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## Executive Summary

### Introduction

My internship took place at Computer Aid, Inc. in Harrisburg, PA. My site supervisor was Peggy L. Bruck, Development Manager. She oversaw all of the interns, even if they worked for different teams. On the marketing team, I worked for Mary Wallace, Marketing Manager. She was the supervisor I reported to for the majority of the semester. She actually left the company, so after she left, I reported to Markian Fedoriw, Software Analyst. I still considered Peggy to be my site supervisor, but I worked closer with Mary and Markian during this semester.

I had two learning objectives for this semester. The first was “to function as a valuable part of a multi focused team in order to make the team more successful.” The second was “to learn more about web design (user interface, user interaction, ease of use, etc.)” The team I participated on was different and challenging, but I learned a lot. I had to learn how to get along with and share ideas with several different types of people with different skill sets. I also had to learn how to prioritize tasks on different projects, as well as on each individual project. In addition, I had to learn how to provide technical thought leadership to other team members (discussing all options rather than just being ok with simple requirements). Finally, I had to learn how to communicate effectively with my team members through all types of communication. I also gained experience in web design by analyzing other sites and talking with a graphic artist and UI expert about user interaction with a website. Also, I learned new technologies while building and designing new pages.

### Work/Projects

During the semester, I worked for the marketing team at Computer Aid, Inc. I was responsible for transferring content from their old site ([www.amiplatform.com/apo](http://www.amiplatform.com/apo)) to their new site ([www.caibuzz.com](http://www.caibuzz.com)). They bought a template that already had styles in it. I transferred the content from the old site and put it in to this new template. I had to reorganize some pages because the styles were different. There were also updates that were requested by my supervisor

or other people on the team that I incorporated while I was working on the site. After I finished transferring the information from the old site, my main responsibility was to implement new ideas on the website (new pages, forms, etc.) and to manage the site in general (making updates, testing it, etc.).

Along the way, there was another site ([www.caibuzz.com/rem](http://www.caibuzz.com/rem)s) that needed to be updated. I was responsible for making these updates as well. For both of these sites, I worked mainly with HTML and CSS. I got some light experience with JavaScript (pre-existing functions and jQuery). Working on these two sites gave me great experience in how to manage and maintain a website for a company.

### Learning

I learned a lot this semester. I learned how to be a part of a successful team by working with others, managing priorities, providing technical thought leadership, and learning how to communicate effectively. I also gained more knowledge in web design by analyzing other websites, designing and building pages, interviewing a graphic artist, and exploring new technologies with limited help from others. To see specific examples of how I gained this knowledge, please explore the rest of my portfolio.

### Future Plans

This experience has definitely had an impact on my future plans. Before the semester started, I was doing web application development using ASP.NET. This was very difficult for me and I did not like it very much because it would very hard for me to learn. I mentioned my struggles to my supervisors and they gave me the opportunity to work with the marketing team doing web design (HTML and CSS). I liked doing the latter much better.

I mentioned the same discussion to Mr. Blount when he came out for a site visit and he told me about a Messiah graduate who had his own web design company that was looking for interns. I expressed interest and eventually was offered an internship from him. He also does web programming, but it is using PHP instead of ASP.NET. I am looking forward to trying another language in a different atmosphere. I would love to do this type of thing as a career so I am excited to start my new internship. I will not need to do any more schooling to pursue this

career, but experience will be very helpful. I am hoping to gain a lot of experience at this next internship so that I will be prepared to be a professional web designer.

This internship experience has helped me in gaining and improving a few competencies. In my first paper, I talked about how I already exhibit “Performing with Integrity.” I continued to show integrity at my internship throughout the semester. I worked alone the majority of the time, and my supervisors were either on the other side of the building or in Allentown, so I was not heavily supervised. This means that I could have easily goofed around and slacked off. However, I still chose to show integrity and diligence by continuing to work hard (as if I was supervised closer). I have always been taught to do my best in everything I do, so I did that throughout the semester.

There were two competencies that I said could use improvement or that I need to acquire, “Balancing Work and Life” and “Embracing Change.” The first was very difficult for me this semester. I overworked myself this semester and did not do a good job at balancing work and school. Therefore, stress from one carried into the other and vice versa. It was a struggle the whole semester to get better at this, but I was not able to be successful in it. This is a very hard area for me and I am still striving to get better at this. I did show some progress in the other competency, “Embracing Change.” The team I was placed on was different than any team I had experienced before, so it challenged me to get out of my comfort zone and learn how to embrace something different. It was a challenge to learn how to communicate with team members through phone and instant messaging conversations, most of the time with people located in another city. I also was given more responsibility, which I was not ready for. I am not always confident with my work/ideas, and my supervisor began giving me more freedom and responsibility to make decisions. This definitely brought me out of my comfort zone and helped me gain some confidence.

### Preparation/Recommendations

I think my major courses helped to shape my mind in critical thinking and problem solving. The courses offered allowed us to do so in labs and projects. They also taught me how to learn one programming language and apply those concepts to other languages. This way, I could use the concepts I learned in “programming” and “problem solving” and relate them to

whatever project I was working on. It was also helpful that I had a course in web design (HTML and CSS) to refresh the material I needed to know as I maintained CAI's websites.

I would make some recommendations to my academic department. I would strongly advise the continuation of web courses. They can be very helpful, even if someone does not go specifically into web design because many applications are becoming web based. A knowledge of simple web design can put you one step above the rest. I would also suggest that they require an internship sometime during or right after junior year. This would give enough time for students to pursue another internship during senior year if the first one did not work out. Experience at an internship is very different and much more valuable than in the classroom. Finally, there should be more "application" courses offered (two-part courses). There are some classes that students could learn the material much better if they had more time to learn and experiment with it. The first course should just be lectures and labs to apply the concepts and the second course should just be application through a real life project. Some courses in the curriculum now try to bring the lectures, labs, and projects into one class. I do not think there is enough time for that all in one semester. They should be split up.