



Undergraduate Internship Policies and Procedures

Department of Recreation and Tourism Management

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CALIFORNIA STATE UNIVERSITY, NORTHRIDGE
Department of Recreation and Tourism Management

Internship Policies and Procedures

The Department of Recreation and Tourism Management at California State University, Northridge views the Internship experience as an integral aspect of each student major's total education preparation for professional practice. Consequently, an Internship is the culminating field experience provided for the student for refinement of knowledge and skills acquired in the classroom.

I. INTERNSHIP PROGRAM OBJECTIVES

The Internship Program will provide students with opportunities to:

- a) Apply in practice the knowledge and skills acquired in the academic setting;
- b) Gain knowledge of particular recreation, tourism, and hospitality service delivery systems and their relationships to other service delivery systems;
- c) Test and enhance leadership and basic supervisory skills;
- d) Understand and respect the needs and interests of diverse individuals and groups, including all groups with special needs;
- e) Be able to function as part of a team and build cohesive interrelationships;
- f) Demonstrate ethical and professional competencies as required in recreation, tourism, and hospitality services;
- g) Refine oral and written communication skills;
- h) Enhance critical thinking and analytic skills;
- i) Utilize and refine problem solving skills; and
- j) Apply and enhance technological competence.

II. INTERNSHIP COURSE OVERVIEW

A. Introduction:

RTM 494C Sections 1 and 2 (3 units for each section) is required for all students in their senior year in the Department. Exceptions are appropriate for returning students with sufficient professional experience in their chosen academic program. The minimum number of hours required for each section of RTM 494C is 200 hours.

These courses are designed to facilitate practical learning and work experience.

Students may take these 6 units in the following patterns:

- A. RTM 494C section 1 in one agency, and section 2 in a different agency.
- B. RTM 494C sections 1 and 2 in the same agency.

In addition, students can enroll in both sections of 494C in a single semester or split them over two semesters.

The key component of RTM 494C is performance; the opportunity to practice and exercise knowledge and skills gained from the classroom in an actual professional employment setting.

Students must consult with their advisor regarding the opportunity(s) available to them, and attain approval of their internship program by the internship coordinator who will be teaching

during the semester enrolled. Arrangements for internship are completed during the semester PRECEDING intended enrollment.

B. Internship Eligibility (Departmental Minimum):

The following policies indicate eligibility for enrolling in internship class.

- University and Department senior status (completion of at least 90 units toward the degree).
- Completion of ALL 200 and 300 level departmental core and the majority of professional emphasis courses.
- A cumulative GPA of 2.0 or higher prior to and during the course enrollment (Note: A copy of the student's Degree Progress Reporting System (DPRS) report must be given to the internship coordinator PRIOR to internship enrollment. Students on academic probation MAY NOT enroll in the internship program)
- The deadline to receive a permission number to add the Internship class will be a published date for RTM majors and will be approximately 4 weeks prior to the start of semester. (See Section II-D)
- You must secure your internship site and submit the required paperwork to the Internship coordinator prior to receiving permission numbers. Here is the list of the paperwork you must submit in advance. (RM = a university risk management office form)
 - 1) A signed *Learning Plan* with well written learning objectives.
 - 2) A copy of your *Degree Progress Report (DPR)*
 - 3) A copy of *Student Authorization to Operate Privately Owned Vehicle for any University-Affiliated Program or Trip Form* with a copy of current driver license and car insurance ID card (if driving to internship duties). (RM)
 - 4) A copy of *Internship Site Self-Assessment Form* (RM)
 - 5) A copy of *Internship Waiver of Liability & Hold Harmless Agreement* (RM).
 - 6) A copy of *Internship Orientation Confirmation Form* (RM)
 - 7) Check the listing of your agency on the approved CSUN list. If not previously approved then request approval (see Section IV-F).
- Any exceptions to eligibility polices must be approved by a petition to the full RTM faculty.

C. Internship Success (Department **Strong** Recommendations)

- Enroll in RTM 490 the semester prior to enrollment in RTM 494C. Part of the course content for RTM 490 is preparation for internship placement.
- Completion of all core classes and all career RTM electives.
- Recognize that the minimum number of hours of internship placement make it impractical to view them as just any other course. The department advises all student interns that it is important to recognize the significant new demands the internship program/experience places on you. So you should limit your enrollment in other courses during your internship semester so that you can devote your energies to the internship experience.

Additional hours: the professional recommendation is that students engage in work in the professional setting throughout their time in the program through seasonal work or other career opportunities. Students ask if the formal internship can exceed 400 hours in one semester. CSUN academic policy limits the hours to our prescribed national

standard for accreditation, however you are allowed to work additional hours on a free-will basis if your agency approves and you feel it would be in your best professional interest.

D. Internship Deadlines

The following deadlines must be followed in order to enroll in Internship for each semester. Deadline means that all pre-internship materials must be submitted to the Internship Coordinator by this date in order to enroll in internship the next semester.

- December 15th for Spring Semester
- July 15th for Fall Semester
- May 1st for Summer Semester

III. RESPONSIBILITIES OF THE DEPARTMENT OF RECREATION AND TOURISM MANAGEMENT

The Internship Coordinator in consultation with the faculty is the representatives of the Department of Recreation and Tourism Management to the internship agencies/sites (e.g., community and government agencies, health related facilities, for-profit/non-profit recreation and leisure businesses, recreational sports companies, event planning companies, and hotels, and other similar agencies). It is through these representatives that students are processed, placed, and evaluated, and that agencies are selected and monitored. The responsibilities of the department are as follows:

The Internship Coordinator shall be responsible for the administration of policies addressing the experiential component of students' learning. The Internship Coordinator is the faculty member who is assigned as the instructor for the RTM 494C (sections 1 and 2) in a given semester. The Coordinator shall be responsible for the following:

1. To complete appropriate administrative tasks.
2. In consultation with the faculty as a whole, review students' requests for waiver of the Internship, and make decisions regarding such requests.
3. To work with the faculty as a whole in the study, evaluation and exchange of ideas directed toward the improvement of the Internship Program.
4. To maintain a master copy of semester interns and their agency supervisors and oversee updates of the agency sites to the RTM advisement website (RTM Advisement in Moodle).
5. To conduct an Internship Orientation Meeting prior to each semester.
6. To be a resource to students regarding approved internship agencies.
7. To supervise arrangements for and give final approval of all internship assignments.
8. To maintain contact with the Agency Supervisor regarding the progress of each student.
9. To be available to Agency Supervisors and to students for consultation on questions/issues related to Internship assignments.
10. To evaluate the students' progress reports and to discuss these with the students in individual and/or group meetings held at the University.

11. To visit and observe students at internship sites when feasible and to conduct evaluation conferences with students and agency supervisors.
12. To evaluate the students' Internship experience in terms of student reports and assignments, meetings at the University, and the evaluation reports of the Agency Supervisor. It is the responsibility of the Internship Coordinator to assign final course grades to the students.
13. To approve agencies as field training sites based on established criteria.

IV. RESPONSIBILITIES OF THE STUDENT INTERN (CHECKLIST)

PLEASE NOTE AGAIN: INTERNSHIP HOURS CAN NOT BEGIN UNTIL 1) A CONTRACT IS INITIATED BETWEEN THE AGENCY AND THE UNIVERSITY; 2) RELATED FORMS LISTED UNDER SECTION II ARE SUBMITTED; AND 3) COURSE ENROLLMENT HAS OCCURRED.

<input type="checkbox"/>	A. Attend the Internship Orientation Meeting. Read and complete all forms as directed by the Internship Coordinator. Submit the form, "Plan to Enroll in Internship" to the RTM Internship Coordinator.
<input type="checkbox"/>	B. Give a copy of their Degree Progress Report (DPR) to the Internship Coordinator who will then verify internship eligibility.
<input type="checkbox"/>	C. Develop a set of learning objectives for the Internship experience. Make an appointment with your advisor or internship coordinator to discuss the objectives. Discuss possible approved internship agencies for the Internship experience in which these objectives can be achieved.
<input type="checkbox"/>	D. Set up appointments with Agency Supervisor(s) to discuss the feasibility of completing Internship assignments. Prior to the selection of the internship agency, the student should make a minimum of three visits to appropriate agencies (This may be completed as part of RTM 490).
<input type="checkbox"/>	E. Once the internship site has been selected, complete the <i>LEARNING PLAN</i> with the Agency Supervisor. Make sure that the Agency Supervisor signs the form.
<input type="checkbox"/>	F. Confirm the existence of a general agreement between the agency and CSUN for internship placement (http://www.csun.edu/procure/purch-complete-intern). Or see if the internship agency agreement is pending (http://www.csun.edu/procure/purch-pend-intern). If your agency is not on either list, have the Internship Coordinator initiate an agreement form on your behalf. (http://www.csun.edu/risk/internships)
<input type="checkbox"/>	G. The LEARNING PLAN must be completed prior to BEGINNING HOURS. IN ADDITION TO LEARNING PLAN , THE STUDENT MUST ALSO SUBMIT TO THE INTERNSHIP COORDINATOR the following forms from university risk management office. Copies are available at the RTM Advisement Moodle site (access code: rtmadvisement). <ol style="list-style-type: none"> 1) Internship Site Self-Assessment Form 2) Internship Orientation Confirmation Form 3) Internship Waiver of Liability & Hold Harmless Agreement 4) Student Authorization to Operate Privately Owned Vehicle for any University-Affiliated Program or Trip Form with a copy of current driver license and car

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	insurance ID card (if driving to internship duties).
<input type="checkbox"/>	H. The student is expected to follow the policies and duties outlined by the Agency Supervisor, and meet all scheduled commitments and arrangements made in conjunction with the training assignments.
<input type="checkbox"/>	I. I. The student is expected to perform work assignments to the best of their ability while becoming an integral and participating member of the Agency's staff and conducting oneself in a professional manner at all times in contacts with staff and clientele.
<input type="checkbox"/>	J. The student is to submit weekly reports (each week) to the Department Internship Coordinator.
<input type="checkbox"/>	K. The student is to submit assignments required by the Department of Recreation and Tourism Management and any reports and/or assignments as may be required by the Agency to the Internship Coordinator.
<input type="checkbox"/>	L. The student is to attend individual and/or group internship meetings at the University.
<input type="checkbox"/>	M. The student is to give the <i>Mid-Term Evaluation Form</i> to the Agency Supervisor approximately halfway through the internship.
<input type="checkbox"/>	N. The student is to participate in a mid-term progress conference with the Agency Supervisor.
<input type="checkbox"/>	O. The student is to visit, observe and participate, whenever possible, in phases of the Agency's operations other than the ones to which they are assigned.
<input type="checkbox"/>	P. At the conclusion of the intern experience, the student is to give the Agency Supervisor the <i>Final Evaluation Form</i> to complete.
<input type="checkbox"/>	Q. The student is to participate in a final evaluation conference with the Agency Supervisor. The focus of this conference should be the <i>Final Evaluation Form</i> . At the conclusion of the conference, the report should be signed by the student and the Agency Supervisor and returned to the Internship Coordinator. The student is encouraged to append their own statement, whether or not there is a disagreement with the evaluation.
<input type="checkbox"/>	R. At the conclusion of the Internship experience, the student is to complete the <i>Student Final Evaluation Report</i> . A copy of this report should be given to the Agency Supervisor and the Internship Coordinator.
<input type="checkbox"/>	S. The student is to complete all appropriate Internship assignments as re-stated in Section VI.
<input type="checkbox"/>	T. If requesting a grade of "Incomplete," complete and return <i>Request for Incomplete</i> to the Internship Coordinator. These forms are online. A completely filled out form must be submitted IN HARD COPY to the instructor. AT LEAST 75% OF THE HOURS MUST BE COMPLETED TO REQUEST AN INCOMPLETE.
<input type="checkbox"/>	U. ALL completed paperwork and assignments must be turned into the Internship Supervisor prior to the last day of finals for the semester.
<input type="checkbox"/>	V. Maintain an internship notebook.

V. RESPONSIBILITIES OF THE AGENCY AS A FIELD TRAINING SITE

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- A. Interview and select students in conjunction with the Internship Coordinator.
- B. Assign a qualified staff member(s) to supervise the Student Intern and provide the staff member(s) with sufficient time to undertake this responsibility.
- C. **Develop learning objectives for the Intern(s) experience.** It is expected that the student will be given opportunities to strengthen skills and knowledge learned in the classroom. Examples of these skills and knowledge are as follow: Leadership skills, supervisory skills, needs and interests of diverse individuals and groups, functioning as a team, ethical/professional competence, written and oral skills, critical thinking, analytic skills, problem solving, and use of technology. The agency should develop specific tasks or responsibilities through which the student will demonstrate these skills and knowledge and fulfill the student's learning objectives.
- D. Prepare the staff for the arrival of the Intern(s). Inform personnel as to their role(s) in assisting the educational process of the Intern(s).
- E. Provide the Intern(s) with an in-depth orientation to the agency and all relevant policies and procedures.
- F. Invite Intern(s) to participate in staff meetings and other educational opportunities available in the Agency.
- G. Provide appropriate physical arrangements for Intern(s), such as office and desk space, use of telephone, e-mail, and etc.
- H. Introduce Intern(s) to career opportunities within the agency and the profession.
- I. **Inform the Internship Coordinator immediately of any changes in the supervision of the intern student.**

VI. EXPLANATION OF INTERNSHIP MINIMUM REQUIREMENTS AND ASSIGNMENTS

All students are required to complete the following assignments:

1. **Weekly Reports:** Weekly reports are a type of self-assessment for the Intern. They are to be a discussion of the week's activities. Each section is to be addressed in-depth since these sections assist the Intern in processing their own problem solving and time management skill development.

2. **Attend Internship Meetings at the University:** All Interns are required to attend the internship meetings as scheduled by the Internship Coordinator. The purpose of these meetings is to bring other Interns up-to-date with your Internship, to facilitate the reflective learning process, and to provide support to one another.
3. **Mid-Semester and Final Evaluations:** The Agency Supervisor completes both of these evaluations and then discusses them with the Intern. The Intern should give the Mid-Semester Evaluation to the Agency Supervisor at approximately the halfway point (i.e., completion of half of the required Internship hours) of the Internship. The Final Evaluation is given to the Agency Supervisor at the beginning of the last week of the Internship. These forms are sent to the Internship Coordinator when completed. (All forms are available in electronic format and students are strongly encouraged to use this means of submission).
4. **Student's Final Evaluation of the Internship:** Each Intern is required to answer the questions on this form. This is the student's reflection of the internship experience, the agency, and their supervision. A copy of this report should be sent to the Agency Supervisor.
5. **Internship Agency Analysis:** Students should have knowledge and experience in program administration. The Internship Agency Analysis will allow the student to develop an understanding of the overall management of the internship agency. The student should meet with their agency supervisor and, if approved by the supervisor, interview other key agency personnel. The analysis shall consist of the following:
 - a. Mission Statement and Purpose
 - b. Organizational Chart
 - c. Policies & Procedures
 - d. Description of services
 - e. Budget
 - f. Risk management
 - g. Promotional activities
 - h. Program planning
 - i. Staff training
 - j. Personnel evaluation system
 - k. Future projections and current trends

This assignment is to be included in the student's internship notebook.

6. Program/Event Development, Implementation, and Evaluation or Special Project

The Recreation Management student shall take responsibility for the planning, supervision, implementation and evaluation of an event/program/activity. A paper describing the process, including all materials (i.e., program proposal, budget, evaluation), is required upon completion of the program or activity. Implementation of this program is an ideal opportunity to invite the Internship Coordinator to visit the Intern at the agency.

Special Projects as an alternative to the required Program implementation require approval of Agency Supervisor and University Internship Coordinator. It should reflect skill areas and contribute to the profession.