

**2016 - 2017 INTERNSHIP MANUAL**

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**Department of Recreation Administration**

**College of Health and Human Services**

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**CALIFORNIA STATE UNIVERSITY, FRESNO**  
**Department of Recreation Administration**

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**CALIFORNIA STATE UNIVERSITY, FRESNO**  
**Department of Recreation Administration**  
**Executive Summary of Recreation Internship Program**

*NOTE: THIS SUMMARY MUST BE PRESENTED TO THE AGENCY OR ORGANIZATION REPRESENTATIVE PRIOR TO THE TIME OF THE INTERVIEW.*

- I. The internship is an on-the-job training program. The placement is fifteen consecutive weeks in length and the student must work at least 35 hours per week, completing a total of 525 hours.\* The intern is enrolled as a full time student (12 units of credit) during the placement. The internship is completed at the completion of all other coursework and no other coursework is completed during this semester. While the program requires a minimum of 15 weeks, an agency may require a longer internship period if it so desires.
- II. The agency must provide the student experiences in the following four areas as they relate to competencies taught in the RA program. Exact content and exposure will vary based on type of agency (commercial, municipal, nonprofit, sports/entertainment facility, outdoor, or therapeutic) and the recreation services provided.
  - A. Administration
    - Budgeting, purchasing, board/commission exposure, and report writing, needs assessment (facility and clientele), grant and/or fund development, application of mission/philosophy, professional and environmental ethics
  - B. Personnel Supervision
    - Exposure to personnel procedures (i.e. hiring, evaluation), supervision of part-time/volunteer staff, staff training, and staff meetings
  - C. Program Planning
    - Plan and implement recreation activities for the agency, needs assessment, inclusive services and program adaptation, program publicity, equipment/supplies needs, and program evaluation, sustainability. (for TR agencies all APIE components fall here)
  - D. Community and Public Relations
    - Social media, press releases, brochures, flyers, public speaking experiences, promotional materials for the department (for TR agencies consider department brochures describing services to patients and/or families, calendars, and dept newsletters)
- III. Compensation

It is not required that a student receive compensation for the internship; however a compensation agreement between the agency and the student can be made. The agency is responsible for all employment laws if compensation is made. The student may be compensated up to twenty (20) hours per week without need for department approval. Established internships that provide stipends or other remuneration for more than 20 hours per week are reviewed on a case by case basis to ensure the focus on the internship is on the learning experience. More information about compensation and labor laws can be found •[http://www.colby.edu/careercenter/legal\\_issues\\_internships/](http://www.colby.edu/careercenter/legal_issues_internships/).
- IV. Insurance

All interns are required to purchase a personal liability insurance policy upon registration for their internship. This policy provides personal liability coverage only. If the internship is a paid experience, the agency will provide workers compensation and other coverage required by federal and state employment law. It is recommended, and an agency may ask a student for proof of medical, health, and/or auto insurance.
- V. Concept of Internship

As previously identified above (Section II), the internship has four main areas of responsibility. The student should get a total exposure to the agency and the services offered. The intent is to provide the student with leadership, administrative, programming, supervisory, and public relations experiences in recreation complimenting the RA curriculum.

**If you have questions, please contact the Internship Coordinator at (559) 278-2838.**

\*Therapeutic Recreation students are required to complete a minimum of 560 hours (38 hours per week) for NCTRC certification and 600 hours (40 hours/week) for CBRPC Certification.

## I. INTRODUCTION

### Internship Description

#### GENERAL INFORMATION

The primary purpose of the Department of Recreation Administration at California State University, Fresno is the development of competent and qualified recreation professionals at the undergraduate level. The culminating means of accomplishing this purpose is through a quality internship experience. The Department of Recreation Administration (RA) internship is considered to be a full-time academic load (12 units) for one semester. No other coursework is completed this semester. Internship is a practical learning experience students complete within an agency that provides programs and services consistent with the emphasis areas of the department. This phase of the students' professional preparation is a component of their academic education. The internship experience is a three-way partnership between the University, the student and the agency. All parties in the relationship assume defined responsibilities, perform specific functions and receive benefits as a result of their involvement. The Department wishes to provide high-quality, professional internship experiences for all Recreation Administration majors. Internship agencies desire to utilize RA students in their programs and provide them with on-the-job experience. RA students desire to obtain these internship experiences to further their educational goals. To this end all parties agree that they will accept appropriate placements without regard to race, creed, color, sex, religion, age, national origin, disability, or sexual orientation.

The internship requires the student to work 35 hours per week (38 for TR students) in the agency for a period of 15 consecutive weeks during the fall or spring semester (525 hours; 560-600 for TR students). While the program requires a 15 week experience, an agency can require a student to complete a longer internship. If a student accepts an internship at an agency requiring more than 15 weeks, the student is obligated to complete the number of weeks ascribed by the agency in order to successfully complete their internship. Student assignments (see pages 9-11) are viewed as homework and the time spent to complete the assignments is not to be taken from the required 35 hours. Successful completion of the internship is required of each student seeking a Bachelor of Science degree in Recreation Administration.

Students who successfully complete the Therapeutic Recreation emphasis are eligible to apply for certification by both the National Council for Therapeutic Recreation Certification and California Board of Recreation and Park Certification (please note, CBRPC has just changed the hour requirement to 600 hours). Information can be obtained at [www.nctrc.org](http://www.nctrc.org) and [www.cbrpc.org](http://www.cbrpc.org). Students graduating from other emphases may also be eligible for certifications specific to their area. Students should consult with their emphasis advisor for more information.

The Recreation Administration major is accredited by the Council on Accreditation: Recreation Parks, Tourism and Related Areas. Our faculty is dedicated to maintaining and exceeding the level of excellence established by COAPRT as well as certifying bodies including NCTRC and CBRPC. We are appreciative of the practitioners who willingly and unselfishly give of their time, knowledge, and the resources of their agencies in this collaborative approach to professional education.

## INTERNSHIP PURPOSE

The primary purpose of the internship is to enable each student to meet his or her educational objectives through participation in a well planned and organized practical experience. The internship provides a transition from the traditional academic curriculum to a practical application of theories, concepts, knowledge and skills in a professional setting. Students work under the supervision of a qualified practitioner at a cooperating agency and a Recreation Administration faculty member. Students seek and select an agency that offers diverse leadership, programming, supervision, and administrative opportunities in areas that correspond to their own professional goals and to their emphasis (Community Recreation and Youth Services, Commercial Recreation and Event Planning, Adventure Recreation and Tourism, Sports and Entertainment Facility Management, or Therapeutic Recreation).

Internship Goals and Student Learning Outcomes (all except therapeutic recreation):

The purpose of this course is to provide students with the opportunity to:

1. Develop and apply skills in administration, supervision, program planning and public relations.

Student Learning Outcomes- (# in parenthesis correspond to COAPRT competencies):

Upon completion of this course, students will be able to demonstrate:

1. Administration: Knowledge and ability to perform in the administration of a recreation agency to include budget preparation, purchasing, program report writing and working with boards, commissions, and councils (7.01.03, 7.03.02).
2. Personnel: Knowledge and ability to perform in the personnel supervisory role of a recreation agency to include supervision of personnel, conducting in-service training, conducting staff meetings, and conducting personnel screening and evaluation (7.03.02).
3. Program Planning: Knowledge and ability to perform in the area of program planning in a recreation agency to include the planning of recreation activities, equipment and supply scheduling, program scheduling and evaluation, participant treatment planning and evaluation, and gaining an understanding of the agency's total recreation program (7.02.01, 7.02.02, 7.02.03).
4. Public relations: Knowledge and ability to perform in the public relations program in a recreation agency to include preparing news releases, radio and television copy, department advertising and public speaking (7.03.02).
5. Complete a 15 consecutive week, 525 hour internship. (7.04.01)

Internship Goals and Student Learning Outcomes (therapeutic recreation students):

The purpose of this course is to provide students with the opportunity to:

1. Develop and apply skills in administration, supervision, program planning and public relations.
2. Develop and apply skills in therapeutic recreation practice: assessment, planning, implementation and evaluation

Student Learning Outcomes- (# in parenthesis correspond to COAPRT competencies):

1. Complete a 15 consecutive week, 560 hour internship. (7.04.01)

2. Perform administration duties in a therapeutic recreation agency to include budget preparation, purchasing, program report writing and working with boards, commissions, and councils. (7.01.03, 7.03.02)
3. Perform in a supervisory role of a therapeutic recreation agency to include supervision of personnel, conducting in-service training, conducting staff meetings, and conducting personnel screening and evaluation. (7.03.02)
4. Perform in the area of program planning in a therapeutic recreation agency to include the planning and executing therapeutic recreation activities, equipment and supply scheduling, program scheduling and evaluation. (7.02.01, 7.02.02, 7.02.03)
5. Perform in the public relations program in a recreation agency to include preparing news releases, radio and television copy, department advertising and public speaking. (7.03.02)
6. Develop competency in all areas of therapeutic recreation practice (assessment, planning, implementation, and evaluation).

During the completion of the internship it is important that the student be involved in as many agency programs and functions as possible. The intern should assist in, or at a minimum be exposed to, all areas listed below (dependent on type of agency). While internship's for therapeutic recreation students will focus heavily on the APIE process, TR students should be exposed to these other areas as well.

#### ADMINISTRATIVE

1. Budget preparation and record keeping
2. Purchasing procedures
3. Attend appropriate board/commission/planning meetings
4. Write effective program reports
5. Use the appropriate technology and software programs
6. Conduct clientele and/or facility needs assessment
7. Use agency mission/philosophy to decision-making
8. Apply professional ethics in decision-making
9. Consider environmental ethics in facility and programming decisions
10. Grant and/or fund development
11. Risk management procedures
12. Facilities operation

#### PERSONNEL SUPERVISION (full-time, part-time and/or volunteers)

1. Supervision of staff and assigning responsibilities
2. Establish and conduct in-service training sessions or orientations
3. Conducting staff meetings
4. Personnel/volunteer interviewing process
5. Evaluation of personnel

#### PROGRAM PLANNING

1. Gain an understanding of the agency's total recreation program and services
2. Conduct needs assessments to determine programming needs
3. Plan and implement assigned recreation programs and events
4. Provide inclusive services, plan and implement adaptations as needed (i.e. disability, language, economic)
5. Plan appropriate marketing activities for the recreation programs

6. Plan for, obtain and maintain the appropriate equipment and supplies needed to conduct recreation programs
7. Create an evaluation plan and evaluate the recreation programs
8. Create sustainable programs and services
9. For TR agencies, the APIE process is included in this area

#### **PUBLIC RELATIONS**

1. Assist in the agency's public relations and promotions (press releases, brochures, radio, TV, flyers, web sites, social media)
2. Represent, where possible, the agency in public speaking engagements
3. TR agencies may also consider calendars and newsletters

#### **DURATION OF INTERNSHIP**

The internship placement is a fifteen (15) consecutive week experience completed during the fall or spring semester. The internship will follow the beginning and ending dates of the regular semester, typically beginning during week 2 of the semester (see syllabus for calendar). If a agency's date for the beginning or ending of the internship is different than the department schedule, the Internship Coordinator must approve the date change before the student's placement at the agency is approved. Summer internships, if they are available and subsequent to RA Department approval, follow a slightly different schedule – typically 40 hours per week for approximately 12-14 weeks. The semester schedules generally fit the following:

Fall semester: End of August to the first week of December

Spring semester: End of January to the beginning of May

Summer semester: Immediately after finals thru mid-August (if approved)

Students work the hours and holiday schedule of the agency and not of the University. Hours in excess of 35 hours per week may not be used to reduce the total number of weeks of the internship. Students must work a minimum of 20 hours in any given week. Absences from the internship due to illness or other reasons must be discussed with the student's university advisor to determine if an extension of the internship is required.

During the internship, students should be encouraged to attend professional conferences and workshops. The Department expects the agency to assist their intern in scheduling responsibilities to allow the student to attend these conferences. The length of the internship will not be extended for the attendance of professional conferences.

#### **STUDENT QUALIFICATIONS**

1. The internship is completed during the last academic semester of the student's studies. No other coursework is completed this semester.
2. The prerequisites for the internship are the completion of all major, General Education, and University graduation requirements. Failure of any coursework the semester before internship, or failure to complete any requirement will result in the postponement of internship until the following semester.
3. Students must have their pre-internship hours documented and accepted in the semester prior to internship (see RA 180 syllabus for due date). Failure to have at least 200 hours (specific to the student's emphasis) documented and accepted by the end of the semester prior to internship will result in the

postponement of the internship until the following semester. The internship does not count as a part of the pre-internship hours.

4. Students must have their placement approved prior to the RA 180 final exam date the semester prior to internship. Failure to have an approved placement by this date will result in the postponement of the internship until the following semester.

### **COMPENSATION**

It is not required that a student receives compensation for the completion of this placement; however, the Department realizes the financial hardship placed upon the student to complete the internship. Therefore, arrangements for compensation can be made between the student and the agency and generally do not involve the Department. In such cases, the student may be compensated up to twenty (20) hours per week. If an agency agrees to compensate the student, the agency is responsible for all employment rules, regulations, and laws. We recognize that there are established internships that compensate for more than 20 hours/week. In most cases this is acceptable and will be reviewed on a case by case basis via a petition from the student. If monetary compensation is not possible, the agency may agree to provide room and/or board, and/or vehicle mileage, and/or payment to workshops, seminars and conferences. More information on labor laws and requirements can be found on pg. 13.

### **INSURANCE**

All students are required to purchase liability insurance upon registration for their internship (RA 184 or 187). This is included in student course fees. This policy provides personal liability coverage only. Agencies may request verification of student coverage from the student. Additional information regarding the extent of coverage may be requested from the Internship Coordinator. Since the student's placement is off campus during the course of the internship, it is recommended that students purchase or have available, private medical, health and auto insurance. Agencies may ask for proof.

### **OUT OF STATE (HONORS) INTERNSHIP**

Students achieving a 3.3 GPA in the RA major and a 3.0 GPA for all studies may be considered for an out-of-state placement. In addition to GPA requirements, students must also have completed 1000 pre-internship hours and be able to demonstrate professional involvement (see Out of State Internship Application form) Students must meet all qualifications.

### **TERMINATION**

A student may be terminated from his or her internship at any time during the internship due to a violation of agency or university policy. The student must be provided with due process, including a meeting between the student, supervisor, and academic advisor to discuss the situation precipitating the termination recommendation. For out of state interns the meeting can be by phone or skype. Upon a mutual agency and university decision, the student will receive a failing grade and be required to retake RA 184 or 187 the following semester at an agency determined by the RA Faculty. In the event of a subsequent termination, the student will not be eligible for future internship placement.



## Medical Withdrawal

If due to a medical diagnosis or significant life circumstance a student is advised by a medical professional to not continue with the internship, the student will be able to withdraw and reapply to complete the internship during the next semester or at the earliest possible opportunity after that. Verification will be required. Depending on the timing, the student will be advised to withdraw from the course (if possible) or will receive an incomplete. The internship coordinator and emphasis advisor will work with the student to identify a new internship location. If the agency, university, and student agree, the student will be allowed to return to previous site. Due to the requirement for consecutive week placement, the student will start over to complete a full internship. If unenrolled for more than one semester, the student must also apply to the university to maintain his/her catalog year and current student status.

## Agency Selection Process

### STUDENT RESPONSIBILITY

Successful completion of the internship experience depends greatly upon the realization, understanding, acceptance, and completion of internship responsibilities. By accepting an internship assignment, students become a functional part of the agency. What students do on and off the job reflects upon the agency and the University. A sense of professionalism on the students' part is essential to a quality experience. How much and what the students gain from their internship experience directly relates to how much they contribute to the experience.

Agencies providing student internship opportunities understand the value of such experiences to students, their agency, and to the recreation industry in general. Agency directors expect interns to learn from the experience as well as to contribute to agency goals. Agencies must maintain their reputation for professional services and cannot afford inefficiency, irresponsibility, or other actions by a staff member, paid or volunteer, that would be detrimental to the agency's reputation.

The Department of Recreation Administration does not *assign* internship placements. Students are allowed to select their own internship agency under the guidance and approval of the Internship Coordinator and Emphasis Coordinators. The agency selected by the student needs to match the student's emphasis and the department may deny any internship placement if it does not believe the placement meets department requirements. Students will select their internship agency during the completion of RA 180 *Professional Placement in Recreation, Parks, and Tourism*. A listing of potential internship placements is available from the Internship Coordinator and Emphases Coordinators. Students may also access internship listings via the RA website and on the RA 180 blackboard site.

If a student wishes to be considered for an out-of-state placement, s/he must complete the Out of State (Honors) Internship Application, qualify, and be approved for this unique opportunity prior to making any commitments to the agency.

Although the Department recognizes the need for students to be able to be paid for their work experience, it should be noted that this is a practical learning experience in which the student is receiving university credit, and it is recognized that many agencies do not

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compensate. The primary basis for site selection should be for the quality of the learning experience and not for the amount of compensation. In all cases, the Emphasis Coordinator and Internship Coordinator will guide the student in determining the placement that best fulfills the student's learning objectives.

### **NEW AGENCY APPROVAL**

All internship agencies must be approved prior to the student accepting the placement. While the Department strongly encourages students to select an existing agency from the available list, we recognize that some students may have unique needs or interests that will require the approval of a new agency. The agency supervisor or his/her designee must complete the *New Internship Placement* application and supply the required accompanying materials, including information on the agency programs and services and the supervisor. Special consideration will be given to agencies/supervisors who demonstrate involvement with appropriate professional organizations (i.e. California Park and Recreation Society (CPRS), National Recreation and Park Association (NRPA), Resort and Commercial Recreation Association (RCRA), Stadium Managers Association (SMA), American Therapeutic Recreation Association (ATRA)).

#### *Special note for therapeutic placements:*

- The faculty will encourage students interning within California to select sites certified by CBRPC. The intern's direct supervisor at the agency must be both nationally (NCTRC) and state (CBRPC) certified. Students will not be allowed to complete internships at a site without a nationally certified recreation therapist.

To be eligible for participation in the internship program, an agency must meet the following requirements:

1. Be professionally recognized and competent in the park, recreation, and tourism profession related to the specific areas of the internship.
2. Provide opportunities for the student to observe and participate in all aspects of the agency programs and services.
3. Employ and maintain at least one staff member who is qualified, through education, experience, and/or certification, to supervise the intern. The student should have one main supervisor who guides their experience throughout the semester.
4. Provide resources necessary to support the intern in the satisfactory completion of his or her goals and objectives, and the completion of assigned duties, to include work space, materials, and to allow the student to make essential phone calls to and maintain email communication with his or her faculty advisor.
5. Recognize the internship as a learning experience, providing opportunities to gain experience in all four of the areas identified in the executive summary as well as experiences in areas specific to the agency.

In the case of a new agency, final approval is not given until an affiliation agreement has been signed by both the agency designee and the university. If an agreement cannot be signed by either party for any reason, the student will not be allowed to complete an internship at that agency.

## **II. INTERNSHIP PROGRAM RESPONSIBILITIES**

### **Student**

1. Will turn in all required documentation for internship procurement according to the requirements and timeline as specified in RA 180.
2. Will conduct his/her self in a professional manner.
3. Will complete all assignments due to the Department. See assignments listed on pages 15-17.
4. Will maintain the student liability insurance policy for the duration of the internship as well as any additional insurance required by the agency.
5. Will notify his/her university advisor of any absences and/or concern for any extension of the internship duration.
6. Will integrate theory and coursework with practical application encountered on the internship.
7. Will become familiar with and operate under the policies and procedures of the agency.
8. Will accept and promote agency philosophy, methods, programs and services.
9. Will maintain in confidence all materials and information shared with him/her as a part of the internship that has been identified as confidential.
10. Will complete all assigned tasks and projects.
11. Will honor the work hours of the agency and those established by the agency intern supervisor.
12. Will be well-groomed and appropriately dressed for all assignments and activities.
13. Will notify the agency supervisor well in advance in cases of absence or anticipated absences from work.
14. Will consult with the agency supervisor when confronted with problems that cannot be satisfactorily solved independently.
15. Will evaluate skills in establishing positive interpersonal relationships and in achieving personal fulfillment and growth.
16. Drug and Alcohol Use: While completing an internship, a student is a representative of the campus and of the Department. While off campus, the internship site serves the purpose of the classroom setting. The student is responsible to understand the hazards and consequences of drug and/or alcohol abuse. Many internship agencies require drug testing prior to accepting an intern. Many internship agencies require drug/alcohol testing if there is a work-related accident. An agency may terminate an intern for drug/alcohol use/abuse.
17. Students are responsible for their own housing and other living arrangements during internship.

### **Agency**

1. Agrees to provide all information needed for Department to review agency as a potential internship placement
2. Agrees to enter into an affiliation agreement with California State University, Fresno.
3. Agrees to assign one staff member to supervise the student with specific time allotted for the completion of these duties.
  - a. The supervisor should:

- i. Hold a minimum of a Bachelor's Degree in the recreation or a related field. If no degree, a minimum of three years of experience in the recreation industry is required.
  - ii. Have worked a minimum of one year in the present position.
  - iii. Be employed as a full-time at the agency
  - iv. Be a member of appropriate local, state or national professional association(s).
  - v. Where appropriate, hold relevant certifications. NOTE: Therapeutic Recreation agency supervisors must be NCTRC Certified for at least one year and (if in CA) also be CBRPC certified.
4. Agrees to participate in an educational program with the objective of contributing to the preparation of quality personnel for the profession.
5. Agrees to assist the student in achieving the stated goals and objectives.
6. Agrees to serve as an agency-based teacher, offering instructions and supervision to the student.
7. Agrees to provide a supportive atmosphere for maximum student growth.
8. Agrees to provide opportunities for the student to be exposed to and work with all facets of the agency's operations.
9. Agrees to allow the student reasonable freedom of operation where she/he is qualified and competent in order that an adequate training program can be completed. However, the first responsibility of the agency supervisor is to persons the agency serves.
10. Agrees to provide all written guidelines and training necessary so the student will not be in violation of agency policies and procedures and can function effectively.
11. Agrees to include the student in all relevant staff in-service training and meetings.
12. Agrees to provide the student the opportunity to attend professional workshops, conventions and conferences as part of internship.
13. Agrees to complete the written evaluations (midterm and final) provided by the Department or a mutually agreed upon agency evaluation form.
14. Agrees to keep the university advisor informed of the student's progress between the formal evaluation periods.
15. Agrees to exercise professional responsibility for arranging a meeting between the agency supervisor, university advisor, and student if/when an inappropriate situation, unacceptable performance of duties and responsibilities, or irreconcilable differences occur(s). This should be done before a decision for termination is made.
16. Agrees to provide adequate work space for student to complete duties, including access to phone and email to maintain communication with university advisor.
17. Is an Equal Opportunity Employer.

### **University**

1. Will review all material submitted by the agency for intern placement approval for new agencies.
2. Will review paperwork submitted by student for internship placement for approval of placement for that particular student. The department has the right to deny any placement (new or existing) for a student. This decision is to be

- based on the judgment of the internship coordinator, emphasis coordinator and/or chair regarding the placement's ability to meet the requirements of the internship and/or the match with the student's abilities/characteristics.
3. Will provide both the agency and the student with all paperwork/forms needed for the completion of the internship.
  4. Will insure that the student has met all requirements before participating in the internship.
  5. Will maintain open communication with the student and the agency in all matters pertaining to the internship.
  6. Will assist the student in focusing on professional and career goals and interests for placement selection.
  7. Will assign one faculty to serve as advisor to the student and agency during the internship.
  8. The university advisor will provide the student and the agency supervisor with his/her office hours and phone number so that telephone communications can be maintained.
  9. The university advisor will maintain bi-weekly communication (at minimum) with the student and promptly review and provide feedback on all assignments and evaluations.
  10. The university advisor will visit the agency and student at least once during the semester. If geographic distance and/or university budget restrictions do not allow the university advisor to accomplish an on-site visit, the faculty, student, and agency supervisor will agree to schedule a series of telephone conference calls to document the student's progress.
  11. The university advisor will, upon the review of all assignments and student evaluations, issue a letter grade at the completion of the semester.

### **Legal Issues**

There are several areas agencies should review in determining how and when interns are used. A number of new laws and recent court decisions have heightened scrutiny of internships.

- Compensation- the major issue is whether or not interns need to be paid. In May 2010 the U.S. Department of Labor issued a six-part test to determine if an employer is required to provide payment. Under this test an employer is NOT required to pay an intern if these criteria are met:
  - The internship, even though it includes actual operation of the facilities of the employer, is similar to training that would be given in the educational environment;
  - The internship experience is for the benefit of the intern;
  - The intern does not displace regular employees;
  - The employer that provides the training derives no immediate advantage from the activities of the intern, and on occasion its operations may be impeded;
  - The intern is not necessarily entitled to a job at the conclusion of the internship; and
  - The employer and the intern understand the intern is not entitled to wages.

Consider the work performed by the intern. If the productive work outweighs the training and supervision burden imposed on the employer, an employee/employer relationship may be present. If that is the case, the employer may be subject to liability under the Fair Labor Standards Act. The test is whether the internship is structured to benefit the student and not the employer.

*The RA department has structured this internship to be a learning experience for the student with specific goals and learning outcomes, created in partnership with the student, agency, and university. However, agencies are encouraged to review the Department of Labor standards to assure that they are in compliance with all labor requirements.*

- Workers' compensation- these laws vary by state and often look at the relationship between intern and agency, and whether the intern is paid to determine coverage.
- Discrimination Claims- in California, paid and unpaid interns are both protected under federal and state statutes related to harassment and discrimination. In other States, the determining factor is again the relationship between student and employer. It is recommended that all claims of harassment or discrimination be taken seriously.
- Affordable Care Act- unpaid interns are not considered full time employees and are not bound by the requirements of the ACA. If an internship is paid, but is considered a seasonal position (typically 6 months or less brought on at approximately the same time each year), it also would not fall under the protection of the ACA. To be considered full-time, the intern must work more than 120 days. If the intern does not work 120 days he/she is not covered under the ACA. *The 15 week internship required by the RA department is less than 120 work days.*
- For other legal issues, agencies are encouraged to consult with their human resources departments. More information can be found at:
  - [http://www.colby.edu/careercenter/legal\\_issues\\_internships/](http://www.colby.edu/careercenter/legal_issues_internships/)
  - <http://www.naceweb.org/advocacy/position-statements/unpaid-internships.aspx> <http://www.naceweb.org/advocacy/position-statements/united-states-internships.aspx>
  - <http://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=3&ved=0CCwQFjAC&url=http%3A%2F%2Fwww.iupui.edu%2F~solctr%2Fwp-content%2Fuploads%2F2010%2F12%2FLegal-Issues-2010.pdf&ei=DZOIVbDxDsXSoASV1Y7oCQ&usg=AFQjCNH0VONIqx5wiGN7AegjMJnArnAITw&bvm=bv.96339352,d.cGU>

### III. INTERNSHIP ASSIGNMENTS

All internship assignments will be graded based on timeliness, professional presentation, attention to detail, and thoroughness. It is expected that each assignment will be received on or prior to the due date. Assignments that do not adhere to these criteria will be graded down accordingly. Specific dates for all assignments will be identified on the syllabus.

#### **Goals/Objectives (100 points)**

The student, in cooperation with the agency supervisor, will develop 5-8 goals for the internship. The goals must cover the four areas of the internship (administration, personnel supervision, program planning, and public relations) as outlined in the internship description. There must be at least one (1) goal for each area and additional goals for areas where the student will be spending the majority of time. For each goal a minimum of two (2) learning objectives will be developed.

Goals are broad statements of intent. Learning objectives are the way we operationalize the goals and make them measurable. Learning objectives include three components- behavior (what you will do), condition (when/how it will occur), and criteria (how you will evaluate it- i.e. how many, independently). Keep in mind learning objectives are not what other people will do or show you, or what you will learn, but what you will do to operationalize your goals (demonstrate what you have learned). Also make sure you have enough learning objectives to match your goal (two objectives is the minimum, some of your goals need more than two objectives to fully meet the intent of the goal). The following are common examples of goal topics:

- Admin includes areas such as budgeting (overall), record keeping and report writing, risk management, facilities operation, grant writing/administration, fund development, needs assessment
- Personnel supervision includes areas such as hiring, orientation/training, scheduling, evaluating
- Program planning includes developing, implementing, and evaluating programs/events (evaluation is really important, do not miss this piece), program adaptation and inclusive services, needs assessment (program)
- Public relations- social networking, website development/maintenance, representing the agency at events/meetings, newsletters, brochures, press releases

Below is a sample goal and corresponding objectives.

Goal: Develop an understanding of the budgeting and reporting procedures of the agency

- Objective 1 – Assist in the budgeting of program supplies for the upcoming year by the end of Week 3.
- Objective 2 – By week 10, independently create a budget for spring and summer sports leagues.
- Objective 3 – During weeks 13-14, assist business manager to gather data and develop reports for two BHC grants.

### **15-Week Plan (80 points)**

Based on the goals and objectives, the student will work with the agency supervisor to develop a 15-week plan that outlines specific experiences related to the required four core areas of internship and other internship duties.

**Note: Because the internship is based on the students' goals and learning objectives and 15-week plan, students who fail to submit these assignments and/or necessary revisions by the assigned due date will not accrue internship hours. This means that each day the assignment or required revision is late will result in one additional day added on to the end of the internship. Accrual will resume once this assignment is complete.**

### **Electronic Journal/Discussion Board (100 points)**

The *Electronic Journal* is intended to foster academic and collegial connections. The journaling will provide students with feedback from colleagues as well as offer an opportunity to stay in contact with peers. Each month the university advisor will post a question on the course Discussion Board. The question will be designed to help students reflect on their experience, practice, etc. Students will be required to post their response to each question and also post a reaction to the submissions of fellow interns. There will be a total of three questions. The internship calendar will reflect the due dates for each of the journal entries.

### **Midterm Campus Visit (50 points)**

Each student will return to the campus to discuss progress reports with his/her university advisor and to discuss the internship placement with students in at least one RA class. A mutually agreed upon assignment will be submitted for students placed out of state.

### **Program Plan/Case Study (150 points)**

Using the program plan format from RA 77S, students will submit a program plan for a program that they developed and conducted during the internship. A mutually agreed upon assignment may be substituted in unique circumstances. Therapeutic Recreation students will be required to complete a case study. Using the format from TR coursework, student will develop a case study on a patient/client selected in consultation with the agency supervisor.

### **Contact with University Advisor (75 points)**

Students must maintain adequate communication with their university advisor. Telephone contacts are mandatory for the first and last day of the internship. Other scheduled contacts may be either via telephone or email. The purpose of these contacts is to provide the university advisor with an update on successes, problems or needs.

### **Time Sheets (70 points)**

Each week students are required to complete a *RA 184/187 Time Sheet* form. This will confirm the day, date, times, and total hours worked. In addition, students will write a weekly summary that describes *how you spent your time this week including the most significant contribution you made to the agency and your most memorable learning experience*. Each week should reflect 35 hours\* of internship work. Each student is responsible to assure that a total of 525 hours are completed. Students must average 35 hours per week to achieve this total. No less than 20 and no more than 45 hours per week will be counted toward the total hours. Time sheets for weeks 1-7 are due with the Internship Manual 12/7/2015



Midterm Evaluation and weeks 8-15 are due with the Final. \*Therapeutic recreation students must complete 38 hours per week totaling 560 hours over a 15 week period in order to meet NCTRC certification requirements and 40 hours per week totaling 600 hours over a 15 week period in order to CBRPC certification requirements.

**Midterm and Final Evaluations (midterm 150 points, final 200 points)**

The student is responsible for ensuring that the agency supervisor has completed and submitted the midterm and final evaluations or the mutually agreed upon (agreed to by the university advisor and agency) agency performance evaluations. Together, the student and agency supervisor will complete and review the evaluations. The student will complete a self-evaluation in preparation for these meetings. Based on the evaluation results, the student will develop a written plan to address areas of continued growth. Grading for these assignments will be based on the following: timeliness (30%); supervisor evaluation (30%); completed self-evaluation (10%); written plan to address areas of continued growth (30%).

**Student Evaluation of Internship (25 points)**

Students will complete an evaluation of the internship experience. The evaluation provides the opportunity for the intern to supply feedback about the agency, agency intern supervisor, and university advisor. The Department welcomes suggestions to improve the individual intern experience at the agency and the overall intern program.

**Senior Celebration**

Students completing their internship or enrolled in RA 180 Spring semester, are expected to attend the Senior Celebration held at the end of each spring semester. This is the department graduation ceremony. Students are also encouraged to attend the University Commencement. Details for Senior Celebration and University Commencement will be provided during the spring semester. Students may invite family, friends, and internship agency staff.

## ***INTERNSHIP CODE OF CONDUCT***

As an intern you will be expected to act in a professional and ethical manner. Your conduct should make the employer want to host interns from this department in the future.

### **The following is expected of you as an intern representing the Department of Recreation Administration at California State University, Fresno:**

- Remain drug and alcohol-free, and avoid the use of controlled substances
- Maintain confidentiality of work-related projects and personnel
- Familiarize yourself with, and adhere to organizational arrangements, procedures, and functions as specified by your employer/supervisor of the internship
- Understand what constitutes a permissible work absence and who to notify if absent, be prompt with being on time to work and with assignments
- Changes in supervision must be reported to your university advisor for approval
- Problems affecting your internship are to be dealt with immediately and communicated with your internship advisor and university advisor
- If you feel victimized by a work-related incident, contact your academic advisor immediately
- Dress appropriately for the work setting
- Follow through on all commitments
- Do not conduct personal activities/business during work hours (emails, cell phones, internet searches, etc.)
- Keep a positive attitude everyday
- Keep an open mind; avoid jumping to conclusions; try to make informed judgments
- Be observant – see how people organize their ideas and respond to situations
- Communicate – keep people informed in a useful and succinct way, listen, and ask questions
- Be fair, considerate, honest, trustworthy, and cooperative when dealing with co-workers
- Assert yourself and your ideas in an appropriate and tactful manner
- Seek feedback from your supervisors, accept suggestions for corrective changes in behavior and attempt to improve performance
- Accept constructive criticism and continuously strive to improve performance
- Seek to enhance your professional effectiveness by improving skills and acquiring new knowledge

**I agree to the above stated Department of Recreation Administration Internship Code of Conduct and will make every effort to abide by it.**

**Student Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

## Intern Candidate Interview Verification

Student: \_\_\_\_\_ Date of interview: \_\_\_\_\_

Interviewed by: \_\_\_\_\_ Title: \_\_\_\_\_

Agency name: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_

Email: \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

Agency address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

I have read the internship *Executive Summary* and have indicated below whether I will accept the intern. I understand most students are interviewing at more than one agency and final acceptance on their part will be done following careful examination of all information.

\_\_\_ The agency accepts the student for internship.

\_\_\_ The agency will not be able to accept the student for internship.

If accepted: This internship \_\_\_ is not paid. \_\_\_ is paid (please explain agreed arrangement)

If accepted, please indicate the name and contact information for the person who will serve as the student's supervisor. Correspondence from the University will go to this person.

\_\_\_ Same as above **or** \_\_\_ Name: \_\_\_\_\_

Title: \_\_\_\_\_ Phone (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

Student is applying for a Fall \_\_\_\_\_, Spring \_\_\_\_\_, or Summer \_\_\_\_\_ semester internship.

Comments on student's interview (if more room is needed, please use back):

Signature \_\_\_\_\_ Date \_\_\_\_\_

Mail to: Department of Recreation Administration; California State University, Fresno, 5310 North Campus Drive, M/S PH103, Fresno, CA 93740-8019 ATTN: Internship Coordinator

Fax to: 559-278-5267 ATTN: Internship Coordinator

Email to (as a pdf document): [nancyni@csufresno.edu](mailto:nancyni@csufresno.edu)

## New Internship Placement Application

I. The following information will be reviewed by the faculty to evaluate the agency as a placement option.

Contact person: \_\_\_\_\_ Title: \_\_\_\_\_

Agency name: \_\_\_\_\_ Phone: ( ) \_\_\_\_\_

Email: \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

Agency address: \_\_\_\_\_

City: \_\_\_\_\_ Zip: \_\_\_\_\_

II. Submit the following documents. All items must be submitted by the agency before the agency can be approved as an internship placement:

- A. A description of the programs and services offered by the agency.
- B. A list of the agency's professional organization affiliations/memberships.
- C. 15-Week Plan outlining the specific content and experiences related to the required four core areas (see *Executive Summary*) of the internship as well as experiences unique to agency. The plan should reflect approximately 35 hours of work each week.
- D. Name and background of the student's supervisor:
  - o Current resume or bio of professional experience, include relevant training, certifications, and professional memberships/affiliations.

III. The agency agrees to provide a fifteen (15) week, thirty-five (35) hours per week (38 for TR), placement for the student as described in the Executive Summary.  Yes  No

IV. Human resources and safety. Please respond yes/no to each item. Clarification can be provided on the back.

- Yes  No Student will have full time supervision.
- Yes  No In the absence of the identified supervisor, are other qualified staff available?
- Yes  No The agency will provide a working space for the student to include a desk and equipment as called upon to perform duties and meet learning objectives.
- Yes  No Will the student work mainly at the business address above? If not, what is the address where the student will work? \_\_\_\_\_  
(please note, student may not work out of a personal residence)
- Yes  No Is the parking in an area that is secure and adequately illuminated?
- Yes  No Will the internship involve driving on behalf of the agency?
- Yes  No Does the agency have established human resource policies that will be shared with student regarding work site /company discrimination, sexual harassment, cell phone, internet usage and other work site policies regarding professional behavior expectations?
- Yes  No Is a confidentiality agreement required at the agency?
- Yes  No Does the agency provide safety training for all equipment used and other safety procedures?
- Yes  No Does the agency have an emergency plan to share with the student for emergency procedures?
- Yes  No The agency provides compensation for the student. If so, provide details on the back of form.
- Yes  No Does agency provide coverage under Workers Compensation for the student intern?
- Yes  No Does agency provide liability insurance coverage for the student intern? (Note: student will have purchased liability coverage during internship through our University plan. Certificate of Insurance is available upon request)
- Yes  No Is there anything else not covered that might impact the safety and well-being of the student? If yes, please provide information on the back of this form.

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Mail to: Department of Recreation Administration; California State University, Fresno,  
5310 North Campus Drive, M/S PH103, Fresno, CA 93740-8019 ATTN: Internship Coordinator  
Internship Manual 12/7/2015

## 15-Week Plan Example

This example provides a sample of activities that would take place each week of the internship at this sample agency. A full 15 week plan needs to include activities that reflect 35 hours of work for each week and should reflect all four core areas of the internship. The 15 week plan developed as part of the new agency application will be specific to the agency and the types of projects the student would be involved in. For students, please note the 15 week plan you develop will be specific to the goals and learning objectives you identify as well as agency needs and requirements.

### **Week 1-** Training and Procedures

- attend new hire orientation
- shadow event manager (3 days)
- overview of department goals and procedures
- review policy and procedures manual
- visit all service areas for program overview

### **Week 2-** Exposure to offsite and meeting preparation

- meetings with each department head
- attend executive offsite to assist and observe the site inspection
- begin preparing the room list for the National Meeting and coordinating with hotel
- shadow department director (2 days)
- assist with implementing On-the-Go event

### **Week 3-** Budgeting and event preparation

- budgeting for the 2008 National Meeting
- shadow CFO and budget overview (1day)
- assist with the creation of materials (i.e. menus, welcome packets, badges, signage)
- learn purchasing procedures
- purchasing for national meeting

### **Week 4-** Event preparation/evaluation

- develop evaluation goals and methodology
- assist with implementing Seniors event
- review and confirm talent riders/secure resources for National Meeting
- compile and assess on-the-go evaluations
- shadow Director of Human Resources
- schedule and supervise catering staff

### **Week 5-** Marketing

- shadow director of marketing
- assist marketing director on sales tours
- update social media & website (weeks 5-15)
- develop marketing brochure and media packet
- develop press release for national meeting
- learn social media goals and procedures
- compile & assess Seniors event evaluation

### **Week 6-** event preparation

- finalize timeline for the National Meeting
- finalize/confirm all reservations for hotel, transportation and food/beverage
- complete of welcome packets, signage, names badges
- present marketing brochure and media packet
- present evaluation report for first two events
- finalize all budget needs

### **Week 7-** Work onsite at National Meeting in Westlake, CA

- assist with transportation organization
- assist attendees with any needs
- coordinate with event manager for event operation and talent management
- coordinate family activities
- oversee food and beverage operations

**Week 8-** Event follow-up

- debrief annual meeting
- analyze evaluation data/create report
- sit in on interviews for new employees
- input evaluation data
- assist with preparing new hire orientation

**Week 9-** Work with Production Company

- work closely with the production company to work on upcoming events
- booking talent for events, choosing décor for events, ordering rentals
- create event resumes and budgets
- learn event design process- autoCAD

**Week 10-** Preparation for quarterly employee forum/new hire orientation

- assist with the necessary paperwork and meetings involved with the employee forum
- create multimedia presentation for forum
- shadow concierge supervisor (2 days)
- assist with new hire orientation
- create press releases for upcoming events

**Week 11-** Employee forum and personnel supervision

- facilitate employee forum
- create weekly schedule for concierge personnel
- assist HR with employee data verification
- supervise concierge personnel
- use autoCAD to finalize event design

**Week 12-** Supervision

- supervise concierge personnel
- input and analyze forum evaluation results
- schedule media interviews
- supervise production events (2)
- report on forum results

**Week 13-** Reconcile billing for National Meeting

- supervise concierge personnel
- learn ESR process
- create preliminary budget for next year
- finalize financial report, confirm payments
- work with suppliers to rectify inaccuracies
- observe employee evaluation process

**Week 14-** Event debrief

- input and analyze production event eval
- supervise production event
- preliminary marketing plan for next year
- present national meeting results
- assist with annual inventory
- order supplies

**Week 15-** Meeting with executives

- wrap up all outstanding projects
- meet with department heads for review/feedback
- attend executive cabinet meeting

**TR agencies may contact the Internship Coordinator for an example 15 week plan for a TR internship.**

**APPLICATION FOR OUT OF STATE (HONORS) INTERNSHIP**

Student \_\_\_\_\_

Fresno State Email \_\_\_\_\_

Major Emphasis                    \_\_\_\_\_ Community Recreation and Youth Services  
    \_\_\_\_\_ Commercial Recreation and Event Planning  
    \_\_\_\_\_ Adventure Recreation and Tourism  
    \_\_\_\_\_ Sports & Entertainment Facility Mgmt  
    \_\_\_\_\_ Therapeutic Recreation

A. A GPA of 3.3 in the major and 3.0 overall is required. Major GPA \_\_\_\_\_ Overall \_\_\_\_\_

B. Memberships     \_\_\_\_\_ CPRS    \_\_\_\_\_ NRPA    \_\_\_\_\_ RCRA    \_\_\_\_\_ ATRA  
                                  \_\_\_\_\_ IAAM    \_\_\_\_\_ SMA    \_\_\_\_\_ AEE  
                                  \_\_\_\_\_ Other \_\_\_\_\_

C. Pre-internship hours completed and documented \_\_\_\_\_ Yes    \_\_\_\_\_ No  
(completion of 1000 hours required for out of state internship)

I will complete my internship during the Fall \_\_\_\_\_, Spring \_\_\_\_\_, or Summer \_\_\_\_\_, 20\_\_\_\_.

Agency name \_\_\_\_\_

Contact person \_\_\_\_\_

Title \_\_\_\_\_

Phone (    ) \_\_\_\_\_ Fax (    ) \_\_\_\_\_

Email \_\_\_\_\_

Agency address \_\_\_\_\_

City \_\_\_\_\_ Zip \_\_\_\_\_

(continued on next page)

**SUBMIT THE FOLLOWING ON AN ATTACHED SHEET. YOUR APPLICATION WILL NOT BE CONSIDERED IF THIS IS NOT TYPED AND WELL WRITTEN:**

- A. Explain why you would like to complete your internship out-of-state and at this particular agency. If you are considering more than one agency, provide two applications.
- B. Justify why this internship experience will benefit you more than an internship at a similar California agency.
- C. Address what support systems you have in place and actions you will take to assist you to be successful in an out of state placement (i.e. dealing with being away from family/friends, being on your own, adapting to a new area).
- D. Describe your contributions to the recreation profession through memberships, attendance at workshops and conferences, and any additional trainings you have completed (professional involvement required for out of state internship).
- E. Describe your pre-internship hours experience and how those experiences have contributed to your preparedness and selection of this internship.

Attach flyers, brochures or other agency material that reflects the recreation services you would be providing as an intern.

*I understand that it is my responsibility to provide all the required information listed above on or before the due date and that failure to do so will negatively impact my potential for an out of state internship. I understand that if this request is approved, I am solely responsible for all relocation, travel, and all other expenses connected to the internship placement.*

**SIGNATURE OF STUDENT \_\_\_\_\_ DATE \_\_\_\_\_**



**RA 180**  
**Notification of Intent**

Each student will complete the information below to finalize their internship procurement with the Department. This information needs to be typed. The intern roster will be created using the information you provide below so double check for errors.

Today's Date: \_\_\_\_\_

Your Name: \_\_\_\_\_

Fresno State Email: \_\_\_\_\_

Cel Phone: \_\_\_\_\_

Agency:

\_\_\_\_\_

**Agency's Contact Information:** (double check for accuracy)

Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Supervisor: \_\_\_\_\_

Title: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

This document serve's as your notification to the RA Department that you will be interning at the above named agency during the upcoming semester. It signifies that you have been accepted by the agency and accept the conditions set forth by the agency. After submitting this form, no changes to internship placement are allowed. In the unusual event that an affiliation agreement cannot be completed between the university and agency, the student will work with the internship coordinator to locate an existing agency to complete an internship without penalty to the student or the student may choose to wait until the following semester to complete an internship.

**RA 184/187 Time Sheet**

Student Name \_\_\_\_\_

Agency Name \_\_\_\_\_

Week # \_\_\_\_\_

List dates beginning with the Sunday of the week regardless of start date

	Date	Time In	Time Out	# of hours for day
<b>Sunday</b>				
<b>Monday</b>				
<b>Tuesday</b>				
<b>Wednesday</b>				
<b>Thursday</b>				
<b>Friday</b>				
<b>Saturday</b>				

\_\_\_\_\_ Total hours for the week (must average 35 hours\* per week; no less than 20 and no more than 45 hours per week will be counted toward your total hours)

**Weekly summary:** Describe how you spent your time this week including the most significant contribution you made to the agency and your most memorable learning experience. \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Student's Signature \_\_\_\_\_ Date \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

Please keep a copy of this for your records. Due dates for time sheets are as follows:  
 Weeks 1-7 – with Midterm Evaluation  
 Weeks 8-15 – with Final Evaluation

\*TR students must average 38 hours/week.  
 Internship Manual 12/7/2015

**CALIFORNIA STATE UNIVERSITY, FRESNO**  
**Department of Recreation Administration**

**MIDTERM EVALUATION REPORT**

**Student** \_\_\_\_\_ **University Advisor** \_\_\_\_\_

**Agency** \_\_\_\_\_ **Agency Supervisor** \_\_\_\_\_

The purpose of the Evaluation Report is to evaluate the progress of the student intern during the first half of the internship. Evaluate the student's progress on the internship goals/objectives, and identify the student's strengths and weaknesses. Provide suggestions for improvement. Note: This evaluation should be completed and shared with the student prior to mailing.

**INTERNSHIP GOALS & OBJECTIVES:** Use the scale below to indicate the level of progress made toward the student's submitted goals and objectives. (Attach a separate sheet if necessary.)

**1=Does Not Meet Standard    2=Needs Improvement    3=Meets Standard    4=Above Average    5=Outstanding**

---

Goal #1 – Administrative      Progress is:    1 2 3 4 5 NYE (not yet experienced)  
Objectives

---

Goal #2 – Supervisory      Progress is:    1 2 3 4 5 NYE (not yet experienced)  
Objectives

---

Goal #3 – Program Planning      Progress is:    1 2 3 4 5 NYE (not yet experienced)  
Objectives

---

Goal #4 – Community/PR      Progress is:    1 2 3 4 5 NYE (not yet experienced)  
Objectives

---

Goal #5 – Other\*      Progress is:    1 2 3 4 5 NYE (not yet experienced)  
Objectives

---

*\*May include content that does not fit into one of the four areas e.g. facility management, sales, etc.*

**EVALUATE STUDENT TRAITS: Circle the level of performance and write in suggestions for improvement. Use the following scale:**

1=Does Not Meet Standard 2=Needs Improvement 3=Meets Standard 4=Above Average 5=Outstanding

1. **PERSONAL HABITS:** Attention to professional appearance, including suitability of attire and grooming.

1 2 3 4 5    Suggestions for improvement:

2. **RESPONSIBILITY:** Dependability. Ability to meet schedules, follow through and attention to instructions.

1 2 3 4 5    Suggestions for improvement:

3. **ATTITUDE:** Loyalty, interest, and approach to job, associates, public and the agency. Ability to comply with established procedures and policies.

1 2 3 4 5    Suggestions for improvement:

4. **JUDGMENT:** Possess common sense. Distinguishes important from unimportant. Tact. Makes responsible decisions.

1 2 3 4 5    Suggestions for improvement:

5. **ATTENDANCE AND PUNCTUALITY:** Regularity of attendance. promptness of reporting absence, tardiness, and time off for illness or personal business.

1 2 3 4 5    Suggestions for improvement:

6. **ORAL COMMUNICATIONS:** Ability to communicate effectively with other staff members, and ability to secure acceptance of ideas, methods, procedures, and plans by other staff members. Considerate of others' ideas and viewpoints.

1 2 3 4 5    Suggestions for improvement:

7. **WRITTEN COMMUNICATIONS:** Degree of skill and ability to express thoughts on paper, reports, and projects.

1 2 3 4 5    Suggestions for improvement:

8. **QUALITY OF WORK:** Organization. Thoroughness. Soundness of decisions.

1 2 3 4 5    Suggestions for improvement:

9. **KNOWLEDGE & UNDERSTANDING:** Possess adequate knowledge and skill commensurate with academic training. Understands recreation's value for the particular participants.

1 2 3 4 5    Suggestions for improvement:

10. **INDEPENDENT FUNCTIONING:** Ability to perform without constant supervision and to function constructively on own initiative when necessary.

1 2 3 4 5    Suggestions for improvement:

11. **PRODUCTIVITY:** Use of time and facilities. Volume and nature of work produced. Planning and follow through.

1 2 3 4 5    Suggestions for improvement:

12. **IDENTIFY CLIENT OR PARTICIPANT NEEDS:** Ability to draw conclusions from various input sources.

1 2 3 4 5    Suggestions for improvement:

**13. DEVELOP TREATMENT AND/OR PROGRAM PLANS:** Plans are appropriate for identified needs. Plans are successful.

1 2 3 4 5 NYE      Suggestions for improvement:

**14. CHARTING CLIENT PROGRESS (Therapeutic Recreation Students ONLY):** Accurately recognizes and delineates clients' progress.

1 2 3 4 5      Suggestions for improvement:

**15. TEAMWORK AND COLLEGIALITY:** Ability to effectively work with others staff members

1 2 3 4 5      Suggestions for improvement:

**16. CUSTOMER/CLIENT INTERACTION:** Quality of customer service, timeliness, and attitude.

1 2 3 4 5      Suggestions for improvement:

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**AGENCY SUPERVISOR'S COMMENTS:**

Agency Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

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**STUDENT'S COMMENTS:**

Student's Signature \_\_\_\_\_ Date \_\_\_\_\_

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**UNIVERSITY ADVISOR'S COMMENTS:**

University Advisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

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Mail to: Department of Recreation Administration  
California State University, Fresno  
ATTN: (University Advisor's Name)  
5310 North Campus Drive, M/S PH 103  
Fresno, CA 93740-8019

**CALIFORNIA STATE UNIVERSITY, FRESNO**  
**Department of Recreation Administration**

**FINAL EVALUATION REPORT**

**Student** \_\_\_\_\_ **University Advisor** \_\_\_\_\_

**Agency** \_\_\_\_\_ **Agency Supervisor** \_\_\_\_\_

The purpose of the Evaluation Report is to evaluate the progress of the student intern during the last half of the internship. Evaluate the student's progress on the internship goals/objectives, and identify the student's strengths and weaknesses. Provide suggestions for improvement. Note: This evaluation should be completed and shared with the student prior to mailing.

**INTERNSHIP GOALS & OBJECTIVES:** Use the scale below to indicate the level of progress made toward the student's submitted goals and objectives. (Attach a separate sheet if necessary.)

**1=Does Not Meet Standard    2=Needs Improvement    3=Meets Standard    4=Above Average    5=Outstanding**

---

Goal #1 – Administrative      Progress is:    1 2 3 4 5 NYE (not yet experienced)  
Objectives

---

Goal #2 – Supervisory      Progress is:    1 2 3 4 5 NYE (not yet experienced)  
Objectives

---

Goal # 3 - Program Planning Progress is:    1 2 3 4 5 NYE (not yet experienced)  
Objectives

---

Goal #4 – Community/PR      Progress is:    1 2 3 4 5 NYE (not yet experienced)  
Objectives

---

Goal #5 – Other\*              Progress is:    1 2 3 4 5 NYE (not yet experienced)  
Objectives

---

*\*May include content that does not fit into one of the four areas e.g. facility management, sales, etc.*



**EVALUATE STUDENT TRAITS: Circle the level of performance and write in suggestions for improvement. Use the following scale:**

1=Does Not Meet Standard 2=Needs Improvement 3=Meets Standard 4=Above Average 5=Outstanding

1. **PERSONAL HABITS:** Attention to professional appearance, including suitability of attire and grooming.

1 2 3 4 5    Suggestions for improvement:

2. **RESPONSIBILITY:** Dependability. Ability to meet schedules, follow through and attention to instructions.

1 2 3 4 5    Suggestions for improvement:

3. **ATTITUDE:** Loyalty, interest, and approach to job, associates, public and the agency. Ability to comply with established procedures and policies.

1 2 3 4 5    Suggestions for improvement:

4. **JUDGMENT:** Possess common sense. Distinguishes important from unimportant. Tact. Makes responsible decisions.

1 2 3 4 5    Suggestions for improvement:

5. **ATTENDANCE AND PUNCTUALITY:** Regularity of attendance. promptness of reporting absence, tardiness, and time off for illness or personal business.

1 2 3 4 5    Suggestions for improvement:

6. **ORAL COMMUNICATIONS:** Ability to communicate effectively with other staff members, and ability to secure acceptance of ideas, methods, procedures, and plans by other staff members. Considerate of others' ideas and viewpoints.

1 2 3 4 5    Suggestions for improvement:

7. **WRITTEN COMMUNICATIONS:** Degree of skill and ability to express thoughts on paper, reports, and projects.

1 2 3 4 5    Suggestions for improvement:

8. **QUALITY OF WORK:** Organization. Thoroughness. Soundness of decisions.

1 2 3 4 5    Suggestions for improvement:

9. **KNOWLEDGE & UNDERSTANDING:** Possess adequate knowledge and skill commensurate with academic training. Understands recreation's value for the particular participants.

1 2 3 4 5    Suggestions for improvement:

10. **INDEPENDENT FUNCTIONING:** Ability to perform without constant supervision and to function constructively on own initiative when necessary.

1 2 3 4 5    Suggestions for improvement:

11. **PRODUCTIVITY:** Use of time and facilities. Volume and nature of work produced. Planning and follow through.

1 2 3 4 5    Suggestions for improvement:

12. **IDENTIFY CLIENT OR PARTICIPANT NEEDS:** Ability to draw conclusions from various input sources.

1 2 3 4 5    Suggestions for improvement:

**13. DEVELOP TREATMENT AND/OR PROGRAM PLANS:** Plans are appropriate for identified needs. Plans are successful.

1 2 3 4 5 NYE      Suggestions for improvement:

**14. CHARTING CLIENT PROGRESS (Therapeutic Recreation Student ONLY):** Accurately recognizes and delineates clients' progress.

1 2 3 4 5      Suggestions for improvement:

**15. TEAMWORK AND COLLEGIALLY:** Ability to effectively work with others staff members

1 2 3 4 5      Suggestions for improvement:

**16. CUSTOMER/CLIENT INTERACTION:** Quality of customer service, timeliness, and attitude.

1 2 3 4 5      Suggestions for improvement:

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**AGENCY SUPERVISOR'S COMMENTS:**

Agency Supervisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

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**STUDENT'S COMMENTS:**

Student's Signature \_\_\_\_\_ Date \_\_\_\_\_

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**UNIVERSITY ADVISOR'S COMMENTS:**

University Advisor's Signature \_\_\_\_\_ Date \_\_\_\_\_

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Mail to: Department of Recreation Administration  
California State University, Fresno  
ATTN: (University Advisor's Name)  
5310 North Campus Drive, M/S PH 103  
Fresno, CA 93740-8019

**CALIFORNIA STATE UNIVERSITY, FRESNO**  
**Department of Recreation Administration**

**STUDENT EVALUATION OF INTERNSHIP EXPERIENCE**

Intern's Name \_\_\_\_\_ Agency Supervisor's Name \_\_\_\_\_

Agency Name \_\_\_\_\_ Semester of Placement: Fall - Spring - Summer 20\_\_

Please evaluate your internship experience in the following areas by circling your response. If you rate any item lower than a three (3), please provide written comments on suggested changes.

SCALE: 1 = inadequate 2 = needs improvement 3 = average 4 = Good 5 = Outstanding

- |  | Comments        |
|--|-----------------|
| 1. Agency was ready for me and had a work site set up on my first day.   | 1 2 3 4 5 _____ |
| 2. Agency provided an orientation program within the first week of my internship.  | 1 2 3 4 5 _____ |
| 3. Supervisor worked directly with me in developing my job description and goals.  | 1 2 3 4 5 _____ |
| 4. Supervisor made intern expectations and responsibilities clear.   | 1 2 3 4 5 _____ |
| 5. Supervisor was available for meetings to discuss my performance.  | 1 2 3 4 5 _____ |
| 6. Supervisor discussed my midterm and final intern evaluations with me.   | 1 2 3 4 5 _____ |
| 7. Agency provided experiences required by CSU, Fresno (administration, supervision, programming, and public relations). | 1 2 3 4 5 _____ |
| 8. Other agency staff were receptive and worked well with student interns.   | 1 2 3 4 5 _____ |
| 9. The assignments required by the RA Program were adequate and contributed to my experience.                            | 1 2 3 4 5 _____ |
| 10. I received adequate support from my University advisor during my internship.   | 1 2 3 4 5 _____ |

**The Department and Agency welcome suggestions to improve the intern program. What would you change?**

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**Use back of page, if needed, for additional comments.**

**CALIFORNIA STATE UNIVERSITY, FRESNO**  
**Department of Recreation Administration**

**INTERNSHIP GRADING SHEET**

Name \_\_\_\_\_ Semester \_\_\_\_\_ Agency \_\_\_\_\_

<b>Course Requirement</b>	<b>Possible pts</b>	<b>Earned pts</b>	<b>Comments</b>
Goals/Objectives	100		
15 Week Plan	80		
Electronic Journal/Discussion Board	100		
Midterm Campus Visit	50		
Program Plan/Case Study	150		
Contact with University Advisor	75		
Time Sheets	70		
Midterm Evaluation	150		
Final Evaluation	200		
Student Evaluation of Internship	25		
<b>Total points</b>	<b>1000</b>		

**University Advisor's Comments:** \_\_\_\_\_ **Grade** \_\_\_\_\_

<b>Grading Scale</b>
A = 900-1000
B = 800-899
C = 700-799
D = 600-699
F = 0-599