

**MISSOURI STATE
HIGHWAY PATROL**

**STUDENT
INTERNSHIP
MANUAL**



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SHP-762E

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PURPOSE OF MANUAL

The purpose of this manual is to provide students interested in an internship with the Missouri State Highway Patrol an opportunity to review what internships may be available in each troop or division. Additionally, this manual will provide guidance to those seeking to participate in such internships.

The Missouri State Highway Patrol student internship program is designed to help students sharpen their technical skills with authentic work experience. The Highway Patrol has specialized divisions in the areas of career recruitment, budget and procurement, criminal investigation, information technology, etc., which will provide interns majoring in these subjects an opportunity to work directly with job duties associated with their major course of study.

INTERNSHIP GUIDELINES

GENERAL HEADQUARTERS & TROOP HEADQUARTERS

A "student intern" is defined as either an undergraduate or a graduate student enrolled in a college or university and earning credit hours from the educational institution for the work period at the Missouri State Highway Patrol. The length of the internship will be agreed upon between the student, the educational institution, and the Highway Patrol.

Requests by students for an internship must be made through the Career Recruitment Division in order to properly track the success of the internship program. The student must submit his or her Application for Student Internship to the Missouri State Highway Patrol's Internship Coordinator no later than 45 days prior to the beginning of the semester in which the internship will be completed. Applications received that do not give 45 days notice will not be processed. A copy of the student's college transcript must be submitted with the completed application.

Upon receipt of the student's application, the appropriate troop commander or division director will be contacted by the Career Recruitment Division to review the information submitted by the student and conduct a one-on-one interview with the prospective intern. If the troop commander or division director and the Career Recruitment Division determine the intern would be acceptable, the Career Recruitment Division will submit an Intradepartmental Correspondence, SHP-15, to the superintendent for final approval. An internship will be paid if the intern performs job duties that would greatly assist the troop or division with a pending project backlog. If the internship is paid, the Career Recruitment Division will submit a formal request to the superintendent for final approval.

A thorough background investigation, to include personal reference checks and criminal and traffic record checks, will be conducted on all applicants. In addition, a credit record check and Missouri state tax compliance check will be completed on paid interns before they report for work. A drug screening is also required on the first day of the internship. This is required for both paid and unpaid internships.

An orientation meeting will be held at the troop or division headquarters on the first day of the internship. This meeting will familiarize the intern with the operations of the Patrol and allow them to become acquainted with the other individuals assigned to the troop or division. Paid interns will complete a new-employee orientation session.

Usually, the number of interns selected per semester is one (unless otherwise specified), depending on the workload of the component. A minimum of 15 - 20 hours per week is suggested. If a student requires fewer hours, the component commander must approve the request. No intern should exceed 40 hours per week. Normally, Patrol interns are not paid; however, they can be if the troop or division is willing to employ the student to perform job tasks beneficial to the overall operation of the Patrol. Interns must be in the final third of their college program, mature and of good moral character, and possess a grade point average of 2.5 or higher.

The Highway Patrol components are seeking students who are working toward an associate's/bachelor's degree in statistics, criminal justice, computers, forensic science, accounting, education, career recruitment, automobile mechanics, electronic technology construction design, aviation services, record-keeping, audio-visual technology, media/public relations, graphic art and design, print press operations, photography, auditing, procurement management, criminal investigations, office procedures, etc.

ADDITIONAL INTERNSHIP REQUIREMENTS

Identification Badges and Pictures: A photo-identification badge will be provided during orientation and is to be worn throughout the internship. A photograph will be forwarded to the Public Information and Education Division.

Dress: All interns are expected to adhere to the Patrol's General Order 26-04: Dress and Appearance of Civilian Employees.

Attendance: The intern's supervisor must be contacted, in advance, if the intern is going to miss a scheduled work time. If the supervisor is unavailable, a message will be left with appropriate troop or division personnel. Good attendance is expected and important to ensure all internship requirements are met. An intern, with excessive absences or tardiness, will be put on probation or terminated from the internship program.

Weekly Time Reports: Throughout the internship, interns will complete weekly time reports. These reports are very important for both the figuring of each intern's total hours worked and the preparation of a report concerning the value of the internship program. The time reports will be turned in to the supervisor at the end of each week for placement in the intern's file.

Confidentiality: Matters relating to the Missouri State Highway Patrol must stay within the agency. Interns will be asked to sign an Intern Confidentiality Agreement, SHP-763, stating they will keep Patrol matters confidential and accept the stated terms if confidentiality is not maintained.

Conduct: Any acts committed by an intern that are outside the scope of the internship program, such as misuse of Patrol identification, disrupting the workplace, insubordination, or departure from the truth, will result in termination of the internship.

Sexual Harassment: Interns will be required to sign a Sexual Harassment Advisory for Employees/Interns, SHP-356, in the presence of a supervisor. Students will also be given a copy of General Order 26-06, which provides detailed information reference Patrol policy on sexual harassment.

Substance Abuse: The Patrol does not tolerate any abuse of controlled substances by its employees, and the same will be expected of its interns. Interns must immediately notify their supervisor within twenty-four hours if arrested for any felony and/or offense that would discredit the Missouri State Highway Patrol or for manufacturing, distributing, dispensing, possessing or using a controlled substance. Interns will be required to sign a Student Intern Program Policy Receipt, SHP-752. This form will also be signed by their supervisor and kept in the intern's file.

Evaluations: Supervisors will complete a Student Intern Evaluation, SHP-744, at the conclusion of the internship. If the internship is for more than 480 work hours, an evaluation will also be completed at the mid-point of the internship. (If required by the institution, an evaluation may be completed more often.) Interns will be given a rating on each of the following points:

1. Ability and Willingness to Learn
2. Judgment
3. Quality and Quantity of Work
4. Oral and Written Communication Skills
5. Professionalism
6. Attitude toward Work
7. Creativity
8. Appearance
9. Work Habits
10. Ability to Handle Criticism
11. Attendance
12. Initiative

Exit Interview: All interns will have an exit interview using Exit Interview-Student Intern, SHP-987, at the conclusion of the internship, allowing the intern to voice likes, dislikes, and suggestions for improvement, based on their experience as an intern.

Duties and Responsibilities (Law Enforcement Interns Only): The duties and responsibilities of an intern wishing to pursue a career in law enforcement will be observing investigators and traffic officers in their daily assignments that could include such activities as conducting interviews, assisting in investigations, exposure to uniform operations via the ride-along program, observing supervisors with scheduling or other similar tasks, and attend various training with officers. The intern will have access to whatever equipment is available to the officer and suitable for the assignment.

Traffic (Law Enforcement Interns Only): As mentioned in the above narrative, a requirement of the internship for law enforcement interns is to participate in the ride-along program, unless the intern wishes not to participate. Ride-a-longs are an exciting and educational benefit to the intern program. Interns will ride-along with an officer during the last two weeks of their internship for two shifts only. This scheduling is to be determined by their commander or supervisor. Each intern participating in the ride-along program is required to sign the Student Internship Program Release from Liability, SHP-748. Interns under the age of twenty-one will be required to have their parent/guardian sign the release from liability form as well. This form will be notarized upon signature of the intern or parent/guardian.

Briefings (Law Enforcement Interns Only): To help give the intern a better understanding of the Patrol, briefings are scheduled with various components in the troops. Components will provide an explanation of their functions and how they relate to the agency as a whole. The intern should be given an opportunity to ask any questions about the component. The following is a list of the briefings the intern may be expected to attend:

1. Traffic enforcement
2. Major Crash Investigation Unit
3. Communications
4. K-9 training (observation only)
5. Shooting range training (observation only)
6. Driver Examination
7. Commercial Vehicle Enforcement
8. Motor Vehicle Inspection
9. Marine Operations

Supervisors will schedule the following briefings as the opportunities become available:

1. Warrants
2. Drug Enforcement
3. Court observations
4. Fingerprints
5. SERT training
6. Evidence maintenance

Upon completion of the internship, all required paperwork will be forwarded to the Human Resources Division. All hours required by the intern's educational institution must be completed. Interns may not extend their internship beyond the end of the semester, unless approval is granted by the Career Recruitment Division.

At the end of the internship, interns will receive a Certificate of Completion, SHP-780, for their internship with the Missouri State Highway Patrol. If the intern is eventually hired as a full-time employee, their internship records will become part of the employee's personnel file. All internship files will be maintained in the Career Recruitment Division for five years.

GEOGRAPHICAL LOCATIONS

The Missouri State Highway Patrol has nine troop headquarters, three service centers, and General Headquarters located throughout the state. Listed below are the locations of these offices:

Troop A

P. O. Box 158
504 East Blue Parkway
Lee's Summit, MO 64063

Troop B

308 Pine Crest Dr.
Macon, MO 63552

Troop C

891 Technology Drive
Weldon Spring, MO 63304

Troop C Service Center

P. O. Box 612
5268 Flat River Road
Park Hills, MO 63601

Troop D

3131 E. Kearney St.
Springfield, MO 65803

Troop D Service Center

4282 S. Grand Ave.
Carthage, MO 64836

Troop E

Route 6, Box 572
4947 Highway 67 North
Poplar Bluff, MO 63901

Troop E Service Center

105 Keystone Dr.
Sikeston, MO 63801

Troop F

P. O. Box 568
2920 N. Shamrock Rd
Jefferson City, MO 65102

Troop G

1226 W. Business U.S. 60-63
Willow Springs, MO 65793

Troop H

P. O. Box 8580
3525 N. Belt Hwy.
St. Joseph, MO 64508

Troop I

P. O. Box 128
Nagogami Rd. West
Rolla, MO 65402

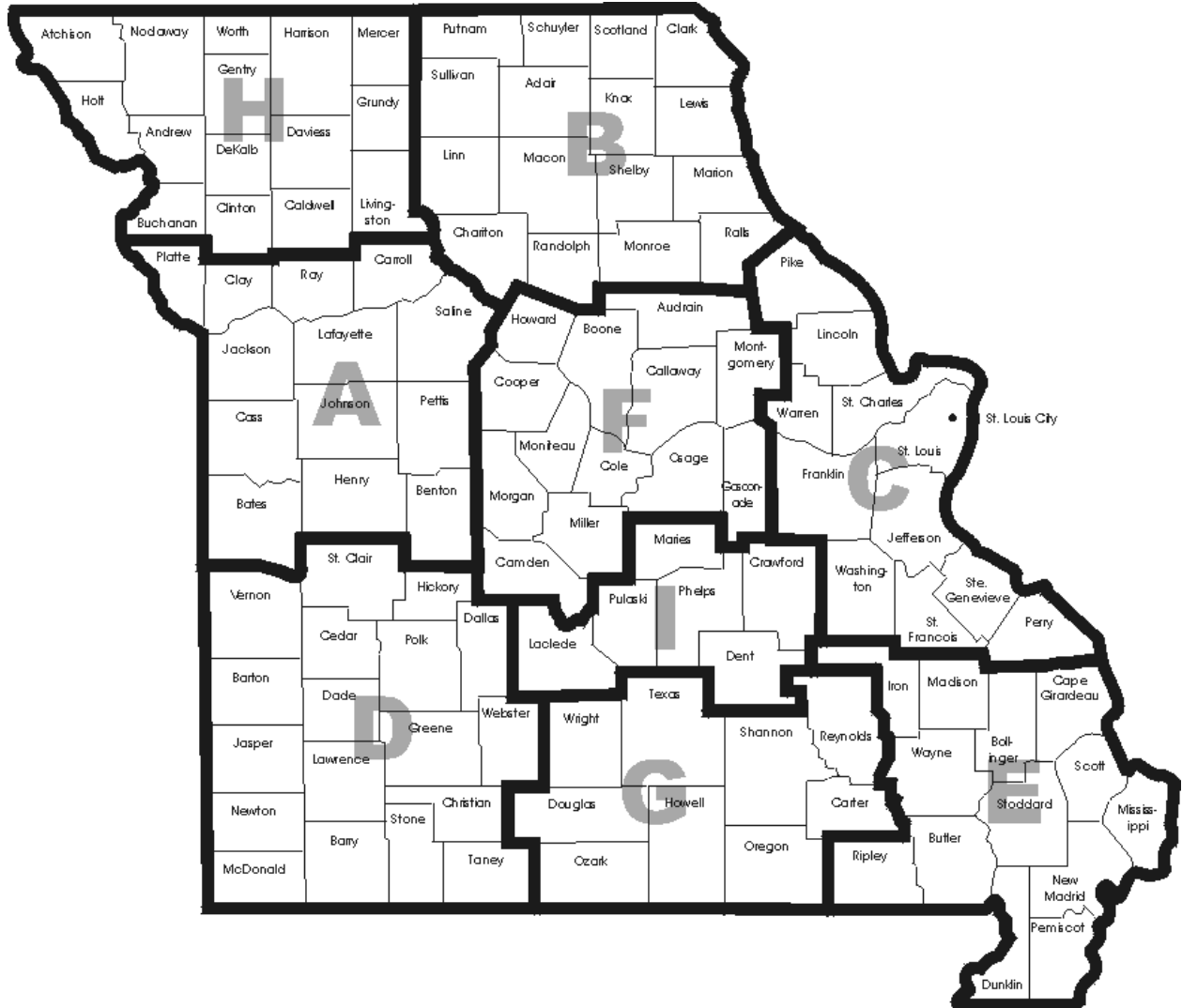
General Headquarters

P. O. Box 568
1510 East Elm St.
Jefferson City, MO 65102

The work performed by interns in the troop may involve checking accident and DWI reports, entering traffic tickets into the computer system, assisting with compiling statistics on traffic fatalities, DWI arrests, marine operations, and other special projects that may arise.

General Headquarters currently has fifteen components participating in the Patrol's Internship Program. Each component's work varies and specific duties are outlined under each component within this manual.

Troop Area Map



Aircraft Division

The Aircraft Division is located at the Missouri State Highway Patrol's General Headquarters complex in Jefferson City, Missouri. Students interested in an internship with this division must complete their internship at the Highway Patrol Hangar located at the Jefferson City Municipal Airport.

Responsibilities of the Aircraft Division include assisting troop commanders in traffic and criminal law enforcement, directing the maintenance and replacement of Patrol aircraft, maintaining records on aircraft maintenance and expenses, providing transportation for members of the Patrol or other state agencies when travel by aircraft is necessary, conducting periodic refresher training and enhancing flight safety through regularly scheduled flight reviews and competency evaluation.

On a limited basis, the Missouri State Highway Patrol may consider internships in aviation technology/operations for these students majoring in this area.

Other internships involving general clerical duties at General Headquarters may also be available upon request.

Budget and Procurement Division

The Budget and Procurement Division is located at the Missouri State Highway Patrol's General Headquarters complex in Jefferson City, Missouri. Students interested in an internship with this division must complete their internship at General Headquarters.

Responsibilities of the Budget and Procurement Division include maintaining accounting records, maintaining inventory control of Patrol property, preparation of financial reports, conducting and coordinating procurement activities, preparing agency payroll, formulating annual budget, tracking pending legislation, assisting with the operation of the Supply Warehouse and agency print shop, etc.

The Budget and Procurement Division is seeking students who are working toward their bachelor's/associate's degree in accounting, business administration, warehouse/property control management, print shop operations or related fields. The intern will assist with basic accounting procedures, inventory control, purchase orders, printing brochures, etc... The intern may also assist with general clerical duties.

The individual selected for an internship emphasizing accounting should possess a basic understanding of accounting principles and practices and be familiar with some accounting software; individuals with a warehouse/procurement management and/or print shop emphasis should possess a basic understanding of property control and/or printing machinery.

Career Recruitment Division

The Career Recruitment Division is located at the Missouri State Highway Patrol's General Headquarters complex in Jefferson City, Missouri. Students interested in an internship with this division must complete their internship at General Headquarters.

Responsibilities of the Career Recruitment Division include coordinating the member selection process, recruiting, veteran's benefits, equal employment opportunity, affirmative action, and community relations.

The Career Recruitment Division is seeking students who are working toward a bachelor's or associate's degree in public administration, business administration, or related field. The intern will be assisting personnel assigned to the division perform a variety of functions, e.g., trooper selection process, recruiting, community programs, and other employment related duties.

Commercial Vehicle Enforcement Division

The Commercial Vehicle Enforcement Division is located at the Missouri State Highway Patrol's General Headquarters complex in Jefferson City, Missouri. Students interested in an internship with this division must complete their internship at General Headquarters.

Responsibilities of the Commercial Vehicle Enforcement Division include coordinating the uniform enforcement of commercial vehicle laws and regulations, establishing audit procedures, compiling reports for state and federal agencies concerning commercial vehicles, serving as the statewide central repository for participating agencies in the Motor Carrier Safety Assistance Program and the nationwide SAFETY NET Computer systems, and inspecting and maintaining portable and pit scales.

On a limited basis, the Missouri State Highway Patrol may consider internships with the Commercial Vehicle Enforcement Division involving general clerical duties, statistics, filing, and commercial vehicle safety (e.g., truck inspections).

Criminal Justice Information Services Division

The Criminal Justice Information Services (CJIS) Division is located at the Missouri State Highway Patrol's General Headquarters in Jefferson City, Missouri. Students interested in an internship with this division must complete their internship at General Headquarters.

Responsibilities of the CJIS Division include assisting criminal justice agencies in identifying individuals through fingerprints, maintaining and operating the Automated Fingerprint Identification System (AFIS), serving as the central state criminal records repository, processing record requests from non-criminal justice agencies for criminal history record checks, fingerprinting individuals who come to the division and request the service, and maintaining the official state Sex Offender Registration File.

The CJIS Division is seeking students who are working toward a bachelor's or associate's degree in statistics, mathematics, criminal justice or related field. The intern will assist with the compilation and collection of statistical information relating to criminal history, workload analysis, etc. The intern may also assist with filing fingerprint cards and other clerical duties, as necessary.

The individual selected for an internship should possess a basic understanding of statistics and criminal justice administration.

Driver Examination Division

The Driver Examination Division is located at the Missouri State Highway Patrol's General Headquarters in Jefferson City, Missouri. However, the internships may be conducted at driver examination offices located throughout the state. Students interested in an internship with this division must indicate which area of the state they would be most interested in working.

Responsibilities of the Driver Examination Division include developing standards, policies, and procedures for the driver examination program, developing exams, conducting basic driver examination schools, conducting biennial in-service training of all driver examination personnel and basic school for all driver examination clerks as needed, and assisting in establishing CDL third party tester audit procedures.

The Driver Examination Division is seeking students who are working toward their bachelor's or associate's degree in marketing, public relations, education, criminal justice, business administration, or a related field. The intern will be assisting driver examiners administer written and vision tests, grading tests, and greeting the public.

The individual selected for an internship must possess above average people skills, an aptitude for accuracy, and have a basic understanding of customer service.

Other internships involving general clerical duties at General Headquarters may also be available upon request.

Fleet and Facilities Division

The Fleet and Facilities Division is located at the Missouri State Highway Patrol's General Headquarters complex in Jefferson City, Missouri. Students interested in an internship with this division must complete their internship at General Headquarters or at the Troop F Garage, located in Jefferson City, Missouri.

The Fleet and Facilities Division is seeking students who are working toward their associate's or bachelor's degree in automotive technology or trade school certification in automotive repair. The intern will assist with the maintenance and repair of Patrol vehicles. The individual selected for an internship must possess a working knowledge of automobile maintenance.

Responsibilities of the Fleet and Facilities Division also include planning and coordinating repair, replacement, and improvement projects, regulating, maintaining, and repairing heating, cooling, and electrical systems, providing general cleaning and maintenance of Patrol buildings and maintaining grounds and equipment operated by Fleet and Facilities Division employees.

On a limited basis, the Missouri State Highway Patrol may consider internships in computer aided design, construction design, electrical maintenance, and/or landscaping for those students with a major in these areas.

Other internships involving general clerical duties at General Headquarters may also be available upon request.

Human Resources Division

The Human Resources Division is located at the Missouri State Highway Patrol's General Headquarters complex in Jefferson City, Missouri. Students interested in an internship with this division must complete their internship at General Headquarters.

Responsibilities of the Human Resources Division include coordinating the communication, and civilian selection processes, recruiting protected class and minority applicants, conducting job task analyses and establishing and maintaining specifications for all positions into the computer system, monitoring agency personnel policies and actions to ensure compliance with Title VII; EEOC; ADA; ADEA; and FLSA regulations monitored by the Missouri Commission on Human Rights, and other federal and state regulations, coordinating employee retirement, evaluation, and promotional systems, coordinating new employee orientation, coordinating and maintaining records related to the Patrol grievance process, etc.

The Human Resources Division is seeking students who are working toward a bachelor's or associate's degree in human resources, public administration, business administration, or related field. The intern will be assisting personnel assigned to the division perform a variety of Human Resources functions, e.g., interview boards, job audits, salary surveys, compiling personnel files, new employee orientation, and other employment related duties.

The individual selected for an internship should possess a basic understanding of personnel laws, aptitude for accuracy, and the ability to work with a variety of personality types in a professional manner.

Other internships involving general clerical duties at General Headquarters may be available upon request.

Information and Communications Technology Division

The Information and Communications Technology Division is located at the Missouri State Highway Patrol's General Headquarters complex in Jefferson City, Missouri. Students interested in an internship with this division must complete their internship at General Headquarters.

Responsibilities of the Information and Communications Technology Division include handling voice communications with mobile units and other agencies, desk operations, conducting biennial audits of MULES terminal agencies, maintaining the MULES Operating Manual, operating the Missouri State Warning Point and eight local warning points on the National Warning System, and administering the Missouri Road Report Telephone System (MARTS).

The division is also responsible for developing, operating, and maintaining comprehensive computer systems primarily for criminal justice agencies at the state and local levels of government, installing and configuring hardware and software for Patrol office systems, local area networks, personal computers, and midrange processors. The Information and Communications Technology Division also is tasked with supporting the Statewide Criminal Justice Network, providing research, data gathering, statistical output processing, reporting and interpretive data analysis services for local, state, and federal agencies as well as the Patrol, and maintaining security and quality control of all systems.

The Information and Communications Technology Division is seeking students who are working toward their bachelor's or associate's degree in computer science, statistics, or a related field. The intern will be assisting with PC configuration and PC support. The division is also seeking students who are working toward their associate's or bachelor's degree in electronic technology or related field. The intern will be assisting communications technicians with the installation/removal of communications equipment in Patrol vehicles, minor repair of electronic equipment and emergency services operations (e.g., dispatching).

Motor Vehicle Inspection Division

The Motor Vehicle Inspection Division is located at the Missouri State Highway Patrol's General Headquarters complex in Jefferson City, Missouri. However, the internships may be conducted at motor vehicle inspection offices at each troop headquarters or at General Headquarters. Students interested in an internship with this division must indicate which area of the state they would be most interested in working.

Responsibilities of the Motor Vehicle Inspection Division include developing standards, policies, and procedures for motor vehicle inspections, investigating applicants for inspection station and inspector/mechanic permits, supervising, inspecting, and evaluating inspection stations and personnel, conducting administrative investigations of consumer complaints in regard to motor vehicle safety and emission inspections, administering school bus inspection, emission inspection, VIN/Salvage title inspection programs, and administering window tint examinations and issuing window tint permits by authority of Section 307.173, RSMo.

On a limited basis, the Missouri State Highway Patrol may consider internships in statistics and/or auditing procedures for those students with a major in this area.

Other internships involving general clerical duties at General Headquarters may also be available upon request.

Patrol Records Division

The Patrol Records Division is located at the Missouri State Highway Patrol's General Headquarters complex in Jefferson City, Missouri. Students interested in an internship with this division must complete their internship at General Headquarters.

Responsibilities of the Patrol Records Division include maintaining a microfilm and/or computer imaged file of all accident reports submitted by agencies, including the Patrol, participating in the Statewide Traffic Accident Records Systems (STARS), compiling and disseminating information on traffic fatalities throughout the state, providing STARS accident reporting/classification training to law enforcement agencies and training center instructors, conducting interpretative analysis on fatal traffic accidents, maintains liaison with coroners/medical examiners reference drug/alcohol involvement in fatal crashes, maintaining the Traffic Arrest System (TAS) and enters the dispositions received from courts into this system, and maintains the Patrol Uniform Complaint and Summons Audit System. The division is also where the Patrol's Custodian of Records is located.

The Patrol Records Division is seeking students who are working toward an associate's or bachelor's degree in computer science, criminal justice, business administration, statistics, or a related field. The intern will be working with quality control clerks coding and entering traffic tickets into the computer system, compiling and entering traffic fatality statistics into the computer system, and working with the data imaging system.

The individual selected for an internship must possess analytical skills and the ability to maintain focused on tasks that may become tedious.

Other internships in general clerical duties at General Headquarters may also be available upon request.

Public Information and Education Division

The Public Information and Education Division is located at the Missouri State Highway Patrol's General Headquarters complex in Jefferson City, Missouri. Students interested in an internship with this division must complete their internship at General Headquarters.

Responsibilities of the Public Information and Education Division include writing and disseminating news releases to the media, arranging press conferences, developing, designing, and directing publications of public safety literature, operating the Safety Education Center, publishing the Patrol News and the Annual Report, providing functional direction, technical aid, and equipment to public information and education officers, coordinating the Patrol community relations programs, providing technical assistance, layout design, and initial preparation for departmental brochures and pamphlets, and writing letters, articles, and speeches for the superintendent and General Headquarters staff.

The Public Information and Education Division is seeking students who are working toward their bachelor's or associate's degree in communications, print journalism, public relations, photography, or related field. The intern will be given "hands-on" experience with writing features/stories for the Patrol News, creating public service announcements, assist in distributing published material, and reorganizing photographic files. The intern should possess experience in news writing, compiling feature stories, and creative writing skills.

The Public Information and Education Division is also seeking students who are working toward their bachelor's or associate's degree in art, commercial art, graphic design, or related field. The intern will assist with the design and layout of brochures, flyers, pamphlets, etc. The intern must possess experience with Adobe Creative Suite 4, Pagemaker 7 and CorelDraw 12 (or a similar program), graphic design, and magazine layout.

Other internships in general clerical duties at General Headquarters may also be available, upon request.

Research and Development Division

The Research and Development Division is located at the Missouri State Highway Patrol's General Headquarters complex in Jefferson City, Missouri. Students interested in an internship with this division must complete their internship at General Headquarters.

Responsibilities of the Research and Development Division include developing and editing proposals for written directives, managing the accreditation program and maintaining the master file to ensure and document proof of compliance of CALEA standards, conducting staff inspections of troops and divisions, overseeing activities of the Property Control System, conducting reviews of the Patrol strategic plan, developing and revising official Patrol forms, conducting general research and staff studies as deemed necessary by the division director or as directed by the superintendent, and conducting and coordinating the evaluation of specified law enforcement programs and equipment.

The Research and Development Division is seeking a student who is working toward an associate's or bachelor's degree in statistics, mathematics, criminal justice, forms design or a related field. The intern will be assisting civilian employees and uniformed members assigned to the division with statistical analysis projects.

The individual selected for an internship must possess a basic understanding of statistical analysis, Focus software's "Table Talk" or similar software, and basic criminal laws.

Other internships in general clerical duties at General Headquarters may also be available upon request.

Training Division

The Training Division is located at the Missouri State Highway Patrol's General Headquarters complex in Jefferson City, Missouri. Students interested in an internship with this division must complete their internship at General Headquarters.

Responsibilities of the Training Division include developing curriculum, training recruits, planning and developing new training programs, coordinating instructor selection, training, evaluation, certification, and tenure in accordance with Police Officer Standards and Training (P.O.S.T.) regulations, managing the Patrol central library, providing meals and lodging at the Law Enforcement Academy, assisting in the preparation of legal and training bulletins, etc.

The Training Division is seeking students who are working toward an associate's or bachelor's degree in computer information systems, criminal justice, media/communications, diet/nutrition, hotel/restaurant management, physical fitness, education, electronics, or a related field. The intern will be working in one or more of the following areas, depending upon which degree they are seeking: specialized computer program support, lesson plan preparation, audiovisual/studio techniques, physical fitness/sports medicine, cafeteria operations, and/or electronic programming for the Academy computerized range.

The individual selected for an internship must possess the ability to work with several personality types in a professional manner.

Other internships in general clerical duties at General Headquarters may also be available upon request.