Undergraduate Internship Packet Information Guide and Appendices Hospitality, Sport and Tourism Management

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School of Hospitality, Sport & Tourism Management

The Troy University **School of Hospitality, Sport and Tourism Management (HSTM)** offers a Bachelor of Science degree in HSTM with an accompanying advisor approved minor. The School of Hospitality, Sport & Tourism believes the practical experience gained through an internship is essential to the student's education and professional growth. Therefore, all undergraduate students seeking a B.S. in HSTM are required to complete an internship.

Prerequisites for Undergraduate Internship (HSTM 4490)

In order to register for HSTM 4490, each HSTM student ***MUST*** meet the following requirements the semester ***BEFORE*** the semester you intend to intern.

1. Successful completion of all HSTM 3000, and most 4000-level courses. (Exceptions may be made with approval from Internship Program Coordinator)

2. **TROY CAMPUS** students are allowed to register for *up to 6 semester hours* **DURING** internship. Therefore, only students with 6 or fewer hours remaining in HSTM courses (excluding internship) will be allowed to intern.

3. Attained senior level standing (successful completion of 90+ hours).

4. A minimum of **4 weeks *PRIOR*** to the intended semester of the internship, students must submit an Internship Request Form (A-1), an Agreement for Internship Form (A-2), and an unofficial Troy University Academic Evaluation to the Internship Program Coordinator. You may obtain an unofficial Troy University Academic Evaluation online through Trojan Web Express.

NOTE:

TROY CAMPUS students who wish to intern during the fall semester and do not attend summer school, **MUST** attend one of the pre-internship meetings held during spring semester.

Objectives of the HSTM Internship Program

The HSTM internship program offers students a broad range of experiences in which to complete their practicum and internship assignments. One of the most important factors in ensuring a successful experience is matching the interests and preparation of the student with qualified personnel from agencies across the state, region, nation and world. The specific purposes of the internship program for the student, agency, and university are as follows:

1. To provide students with experience upon which to build their professional careers, to enhance understanding of theory and technique through practical applications, and to provide the opportunity for students to develop skills and knowledge within identified areas of professional interest;

2. To broaden students' concepts of the professional field, provide experiences that will expand the student's understanding of human behavior, and develop better human relation skills;

3. To operationalize a set of goals and objectives prepared by the student with the assistance of the student's practicum/internship supervisor and the student's advisor;

4. To provide agencies with additional quality personnel, to offer professionals in the field an opportunity to become involved in the preparation of future professionals, and to enhance communication between the University and working professionals; and

5. To provide the University with an opportunity to keep in touch with recent developments within the work place, and continually develop a viable base for evaluating student performance in professional situations.

Benefits of the Field Experience

The practicum/internship experience should be a significant experience for all involved: the student, agency, and University. It should provide specific benefits to each of the three parties involved, and thus will help to benefit the profession in general. Specific benefits for each are detailed below:

Benefits to the Student

1. Gain first-hand knowledge and understanding of agency programs and the forces that affect them;

2. Understand individual and community needs for which these services are designed and the impact they have on individuals, groups, and the community;

3. Accept the challenge and stimulus to learn and investigate independently;

4. Integrate and apply knowledge and theory from classroom courses and other life experiences;

5. Establish contacts with industry professionals;

6. Become aware of and evaluate his/her own personal values and professional goals; and
7. Discover personal strengths, which may be further developed, and weaknesses that may be reduced.

Benefits to the Agency

1. Stimulate professional staff and strengthen in-service development programs.
2. Enlarge the available staff, permitting strengthening of the agency program.
3. Provide an opportunity to evaluate young professionals in order to enhance the screening procedures of future employees.
4. Offer an opportunity to assist in preparing professional leaders of the future through interaction with faculty.
5. Assist the agency in relating its services to current theory and practice.
6. Provide contact with professional educators in order to help maintain a vital and current professional staff.

Benefits to the University

1. Improve the educational process and enlarge the scope of the University.
2. Provide a laboratory for application of theoretical knowledge.
3. Provide continuing opportunity for evaluation of the student's needs, abilities, and progress, leading to adjustment in his/her program.
4. Encourage faculty contact with professional leaders and cooperating agencies on a regular basis to enhance faculty knowledge of practical issues in the field.
5. Lead to continuing evaluation of the entire curriculum.
6. Increase the school's services and scope of influence.

General Description of the Internship Experience

The HSTM internship experience is assigned six (6) semester hours. Such experiences offer the student the opportunity to apply theory and knowledge in real-world situations under qualified supervision from the cooperating agency and the university. An internship on the undergraduate level is required of all students in the HSTM program under the title HSTM 4490 Internship. All students work under the supervision of a university and agency supervisor for the full semester in which the student is enrolled for internship credit.

TROY CAMPUS students will register for HSTM 4490 Internship for ONE full semester. The internship experience is a full-time experience and requires a **minimum of 270 hours** over **the 16 week semester.** Additional hourly assignments may be required depending upon the type of

experience undertaken. Assigned supervisors from both the agency and the University will jointly share supervision of the student. (Questions? Contact Internship Program Coordinator)

Financial compensation to the student during the practicum/internship experience is not required. The student may not receive credit for work being done at an agency where he/she is presently employed. Exceptions to this policy must be approved by the Internship Program Coordinator before receiving credit, and must include experiences additional to those for which the student has been compensated.

Academic evaluation of the student during the practicum/internship experience is based upon the following: evaluations by the field supervisor, evaluation by the Internship Program Coordinator and documentation of daily/weekly assignments.

Types of Internship Experiences

Because each agency is unique and each student has special skills and interests, the practicum/internship experience must be individualized. It is anticipated each student will have an opportunity to gain experience in all or most of the following areas:

1. Client Interaction – The student should have the opportunity to interact with the agency clientele in any way in which the agency feels appropriate. The student should realize that they type of client interaction made available to him/her will vary depending on the type of field experience and the agency's needs and regulations;

2. Administration – The student should have an opportunity to study and observe in action the policies and practices of the agency. This would include the study of the legal status of the agency, organizational structure, board relations, financial and supervisory practices, general staff relations, and the values of the techniques used in dealing with the public in a courteous and effective manner;

3. Programming – The student should not only help plan but also help put into action a broad program of activities and services of the agency. The student should prepare program plans in an effective manner consistent with the agency's procedures and act as a leader in carrying out various types of programs;

4. Facilities – The student should have opportunities to gain theoretical and practical experiences in facility operation and/or planning. This might include experiences in long range planning, equipment selection, security, equipment maintenance, etc;

5. General Experiences – The student should gain a broad experience in dealing with public relations problems, attend administrative meetings where possible, work with committees, visit with individuals in the agency, and get as wide of a range of experiences as possible; and

6. Day-to-Day Activities – In order to give the student a realistic work experience, he/she would be encouraged to fully participate in the day-to-day activities of the agency. These experiences may occasionally include such activities as record keeping and handing out towels, etc. However, keep in mind that the practicum/internship should be a learning experience for the student and not just "free labor." Therefore, the agency is encouraged to offer the student a variety of challenging experiences.

Responsibilities of the Student

The student is responsible for completing the requirements of the internship experience and following the general guidelines listed below:

1. Submit a letter of application and resume to the agency or agencies where you are interested in completing your practicum/internship assignment. Internship experiences may only be completed at sites, which have been approved by the Internship Program Coordinator;

2. Provide the agency with personal background information and academic achievement before your arrival at the agency (if requested);

3. Make arrangements for your own housing when appropriate. Agency supervisors may assist you with this task since they are more familiar with the housing situation in their community;

4. With the assistance of the Internship Agency Supervisor, develop a set of objectives and assignments to be completed during the experience. A copy of these objectives must be submitted to both the Internship Program Coordinator and Agency Supervisor before the start of the practicum/internship;

5. All students must follow the policies and duties outlined by the agency and meet all scheduled commitments and arrangements made in connection with internship assignments;

6. Maintain a current work log and/or journal summarizing the number of hours worked and the types of activities undertaken;

7. Attend periodic conferences/meetings with the Agency Supervisor as requested; and

8. Submit a final evaluation (included in final report) of the experience to the Internship Program Coordinator.

Responsibilities of the Agency Supervisor

1. Serve as principal contact for the agency in reference to the experience.

2. Assist the student in understanding his/her position as it relates to the population being served by the agency.

3. Arrange with the students specific projects and activities in which he/she will be involved and arrange a work schedule. This information should be in writing and shared with the internship program coordinator via the student.

4. Schedule weekly meetings with the student to discuss items of concern to either party.

5. Inform the student of all regulations and practices, which must be observed by the student.

6. Evaluate the work of the student:
    a. Discuss with the student specific indications of progress, strengths, and weaknesses;
    b. Set an example by presenting criticism in a constructive, objective, and tactful manner; and
    c. Complete the written evaluation forms (A-3, A-8, A-9, A-10) provided by the Internship Program Coordinator and after discussing your comments with the intern send the form to the university supervisor.

Responsibilities of the Internship Program Coordinator

1. Supervise arrangements for and give final approval of all student assignments.

2. Represent the university in all official arrangements with the cooperating agencies to conduct the internship program.

3. Supervise the work of the student in the cooperating agency by conferring with both the student and the agency supervisor on a regular basis.

4. Evaluate all internship reports and discuss their content, if applicable, with both the student and the agency supervisor.

5. Serve as a resource person for both the cooperating agency supervisor and the student.

6. Exchange ideas with both the student and the agency supervisor directed toward the improvement of the internship experience and the total academic program.

7. Assign all grades for the student in cooperation with the agency supervisor.

Student Evaluation

Grades for the student are assigned by the following criteria:

A. Evaluations of Agency Supervisor: 50%
    - Mid-point evaluation: 25%
    - Final evaluation: 25%

B. Reports and Assignments: 40%
    - Initial report: 5%
    - Tri-weekly reports: 5%
    - Short and long term project proposals: 10%
    - Short and long term project evaluations: 10%
    - Final report: 10%

C. Final Review of Internship by University Supervisor: 10%

- Grade from final notebook evaluation

Percentage from criteria equal 100%

All reports and assignments are evaluated on the following criteria:

1. Completeness
2. Promptness
3. Readability

Grading Policies and Procedures

The valuation of the students' performance is a collaborative effort between supervisory individuals with the internship agency supervisor providing 60% of grade and the Internship Program Coordinator responsible for issuing 40% of final grade.

Student evaluations should reflect the following rating scale:

A = Excellent
Students in consistently exceptional in fulfilling responsibilities

B = Good
Student constantly fulfills responsibilities above minimum performance standards

C = Satisfactory
Student meets minimal performance standards

D = Minimal Pass
Student usually meets minimum performance standards, however needs to improve in a number of areas of responsibility. (Student must retake course)

F= Failing Grade
Performance is inadequate and unacceptable. (Student must retake course)

Required Student Reports and Projects

All assignments must be typed using Times New Roman 12 point font**.**

1) Initial Report and Agency Orientation Checklist (A-3):
   a) Cite weekly schedule and responsibilities
   b) List ten (10) measurable objectives outlining expected learning experiences
   c) Discuss personal and agency expectations

   Due: This assignment must be typed and submitted at the end of the first week of internship. The assignment should be submitted to the Internship Program Coordinator via email, fax or hard copy no later than the following Friday by 4:00 p.m.

2) Tri-weekly Report: (submitted by student- Document A-5)
   a) Every three weeks students should submit a tri-weekly report.
   b) Describe your experiences, both positive and negative, over the past three weeks.
   c) Discuss any issues you encountered, how you solved them, and how you might modify your approach in the future.

   Due: Tri-weekly reports, complete with signatures, must be submitted every three weeks by Friday of the following week.

3) Short Term Project:
   a) In conjunction with the Agency's ongoing programs, plan, implement, and evaluate a short-term project (i.e. seasonal party, special event, program brochure).
   b) Discuss with your Agency Supervisor possible short-term projects. Inform the agency supervisor about the evaluation component of this assignment in order to identify an acceptable project.

   Due: Short Term Project Approval Form (signed by student and agency supervisor) is due to internship program coordinator by the end of the third week of the internship (Document A-6).

   Due: Project evaluation form is to be completed by Agency Supervisor with student. Short term worksheet and evaluation sheet should be included in the notebook (which is due no later than dead day) (Document A-8).

4) Long Term Project:
   a) In cooperation with the Agency Supervisor, design, develop, implement, and evaluate a special project that may contribute to the fieldwork agency.
   b) Discuss with your agency supervisor possible long-term projects. Inform the agency supervisor about the evaluation component of this assignment in order to identify an acceptable project.

   Due: Long Term Project Approval Form (signed by student and agency supervisor) is due to the internship program coordinator by the end of the third week of the semester (Document A-7).

   Due: Project Evaluation form is to be completed by agency supervisor with student. Long term worksheet and evaluation sheet, should be included in the notebook, which is due not later than dead day (Document A-8).

5) Agency Supervisor's Mid-Point Evaluation and Final Appraisal: (Documents A-10 & A-11)
   a) Provide student internship program coordinator with feedback on student progress and performance.
   b) Document both student strengths and weaknesses during internship experience

   Due: Evaluations are due at the midpoint and at the end of the internship.

6) Final Report (Part of Notebook):
   a) Student evaluation of agency and internship (In Final Report)
   b) Evaluate initial goals; which were met, not met. Explain why.
   c) Describe significant learning experiences and accomplishments. Explain how these have affected your professional growth and development
   d) Describe your agency's strengths and weaknesses as an internship site. Would you recommend it to other students? Why?
   e) Provide other information you feel is relevant to the overall effectiveness of the internship program
   f) Must be typed

   Due: No later than Dead Day.

7) Notebook:
   a) The notebook MUST be a three ringed notebook (NO smaller than 1" ring). Include all materials that represent your internship experience (the more the better).
   b) Include evidence of your short and long term projects, along with the evaluation sheets
   c) The notebook should include tab dividers to separate the sections of your notebook

   Due: No later than Dead Day.

NOTE: All the reports are to be shared with and signed by the agency supervisor.

Student Internship Check List
Discuss/submit to Internship Program Coordinator

BEFORE INTENDED SEMESTER OF INTERNSHIP

1. Identify potential internship agency or agencies.

2. Submit HSTM Internship Request Form to Internship Program Coordinator during the semester prior to internship semester.

3. Acquire internship site approval from The School of Hospitality, Sport and Tourism Management.

BEFORE INTERNSHIP BEGINS

4. Submit agency signed Agreement for Internship Form to Internship Program Coordinator.

5. Pre-register for HSTM 4490 before semester of internship.

END OF FIRST WEEK OF INTERNSHIP

6. The Friday following the first week of your internship, submit the Initial Report and Agency Orientation Checklist to the Internship Program Coordinator.

DURING INTERNSHIP

7. Submit Tri-Weekly Reports as scheduled.

8. Mid-Term: Agency has sent signed Mid-Point Evaluation to Internship Program Coordinator.

9. Submit a Short Term Project Approval Form by the end of the third week of the internship.

10. Submit a Long Term Project Approval Form by the end of the third week of the internship.

11. Agency has sent signed Final Evaluation Form with grade recommendation to Internship Program Coordinator.

12. Submit a Final Report and notebook no later than dead day.

A-1

Troy University
School of Hospitality, Sport and Tourism Management
HSTM Internship Request Form

Must be submitted before pre-registration of internship.

Student's name: _____

Address: _____

_____

Phone: _____ I.D. Number: _____

University E-mail: _____ Semester: _____

Year: Course: HSTM 4490

Agency's Name: _____

Agency's Address: _____

City: _____ State: _____ Zip: _____ _ _____

Agency Phone: _____

Agency Supervisor: _____

Brief Description of Internship Duties: _____

_____

_____

I formally request to complete my internship with the above named agency. I fully understand the requirements for this internship and accept the responsibility set forth in the requirements.

_____

Student Signature

Proposed start date _____

Proposed end date _____

A-2

Troy University
School of Hospitality, Sport and Tourism Management
Agency Internship Agreement Form
Troy University

Must be submitted before beginning internship.

Agency:_____Phone: _____

Address: _____

City:_____State:_____ Zip:_____

Supervisor:_____Title: _____

The above named agency has agreed to accept_____a student from the HSTM program at Troy University, for internship placement.

Semester:_____ Agency requests intern to complete_____hours.
(Student must complete a minimum of 270 hours over max of 16 weeks.)

Agreed upon Beginning Date:_____Agreed upon Completion Date: _____

The agency supervisor agrees to:

1. Supervise and assist the student in pursuing the learning objectives for the internship experience;
2. Cooperate in the program process as specified in the School of Hospitality, Sport and Tourism Management's internship packet; and
3. Evaluate the work of the student:
    - Discuss with the student specific indications of progress, strengths, and weaknesses. Set an example by presenting criticism in a constructive, objective, and tactful manner. Complete the evaluation forms included in the HSTM Internship Packet.

Please check one:
Internship Experience: Unpaid ___Paid (If paid) Amount: _____

Agency Supervisor's Signature:

_____

Return form to:
School of Hospitality, Sport & Tourism Management
323 John Robert Lewis Hall, Troy University
Troy, Alabama 36082

A-3

Troy University
School of Hospitality, Sport and Tourism Management
Agency Orientation and Student Assignment Checklist

Student's Name:

_____

To ensure that this student has a thorough understanding of the agency/program and his/her responsibilities, this form should be completed during the first week of the internship and mailed, emailed, or faxed to the Internship Program Coordinator. The Agency Supervisor's signature verifies that the student has satisfactorily completed an agency orientation, inclusive of the information below, and understands his/her future role in the agency.

Please discuss the following topics with the intern:
1. Mission statement and goals of the Agency/Program
2. History of Agency/Program
3. Services provided by the Agency/Program
4. Population served by Agency/Program
5. Areas, facilities and Equipment
6. Funding Sources
7. Organizational Structure of Agency/Program (job description)
8. Program Description
9. Evaluation Methods (staff personnel and program clientele)
10. Future Plans and Projections of Agency/Program
11. Other (describe) _____
12. Other (describe) _____

Student's Assignment (s):
1. Student will be assigned to work in the following area(s):

_____

_____

2. Student will be responsible for performing the following major tasks:

_____

_____

Agency Supervisor's Signature: _____ Date: _____

Student's Signature: _____ Date: _____

This form is due by the Friday following the first week of internship.

A-4

Troy University
School of Hospitality, Sport and Tourism Management
Initial Report

Initial Report Outline
Complete and submit the following information to Internship Program Coordinator the Friday following the first week of the internship.

I. Cover Page (Information is to be centered and double spaced on page)
- Site Agency's name, student's name, and semester of internship

II. Internship Objectives
- Student must list 10 observable or measurable objectives for the internship.
- Objectives should reflect actual skills, experiences or exposure desired by the student during their internship experience.
- Objectives will be used to evaluate internship and agency in FINAL REPORT.

III. Assigned Roles and Responsibilities
- Student must identify their expected or assigned roles and responsibilities at the agency.

IV. Work Schedule
- Student must provide a weekly/monthly schedule of days and times they will work at the agency site.
- Weekly schedule should reflect 16 to 20 hours per week for the internship.

V. Personal and Agency Expectations
- Discuss your expectations of the internship experience with the selected agency.
- Discuss the agency's expectations of you during the internship.

A-5

Troy University
School of Hospitality, Sport and Tourism Management
Internship Tri-Weekly Report

Instructions: This report must be completed at the end of each three-week period by the student, reviewed by the assigned Agency Supervisor, and mailed, faxed, or emailed to the Internship Program Coordinator by the following Friday. If needed, written concerns will be provided to the student from the Internship Program Coordinator.

Student: _____

Semester:_____ Report Number: _____

Weeks of the Report (dates):_____to _____

Total Hours for this Period:_____Total Hours to Date: _____

1. Describe the evaluation period's experiences (include learned skills, knowledge, and abilities).
2. Identify attended meetings and conferences (include formal and informal meetings with your agency supervisor and topics discussed.)
3. Cite any areas of special concern at this time (include any issues related to the internship experience).
4. Proposed agenda for next three weeks (include agency assignments, short and long term projects, accomplishment of internship goals).
5. This assignment must be typed on a separate sheet of paper to address these previous points and attached to this form.

_____ _____
Student's Signature Date

_____ _____
Agency Supervisor's Signature Date

A-6

Troy University
School of Hospitality, Sport and Tourism Management
Short Term Project Approval Form
(To be submitted to Internship Program Coordinator by the end of the third week of the internship) Please type responses on a separate sheet of paper.

Student's Name:

Agency:

Title of Project:

1. Brief Description of Project Plans:

2. Rationale for Project Selection (need/purpose):

3. Project Costs and Potential Sources of Funding:

4. Expected Outcome(s):

_____ _____
Agency Supervisor's Signature Date

A-7

Troy University
School of Hospitality, Sport and Tourism Management
Long Term Project Approval Form

(To be submitted to Internship Program Coordinator by the end of the third week of the internship) Please type responses on a separate sheet of paper.

Student's Name:

Agency:

Title of Project:

1. Brief Description of Project Plans:

2. Rationale for Project Selection (need/purpose):

3. Project Costs and Potential Sources of Funding:

4. Expected Outcome(s):

_____ _____

Agency Supervisor's Signature Date

A-8

Troy University
School of Hospitality, Sport, and Tourism Management
Short Term Project Evaluation Form

The student intern should be provided immediate feedback on his/her performance upon the completion of the short term project. Please fill out the requested information below and send a copy to the Internship Program Coordinator via email, fax, or hard copy. Also place this form in your notebook, along with evidence of your project.

COMPLETION DATE: _____

Name of student:

Title of Project:

Rate on a 5-point scale (4 –outstanding, 3 –good, 2 –fair, 1 –adequate, 0 –N/A):

The Student:

1. Selected a project of value to the agency/program _____
2. Showed initiative throughout the project _____
3. Planned project tasks before implementation _____
4. Maintained communications with program staff _____
5. Maintained communications with project participants _____
6. Showed resourcefulness in solving problems _____
7. Delegated tasks, if and when appropriate _____
8. Made a positive impact on program participants _____
9. Developed/implemented evaluation procedure _____
10. Expressed appreciation to project supporters _____

_____ _____
Signature of Agency Supervisor Date

A-9

Troy University
School of Hospitality, Sport, and Tourism Management
Long Term Project Evaluation Form

The student intern should be provided immediate feedback on his/her performance upon the completion of the long-term project. Please fill out the requested information below and send a copy to the Internship Program Coordinator via email, fax, or hard copy. Also place this form in your notebook, along with evidence of your project.

COMPLETION DATE: _____

Name of student:

Title of Project:

Rate on a 5-point scale (4 –outstanding, 3 –good, 2 –fair, 1 –adequate, 0 –N/A):

The Student:

1. Selected a project of value to the agency/program _____
2. Showed initiative throughout the project _____
3. Planned project tasks before implementation _____
4. Maintained communications with program staff _____
5. Maintained communications with project participants _____
6. Showed resourcefulness in solving problems _____
7. Delegated tasks, if and when appropriate _____
8. Made a positive impact on program participants _____
9. Developed/implemented evaluation procedure _____
10. Expressed appreciation to project supporters _____

_____ _____
Signature of Agency Supervisor Date

A-10

Troy University
School of Hospitality, Sport and Tourism Management
Mid-Point Evaluation

Date: _____

Student Name: _____

Supervisor:_____ Title:_____

Agency: _____

Carefully complete the mid-point evaluation after considering the student's work on the short term project as well as all work completed through mid-point of internship. Be as accurate and objective as possible. The appraisal is to be reviewed with the student during the midterm evaluation conference.

Using the scale below, rate the student on each of the listed items as they are applicable to your situation and professional expectations. Comments and suggestions are welcome and can be added at the end of the form.

5 = Outstanding 4 = Good 3 = Average 2 = Below Average
1 = Unsatisfactory 0 = No Observation

ATTITUDE TOWARDS WORK:

Willing and prompt to perform assigned duties	5 4 3 2 1 0
Willing to accept additional responsibilities	5 4 3 2 1 0
Shows enthusiasm for work	5 4 3 2 1 0
Cooperative with staff	5 4 3 2 1 0

LEADERSHIP AND PROFESSIONAL QUALITIES:

Plans and organizes work in orderly manner	5 4 3 2 1 0
Produces quality work	5 4 3 2 1 0
Has necessary background of knowledge in field	5 4 3 2 1 0
Has sufficient professional skills	5 4 3 2 1 0
Functions on own initiative when necessary	5 4 3 2 1 0

A-10 0 (continued)

Demonstrates effective leadership techniques	5 4 3 2 1 0
Observes rules and agency practices	5 4 3 2 1 0

COMMUNICATION SKILLS

Can express him/herself in writing	5 4 3 2 1 0
Can express him/herself orally	5 4 3 2 1 0
Communicates well with supervisor	5 4 3 2 1 0
Communicated well with public/clients	5 4 3 2 1 0
Makes use of available media in promoting programs	5 4 3 2 1 0
Demonstrates ability to accept ideas, methods, or plans from other staff members	5 4 3 2 1 0

PERSONAL QUALITIES

Exhibits self-discipline	5 4 3 2 1 0
Demonstrates creativity	5 4 3 2 1 0
Shows adaptability	5 4 3 2 1 0
Has curiosity and desire to learn	5 4 3 2 1 0
Shows courtesy towards others	5 4 3 2 1 0
Accepts direction and criticism	5 4 3 2 1 0

Please identify the student's primary strengths and weaknesses at the midpoint of the internship.

1. In what areas does the student excel?

A-10 (continued)

2. In what areas does the student need further development?

3. Any other comments?

Assign a score based on your evaluation of the student's performance **(circle one)**

25 24 23 22 21 20 19 18 17 16 15 14 13 12 11 10 9 8 7 6 5 4 3 2 1 0

_____ _____

Signature of Agency Supervisor Date

_____ _____

Signature of Student Date

Return form to:
School of Hospitality, Sport & Tourism Management
323 John Robert Lewis Hall, Troy University
Troy, Alabama 36082

A-11

Troy University
School of Hospitality, Sport and Tourism Management
Final Evaluation

Student Name:_____ Date: _____

Supervisor:_____ Title: _____

Agency: _____

Carefully complete the final evaluation form after considering the student's entire internship experience. Be as accurate and objective as possible. The appraisal is to be reviewed with the student at the end of the internship.

Using the scale below, rate the student on each of the listed items as they are applicable to your situation and professional expectations. Comments and suggestions are welcome and can be added at the end of the form.

5= Outstanding, 4 = Good, 3 = Average, 2 = Below Average, 1 = Unsatisfactory,
0 = No observation

ATTITUDES TOWARDS WORK:

Willing and prompt to perform assigned duties	5 4 3 2 1 0
Willing to accept additional responsibilities	5 4 3 2 1 0
Shows enthusiasm for work	5 4 3 2 1 0
Cooperative with staff	5 4 3 2 1 0

LEADERSHIP AND PROFESSIONAL QUALITIES:

Plans and organizes work in orderly manner	5 4 3 2 1 0
Produces quality work	5 4 3 2 1 0
Has necessary background of knowledge in field	5 4 3 2 1 0
Has sufficient professional skills	5 4 3 2 1 0
Functions on own initiative when necessary	5 4 3 2 1 0
Demonstrates effective leadership techniques	5 4 3 2 1 0
Observes rules and agency practices	5 4 3 2 1 0

A-11 1 1 (continued)

COMMUNICATION SKILLS:

Can express him/herself in writing	5 4 3 2 1 0
Can express him/herself verbally	5 4 3 2 1 0
Communicates well with supervisor	5 4 3 2 1 0
Communicated well with public/clients	5 4 3 2 1 0
Makes use of available media in promoting programs	5 4 3 2 1 0
Demonstrates ability to accept ideas, methods, or plans from other staff members	5 4 3 2 1 0

PERSONAL QUALITIES:

Exhibits self-discipline	5 4 3 2 1 0
Demonstrates creativity	5 4 3 2 1 0
Shows adaptability	5 4 3 2 1 0
Has curiosity and desire to learn	5 4 3 2 1 0
Shows courtesy towards others	5 4 3 2 1 0
Accepts direction and criticism	5 4 3 2 1 0

Please identify the student's primary strengths and weaknesses at the completion of the internship.

A-11 (continued)

Other Comments:

Assign a score based on your evaluation of the student's performance **(circle one)**

35 34 33 32 31 30 29 28 27 26 25 24 23 22 21 20 19 18 17 16 15 14 13 12 11 10 9 8 7 6 5 4 3 2 1 0

_____ _____

Signature of Agency Supervisor Date

_____ _____

Signature of Student Date

Return form to:
School of Hospitality, Sport & Tourism Management 323
John Robert Lewis Hall, Troy University
Troy, Alabama 36082

A-12

Troy University
School of Hospitality, Sport and Tourism Management
Outline for Final Report and Notebook

Upon completion of the internship experience, each student is responsible for submitting both a final report and an internship notebook to the Internship Program Coordinator. An outline is provided below to assist the student in organizing the assignment.

THE FINAL REPORT

Title Page

- Name of student, area of specialization, name of agency and agency supervisor, dates of internship, semester and year of registration.

Evaluation of Student's Goals and Objectives

- Identify the 10 objectives listed in your initial report.
- Rate each objective as met, partially met, or not met.
- **Explain** each response regarding your accomplishments or lack thereof for each objective. Include a copy of your initial report with this document.

The Internship Experience

- Description of internship focusing on your evaluation of what you learned and how it has assisted you with your professional development. Point out highlights and disappointments of the experience.

Career Preparation

- Thoroughly analyze the experience reflecting on your future in the workplace. Describe your strengths, interests, performance, problems, needs, and concerns after reflecting on your internship experience.

Recommendations

- On separate pages make specific and well thought out recommendations to the agency and to the school for consideration regarding the internship program.

NOTEBOOK

- The notebook MUST be a three ringed notebook (NO smaller than 1" ring)
- Include all materials that represent your internship experience (the more the better).
- Include evidence of your short and long term projects, along with the evaluation sheets
- Include copies of all forms and assignments submitted to the Internship Program Coordinator
- The notebook should include tab dividers to separate the sections of your notebook. Place all hardcopies into a three-ring binder with document protectors to hold the forms

NOTEBOOK IS DUE NO LATER THAN DEAD DAY