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Week 1: This is my first week being in the office. My supervisor Natascha took me around the office in order to get me acquainted with my surroundings, she explained to me that she majored in international relations when she was in college. We talked about what the Office of Contracting and Personal Property Management is responsible for developing and carrying out procurement and requisitioning functions at the Smithsonian institution. This office also provides contracting services and oversees purchase orders and procurement systems. My first assignment was to edit an excel spreadsheet of all Smithsonian employees. The issue was that there was no way of verifying what employees had truly left the Smithsonian. In order to verify this information, I had to use a website called PRISM and manually type in each employee's name. I was then responsible for documenting if they had indeed left the Smithsonian or not. After this list was completed, I then had to compare it to a different list in order to confirm the reason the employee had left. Most of the employees had either resigned or been transferred to other departments. Natascha explained to me that this is very important due to the fact that when an employee leaves, The OCON office has to make sure they no longer have a Smithsonian credit card or travel card. I am continuing to learn how to make spreadsheets using excel. Also this week I got to sit in on a financial meeting Natascha conducted, she is doing a rotation at the National Museum of African Art and she wanted me to go along with her in order to get the full experience of what her job entails. The meeting was to discuss setting up payment methods for the National Museum of African Art. There was talk about a PayPal option being added the website created for a dinner the museum is hosting. This would be a way for donors to pledge funds, my advisor also mentioned some ideas for making the museum livelier. Africa has a vibrant culture, people are always dancing, singing and playing instruments and as of now the museum is very quiet. This is not a good representation of our culture. My supervisor is from South Africa and the person she had the meeting with is from Nigeria so we were all in agreement with this. They spoke about getting drummers and vendors to set up carts outside of the museum to sell things such as clothing and jewelry. This week I got to see firsthand how diverse this office is. When I was first offered the internship, I had no idea what to expect but my supervisor made it very clear to me that she wasn't going to have me shred paper or do filing. She wanted me to attain skills I can use in the future. So far I am learning so much that I can hopefully use when I get back to Radford and in the future. I am so lucky I get to have this experience.

Week 2: The first day of week two I was given a few training courses to complete. The first course I did was called Financial Management, it explained how responsibilities are distributed through the different tiers of the Smithsonian. I also learned a bit about federal and trust funding and the different checks and balances put in place for the two kinds. This week I also was given a policy edit assignment, I used the change tracking function to record suggested edits to a policy. My other supervisor Jeremy wants me to try writing some policy for a training course he is teaching. I have been assigned five sections of the training lesson to work on. In each of the lessons I will have to go to the OCON page of the Smithsonian website and locate each policy, I will then have to translate each point in a manner where it is easy to read for the viewer. This week I got the opportunity to go to the African art museum and have an interview with the office of advancement. The Ooni of Ife (who is Nigerian royalty) came to visit the museum. It was very interesting seeing how international relations is an important part of museum culture. The Ooni had a large following of kings and queens with him, and there was also an entourage of musicians who proceed in front of him playing instruments and singing songs. I learned that this is done so that others are aware the Ooni is coming. There was a strong smell of kerosene, we later found out that there was a fire presentation done outside of the museum. Unfortunately some of the gas spilled inside of the museum and we needed to evacuate immediately. Before we had to evacuate the Museum of African Art, we got to ask some questions in the internal interview Natascha had organized, I asked was about if it would be better to go straight into graduate school, or take maybe a year off to get some job experience. I was informed that it may be helpful to take some time away from school to work in order to figure out

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what I would want to study in graduate school and what program would be best for me. There was another intern who is in graduate school now, she took four years off before deciding to pursue her master's degree. She said she felt that it made her better rounded. I still have no idea what is the best option for me, but I am hoping this internship will give me some tools to figure that out. After I finished making the policy edits, I then had to record the corrections I made on a chart. This week I also went to L'Enfant Plaza again in order to attend an informational forum and ice-cream social, this social was organized to give us some behind the scenes information about the Folk Life Festival that would be coming into town next week. We learned that the festival would be focusing on the Basque culture of northern Spain and the Sounds of California, this part of the festival is designed to explain how music mirrors and shapes the nation today. I have been given the day off on Friday in order to go the festival. The OCON department is very diverse and I like that I get to experience and learn many different skills. My supervisors mentioned that in this department, you learn to be a Jack of all trades.

Week 3: To start off the week I have been assigned the task of organizing and mailing out certificates for those who completed a training course. I have to go into all of the files by date and find each participant's MRC number, this number tells us which department each participant belongs to. There are about a hundred or so certificates and they each need to be individually enveloped and sealed. This week I got to spend some time speaking to both my supervisor's boss Curtis Sanchez. He wanted to call me in to see what I had been working on and also he will be reviewing the edits I made. Mr. Curtis also sat me down and explained more in depth about the role the OCON department plays at the Smithsonian. This department serves as a guide or enabler for the other departments, we help them get the tools to do their job properly. An example of the way we guide other departments is policies, the OCON team does not write the policies for different departments, but we do however provide resources to assist in creating policies. Jeremy also began teaching me this week how to use Adobe Captivate. This is a software he uses to create training courses. It has a similar look to PowerPoint but it is far more complex. As of right now I have learned how to copy and paste master slides for the third module of the training course. I have also learned that each module is a specific color and that each color has a code. For example, aqua is 00ffff. I was very apprehensive about learning how to use this program due to the fact I have never done this before and also I feared messing anything up. Jeremy assured me that all I need to do is try, he also showed me the undo button as well. At the end of the week I was given the day off to attend the Folk Life Festival and it was an amazing experience. The grounds of the national mall were decorated with booths dedicated to the Basque culture and the Sounds of California. I was able to experience this with my family members. One of my favorite memories of the festival was the dancing! We got to learn two traditional dances from Basque culture, it was very interesting because everyone was paired up with complete strangers, yet everyone was made to feel welcome even in the event of switching partners multiple times. One of the dances involved singing and skipping around the national mall and around the actors wearing traditional Basque Yak costumes. We were also given a traditional Basque scarf which they tied around our necks. I really enjoy how many different experiences I get to have during this internship. I have gotten to work on policies and see how the OCON department plays a role as a guide in a business setting, but I also have gotten to be exposed to and experience other cultures and see how important international relations is especially when it comes to putting together a large event such as the Folk Life Festival.

Week 4: This week was shorter due to the fact that I went on a vacation trip. I began this week by continuing to finish color coding the master slides for the adobe captivate training program my supervisor is putting together. It was my responsibility to make sure each module was numbered and colored correctly. It was also my responsibility to make sure the Microsoft Word outline for the modules was also

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numbered correctly. I also was given the task of emailing those who did not have a department number on file for the training program Jeremy taught previously. Each person who completed this program is to receive a certificate, however, some of the participants in the class forgot to write down their department number and it was not able to be locate in the system. Jeremy wants to give me a chance to try and write out some policy for the Procurement Informational Briefing course Jeremy will be teaching. I am unable to go into an in depth explanation due to confidentiality. These policies are written out on Microsoft word, it is a lot like writing a research paper in the way that I collect information for the policy. The policy needs to be 1-2 slides and written in a way that is very understandable for beginners. Jeremy reminded me that when writing policy for a training course, it is very important that the slides and dialogue are brief and to the point due to the fact people tend to have short attention spans. Through writing this first policy I learned that a statement of work is important because it describes the government and contractor relationship. A statement of work also explains both of their roles as well. I learned that it is important for a well written statement to include everything from an explanation of the service performed to how much effort the task required.

Week 5: My supervisor Natascha returned back from her trip to Japan this week. She brought be back one of their traditional fans, she explained that they are used often because it is extremely humid in Japan, even worse than the current DC metropolitan humidity. I finished writing my first policy last week and have been assigned a new policy to try this week, a request for quote is important for making sure the statement of work is held together properly. I also was given the task of revising the training schedule for the 2016-2017 year. The schedule is on an excel spreadsheet and I had to look up both the 2016 and 2017 calendar and figure out what days of the week to put the training courses. I also sat in on an OCON staff meeting where Curtis briefed the team on what the meeting with the secretary of the Smithsonian would be about. More certificates have come in and need to be mailed so again it is my job to prepare them for mailing and make sure I can locate each individual's MRC number. I also have been given the task of proofreading a revised policy that is going to be sent out, my job is to compare the two policies and make a note of the changes made in the new policy. Proofreading the policies that need to be sent out is not difficult due to the fact that we write and proofread a lot of papers in the Political Science field. It was difficult at times when I was given the chance to create a policy, it is a bit like starting a research paper. Research papers have always taken me a long time to write because there are so many moving pieces, you have to be creative but you also have to stay in the guidelines of the paper. Writing a policy is very similar to this so it does take me a bit longer to complete assignments such as that one. I never had any idea this aspect of the Smithsonian existed and I am grateful to be here and have this opportunity to learn so much. I feel this experience is going to greatly improve my writing skills and professionalism. I have also been asked this week to begin participating in the configuration of the OCON&PPM newsletter, I have never worked on a newsletter before so I am glad this is something I get the opportunity to work on. I have been given free rein to design it however I want. Right now I have chosen a blue and orange theme to go with summer. I have been given different announcements and photos to put in the newsletter. I am really grateful that I am getting a chance to participate in so many different things. It is nice that this internship is helping me become better rounded. If I do indeed begin working for the political science department at Radford in the fall, I can use a lot of what I have learned here. I have improved on how to use excel and with the experience I am getting with this newsletter, I feel I will be very equipped to work on a webpage if that is something that needs to be done.

Week 6: I am continuing my work on the newsletter. I am playing with different animations and where to put the different pieces of information. It is frustrating because I am working with different elements of Microsoft word to put this newsletter together and sometimes the animations do not want to cooperate

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with me so I have to erase everything and start again. I am hoping it does turn out well. More people have completed their training and need to be issued certificates, I have written all of the names on envelopes and now need to locate each person's MRC number and seal the certificates in their designated envelopes. These certificates prove that the participants have completed the Simplified Acquisitions Refresher Workshop, this is a training workshop. Natascha has made it clear that she wants me to get to know about the other departments of Smithsonian. This week I was able to go to Capital Gallery in DC and get together with and intern from the Office of Fellowships and Internships (OFI). This office helps to match interns with one of the 19 Smithsonian owned museums and research facilities. OFI is also in charge of planning intern events so that Smithsonian interns have a chance to interact with other interns that are not in their field. Robin is in charge of making the videos for internship orientations, configuring OFI newsletters, videos and blogs, and also sending out emails about the intern events to the other departments. Her internship is a lot more communications focused than mine is so it is cool to see that every intern does and learns different things. I also helped with files this week, I was in charge of making room for some files that were out of place while making sure the current files were not out of order. This can be very confusing because each file has a date and a number and it is very easy to confuse where they go, I was able to figure it out and we ended up getting the job done rather quickly. Jeremy also had me define some terms for his next training course. By doing this I learned what the difference between sensitive and capitalized personal property is. Sensitive personal property is non-capitalized personal property considered highly vulnerable to theft, inappropriate use, or unauthorized disposal. It may present serious liability to the SI if lost and misused. Capitalized personal property is assets with an acquisition cost of \$5,000 and above. It is generally complete in itself, is durable in nature with an expected service life of two years or more, and does not lose its identity or become a component of another article. I have said this previously but I never really thought about the business aspect of Smithsonian policy until I became an intern. I am sure when people think of the Smithsonian, policies are the furthest thing from their mind. There is more going on with the remaining program Jeremy is conducting, I was given the task of contacting one of the directors and asking him to send both Jeremy and myself files for the 2017 year. I am also looking at some documents and checking to see that the dates are correct. It is very important that people look over these documents several times to ensure that they are error free. It reminds me a bit of what I learned in POSC careers, it is important to get several pairs of eyes to look at your work in order to ensure you are giving out your best product.

Week 7: At the beginning of this week I got a phone call from another department requesting a copy of a yearly call letter that is to be sent out. They needed the letter emailed to them so that they can add their dialogue to the letter as well. It was my job to proofread the letter and change any dates that were inaccurate. After checking to see if all dates are correct, I then sent the call letter to my supervisor Jeremy to go over. The call letter will then be sent to the other department for review. I did not quite understand how to change the dates for the next fiscal year so I was given the opportunity to try again. Jeremy explained to me that as I continue to progress, the more of what I write will be critiqued. It is very important that I look at what I am writing closely to ensure all dates are correct, sentences are formatted nicely and that spelling is precise. This is something I can struggle with so I am glad this internship is helping me develop good skills and habits. For the training courses Jeremy is producing, he wants me to put together a dictionary of terms. He explained that it is helpful to have someone who has not done this for years make the dictionary due to the fact that once a person has been in the department for a long time, they forget that people do not just come in knowing the terms and definitions. Natascha was out of the office for most of this week so I did work closely with Jeremy. He has put the text in the Adobe Captivate slides he had me working on a few weeks ago. I also got to work on some of the policies in the program, I mentioned this in previous journal entries as well. I am in the

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process of thoroughly reading through and looking for punctuation, grammar, and spelling errors. This would be considered as editorial work due to the fact that I am reviewing and editing the courses. Jeremy explained that as usual he needs me to be brutally honest and thorough in order to ensure the best product will be put out. Curtis, who is one of the supervisors for the OCON department also assigned me some reading in order to help me become better acclimated with how dialogue over policies is done. He sent a thorough email earlier in the week as an example of this. The email was sent out by a person from the department of archaeology, she wanted to know if the department needed to request another exemption although they received one prior when working on a certain overseas project. The other country wanted to continue a relationship with Smithsonian and send over another team of SI employees. Curtis explained that exemptions are not perpetual and need to be requested each time. This is an example of how the OCON & PPM department acts as an advisor to other parts of the Smithsonian. This was one of the first things I learned about this department but it is cool to continue to see the role OCON plays in Smithsonian affairs.

Week 8: For the beginning of this week I will be continuing my critiques of Jeremy's 2<sup>nd</sup> module for the training program he is conducting. I have started going through the module and have written out some flaws I see. I will be continually working on finding things that can be fixed. After I am finished, I will then type out my critiques and email them to Jeremy. This week the OCON department had a training course on civility in the workplace and how this can affect the overall quality of work in a department. Some of the key points I took from the course was that especially when writing someone, it is important to make sure not to use any offensive language or have an intimidating or accusatory tone. It is also important when reading something from a colleague or supervisor, not to assume the tone of what is written is negative. We looked at an example of a very nasty email exchange that actually took place in one of the Smithsonian departments in order to show how easy it can be to come off accusatory or read someone's email as offensive. I can honestly say that the working at the OCON department, everyone has been so kind to me even though I am just an intern. I have never felt offended or degraded by anyone in this office. This is the first time I can honestly say I have not run into any issues in the workplace. I did also learn that even if someone is treating you in an unsavory manor, it is important to remember that everyone is going through something and also to never retaliate. This week I also was given the task of organizing the training evaluations by date. OCON teaches several training sessions and for each one, there is an evaluation for participants of the class to fill out. The scale goes from 1, which is very poor to 5, which is outstanding. This helps the department see what training courses need to be modified in order to give the best result. My job is to tally up the numbers for each of the course evaluations and record them in an excel spreadsheet. This particular spreadsheet is used to record what participants thought of the courses overall. The end of the week was World Elephant Day, this is a global event. Smithsonian had a celebration in the African Art museum, there was a whole section dedicated to the elephant. There were different masks and statutes and some were even made with elephant tusk. There was also an elephant stool made from Accra Ghana which is where I was born and where my family is from. My supervisor wanted me to go to take a photo with some of the elephants. The Smithsonian coined the term "Elfie" due to the fact we were taking pictures with elephants and one of the elephant's name was also Elfie, this event was created to raise awareness about the poaching and unnecessary murder of animals. I am glad that the museum does things like this in appreciation for animals. My last

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week of this internship is next week and I am going to be really sad to leave this amazing organization. I am so grateful for everything I have been able to learn from this department.

Week 9: For the beginning of the week I was given Monday to take my younger sister to some of the museums. She is excited to go and see the American history museum because history is her favorite subject. This will be the final time I will be looking up MRC numbers and mailing out certificates to course takers. This week I am gathering my work in order to make a portfolio. My supervisor will be looking at my journals and critiquing them. I also will be printing out any certificates I was awarded during my time here in the OCON department. My supervisor also emailed me a career test. It is a bit similar to a personality test. My results show that I am Introverted, Sensing, Thinking and Judging. (ISTJ). The results I feel are extremely spot on. I have summarized what my result was. As an ISTJ I am a quiet and reserved and seeks security and peace. My sense of duty can create an air of serious around you, and this duty, combined with my honesty and integrity means I can be relied upon to complete tasks independently. I have great respect for facts, which I acquire through sensing and thinking. Although at times theories and ideas which are different to my own perspective you may have difficulty in understanding, once you I been shown the importance of the concept, you will go to all lengths to support and work to complete your duty. As an ISTJ, my strength translates into my career, professional and personal life. As an ISTJ I can accomplish almost anything I put your mind to with dedication. My career path may be most successful when you have the ability to use to your excellent skills of organization and concentration. ISTJs fit very well into executive and management roles within the corporate/business world. I have always loved taking there personality tests because for the most part, the good ones are fairly accurate. I think this test explains a bit why I have enjoyed my time at the OCON department based on what the results say of my personality. I think it is important for all students to know what kind of personality they have in order to help better make decisions about where they would like to see themselves in the future. I have included some career paths my personality test suggested for me below: I have also highlighted the ones that are most appealing to me currently.

- **Business Executives, Administrators** and Managers
- Accounting and financial work.
- **Auditors**
- Math Teachers
- Mechanical engineers
- Technicians / Dentists
- Police and **Detectives**
- **Judges**
- **Lawyers**
- Medical Doctors and Dentists
- Computer Programmers/specialists and **System analysts**
- Military Leaders

I got to spend some time at the National Museum of African Art for my final week, I was able to help collect donations that the museum collected. I also got the opportunity to meet Dr. Johnnetta Cole, she is the director of the Museum of African Art. She could tell right off the bat that I was born in Ghana. She is a very vibrant woman! Something that is so liberating about the Museum of African art is the fact that

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there are so many women in so many different positions! In general I believe that the Smithsonian institute does such an amazing job at empowering women and encouraging diversity! African art will be hosting a dinner in order to raise money for the museum in October. I was able to help stuff the letters in order to prepare them for mailing, I even came across letters addressed to Jane Fonda and Colin Powell! There are a lot of actors and politicians that have been invited to the dinner. What I found most interesting is the fact that Dr. Cole who is around 80 Years old took the time to hand write a personal note to each individual, there were hundreds of letters and some even needed to be corrected. I find it amazing that I get the experience of working with so many people who love their jobs. This institution is filled with such lively and dedicated people and I am so incredibly grateful I got to spend my time here this summer.