## RECREATION, PARKS, AND TOURISM ADMINISTRATION

# Agnecy Internship Manual RPTA 465

RECREATION, PARKS, AND TOURISM ADMINISTRATION DEPT.
California Polytechnic State University
San Luis Obispo
Fall 2011

### RECREATION, PARKS, & TOURISM ADMINISTRATION CALIFORNIA POLYTECHNIC STATE UNIVERSITY

## OVERVIEW OF THE INTERNSHIP PROGRAM

The mission at California Polytechnic State University, San Luis Obispo is to provide both theoretical components of education as well as practical application of these theories in realistic settings. In support of this mission, the Recreation, Parks, and Tourism Administration (RPTA) curriculum requires an internship program where students bridge course related theory with practical challenges in a variety of leisure service delivery systems. In addition, RPTA has been accredited by the Council on Accreditation of the National Recreation and Park Association with the requirement that all students complete a 400-hour internship experience to prepare students for their professional careers. As a structured educational experience, the internship is a collaborative effort between the student, internship agency and the department and helps students develop realistic expectations about securing employment in the recreation, parks, and tourism field after graduation.

#### **Student Eligibility:**

To be eligible for the RPTA 465: Internship, students must have completed 1,000 verified hours of advisor-approved paid and/or voluntary experience subsequent to high school; completed all degree required course work other than the Internship; and receive approval from the Internship Coordinator. In addition, students must have achieved a Cal Poly and higher education grade point average of 2.00. Students will pay university registration fees to enroll in RPTA 465: Internship for 6 units of academic credit. RPTA 465 is graded on a credit/no credit basis. It is possible for students to participate in commencement events the quarter prior to enrollment and completion of RPTA 465: Internship.

#### The Internship

The internship is 400 hours of full-time work experience in the leisure services profession over a ten week period which involves practical application of the RPRA curriculum. The internship provides the student the opportunity to engage in on-the-job application of classroom theories and techniques by undertaking challenging and stimulating tasks related to the delivery of recreation services. Under guidance of the internship agency, the internship helps prepare the student to work as a professional in the recreation field.

One goal of the internship is to expose the student to the overall management of the internship agency. To facilitate this learning experience, the intern will be required to complete and submit five reports detailing the agency's operations and management practices. To complete the internship requirements, the intern will submit a final report accessing the overall internship.

Upon successful completion of the 400 hours and all written reports, the student will receive six academic units, graded on a Credit/No Credit basis.

#### **Compensation**

Whether the student receives financial compensation for the internship is an issue to be decided between the agency and the student. Compensation may be in many forms: a paid salary; an hourly wage; a quarterly or monthly stipend; reimbursement of the student's tuition costs; and provision of room and board are examples of possible payment for the internship. If the internship is a paid experience, the agency will provide workers compensation and is responsible for all employment laws. For unpaid internships, workers' compensation coverage will be provided by the university. During the internship experience, the student will be responsible for tuition and all living expenses not covered by the agency.

#### **Agency Information And Approval Form**

Once the student and agency are in agreement about the internship experience, the Agency Information and Approval Form must be completed. This document outlines the major goals and tasks to be accomplished by the student during the internship. The goals and tasks are negotiated between the agency supervisor and the student, then approved by the RPTA Internship Coordinator. This document, once approved, constitutes an agreement between the agency, the student, and the university to validate and facilitate the implementation and operation of the internship. (See attached Form B)

#### **OBJECTIVES**

#### **Student Internship Objectives**

The internship experience allows students to transition from their student role to a young professional. The internship experience shall involve professional level work activities that are appropriate for students and internship agencies to allow students to:

- 1. Engage in on-the-job application of classroom theories and techniques.
- 2. Gain an understanding of professional level roles, duties and responsibilities.
- 3. Develop and apply basis concepts of management to aid in the development of planning, organization, and leadership skills.
- 4. Undertake challenging and stimulating tasks which entail a significant contribution to the quality of life for persons served by the agency.
- 5. Identify strengths and weaknesses of professional behavior such as, but not limited to, the ability to think critically and creatively, communicate effectively, and develop productive working relationships.
- 6. Transition to the professional world gradually, under competent supervision and guidance.
- 7. To interact with and learn from professional practitioners in their respective areas of expertise.

8. Evaluate the leisure services field as a professional career option.

#### **Agency Objectives**

The internship agency may be a private, commercial, public, or non-profit organization that offers services, programs and/or products related to the recreation, parks, and tourism profession. In addition, the agency must have the staff and organizational structure to provide the necessary training and expertise to prepare the student for their chosen professional career. The internship experience will allow for the agency:

- 1. To provide agency practitioners the chance to provide expertise relative to theory and practice presented in the classroom setting.
- 2. The opportunity to improve in-service training for permanent employees.
- 3. To survey and evaluate prospective employees.
- 4. Enhanced ability to serve clientele through the contributions of the intern.
- 5. To establish cooperative relationships which extend beyond the Internship program.
- 6. To compare in-class preparation of the student with current practice in the agency.
- 7. To be a partner in the preparation of future leisure service professionals.

#### **Curriculum Objectives**

The internship experience provides for the direct application of classroom knowledge to allow the student to develop and/or strengthen necessary professional competencies. As a component of the curriculum, the experience will:

- 1. Provide a laboratory setting for the testing and application of theoretical models.
- 2. Strengthen the educational process of preparing future professionals.
- 3. Assist in the development of cooperative working relationships between educators and practitioners.
- 4. Offer a means of assessing the quality and relevance of classroom courses.
- 5. Provide an opportunity to evaluate the student in their professional development.
- 6. Facilitate sharing of resources and pursuit of common goals with professional agencies and institutions and inform faculty of issues, problems, and innovations of professionals in the field.
- 7. Address the educational concern of the curriculum as the preparation of people to advance within the realm of the profession.

At the end of the internship experience, it is expected that students will achieve the following learning outcomes:

- 1. Demonstrate entry-level knowledge of the profession.
- 2. Apply professional skills and meet performance standards of the profession.
- 3. Demonstrate the ability to design, implement, manage, and evaluate recreation programs and services.
- 4. Understand and apply entry-level management concepts and skills required of the profession.
- 5. Integrate theoretical knowledge with practical application in professional environment.

#### RESPONSIBILITIES

#### **Student Responsibilities to University**

- 1. Enroll in RPTA 463 two quarters prior to enrollment in RPTA 465.
- 2. Complete all required paperwork, as outlined in this manual, within the specified time frame.
- 3. Attend Pre-Internship meeting during the 9th week of the quarter prior to enrolling in RPTA 465.
- 4. Develop Agency Information and Approval Form (Form B) with Internship Agency Supervisor and submit to Internship Coordinator for approval.
- 5. Pay registration fees and enroll in RPTA 465 once permission number has been received from the Internship Coordinator. Must be officially enrolled in order to receive academic credit for the experience.
- 6. Maintain contact with internship advisor through bi-weekly summary reports and periodic conference calls. Contacts the faculty Internship Advisor immediately if a situation warrants special attention.
- 7. <u>IMMEDIATELY</u> notify the Agency supervisor, and Internship Advisor, <u>in</u> writing, either by letter or email message, if the Internship cannot be commenced or completed at the assigned agency. Reasons for terminating the Internship opportunity or the Internship must be stated in the communication. An attempt should first be made to discuss the issue over the telephone with the student's internship advisor before finalizing such a decision.
- 8. Arrange all three-party phone conference calls and/or on-site evaluation meetings with internship advisor, intern, and Agency supervisor.

9. Complete and submit all internship reports as specified in the guidelines in this manual.

#### **Student Responsibilities to Agency**

- 1. Provide the agency supervisor with a copy of the Internship Overview document. The document is available on the RPTA Internship webpage.
- 2. Review all agency forms, policies, and procedures with agency supervisor.
- 3. Develop the Agency Information and Approval Form (Form B) with the agency supervisor and obtain the necessary signatures.
- 4. Behave as an agency staff member and perform all duties within the policies and expectations of the agency.
- 5. Be professional yet personable at all times.
- 6. Dress according to the specific dress code(s) expected in the agency.
- 7. Strive toward higher levels of personal and professional growth.
- 8. Complete the goals and tasks outlined in the Agency Information and Approval Form and the 400 internship hours as scheduled by the agency.
- 9. Provide the agency with copies of all projects completed while serving as an intern.

#### **Agency Supervisor Responsibilities**

- 1. Help the student develop the Agency Information and Approval Form (Form B) and develop internship goals and tasks based upon the student's specific needs.
- 2. Complete and sign the Agency Information and Approval Form (Form B).
- 3. Provide the best possible environment for working and learning.
- 4. Provide the intern with a complete orientation to the agency.
- 5. Review, note comments on, and sign all bi-weekly summary reports.
- 6. Assume shared responsibility with the University's internship advisor for relationships between the University and the agency in regard to the internship.
- 7. Prepare a mid-quarter and final evaluation using Form D and Form E.
- 8. Confer with the student regularly as to his/her progress.

- 9. Notify the student and the internship advisor immediately if a situation warrants special attention.
- 10. Meet with the Internship Advisor to discuss the Intern's work performance.
- 11. Recognize that the student is in a learning role as well as a working role.

#### **Internship Advisor Responsibilities**

- 1. Maintain open communication with the student and the agency supervisor so that any problems can be handled effectively and on a timely basis.
- 2. Serve as a resource person for the student and agency supervisor.
- 3. Confer with the intern and agency supervisor, including on-site visits/telephone conferences, to assess the intern's progress.
- 4. Evaluate all internship reports and provided appropriate feedback to the intern and agency supervisor.
- 5. Remove the intern from an agency when either the intern or the agency is not presently suited to the Internship program.
- 6. Determine the final grade of the intern with input from agency supervisor.
- 7. Bring policy and procedural concerns and suggestions about Internship Program to Internship Coordinator's attention.

The following pages contain the agency related internship forms.

#### FORM B RPTA 465 - AGENCY INFORMATION AND APPROVAL FORM

Name of student:		Qtr/Yr of	Internship	_
Name of agency:				
Main address of agency:				
	number	street		
	city		state	zip
Name of agency head:			Title:	
E-mail Address:		Agency	Website:	
Type of Organization:		olic / Non- nicipal	-Profit	Special Services
Brief Description of Agency's	Programs/Services:			
Agency staff member who wil	I supervise intern:			
Name:			Title:	
Address: number	atua at	a:4	24242	
	street	city	state	•
Phone: ( )				
E-mail Address:				
Phone where intern is p			Ex	i.:
Fax Number: ( <u>)</u> DESCRIPTION OF INTERNSH				
The Internship will begin on _		and end	on	
at which time the student will	date have completed a to	tal of 400 hours.		date
It is agreed that the intern will	receive wage	e stipend	no pay	
Will the intern be covered by will the intern be covered by				_ yes no
Has the student provided the Administration Internship Ma			eation, Parks, a	and Tourism

Agency supervisor is willing to participate in the written intern evaluation process:					
yes	_ no				
What type and	length of training/orientation will be provided for the intern?				
Please indicat	e the areas in which the student will be involved during the experience:				
	Administrative and Supervision - The student will observe and participate as appropriate in, the policies and practices of the agency. This would include the legal status of the agency, budgeting and record keeping procedures, personnel and supervisory practices, management functions, strategic planning, and the culture of the organization.				
	<u>Programming and Leadership</u> - The student should be exposed to a broad array of program activities and services characteristic of the agency; in addition, he/she should have the opportunity to assume a leadership role in planning and implementing various types of programs and to facilitate experiences for diverse clientele.				
	<u>Facilities Planning and Operations</u> - The student will become familiar with physical facility planning and operations. This may include exposure to long-range planning of physical facilities as well as the layout, operation, and maintenance of facilities, equipment and supplies for everyday use in the provision of visitor and customer services.				
	Other Experiences - The student should gain experience in dealing with public relations and become familiar with its related techniques, issues and problems; attend board/commission and other community meetings dealing with recreation and visitor services; and perform tasks of a routine business nature.				
STUDENT LEAD	RNING OUTCOMES FOR THE INTERNSHIP EXPERIENCE				
	ed by mutual agreement between the agency supervisor and the intern to meet the specific udent intern during the internship experience.				
goals that reflect	<b>to be accomplished during internship</b> (provide three to five specific and measurable of the desired learning outcomes for the experience, example: <i>To gain experience in the fa risk management plan.</i> )				
	fic tasks to be performed during the internship (provide at least one task for each of eents, example: Research and develop risk management training program for part-time				

It is our understanding that this position is included as a required Internship for Cal Poly Recreation, Parks, and Tourism Administration Program. The student will be under the supervision of agency personnel during this experience.

As the agency supervisor, I have received and read the Cal Poly Recreation, Parks, and Tourism Administration Internship Manual. By signing below, the agency supervisor and student indicate they understand the following responsibilities:

#### **Student Responsibilities:**

- 1. Adhere to all agency policies and procedures
- 2. Demonstrate professional behavior at all times
- 3. To complete all required tasks to the best of their ability
- 4. To notify the Agency Supervisor and/or Faculty Internship Advisor of any concerns related to the internship experience.
- 5. Follow Internship procedures as outlined in the RPTA 465: Internship Manual

#### **Agency Supervisor Responsibilities:**

- Supervise student performance during the experience
- 2. Review and sign student's bi-weekly reports
- 3. Complete the student mid-quarter progress
- 4. Complete the student final evaluation report
- Meet with Faculty Internship Advisor as needed

Supervisor's Name: Position Title: Address: Telephone Number: ( ) -	Date	
Student's Name: Address: Telephone Number: ( ) - Email Address:	Date	
Internship Coordinator	Date	

Internship Coordinator
Cal Poly
Recreation, Parks, & Tourism Administration
San Luis Obispo, CA 93407
805-756-2059

#### INTERNSHIP REPORTS

#### FORM C RPTA 465 – BI-WEEKLY SUMMARY REPORT

#### Instructions:

During your internship, you will complete and submit five biweekly summary reports. These reports should help you learn about the overall operation of your internship agency. In addition, the reports are a method of documenting and communicating to your Internship Advisor your experiences during your internship. Each report consists of your assessment about your internship experience and information about the agency. The due dates for the reports are:

First Report:

Second Report:

Third Report:

Beginning of the 3<sup>rd</sup> Week
Beginning of the 5<sup>th</sup> Week
Beginning of the 7<sup>th</sup> Week
Beginning of the 9<sup>th</sup> Week

Fifth Report: At the end of the final internship week.

<u>All reports are to be typed and signed by your Agency Supervisor.</u> Either use the Biweekly Summary Report form available on the Recreation, Parks, and Tourism Administration website, or recreate the form on your computer. Each report will provide the following information:

(fill in the following page and print)

#### FORM C RPTA 465 – BI-WEEKLY SUMMARY REPORT

Student's Name:			
Weeks covered in report:	through	Dates:	through
Total Hours for Weeks Reporting	: Total	Hours to Date:	
Agency Supervisor	(Signa	ature)	
Agency Supervisor Comments:			

**I. STUDENT'S ASSESSMENT** (Minimum one page long, to be included with each biweekly summary report)

This assessment should consist of a critical analysis and interpretation of each week's events, not just a list of accomplished tasks.

- 1. <u>Activities</u>: Describe your experiences during these two weeks as they relate to each of the goals and/or tasks listed in the Agency Information and Approval Form.
- 2. <u>Problems</u>: Identify any problem(s), both major or minor, you have had during this reporting period with some analysis on how you did or how you plan to solve them.
- 3. <u>Insights Gained</u>: What have you learned from your experiences during this reporting period? What specific experience do you think made you stretch and grow as a professional?

#### **II. GENERAL AGENCY INFORMATION REPORTS**

#### First Report: Describe the Agency.

Due: Beginning of the 3<sup>rd</sup> Week

This report should familiarize both you and your Internship Advisor with the agency. Provide a brief history of the founding of the agency, its current purpose, and legal status (private, public, nonprofit). Provide a general description of the agency's programs and services, clientele, and facilities. <u>Do not provide copies of pre-written agency documents, but rather describe your own understanding about the agency.</u>

#### Second Report: Describe the organization and administration of the agency.

Due: Beginning of the 5<sup>th</sup> Week

Include a copy of the agency's organizational chart. Discuss the number of employees and volunteers (if any), the different types of personnel (administrative, professional and non-professional staff), and the role and duties each of these positions have within the agency. Discuss the agency's personnel policies: hiring practices, orientation program and in-service training, salary and benefits information. Do not provide copies of pre-written job descriptions, but rather describe your own understanding of these issues.

#### Third Report: Describe the financial structure of the agency.

Due: Beginning of the 7<sup>th</sup> Week (Note: This is a sensitive area for some agencies, so exercise discretion in your inquiries for this information.) Discuss what are the various income sources; major areas of expenditures, budget development and approval process, tax structure, and purchasing procedures.

#### Fourth Report: Describe the marketing and public relations of the agency.

Due: Beginning of the 9<sup>th</sup> Week

Discuss how the agency markets its programs and services. How are its promotional efforts developed and coordinated?

#### Fifth Report: Assessment of the Internship Experience.

Assess the overall internship experience by answering the following questions. Include Form F with the final bi-weekly report.

#### **Internship Evaluation and Assessment**

1. Evaluation of Agency Internship Program

Strong points Weak points

Suggestions for improvement

2. Evaluation of Cal Poly Internship Program's Policy and Procedures

Strong points Weak points

Suggestion for improvement

- 3. Agency Evaluation of Student (Form E)
- 4. Evaluation of Self
  - a. What goals were met during the internship experience?
  - b. What goals were not met and why?
  - c. What were some of the strengths developed during the internship experience?
  - d. What skills do you still need to improve and ways improvements can be made?
  - e. What academic courses were helpful in preparing you for this internship?
  - f. What academic courses would have been helpful in preparing you for this internship?
- 5. Include Form F with final report.
- 6. Include Student Assessment Survey

#### **Student Assessment Survey**

Professional skills include the ability to communicate effectively, work well in groups, and solve problems creatively. Consider the following list of professional skills and reflect on your own abilities. Then, rate your ability to perform the following:

I am able to	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Applicable
verbally communicate and explain ideas.					
write effectively and explain ideas.					
think critically and creatively.					
make decisions based on accepted professional practices.					
design and implement programs/services.					
interpret data to evaluate programs and services.					
effectively supervise program staff.					
understand basic management functions: planning, organizing, staffing, leading, motivating, directing, controlling.					
work in groups effectively.					
apply marketing concepts and processes.					
interpret basic financial documents.					
facilitate/lead experiences for diverse populations.					

Due Date:	

#### FORM D RPTA 465 - MID-QUARTER PROGRESS REPORT

To be completed by the Agency Supervisor

AgencyAgency Supervisor_	Student's Name	_ Date
	Agency	
Total Hours of Internship Completed to date		_

#### Purpose of the Mid-Quarter Progress Report

The purpose of this report is to assess the student's progress in achieving the established goals for the Internship and to identify the student's learning patterns and learning needs. It is not intended to be a final evaluation. This progress report provides a formal vehicle for the agency supervisor to inform the student of their initial impression of the student's strengths and weaknesses. This will provide the student with an opportunity to make a more concerted effort in the areas of deficiency.

#### Procedures for Mid-Quarter Progress Report Conference

- 1. Supervisor completes all sections of this report.
- 2. Supervisor and student have a conference to discuss the content report.
- 3. Supervisor and student sign the report prior to submitting it to the student's Internship advisor.

Goals Not

Partially

#### I. Student's Progress in Achieving the Established Goals

List goals and tasks as outlined on Form B, then check the appropriate box.

Agency/Organization's and Student Goals	Initiated	Initiated	Achieved	<u>Achieved</u>

**Fully** 

Almost

#### **Instructions for Completing Parts II to IV**

Listed below are categories in which are contained a number of traits, abilities and characteristics that are important in terms of measuring a successful internship experience in a professional setting. Carefully evaluate each of the qualities separately. Check the rating you feel best describes the level at which the student is currently functioning:

- Not applicable
- •Rarely displays characteristic
- Occasionally displays characteristic
- •Usually displays characteristic
- •Frequently displays characteristic
- •Always displays characteristic

#### II. Professional Performance

		NOT APPLICABLE	RARELY	OCCASIONALLY	USUALLY	FREQUENTLY	ALWAYS
1.	Establishes work objectives						
2.	Plans work to be accomplished						
3.	Organizes work well						
4.	Has concern for quality of work						
5.	Displays ability to solve problems						
6.	Utilizes all available resources						
7.	Displays ability to lead and direct						
8.	Has ability to work independently						
9.	Possesses strong communication skills						
10.	Displays a marked capacity for work and production						
11.	Is critical of own performance and quality of work						
12.	Keeps complete and accurate records						
13.	Completes assignments on time						
14.	Shows concern for safety of others						
15.	Maintains an atmosphere for sharing ideas						

FORM D, Page 2 of 4

III.	Professional Knowledge	_				Ţ		
			NOT APPLICABLE	RARELY	OCCASIONALLY	USUALLY	FREQUENTLY	ALWAYS
	Displays knowledge and understanding of hubehavior associated with various ages, groundisabilities, etc	ups,						
	Displays ability to integrate conceptual know and activity skills	ledge						
	18. Displays an expanding scope of interests							
IV.	Professional Personality and Attitude 19. Shows enthusiasm for work	[						
	20. Displays good judgment							
	21. Demonstrates initiative							
	22. Displays creativity and imagination							
	23. Displays average maturity for age							
	24. Displays flexibility							
	25. Is completely dependable							
	26. Displays a sense of humor							
	27. Dresses appropriately for occasion							
	28. Has self-confidence							
	29. Gains respect of others							
	30. Is sensitive to the needs of others							
	31. Is tactful in relations with others							
	32. Accepts suggestions, direction and critical ev							
	well							
	34. Upholds and follows all agency policies							
	35. Uses authority constructively							
	36. Has a high tolerance for conflict							
	37. Possess effective written communication skil							
	38. Possess effective oral communication skills							

A.	Strengths: Describe the student's outstanding abilities.
	1.
	2.
	3.
B.	<u>Suggestions for Improvement</u> : Describe the areas in which the student needs greatest improvement.
	1.
	2.
	3.
C.	Agency Supervisor's Overall Assessment: As an employee, this student's performance is:
	Outstanding Good Satisfactory Unsatisfactory
D.	General Comments:
	Agency Supervisor's Comments:
	2. Student's Comments:
Agency S	upervisor's Signature Date
Student's	Signature Date Please submit a copy of this report to the intern's Internship Advisor

**Performance Appraisal** 

VI.

FORM D, Page 4 of 4

## FORM E RPTA 465 – FINAL EVALUATION REPORT FOR INTERNSHIP STUDENTS

To be completed by the Agency Supervisor

Student's Name	Date	
Agency		
Agency Supervisor		
Year	TOTAL HOURS of Internship	

#### **Purpose of Evaluation Process**

The purpose of this evaluation process is to assess the student's professional strengths and weaknesses, to help the student become aware of his/her "assets and liabilities," and to aid the student in the development of a program for growth and development in the recreation profession. Also this evaluation facilitates communication among the student, the agency, and the university faculty.

#### **Procedures for Evaluation Process**

- 1. Supervisor completes all sections of this evaluation report.
- 2. Supervisor and students have an evaluation conference to discuss the content of the evaluation.
- 3. Supervisor and student sign the evaluation report prior to submitting it to the student's Internship Advisor.

#### **PART ONE: Achievement of Internship Goals:**

The achievement of goals, established by the student and the agency supervisor for the Internship experience, is an important factor in determining the success of the experience. Please list the goals and rate them appropriately.

Goals Not Partially Almost Fully

Agency/Organization(s) and Student Goals	Initiated	Initiated	Achieved	Achieved

#### PART TWO: STUDENT ACHIEVEMENT OF RPTA STUDENT LEARNING OUTCOMES

#### Entry-level knowledge of the profession

Consider the student's knowledge and understanding of the recreation, parks, & tourism profession and their ability to apply the knowledge in a professional setting

The student demonstrates the ability to:	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Applicable
The intern is able to verbally communicate and explain ideas.					
The intern is able to write effectively and explain ideas.					
The intern is able to think critically and creatively.					
The intern is able to make decisions based on accepted professional practices.					
The intern is able to plan and implement programs/services.					
The intern is able to apply data to evaluate programs and services.					
The intern is able to effectively supervise program staff.					
The intern is able to apply basic management functions: planning, staffing, leading, directing, controlling.					
The intern is able to work in groups effectively.					
The intern is able to apply marketing concepts and processes.					
The intern is able to interpret basic financial documents.					
The intern is able to facilitate/supervise experiences for diverse populations.					

#### PART THREE: ASSESSMENT OF STUDENT'S GENERAL PERFORMANCE

Agency Supervisors are asked to base their judgment on the entire internship experience rather than focusing on isolated incidents. In comparison to other interns or entry level professionals, assess the intern's performance using the following scale:

#### **RATINGS:**

5: Outstanding 4: Above Average 3: Average 2: Below Average 1: Poor

ITEM	RATING	STRONG POINTS	SUGGESTIONS FOR IMPROVMENT
Productivity: Use of time and facilities. Volume and nature of work produced. Planning and follow-through.			
Quality of Work: Organization, thoroughness, accuracy, neatness, foresight. Soundness of decisions. Clarity of expression.			
Responsibility: Dependability. Ability to meet schedules, follow through and attend to instructions.			
Communication: Ability to communicate effectively with other staff members. Ability to secure acceptance of ideas, methods, procedures, and plans by other staff members. Consideration for other viewpoints.			

FORM E, Page 3 of 5

ITEM	RATING	STRONG POINTS	SUGGESTIONS FOR IMPROVMENT
Attitude: Loyalty, interest, and approach to job, associates, public and the agency. Ability to comply with established procedures and policies.  Judgment: Possesses common sense.			
Distinguishes important from unimportant. Evaluates the problem before making a decision. Tact.			
Writing Ability and Oral Expression: Degree of skill and ability to express thoughts on paper, reports, projects, command of language and ability to speak to others.			
Attendance and Punctuality: Regularity of attendance. Promptness of reporting absence, tardiness, and time-off for illness or personal business, clock watching.			
Personal Habits: Attention to appearance, including suitability of attire and grooming.			

#### PART FOUR: ASSESSMENT OF STUDENT'S PROFESSIONAL PERFORMANCE

In comparison to other interns or entry level professionals, identify the intern's key strengths and areas of improvement.

#### Performance Appraisal

A.	Strengths: Describe the student's outstanding abilities.  1.	
	2.	
	3.	
B.	Suggestions for Improvement: Describe the areas in which t improvement.  1.	he student needs greatest
	2.	
	3.	
C.	this student's performance is:	
	Outstanding Good Satisfactory	Unsatisfactory
D.	General Comments:	
	Agency Supervisor's Comments:	
	2. Student's Comments:	
Agen	cy Supervisor's Signature	Date
Stude	ent's Signature	Date

FORM E, Page 5 of 5

Please submit a copy of this report to the intern's Internship Advisor