

## **An Analysis of Internship Final Evaluation of Undergraduate Recreation and Tourism Management Majors at California State University Northridge (2009-2013)**

### **Introduction**

Internship is a 6-unit core course for undergraduate Recreation and Tourism Management (RTM) majors at California State University, Northridge (CSUN). Each year, RTM undergraduate students complete their internship hours in a variety of leisure, recreation, tourism, and hospitality organizations. Upon the completion of the internship, the agency supervisor is required to complete an internship final evaluation form for the internship student.

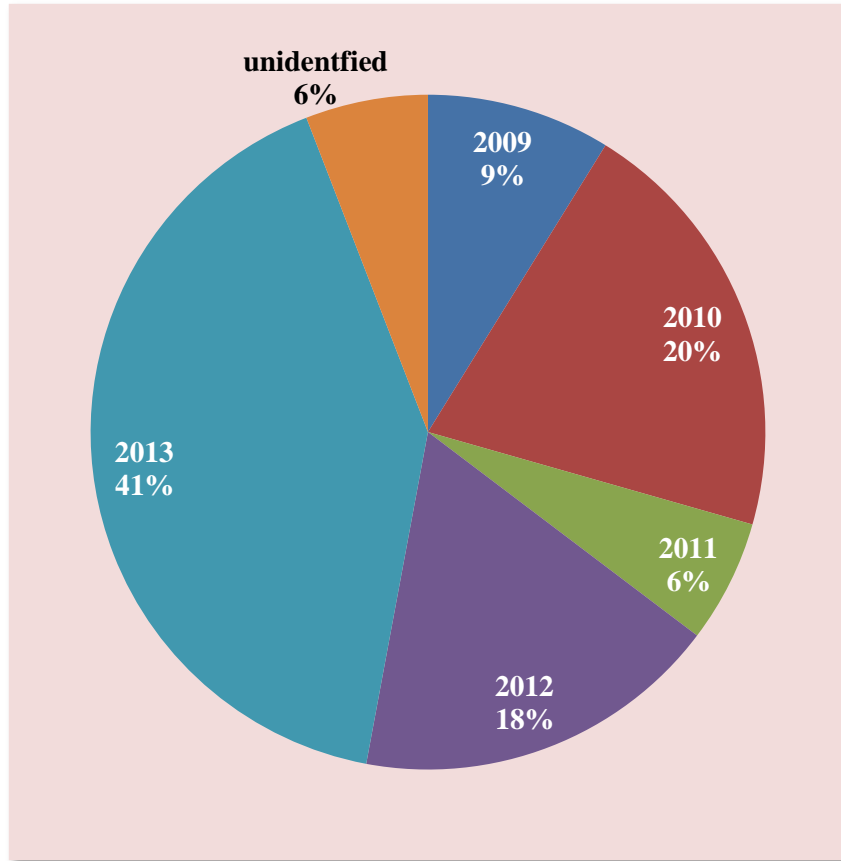
The final evaluation form asks the agency supervisor to:

- 1) Indicate the fulfillment of the internship student's learning objectives;
- 2) Make quantitative evaluations of the internship student in the following areas:
  - a) Professional performance,
  - b) Professional knowledge
  - c) Professional personal and attitude
- 3) Provide qualitative comments and feedback on the internship student's strength and areas that need to improve.
- 4) Offer an overall assessment (satisfactory vs. unsatisfactory) of the internship student's performance.

This report presents the results of the analysis of the 2<sup>nd</sup> and 4<sup>th</sup> sections in the internship final evaluation. The analysis includes 34 internships that took place between 2009 and 2013. SPSS 20.0 was used to perform the analysis.

### **Results**

Of all the internships analyzed in this report, forty-one percent (N=14) took place in 2013, followed by 2010 (20%) and 2011 (18%) (Figure 1).



**Figure 1: Years in which the Internships (N=34) Took Place**

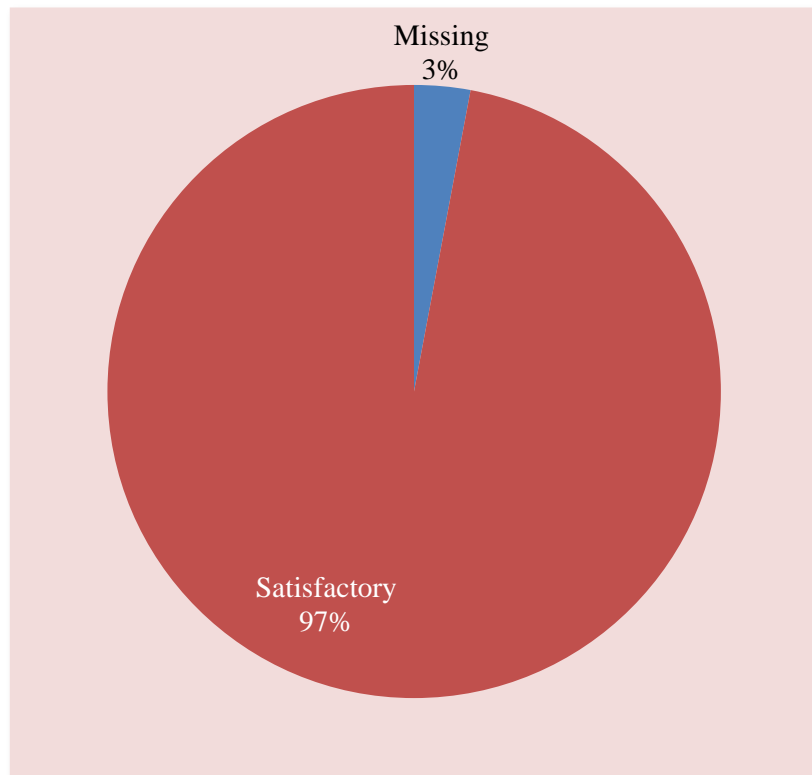
Ninety-seven percent (N=33) of agency supervisors indicated that the internship students' performance were overall satisfactory. No agency supervisors suggested an overall dissatisfaction with the internship students. However, one agency supervisor did not answer the question on overall satisfaction (Figure 2).

Agency supervisors also were asked to evaluate the internship students in three general areas: 1) professional performance, 2) professional knowledge, and 3) professional personal and attitude. On average, CSUN RTM internship students received positive overall ratings in all three areas, with *professional personal and attitude* (3.75/4) being rated slightly higher than *professional performance* (3.59/4) and *professional knowledge* (3.58/4) (Tables 1-3).

Within *professional performance* (Table 1), internship students were most highly rated in the ability to work independently (3.67) and being critical of own performance and quality of work (3.64), and were most lowly rated in the ability to lead and direct (3.39) and the capacity for motivating others (3.32).

In terms of *professional knowledge* (Table 2), the highest ratings went to the items “display an expanding scope of interests” (3.68) and “possess a wide variety of interests” (3.59), while the lowest ratings were found in items “displays knowledge and understanding of program principles and methods” (3.41) and displays ability to integrate conceptual knowledge and activity skills (3.35)

With respect to *professional personal and attitude* (Table 3), agency supervisors on average gave the highest ratings in items “upholds and follows agency policies” (3.85) and “shows enthusiasm for work” (3.76), and gave the lowest ratings in items “demonstrates initiative” (3.56) and “has a high tolerance for conflict” (3.40)



**Figure 2: Overall Assessment of Internship Students' Performance**

**Table 1: Agency Supervisors' Rating in *Professional Performance* .**

Evaluation Item	N	Mean	Std. Deviation
Has ability to work independently	33	3.67	0.540
Is critical of own performance and quality of work	33	3.64	0.489
Organizes work well	34	3.56	0.613
Displays ability to solve problems	34	3.56	0.613
Utilizes all available resources	34	3.56	0.613
Keeps complete and accurate records	34	3.56	0.660
Recognizes others for their performance	31	3.55	0.675
Completes assignments on time	34	3.53	0.615
Shows concern for safety of others	33	3.48	0.566
Is willing to delegate responsibilities	28	3.46	0.693
Possesses strong communication skills	34	3.44	0.660
Displays ability to lead and direct	31	3.39	0.715
Displays capacity for motivating others	31	3.32	0.653
<i>Overall Evaluation</i>	34	3.59	0.500

Note: 1= Rarely displays the characteristic; 2=Usually displays the characteristic; 3=Frequently displays the characteristic; 4=Far exceeds the characteristic. (See Appendix for a detailed description)

**Table 2: Agency Supervisors' Rating in *Professional Knowledge*.**

Evaluation Item	N	Mean	Std. Deviation
Displays an expanding scope of interests	34	3.68	0.535
Possesses a wide variety of interests	34	3.59	0.657
Ability to apply knowledge in a practical way	34	3.56	0.561
Displays knowledge and understanding of human behavior associated with various ages, groups, etc.	33	3.42	0.663
Displays knowledge and understanding of program principles and methods	34	3.41	0.657
Displays ability to integrate conceptual knowledge and activity skills	34	3.35	0.597
<i>Overall Evaluation</i>	33	3.58	0.614

Note: 1= Rarely displays the characteristic; 2=Usually displays the characteristic; 3=Frequently displays the characteristic; 4=Far exceeds the characteristic. (See Appendix for a detailed description)

**Table 1: Agency Supervisors' Rating in *Professional Personal and Attitude*.**

Evaluation Item	N	Mean	Std. Deviation
Upholds and follows agency policies	34	3.85	0.359
Shows enthusiasm for work	33	3.76	0.561
Displays good judgment	34	3.74	0.511
Gains respect of others	34	3.74	0.511
Dresses appropriately for occasion	33	3.73	0.574
Displays a sense of humor	34	3.68	0.638

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Evaluation Item	N	Mean	Std. Deviation
Accepts suggestions, feedback, evaluation well	34	3.68	0.535
Displays creativity and imagination	34	3.65	0.597
Is tactful in relations with others	34	3.62	0.604
Displays maturity for age	34	3.59	0.609
Displays flexibility	34	3.59	0.657
Demonstrates initiative	34	3.56	0.613
Has a high tolerance for conflict	30	3.40	0.814
<i>Overall Evaluation</i>	32	3.75	0.440

Note: 1= Rarely displays the characteristic; 2=Usually displays the characteristic; 3=Frequently displays the characteristic; 4=Far exceeds the characteristic. (See Appendix for a detailed description)

### **Appendix: Rating Scale**

<i>N/A (Not applicable):</i>	Does not apply at this time or in this situation.
<i>1= Rarely displays the characteristic:</i>	Indicates an area for improvement; an area in which the intern should focus more effort.
<i>2=Usually displays the characteristic:</i>	Indicates an area in which the intern has demonstrated ability or knowledge but not as consistently as would be expected from an entry level professional.
<i>3=Frequently displays the characteristic:</i>	Indicates an area in which the intern demonstrates ability or knowledge on a regular basis.
<i>4=Far exceeds the characteristic:</i>	Indicates an area in which the intern has achieved and consistently demonstrates the skills/knowledge of an entry level professional.

### **Recommendations for Change in Program**

The following affirmations and changes should be considered by the RTM faculty based on this report.

- Continue to use Internship Supervisors as an objective source for feedback to students and as an informational source for outcome assessment.
- Revision of the evaluation form and then implemented beginning in 2013-14
- Affirm high marks on many of the competencies evaluated in the report
- Improve individual application of program concepts (lowest rating section Table 2 and Table 1). Increase practice and related assessment of the direct design and leadership of programs and events (in core classes and/or electives).