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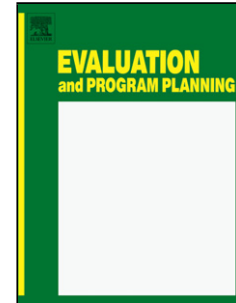
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Internship Training in Computer Science: Exploring Student Satisfaction Levels

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Competing interests: The authors declare that they have no competing interests.

Highlights

- This paper studied the evaluation of an internship training program which has been conducted among faculty of information technology and computer science students in the academic years 2014/2015 and 2015/2016 for future improvement.
- The objective of the paper was to extend knowledge of internships by identifying the factors associated with higher student satisfaction with the internship experience. A sample of 60 students responded to a scale consisting of 23 scale items developed to assess the experience and the benefits students receive from participating in internships.
- Factor analysis identified six factors. Each of the factors was observed to be significantly correlated with students' satisfaction with an internship.
- Correlational analysis also indicated positive relationships between students' satisfaction with their internship and their confidence in their ability to obtain a full-time position and the perceived importance of internships for future career success. A marginally significant relationship was observed for the likelihood of obtaining a position with the interning company.
- The limitations of the study include a small sample and the lack of an attempt to control differences in the type of internships.
- Future research should extend the analysis to include the entire universities of different types and control the different types of internship experiences. Furthermore, the analysis can be expanded to examine other disciplines, such as education and arts at Jerash University.

Abstract. The requirement of employability in the job market prompted universities to conduct internship training as part of their study plans. There is a need to train students on important academic and professional skills related to the workplace with an IT component. This article describes a statistical study that measures satisfaction levels among students in the faculty of Information Technology and Computer Science in Jordan. The objective of this study is to explore factors that influence student satisfaction with regards to enrolling in an internship training program. The study was conducted to gather student perceptions, opinions, preferences and satisfaction levels related to the program. Data were collected via a mixed method survey (surveys and interviews) from student-respondents. The survey collects demographic and background information from students, including their perception of faculty performance in the training poised to prepare them for the job market. Findings from this study show that students expect internship training to improve their professional and personal skills as well as to increase their workplace-related satisfaction. It is concluded that improving the internship training is crucial among the students as it is expected to enrich their experiences, knowledge and skills in the personal and professional life. It is also expected to increase their level of confidence when it comes to exploring their future job opportunities in the Jordanian market.

Keywords: Internship training; professional and personal skills; students' satisfaction.

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