master Agreement (IMA) type from the drop-down list. The following options will be available:

- **Standard:** BYU’s basic IMA that covers all students from all departments.
- **Limited:** The Internship Provider signed an agreement with BYU that has various limitations which may include specifications for students from specific departments, documentation of immunizations, and others.
- **BYU Limited:** BYU Department exclusive agreements. Typical department specific agreements include Athletic Training, Nursing, Social Work, and others.
- **Exempt:** The Internship Provider refused to sign or revise an agreement with BYU or to provide any type of internship affiliation agreement.
- **Student Specific:** Internship Master Agreement (IMA)’s that are restricted to one specific student. These agreements cannot be linked to another student’s application.

**IMA Number:** Type in a Internship Master Agreement number.

**Academic Programs:** Click the edit icon to select from the list of academic programs in alphabetical order. This will initiate a list of internship master agreements that have been initiated or are limited to particular academic programs.

**IMA Start Date:** Select a date from the calendar or type (MM/DD/YYYY). To search a date range select or type a date after the first date in the second field.
IRAMS Instructions for Department Internship Coordinators

**IMA End Date:** Select a date from the calendar or type (MM/DD/YYYY). To search a date range select or type a date after the first date in the second field. Expired agreements will not show in the results.

**Search:** Once you have determined your search criteria, click the search button or hit enter to start the search. The results will be visible below in the Internship Provider Search Results section.

**Clear:** Click the clear button to remove all search information and results.

---

**Internship Provider Search Results**

Organize the Internship Provider Search Results by any of the column categories by clicking the header of the column.

- The information icon ( ), when clicked on, will open up the complete Internship Master Agreement information in the Internship Master Agreement detail window. This window may contain some information about the Internship Provider and the signed Internship Master Agreement (IMA) not included in the Internship Provider Search results including additional coverage details, a description, an initiating program, programs covered, contact information (contact name, phone fax, and email), and other information.

- The building icon ( ) signifies that this agreement covers all locations of the internship provider. If a student is interning at a different address than is listed on the Internship Master Agreement (IMA) an agreement that covers all locations will still encompass that student.

- Clicking the link in the Co-Org Name column will link that agreement to the student's application.

- The PDF icon ( ) will open a PDF of the Internship Master Agreement (IMA) in a new window.

- The type column will indicate Standard or Limited. Additional information regarding the programs covered by the agreement is shown in a hover window.
IRAMS Instructions for Department Internship Coordinators

When the coordinator mouses over the link, a standard agreement is valid for all students in all academic units. A limited Internship Master Agreement (IMA) is a customized internship agreement with unique obligations of students and departments. Additionally, a limited Internship Master Agreement (IMA) may be restricted to students within a certain department, for example nursing, athletic training, or social work.

- IMA Start and IMA End dates show the date range that the Internship Master Agreement (IMA) is valid.

- The numbers in the Interns column signify the following information: “All Past Interns/Current Semester Interns/Future Semester Interns”. The information collected in this section only reflects the number of students who have interned using that specific Internship Master Agreement (IMA) number starting in 2009 (when IRAMS was created). Coordinators will not be able to view the student-specific data (in accordance with FERPA laws).

Agreements Not on File Options

If you have conducted a search for an Internship Master Agreement (IMA)—and an agreement was not found in the search results—you may select one of the radio buttons in the Agreements Not on File Options section of the Internship Master Agreement Database Search.

BYU On-Campus Internship: Select this option if the internship is with campus department, program, entity, or faculty.

Internship Coordinator: Select this option if the internship coordinator will initiate or direct the student to initiate getting an Internship Master Agreement (IMA) signed.

Exemption: Select this option if the Internship Provider will not sign or revise an agreement with BYU nor provide any type of internship affiliation agreement.

Internship Office: Select this option if you would like the Academic Internship Office to initiate getting the Internship Master Agreement (IMA) signed. The Academic Internship Office will then email the contact name listed on the student’s application.

Student Specific: Select this option if the agreement is restricted to an individual student. Please send the student to the Academic Internship Office (HBLL 5435) for a review of that individual agreement or email agreement to internship@byu.edu.
Linking an IMA to an Application

A coordinator must link an internship master agreement (IMA) to a student’s application. A coordinator is unable to approve an application until an IMA has been linked to a student’s application. If there is no agreement on file for the company or organization a coordinator may select one of the radio buttons from the Agreements Not On File Options section.

1. Click the search icon \( \mathbf{Q} \) at the end of the Master Agreement line on the student’s application for a semester or term. The Internship Master Agreement Database Search for the student will pop up with the company or organization name (as provided by the student in the application) in the Co-Org Name field.

2. Click the Search button. Please note that the Co-Org Name search must be very exact so it may be easier to search for a company or organization using a keyword instead of a complete company or organization name (e.g., searching for ‘Orange’ instead of ‘Orange Soda Company’). The search results will show in the Internship Provider Search Results section.

3. Verify that the company or organization listed is the one where the student will be interning. If the company or organization is not correct perform the search using different terms. All of the IMA search options (e.g., Co-Org Name, Address, City, State, Contact Name, IMA Number, IMA Start Date, and IMA End Date) can be used interchangeably to create a focused search for an Internship master agreement.

4. Click Co-Org Name to link the Internship master agreement to the student’s application. The window will close and the student’s internship application will list the selected Internship master agreement in the Master Agreement field.

* If there are no results for the search, select one of the radio buttons from the Agreements Not On File Options section. Refer to Agreements Not on File Options with any questions regarding the differences between the agreements not on file options.
IRAMS Instructions for Department Internship Coordinators

Creating a Legal Contact

Just above the contact name field on the right is the Legal Contact icon. A legal contact may be an attorney or other legal counsel who should be contacted regarding the Internship Master Agreement. Clicking the Legal Contact icon will expand that section to allow the coordinator to add the contact information for the legal contact including the name, email, address, and phone number. If the coordinator has specified that the Academic Internship Office should contact the internship provider regarding the Internship Master Agreement, the Academic Internship Office will contact that provider using the email address listed in the legal contact section. If no legal contact has been specified then the contact provided in the application will be used.

Typing the Credit Hour Limit

Type in the credit hour limit (0.5 – 12 credits) the student will be allowed to enroll in the internship course. The minimum number of internship hours for each hour of credit earned is 42 hours, but academic departments or schools determine the actual number of experience hours required for each earned credit hour. Credit for internship experience is not given retroactively; neither can credit be given in advance of the internship. All internship experience for which a student is enrolled must be preceded by the establishment of academic requirements, completion of contractual agreements, and pre-internship orientation of the student.

Viewing and Adding Confidential Notes

Coordinators can add a confidential note regarding a student’s internship three separate ways. The notes can be viewed at any time by clicking on the comments icon or viewing the right column of a student’s semester/term application.

Adding Confidential Notes from the Internship Application

1. On the right side of a student’s semester/term application, type the information to be communicated to the Academic Internship Office in the text field.

2. Click Add Note button. The information typed in the text field will appear in the section below the Add Note button. The comments icon in the coordinator’s queue will change to a filled-in comments icon. The Academic Internship Office will be able to view this information when they open the student’s application.

3. Confidential notes can be deleted by clicking on the trash icon in the right top corner of the note.
IRAMS Instructions for Department Internship Coordinators

Adding Confidential Notes from the Internship Application Approval/ Denial window

1. Click the Approve or Deny button in the Application Approval section of a student’s semester/term internship application. The Application Approval or Denial window will open.

2. In the Notes & Emails section of the Application Approval window, type in the first text box any confidential comments to the Academic Internship Office. The notes will be saved when the Approve or Deny button is clicked.

3. Click the Approve or Deny button. If you cancel the approval or denial, then the confidential notes and email notes will not be retained.

Viewing a Student Application’s Confidential Notes

Clicking the Comment Icon (✍ or 📝)

1. In a coordinator’s Internship Application Queue in the Notes column, click on the comment icon (✍ or 📝). The Application Notes Pop-Up window will pop up. Previous notes will appear at the top of the window.

2. Type any information to be communicated to the Academic Internship Office in the text field. Click the Add Note button when complete. The new note will appear above the text box.

3. Notes written by the coordinator can be deleted by clicking on the trash (🗑) icon in the right top corner of the note. The green Add Note button will change to a Save Changes button. Click the Save Changes button to delete the note.

Application Approval section

Once the coordinator has attached an Internship master agreement and typed in the credit hour limit the student may receive, the coordinator will be able to approve the application by clicking on the green Approve button in the Application Approval section at the bottom of the student’s application. The Application Approval pop-up window will open. A student’s application can be denied without attaching an Internship master agreement or typing the credit hours limit.
IRAMS Instructions for Department Internship Coordinators

Application Approval pop up window

The sections of the Application Approval pop up window are explained below:

Agreement Type with Provider section

Agreement information is provided here. If the agreement is limited this section will include any student obligations that may be required. For further information regarding limited agreements please refer to the Interning with a Limited Provider section of this document.

Department Coordinator Endorsement section

Review the Department Coordinator Endorsement section and ensure that the course and department practices and policies are in compliance. By endorsing the application the coordinator certifies that:

- The internship experience fits within the course curriculum, meets the university criteria for receiving academic credit and the coordinator has found the internship provider information is accurate.
- The coordinator has oriented the student, which includes providing a syllabus and ensuring that the student understands the learning objectives and assignments for the internship.
- The coordinator has made sure the Internship Residential Contact Information section is complete or has explained in the confidential comment box below the circumstances related to incomplete information.

Notes & Emails section

The first text field is for confidential comments. This section allows the coordinator to make comments about the application; these comments will only be viewed by coordinators and the Academic Internship Office.

The second text field allows the coordinator to type comments to be included in the system-generated e-mail sent to the students. These notes are also viewable in the confidential notes section of the student’s application after the application has been approved.

Clicking the Cancel button will close the Application Approval window without approving the application. Any confidential notes or email notes will not be retained.
Approving an application

1. Verify that the information provided in the application is accurate and that the internship has enough academic rigor to be considered for internship credit.

2. In the Internship Provider section of the student’s semester or term internship application, link an Internship Master Agreement to the student's internship application. (If you have any questions about this step, please refer to the instructions in “Linking an IMA to an Application” on page 19.)

3. In the class credit section, verify that the student has submitted an application for the correct course and section number.

4. In the class credit section, type in the credit hours limit that the student will be allowed to enroll for.

5. Click the Approve button in the Application Approval section of a student’s semester/term application. The Application Approval Window will open.

6. Verify and review the terms of the agreement information posted in the Agreement Type with Provider section of the Application Approval pop up window.

7. Review the Department Coordinator Endorsement section and ensure that the internship provider, course and department practices and policies are in compliance.
IRAMS Instructions for Department Internship Coordinators

8. In the first text field, type any notes or comments to the Academic Internship Office; these comments will only be viewed by the coordinator and the Academic Internship Office.

9. In the second text field, type any notes or comments to the student which will be inserted into the IRAMS system-generated email informing the student that the coordinator has approved the internship application.

10. Click the Approve button in the Application Approval window. If everything has been correctly processed then the student’s internship application home page will open.

If a student is completing an internship application after the add/drop deadline and before the discontinuance deadline, an automatic email will be sent to the Records and Registration Office to enroll the student in the internship course.

Denying an application

Please note that once a coordinator or a 2nd approver has denied a student’s application, the application never reaches the Academic Internship Office.

1. Click the red Deny button in the Application Approval section of a student’s semester/term application. The Application Denial window will open.

2. Type a message in the text field explaining to the student why the application is being denied. The message typed in this section will be inserted into system-generated e-mail sent to the students informing them of the denial.

3. Click the Confirm Denial button in the Application Denial window. If everything has been correctly processed then the student’s internship application home page will open.

If a coordinator would like to reverse their application denial, the coordinator can open the student’s application from the Denied Applications section of the Internship Application Queue to review the application information and then follow the instructions for reverting an application.

Coordinators cannot change (or revert) an approval or denial after a 2nd approver or the Academic Internship Office has made a decision on the application.
Reverting an application

Once a coordinator has approved or denied a student’s application, the application is moved to the appropriate category in the Internship Application Queue. If the 2nd approver or the Academic Internship Office has not approved or denied the application, then a coordinator can revert an application. Reverting an application wipes out the class information and credit hours and removes the previous approval or denial and allows a coordinator to make another decision. Additionally, a coordinator can revert the decision of another coordinator.

1. On an approved or denied application in the Application Approval section, click the Revert button. The Application Decision Reversal window will open.

2. In the first text field, type any notes or comments to the Academic Internship Office; these comments will only be viewed by the coordinator and the Academic Internship Office.

3. In the second text field, type any notes or comments to the student which will be inserted into the IRAMS system-generated email regarding the decision reversal type. If the coordinator types nothing in that second text field, an email will not go to the student to inform the student of the decision reversal. The student will continue to receive the other standard approval or denial emails when a coordinator makes those decisions with the application.

4. Click the Confirm Reversal button. The Application Decision Reversal window will close. In the internship application, the class credit information and credit hour limit will be blank. The Application Approval buttons will be gray.

5. Select the class credit information from the drop-down menu.

6. Type the Credit Hour Limit.

7. Click the green Submit Application button. A pop up message will appear verifying that you would like to re-resubmit the application.

8. Click Yes. A message will appear verifying that the application is ready to be submitted.

9. Click Yes. The coordinator will be taken to the student’s Internship Application Home Page with a verification message containing the semester/term, coordinator, course, and section number information in the text.
Changing the class or section in an application

If a student has submitted an application with the wrong course or section then the internship coordinator will need to select the correct course or section and resubmit the student’s application. Once the Academic Internship Office has approved an application a coordinator is unable to make any changes to the internship class information in the application.

Resubmitting an application with a different class or section

If a coordinator has not approved or denied an application, then a coordinator may change the class or section number by submitting the student’s application.

1. Open the student’s internship application for the semester or term.

2. In the class credit section of a student’s internship application, select the correct course and section number from the Internship Class drop-down list.

3. Click the Submit Application button. A pop up message will appear verifying that you would like to re-submit the application. Do not change the course and section on a student’s internship application without first submitting application again. If an application is not submitted after a change has been made to the course and section then the Academic Internship Office will not receive the application or approve it.

4. Click Yes. A message will pop up verifying that the application has already been submitted. It should say “Your application has already been submitted. Do you want to re-submit for consideration?”

5. Click Yes. The home page of the student’s application will open. A verification message will appear with the semester/term, coordinator, course, and section number information in the text. A notification email of the submitted application will be sent to the internship coordinator and the application will be in the internship coordinator’s queue.

6. Open the student’s application for the correct semester and term and approve as normal (“Approving an application” on page 23).
Changing the class after a coordinator approval or denial

Once the Academic Internship Office has approved an application a coordinator is unable to make any changes to the internship class information in the application. Please contact the Academic Internship Office if any of the internship class information needs to be changed at that point.

1. Open the student’s semester or term internship application.
2. Click Revert button in the Application Approval section. The Application Decision Reversal window will open.
3. In the first text field, type any notes or comments to the Academic Internship Office; these comments will only be viewed by the coordinator and the Academic Internship Office. This step is not required.
4. In the second text field, type any notes or comments to the student, which will be inserted into the IRAMS system generated email regarding the decision reversal type. If nothing is typed in the second text field, an email will not be sent to the student.
5. Click the Confirm Reversal button in the Application Decision Reversal window. The Application Decision Reversal window will close. In the left column of the internship application the class credit information and credit hour limit will be blank. The Application Approval buttons will be disabled. In the right column of the student’s internship application the revert date and time will show in the Application Approval Process and Status section.
6. Select the correct course and section number from the Internship Class drop-down list.
7. Click the Submit Application button. A pop up message will appear verifying that you would like to re-resubmit the application.
8. Click Yes. A message will appear verifying that the application is ready to be submitted.
9. Click Yes. The coordinator will be taken to the student’s Internship Application Home Page with a verification message containing the semester/term,
Searching for a Student’s Internship Application

Coordinators may search for the internship application of students who are not currently in their queue using the following steps:

1. From the coordinator’s Internship Queue (or any other IRAMS page) click on Student Application Search under the Coordinator tab. The search criteria will open in the window. Or go to any Quick URL text box in BYU’s system and type Intern08.

2. Search for a student using the student’s Empl ID or BYU ID (e.g., 000000000), Net-ID (e.g., theduke), or Name (e.g., Marion Robert Morrison). Click the Search button. The Search Results will appear below the Search button.

3. Click on the link of the student’s Empl ID, Net-ID, or Name to open that student’s Internship Application Home Page.

Click the down arrow to select from other search options. Selecting ‘contains’ will perform a search only using part of a student’s name. Please note that the Name search must be very exact so it may be easier to search for a student using ‘contains’ and then typing the first or last name and weeding through the long list of results to find the correct student you are seeking.
Printing a Student’s Internship Application

The student’s application should be open in a Mozilla Firefox browser to follow the instructions below.

1. Right click in detail area of the student’s internship application. A menu will pop up.
2. Click This Frame. The menu will expand with another menu.
3. Select Print Frame. A print window will open.
4. Verify that print settings are correct (e.g., correct printer, number of copies, number of pages)
5. Click the OK button. The application should print.
Interning with a Limited Internship Provider

A limited Internship Master Agreement is a customized internship agreement with unique obligations of students and departments. When a student interns with an Internship Provider who has entered into such an agreement, the unique obligations of the student must be met prior to the student beginning his/her internship. Students will be apprised of these unique obligations when they meet with the coordinator to review the student's IRAMS application and/or through an email sent to the student once the coordinator has approved the application.

Coordinators can verify if an Internship master agreement (IMA) is limited on the Internship Master Agreement Database Search page as well as in the IMA type column in the Internship Application Queue. Further information is also on the Internship Master Agreement detail page.

The programs covered by the agreement are shown here. If a program is not listed here then the coordinator will not be able to approve the application.

Student obligations, as required by the agreement, are listed here.

Department obligations, as required by the agreement, are listed here.
Student Obligation Status

Once a limited agreement has been selected and the application has been saved or approved, the Student Obligations section will be on the left side of the student's internship application.

If there are any informational requirements that need to be communicated to the student or the department, those requirements will be visible in this section. These obligations will also be included in the automatic email sent to the student when the coordinator approves the application.

Until the coordinator approves the application the student has not been informed about any requirements. It is the responsibility of the coordinator to be familiar with these obligations.

Student Obligation Documents

The student obligation documents page can be accessed from Student Obligation Documents section of the student’s home page, clicking on the Student Obligation Status header once an application has been approved by the internship coordinator or by clicking on the Student Obligations link in the Application Approval Process and Status section of the student’s application.

Application Approval Process and Status

Once you have submitted your internship application it will need to be approved by the following people in the chronological order listed below. When your department Internship Coordinator has approved your application you may have student obligations that you must upload before the Internship Office will approve your application.

- Internship Coordinator
  James R. Burton | 2229 WSC | james_burton@sastg.byu.edu | (801) 422-2680

- Internship Office
  5435 HBLL | internship_office@byu.edu | (801) 422-3337

You will be able to add the class after the Internship Office has approved the application.

<table>
<thead>
<tr>
<th>Status</th>
<th>Date &amp; Time</th>
<th>Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>Saved</td>
<td>04/21/15 01:19 PM</td>
<td>Dogmar Samson</td>
</tr>
<tr>
<td>Submitted</td>
<td>04/21/15 01:51 PM</td>
<td>Dogmar Samson</td>
</tr>
<tr>
<td>Approved</td>
<td>04/21/15 02:52 PM</td>
<td>James R. Burton</td>
</tr>
</tbody>
</table>
IRAMS Instructions for Department Internship Coordinators

Student Obligation Documents page

All documents required by the Internship Provider in the Internship master agreement (IMA) are uploaded, reviewed, and collected on the Student Obligation Documents page. Students, coordinators, second approvers, and the Academic Internship Office are all allowed to upload documents on this page.

BYU Internship Office

Student Obligation Documents | Sally Marie Student | 9999999999

You may upload documentation of student obligation requirements in the table below by selecting the required document type and upload the document using the upload icon. The uploaded documents must be in a PDF format. The Internship Office will then review your documentation and either approve or deny your submission. You will receive an email from the Internship Office once it has been approved. You may review the approval status of the internship requirements in the Status column below.

* Required Documents for Winter Semester 2016 with Utah Valley Regional Medical Center

This provider has Student and/or Department Obligations.

<table>
<thead>
<tr>
<th>Info</th>
<th>Document Type</th>
<th>Status</th>
<th>Origination Date</th>
<th>Upload Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Criminal Background Check</td>
<td>Not Submitted</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Tdap Dose</td>
<td>Accepted</td>
<td>02/13/2015 1:13:31PM</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Influenza Vaccine</td>
<td>Accepted</td>
<td>02/13/2015 1:14:30PM</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>SAM 5 Drug Screen</td>
<td>Accepted</td>
<td>02/13/2015 1:15:11:25PM</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>MMR Immunization</td>
<td>Pending</td>
<td>02/13/2015 1:15:11:25PM</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>TB Screening</td>
<td>Accepted</td>
<td>02/13/2015 1:15:11:25PM</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Hepatitis B, 3-dose Series</td>
<td>Accepted</td>
<td>02/13/2015 1:15:11:25PM</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Immune to Varicella (Chickens)</td>
<td>Accepted</td>
<td>02/13/2015 1:15:11:25PM</td>
<td></td>
</tr>
</tbody>
</table>

* Required Documents for Winter Semester 2016 with Utah Valley Regional Medical Center

Documents on File

<table>
<thead>
<tr>
<th>Info</th>
<th>Document Type</th>
<th>Origination Date</th>
<th>Upload Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tdap Dose</td>
<td>10/27/2006</td>
<td>03/14/2016 1:13:31PM</td>
</tr>
<tr>
<td>2</td>
<td>Influenza Vaccine</td>
<td>11/18/2014</td>
<td>02/13/2016 1:14:30PM</td>
</tr>
<tr>
<td>3</td>
<td>SAM 5 Drug Screen</td>
<td>09/16/2014</td>
<td>02/13/2016 1:15:11:25PM</td>
</tr>
<tr>
<td>4</td>
<td>MMR Immunization</td>
<td>02/23/2014</td>
<td>02/13/2016 1:15:11:25PM</td>
</tr>
<tr>
<td>5</td>
<td>MMR Immunization</td>
<td>04/01/2015</td>
<td>02/13/2016 1:15:11:25PM</td>
</tr>
<tr>
<td>6</td>
<td>TB Screening</td>
<td>04/22/2015 1:40:30AM</td>
<td>02/13/2016 1:15:11:25PM</td>
</tr>
<tr>
<td>7</td>
<td>TB Screening</td>
<td>04/22/2015 1:40:30AM</td>
<td>02/13/2016 1:15:11:25PM</td>
</tr>
<tr>
<td>8</td>
<td>Hepatitis B, 3-dose Series</td>
<td>03/19/1992</td>
<td>02/13/2016 1:15:11:25PM</td>
</tr>
<tr>
<td>9</td>
<td>Immune to Varicella (Chickens)</td>
<td>02/21/1995</td>
<td>02/13/2016 1:15:11:25PM</td>
</tr>
</tbody>
</table>

Enter comments to the student regarding their document requirements here. An email will be sent to the student when you click the Add Note button.

To upload one document (for example, an immunization document) that fulfills multiple requirements, click the Upload New Documents button. A pop-up window will open.

For the Origination Date type in (MM/DD/YYYY) or select the date the immunization the required obligation occurred.

To completely delete an uploaded document click the delete icon (🗑).

Information regarding a particular document requirement will appear in a hover when you mouse over the information icon (ⓘ). These documents need to be uploaded on the Student Obligation Documents Page.

The PDF icon (💾) will open a PDF of the uploaded student obligation document in a new window.

The Questions and Answers section of the page allows students, coordinators, and the Academic Internship Office to communicate regarding the required documents on this page. Notes written by students or internship coordinators in the Questions & Answers section will trigger an email to Academic Internship Office. Responses from the Academic Internship will be emailed directly to the student.

The Academic Internship Office will review and verify all the uploaded documents to certify that the documents fulfill the requirements outlined in the Internship master agreement. Issues or discrepancies in any of the uploaded documents will be communicated to the student through the Questions & Answers section.

Click the ‘Return to Application’ button to return to the home page of the student’s application.

Click the save icon to save all changes to this page including uploaded and deleted documents, notes written in the Question and Answers section, or changes to the origination date for the documents.
Limited Internship Master Agreement (IMA) Approval

IRAMS Instructions for Department Internship Coordinators

Review the informational requirements, document requirements, and the Department Coordinator Endorsement section. It is the responsibility of the coordinator to be familiar with these obligations.

The Confidential Comments section allows you to make comments about the application; these comments will only be viewed by coordinators and the Academic Internship Office.

The second text field allows the coordinator to type comments to be included in the system-generated e-mail sent to the students. The informational and document requirements will also be embedded in the system-generated e-mail sent to the student.

After the coordinator has approved the application, the screen will show the student's internship application home page.

The student will receive an email notifying him or her that the coordinator has endorsed the internship application. The email will also contain information regarding the student obligations required before the Academic Internship Office may approve the student's internship application.

An automated e-mail is sent to Rachel Walkenhorst when a decision is made by the Department Coordinator. In the text box below you can enter additional text that will be inserted into the automated e-mail sent to Rachel Walkenhorst.

I certify that I have approved and verified all the above listed criteria.

[Approval]  [Cancel]
Adding an Internship Class

Once a student’s internship application has been approved by the Academic Internship Office the student will receive an notification email of the approval.

After receiving the notification email, students are able to add the class by logging into MyMap, clicking on the Register tab, selecting the semester or term the student wants to register and then clicking on ‘Add a Class’. Please contact the Records and Registration Office regarding any issues registering for the course after the internship application has been approved.

Adding a Class After the Add/Drop Deadline

Upon approval of a student’s internship application by the department internship coordinator and the Academic Internship Office after the add/drop deadline and before the discontinuance deadline (see the Academic Calendar) students will be registered for their internship class by an automatic email sent to the Records and Registration Office. The IRAMS generated email will include the information provided from the student’s internship application. Coordinators will need to be absolutely precise with the class number, section and the number of credits the student may enroll in because that will be the specific information the Registration Office will use to add the class to the student’s schedule.

The email sent to the Registrar’s Office Staff will contain the following information:

- Student Name (e.g., Marion Robert Morrison)
- BYU ID # (e.g., 000000000)
- Net ID (e.g., theduke)
- Semester/Term Enrolled (e.g., Fall, Winter, Spring, Spr/Sum, Summer)
- Year (e.g., 2016)
- Internship Course Information including: Teaching Area (e.g., BUSM, COMMS, HIST), Registration # (e.g., 399R, 199R), Section # (e.g., 001, 003)
- Registration Number (which is the curriculum number, title number and section number for the course e.g., 001 99999 002)
- Number of Credits (e.g., 0.5, 1, 3)
- Coordinator Approval Date and Time (e.g., Jan 23, 2016 10:08 AM)
- Internship Office Approval Date and Time (e.g., Jan 24, 2016 11:13 AM)
IRAMS Instructions for Department Internship Coordinators

IRAMS Emails

IRAMS has a compilation of standard emails that are sent to students, coordinators, and the Academic Internship Office. Coordinators are able to view the text of these messages from the “View Student Emails” link. If there is ever a question as to what emails a student has received from IRAMS, coordinators are able to verify any emails sent from IRAMS.

Viewing Student Emails

1. Open the student’s internship application. If the student’s internship application is not in your queue, follow the instructions “Searching for a Student’s Internship Application” on page 28.

2. Click View Student Emails. The Student Emails page will open in a new tab.

Creating a Custom Coordinator Note

Coordinators have the ability every semester to set up three different custom coordinator notes. The notes will be inserted into the approval email that is automatically sent to the student after an application is endorsed by the internship coordinator.

The Setup | Custom Coordinator Notes is on a student’s internship application page. Each comment bubble with an ellipsis (…) signifies a separate note that can be written. Once the custom coordinator note is set up for the semester or term it can be used for the remainder of that semester or term.

1. Open a student’s application for the course, section, and semester or term for the custom coordinator note.

2. Verify the semester at the top of the page.

3. Verify course and section in the class credit section on the internship class line. The custom coordinator note will be created for the specific course and section on the student’s
application. Each course and section can have a different custom coordinator note.

4. On the right section of the application, click on one of the comment bubble with ellipsis icons (・). The ‘Edit Custom Coordinator Text’ window will pop up.

5. In the box, type the text that can be inserted into the student’s email. The custom coordinator note entered here will be specific to the course, section, and semester. Since the notes are specific to a course, section and semester, the custom coordinator note will have to be set up every semester. Once the custom coordinator note is set up for the semester or term it can be used for the remainder of that semester or term.

6. Click Save and Exit (Save and Exit). The Edit Custom Coordinator Text pop-up window will close.

7. When a custom coordinator note has been saved the comment bubble will be black (・).

Inserting Custom Coordinator Notes

The custom coordinator notes are inserted into the approval email sent to the student from the ‘Application Approval’ pop-up screen. Custom coordinator notes can only be inserted after they have been set up. If the comment icon is black, a custom coordinator note has been set up.

1. On the ‘Application Approval’ pop-up window, click the black comment icon. The custom coordinator text will be inserted into the text box.

2. The text in the box can be edited with any changes specific to the student.

3. Click the Approve button. The text in the box will be inserted into the email that notifies the student of the coordinator’s approval. If the application is not approved then any changes made to text are not sent or saved.
IRAMS Reports

Coordinators may now generate reports of all the information that has been collected in a student's internship application. At this time this functionality is limited to two different reports: Overview Report Search and Provider Counts. All the reports generated can be exported to an excel document to allow you to revise the spreadsheet according to your needs.

Overview Report Search

The Overview Report search can compile a vast array of information from students' approved internship applications that includes data about the Internship Provider, limited geographic region, and academic unit/program/department. The results of this report will include all of the following information: Student First Name, Student Last Name, BYU-ID, Department, Course Number, SEC, Curriculum, TCode, Credit Hours, Start Date, End Date, Internship Provider, City, State, Zip Code, Year-Term, IMA #.

Provider Counts

The Provider Counts is a simplified report showing the number of students that have interned at a specific company. The results of this report will include all of the following information: Count, Department, Internship Provider Name, and Year Term.

Generating an IRAMS Overview Report Search

Depending on the type of information that you are looking for the following is a list of the potential types of reports that you can generate using the Overview Report Search.

- **Internship Provider searches**: Use all or part of an internship provider name to obtain a list of students who had an approved internship application with an internship provider during a semester or term range.

- **Geographic searches**: Use a state, city, or zip code to obtain a list of internship providers within a specific geographic region that had an approved internship applications during a semester or term range.

- **Academic Unit/Program/Department searches**: Use a department, course number, or section number to obtain a list of students who had an approved internship application with a particular department, course, or section during a semester or term range.
IRAMS Instructions for Department Internship Coordinators


2. Click the Overview Report Search. The Overview Report search will open. The Overview Report search can compile a vast array of information from students’ approved internship applications that includes data about the Internship Provider, limited geographic region, and academic unit/program/department. Using the percent (%) sign signifies that you can search all the possible options.

3. Select or type the Year-Term Start and Year-Term End. Every overview report search will have to have a date range of the year term start and year term end. To select the year-term, click the search icon (🔍). A list of the year-term will open in a pop-up window. To type the year-term, type the year (IE 2016, 2015, etc) and the semester or term signifier: 1=Winter Semester, 3=Spring Term (includes Spring-Summer semester), 4=Summer Term, and 5=Fall Semester. The following is a table showing the year-term with the description.

<table>
<thead>
<tr>
<th>Year-term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>20165</td>
<td>Fall Semester 2016</td>
</tr>
<tr>
<td>20164</td>
<td>Summer Term 2016</td>
</tr>
<tr>
<td>20163</td>
<td>Spring Term 2016</td>
</tr>
<tr>
<td>20161</td>
<td>Winter Semester 2016</td>
</tr>
</tbody>
</table>
IRAMS Instructions for Department Internship Coordinators

4. Depending on the information that you are looking for in the report, select or type the criteria in the IRAMS SEARCH COURSE - Overview Report Search. Leave the criteria blank if you don’t want to limit the search.

- **College**: Click the search icon (🔍) to select the college. A list of the colleges will open in a pop-up window. Click on the name of the college to select it. The pop-up window will close and the selected college will be entered.

- **Department**: Click the search icon (🔍), to select the department. A list of the departments will display in the Search Results section of the pop-up window. Type in the first letter of the department name and click Look Up to limit the results. A list of department names starting with that letter will be displayed in the Search Results section. To type the department-term, type the department abbreviation. IE ACC, BIOL, COMMS, etc.

- **Course Number**: Type in the course number. Make sure to include the “R” or you will not get any results. IE 199R, 399R, etc.

- **Section**: Type in the three digit section number (IE 001, 002, etc.)

- **City**: Type in the name of the city. The spelling is name and case specific so make sure you are exact when entering a city name. IE entering ‘provo’ gets no results while entering ‘Provo’ gets over 300 results.

- **State**: To select the state, click the search icon (🔍). A list of the states will open in a pop-up window. To type the state, type the state abbreviation.

- **Zip Code**: Type in the five digit zip code. This will only bring up that particular zip code so if a city has more than one zip code that information will not be in the results.

- **Internship Provider Name**: Type the Internship Provider name. The % sign signifies that you can search all the possible options. Use keywords
IRAMS Instructions for Department Internship Coordinators

in a internship providers name with the percent (%) sign on both sides to generate more results (IE search “%Orange% instead of “Orange Soda, LLC).

5. Click the View Results button, once you have finished determining the criteria of the search. The results will appear in the bottom half of the window.

6. Under the View Results button are three different links to download the results: Excel Spreadsheet, CSV Text File, or XML file. Click the Excel Spreadsheet to download the results. A window will pop up.

7. Select open or save the file. Click OK. The file will download to your computer. You will be able to revise the downloaded information in Excel according to your needs.
Generating an IRAMS Provider Count Search

Depending on the type of information that you are looking for the following is a list of the potential types of reports that you can generate using the Overview Report Search.


2. Click the Provider Counts. The Count of students and provider search will open.

3. Select or type the Year-Term Start and Year-Term End. Every overview report search will have to have a date range of the year term start and year term end. To select the year-term, click the search icon (🔍). A list of the year-term will open in a pop-up window. To type the year-term, type the year (IE 2016, 2015, etc) and the semester or term signifier: 1=Winter Semester, 3=Spring Term (includes Spring-Summer semester), 4=Summer Term, and 5=Fall Semester. The following is a table showing the year-term with the description.

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</tr>
<tr>
<td>20163</td>
<td>Spring Term 2016</td>
</tr>
<tr>
<td>20161</td>
<td>Winter Semester 2016</td>
</tr>
</tbody>
</table>
4. Depending on the information that you are looking for in the report, select or type the criteria in the IRAMS SEARCH COUNT - Count of students and provider. Leave the criteria blank if you don’t want to limit the search

- **City**: Type in the name of the city. The spelling is name and case specific so make sure you are exact when entering a city name. IE entering ‘provo’ gets no results while entering ‘Provo’ gets over 300 results.
- **State**: To select the state, click the search icon (🔍). A list of the states will open in a pop-up window. To type the state, type the state abbreviation.
- **Zip Code**: Type in the five digit zip code. This will only bring up that particular zip code so if a city has more than one zip code that information will not be in the results.
- **Department**: Click the search icon (🔍), to select the department. A list of the departments will display in the Search Results section of the pop-up window. Type in the first letter of the department name and click Look Up to limit the results. A list of department names starting with that letter will be displayed in the Search Results section. To type the department-term, type the department abbreviation. IE ACC, BIOL, COMMS, etc.

- **Course Number**: Type in the course number. Make sure to include the “R” or you will not get any results. IE 199R, 399R, etc.
- **Internship Provider Name**: Type the Internship Provider name. The % sign signifies that you can search all the possible options. Use keywords in a internship providers name with the percent (%) sign on both sides to generate more results (IE search “%Orange% instead of “Orange Soda, LLC”).
5. Click the View Results button, once you have finished determining the criteria of the search. The results will appear in the bottom half of the window.

6. Under the View Results button are three different links to download the results: Excel Spreadsheet, CSV Text File, or XML file. Click the Excel Spreadsheet to download the results. A window will pop up.

7. Select open or save the file. Click OK. The file will download to your computer. You will be able to revise the downloaded information in Excel according to your needs.
Helpful URLs

Listed below are a couple of helpful Quick URLs that coordinators may use in any Quick URL text box. When setting up bookmarks in browser windows or links on your website or in collateral material, please use the URLs provided here.

<table>
<thead>
<tr>
<th>Quick links</th>
<th>Page Name</th>
<th>URLs</th>
</tr>
</thead>
<tbody>
<tr>
<td>INTERN01</td>
<td>Internship Application Home</td>
<td>link.byu.edu/intern01</td>
</tr>
<tr>
<td>INTERN02</td>
<td>Internship Application Queue</td>
<td>link.byu.edu/intern02</td>
</tr>
<tr>
<td>INTERN07</td>
<td>IMA Database Search</td>
<td>link.byu.edu/intern07</td>
</tr>
<tr>
<td>INTERN08</td>
<td>Internship Application Search</td>
<td>link.byu.edu/intern08</td>
</tr>
<tr>
<td>INTERN13</td>
<td>Student Obligations Documents</td>
<td>link.byu.edu/intern13</td>
</tr>
</tbody>
</table>

INTERN01: This will open the Internship Application Home page for students. Coordinators should give this link to students to have them access the student applications.

INTERN02: This will open the Internship Application Queue for the coordinator, 2nd Approver, or viewer. Students are unable to access this page.

INTERN07: This will open up the Internship Master Agreement Database Search used by students and anyone who does not have a BYU ID. Only information available to the public will be seen on this IMA Database Search page.

INTERN08: This will open up the Student Internship Application Search for coordinators. Coordinators should use this quick link when they are searching for a student's application that is not currently showing in the coordinators queue. Coordinators will be able to search using the students BYU ID (e.g., 000000000), NetID (e.g., joestud63), or name (e.g., Student, Joe).

INTERN13: This will open the Student Obligations Documents page for students. Coordinators should give this link to students when students are interning with an internship provider that has signed a limited agreement with BYU. Coordinators and students are able to upload any required documents and keep track of their progress on this page.

Listed below are a couple of helpful URLs of information that is available on the Academic Internship Office website. When setting up bookmarks in browser windows or links on your website or in collateral material, please use the URLs provided here. If you link directly to the document (IE copying the URL from the browser address bar) it will not be updated automatically with the most recent version of the document. The link should look similar to this: https://intern.byu.edu/content/irams-instructions.

<table>
<thead>
<tr>
<th>Page or Document</th>
<th>URL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Internship Master Agreement</td>
<td><a href="https://intern.byu.edu/content/internship-master-agreement">https://intern.byu.edu/content/internship-master-agreement</a></td>
</tr>
<tr>
<td>Department Internship Coordinator Contact List</td>
<td><a href="https://intern.byu.edu/content/department-internship-coordinators">https://intern.byu.edu/content/department-internship-coordinators</a></td>
</tr>
<tr>
<td>IRAMS Instructions</td>
<td><a href="https://intern.byu.edu/content/irams-instructions">https://intern.byu.edu/content/irams-instructions</a></td>
</tr>
</tbody>
</table>
IRAMS Instructions for Department Internship Coordinators

Standard Internship Master Agreement: The university’s legal council has designed the Internship Master Agreement to protect the University, student, and Internship Provider against any malpractice incidents or other issues that may endanger any party involved or lead to law suits. Send Internship Master Agreements to the Academic Internship Office either through campus mail (5430 HBLL), fax (801-422-0172), or email (internship@byu.edu) as soon as you receive them. An Internship Master Agreement must be on file for every organization where a student is interning for credit.

Department Internship Coordinator List: The online version of the Department Internship Coordinator List will always be the most current. Students, internship providers, and department internship coordinators can use this list to find the contact information (email, office location, phone number) for the department internship coordinators campus-wide.

IRAMS Instructions: All domestic internships courses require that an internship application is approved by the department and the Academic Internship Office before a student is permitted to add the internship course. In order to register for an internship class, each student is required to fill out an IRAMS internship application to give the university more information about the internship experience and to provide contact information for the university to reach students in case of emergency. Once the IRAMS application is completed and has been approved both by the department internship coordinator and the University Academic Internship Office, the flag on the internship course is added, enabling the student to enroll for the course through AIM and MyMap. This page contains links for the online Step-by-Step IRAMS Instructions for Coordinators, the Step-by-Step IRAMS Instructions for Students, a Power Point IRAMS Instructions for Students with a Standard Internship Master Agreement (IMA), and a Power Point IRAMS Instructions for Students with a Limited Internship Master Agreement (IMA).

Keywords and Terms

The following are some key words and terms that are used throughout this document.

IMA = Internship Master Agreement

IRAMS = Internship Registration and Management System

Standard Agreement = BYU’s basic internship master agreement that covers all students from all departments.

Limited Agreement = The Internship Provider signed an agreement with BYU that has various limitations, which may include specifications for students from specific departments, documentation that the Academic Internship Office will keep with the application, and other requirements.

Student Obligations = Any documentation or information required by the internship provider’s agreement with BYU that must be met prior to the student beginning their internship or enrolling in the internship course. Students will be apprised of these unique obligations when they meet with the coordinator to review the student’s IRAMS application and/or through an email sent to the student once the coordinator has approved the application.
IRAMS Frequently Asked Questions

What does IRAMS stand for?

IRAMS stands for Internship Registration and Management System.

Why are students required to fill out an IRAMS application?

In order to register for an internship class, each student is required to fill out an IRAMS application to give the university more information about the internship experience and to provide contact information for the university to reach students in case of emergency. Once the IRAMS application is completed and has been approved both by the department internship coordinator and the University Academic Internship Office, the flag on the internship course is added, enabling the student to enroll for the course through AIM and MyMap.

Student Questions

How do students edit their application once they have submitted it or navigated away from it?

A student can return to their application to make changes (whether their application is still in progress or has already been submitted) until their internship coordinator has approved or denied the application. To edit the application, the student should open the application for the semester or term they would like to edit, alter the information as desired and click the save icon (✓) at the bottom of the application. If the application has already been submitted, these changes will appear immediately for the internship coordinator. For more information about accessing the student application see the Student IRAMS Instructions.

How can a student delete an application?

Students may delete their application—if it has not been approved or has been denied by the department internship coordinator—by accessing the student’s internship application home page and identifying the application they wish to delete. The student may click on the “trash can” icon at the end of the application row they wish to delete. Students may delete an application up until the time their internship coordinator either approves or denies the application.

Once a student completes the IRAMS application is the registration flag added only for that semester or term?

Yes. Students will need to submit a separate internship application for every year/term they wish to enroll in an internship course.

In the application, who is the ‘BYU Faculty Mentor’?

If the student is working with a professor who is not their department internship coordinator, the student will provide the name of the professor in the ‘BYU Faculty Mentor’ field.

Can a student submit an internship application to intern with two (2) internship providers?

Yes. The student will complete all of the required internship application fields for the first internship provider. The student will then click the ‘+’ button to add the second internship provider fields, which will be displayed underneath the first internship provider fields. Once the student completes all fields for each separate internship provider, the student will click on the “submit” button to send the application to the internship coordinator for review.
What if a student doesn’t know where he/she will be living during the internship?

The IRAMS system was created to keep track of students’ residential contact information so they may be contacted by the university in case of an emergency. Having correct residential contact information is therefore crucial to the application. If a student does not know where he/she will be living during the internship, current contact information should be provided so that the student may move forward with the registration process. However, once the student knows this information, he/she must reopen the application, change the residential information and click the “save” icon at the bottom of the application.

If a student has an approved IRAMS application but changes the Internship Provider, what does the student need to do?

First, they need to contact their department internship coordinator to confirm approval of the new internship. If the internship coordinator approves of the new internship opportunity, the internship coordinator will contact the Academic Internship Office to have the internship application reverted. Once this has been done, the student will need to revise the internship application information and click on the “submit” button. The internship coordinator and the Academic Internship Office will need to approve the revised internship application before the student may add the internship class to their schedule.

How can I tell the difference between Spring term, Spring-Summer semester and Summer term applications?

To begin an internship application, the student will click on the down arrow in the field next to the “Add New Application” button. The following year/term options will appear in the pull-down menu:

• Spring term classes will be available when selecting ‘Spring 2017’.
• Spring-Summer semester classes will be available when selecting ‘Spr/Sum 2017’.
• Summer term classes will be available when selecting ‘Summer 2017’.

The student will view the year term option (Spring 2017, Spr/Sum 2017 or Summer 2017) they selected at the top of their internship application next to their name.

What does a student do if they try to submit their internship application and receive an error message saying the class doesn’t have a Primary Coordinator?

If the student clicks the “submit” button and receives a pop-up message which indicates the application cannot be submitted because the internship course does not have an assigned Primary Coordinator, please contact the Academic Internship Office (801)422-3337 or email internship@byu.edu with the course and semester information.

If a student has already completed an application for a particular semester or term and they want to continue their internship during a subsequent semester or term, what should they do?

The student will open their Internship Application Home Page to view the internship applications that have previously been submitted. The student will click the down arrow next to the “Add New Internship” button and select from the year/term pull down list the semester or term for which they are submitting the new internship application. In the ‘Copy Info from Previous Internship’ area, they will notice a radio button next to each previous Internship Provider for which they have submitted an internship application. Once the student selects the previous Internship Provider for whom they are submitting the new internship application, they click on the “Add New Internship” button to complete the new internship application.

What are Student Obligations and can students upload these documents any time?

Student Obligations are requests from an Internship Provider that are either informational and/or are specific document obligations such as a drug screen, criminal background check, CPR verification, etc., required of each
student prior to the student adding the internship class to his/her schedule. The informational obligations are to be read by the student. The student obligations may be uploaded to the student's internship application at any time. Students may do this by going to their internship application Home Page and clicking the Student Obligation hyperlink at the bottom of the internship application. The Student Obligation Documents page will open where the student may upload the documents. If the student would like to upload the student obligations for a future internship or to keep on file, the student may upload the documents in the 'Documents on File' section. If the student is uploading the student obligations requested by a current internship provider they may be uploaded to the area of the page that references the current semester/term and the internship provider.

After the student uploads these documents, the Academic Internship Office will be notified and will either approve or deny the uploaded documents. If the uploaded documents are not acceptable to the internship provider, the Academic Internship Office may provide an explanation in the Question and Answer section on the page.

What if the student has completed their application, but it doesn’t show up on the coordinator’s queue?

The student should first double-check that the application is complete. Even if a student has received an e-mail that the application has been submitted, if it is not showing up in the coordinator’s queue, likely the internship class and section has not been selected and saved in the Class Credit section of the student’s internship application. Reopen the application, select the correct internship course and section and click on the “submit” button at the bottom of the page. Also verify that the correct course and section has been selected. If this still doesn’t solve the problem, the student or coordinator will need to call OIT at 422-4000 to report the problem and receive further assistance. Review the IRAMS Student Instructions to make sure you have completed the application properly.

Can the Academic Internship Office adjust the number of students who can enroll for a course on AIM?

No, class size is set on the department level. The student will need to contact the department internship coordinator, department secretary or the instructor for the course to adjust the number of students who may enroll in a course.

Do students completing an international internship need to complete an IRAMS student application?

No. Students doing international internships work with the Kennedy Center and their department internship coordinator to get internship approval and to register for internship credit.

What should a student do if their coordinator is out of town and not available to approve applications?

Contact the department to see if there is another available faculty member to approve applications in the coordinator’s absence. The department can contact the Academic Internship Office (801-422-3337) to get the designated coordinator for a specific section changed so that student registration is not held up.

What if a student has received an email from the Academic Internship Office notifying them they can register, AIM registration shows an “A” next to the class, but they are still unable to add the course?

The IRAMS system merely adds the flag to the course allowing the “A” to show up in registration. First verify that there are seats available in the class. If the class is full contact your department or the instructor for the course to add more seats. If there are seats available, contact your department internship coordinator to see if additional holds have been placed on the course. If this is not the case, contact the registration office (801-422-2631) for further guidance.
Can students change the number of credits they are registered for after they have added the class and started their internship?

Yes. If the student would like to change this before the add/drop deadline, the easiest way is to simply drop the class and re-add it with the desired number of credits.

If a student enrolled in an internship course needs to change the number of credits for the internship course, the internship coordinator will now send a detailed email to registration@byu.edu if it is between the semester or term add/drop deadline and the discontinuance deadline.

Please include the following in the email sent to registration@byu.edu.

- Internship Coordinator Name
- Internship Program/Department
- Student Name
- Student BYU ID
- Current Semester/Term
- Internship Course Name, Number and Section
- Number of credit hours the class enrollment should be changed to

If it is past the discontinuance deadline, the student will need to complete an online petition process found on the Registration Office website https://registrar.byu.edu/petitions.

If this change needs to be made after the add/drop deadline, the student will need to petition to change the number of credits they’re enrolled for by completing the required petition form and taking it to the Petitions Office (B-150 ASB). A small fee may be charged to the student’s account by the Petition’s Office.

Can a student add an internship course after the add/drop deadline?

Students whose internship applications are approved by the Academic Internship Office after the add/drop deadline and before the discontinuance deadline will be added into the internship course by the Records and Registration Office. Once the Academic Internship Office approves a student’s internship application after the add/drop deadline and before the discontinuance deadline for a semester, IRAMS will send an automatic email to the Registration Office staff to have the class automatically added to the student’s schedule. The IRAMS generated email will include the information provided from the student’s internship application. Coordinators need to be absolutely precise with the class number, section and the number of credits on the student’s internship application since that information will be used by the Registration Office to add the class to the student’s schedule.
IRAMS F.A.Q.

Coordinator Questions

What should a coordinator do if a student wants to add a second Internship Provider to an approved internship application?

If you have approved an internship application and the student needs to add an additional internship provider, the internship coordinator will need to add the additional provider. The coordinator will open the student’s internship application and click on the ‘+’ button in the Internship Provider Information section. After the fields for the second internship provider have been completed and the Internship Master Agreement has been linked to the new internship provider, the coordinator will click the “save” button at the bottom of the application.

How should a coordinator or department schedule an internship course?

Please work with your department schedulers when submitting internship courses to be scheduled to make sure all internship courses are set up with “O” registration method and with the Internship Application header added to the internship course. If the class has an “S” registration method, the students will not be able to register online once they have completed the IRAMS process. If you have further questions, Linda Westover in Academic Scheduling (linda_westover@byu.edu, 801-422-6556) will add the internship application header to the class. Brooke Smith in Academic Scheduling (brooke_smith@byu.edu, 801-422-4245) will schedule the class and assure the new internship class has an ‘M’ Internship Course Type.

How can I tell the difference between Spring term, Spring-Summer semester and Summer term applications?

To begin an internship application, the student will click on the down arrow in the field next to the “Add New Application” button. The following year/term options will appear in the pull-down menu:

- Spring term classes will be available when selecting ‘Spring 2017’.
- Spring-Summer semester classes will be available when selecting ‘Spr/Sum 2017’.
- Summer term classes will be available when selecting ‘Summer 2017’.

The student will be able to view the year/term option (Spring 2017, Spr/Sum 2017 or Summer 2017) they selected at the top of their internship application next to their name.

What should a coordinator do if a student says the internship course is not available to select in the Class Credit section of the internship application?

If a student is not able to select the desired internship course from the Class Credit pull-down menu, please confirm that the student has selected the correct year/term to begin their internship application. Only classes offered during the specific year/term of the internship application will appear in the class credit pull-down menu. If verification has been made that the internship application is for the correct year/term and the class is not available to select, please contact the Academic Internship Office (801-422-3337, internship@byu.edu) to verify that the class is in the Internship Registration & Management System.

Can any revisions be made to a student’s internship application after it has been approved?

Yes, coordinators may revise the information in a student’s internship application until the Academic Internship Office has approved the application. At that point the internship class information cannot be changed unless the Academic Internship Office reverts the application.
Why did I receive an email notification with an agreement for an internship provider I am not aware of?

In the new system when the Academic Internship Office uploads a new Internship Master Agreement initiated by a specific program or department, all of the internship coordinators for the program or department will receive the email with the newly signed Internship Master Agreement.

What should a coordinator do if a student selects the wrong course number or section number on his/her application and the coordinator has already approved the application?

The Academic Internship Office’s approval of a student’s application places a flag on the specific internship class the student selected on the IRAMS application. If a student selects the wrong class and section and the coordinator has already approved the application, the coordinator may open the student’s internship application and click the “revert” button at the bottom of the internship application. This will permit the student to revise the internship application, select the correct internship course number and section, and hit the “submit” button. The department internship coordinator and the Academic Internship Office will need to approve the internship application before the student may add the internship course to his/her schedule. This procedure may be followed if the Academic Internship Office has not approved the internship application yet.

If the Academic Internship Office has approved the internship application, the internship coordinator should contact the Academic Internship Office and ask if they would ‘revert’ the internship application.

What should a coordinator do if they know a student has submitted an application but the application isn’t showing up in the coordinator’s queue?

It’s likely that the class credit section of the student’s application didn’t save. Or, after submitting the internship application and receiving the IRAMS automated email, the student realized he/she did not select the correct internship class so he/she opened the internship application and selected another internship class and section and clicked the “submit” button, which routed the application to another internship coordinator. You can check this by searching for the student’s application by going to the Quick URL search box and entering Intern01 (the student application screen) and typing in the student’s NetID or student ID number in the Last Name/Identifier field or by typing in their first and last name at the top of the screen. You may also search for the student’s internship application from the coordinator queue in the Advanced Internship Application search located at the top right corner of the screen. You search by entering the student’s NetID or BYU ID. You can also direct the student to reopen his/her application. If a class isn’t listed in the Class Credit section, select the correct course and click the “submit” button.