

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



## **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. S0.014 T0.014 Tciben1efitesfor urn



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;

**Responsibilities of the Student**

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

Submit a letter of application and resume to the 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.

Provide the agency with personal background information and academic achievement before your assignment to the agency (if applicable);

)

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: (60%)
  - Mid-point evaluation: 25%
  - Final evaluation: 35%
- B. Reports and Assignments: (35%)
  - Initial report: 3%
  - Tri-weekly reports: 6%
  - Short and long term project proposals: 8%
  - Short and long term project evaluations: 8%
  - Final report: 10%

C. Final Review of Internship by University Supervisor: (5%)

- Grade from final notebook evaluation

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: 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)

Provide student internship program coordinator with feedback on student progress and performance and Document both student strengths and weaknesses during internship experience

Due: Evaluations are due at the midpoint and at the end of the internship. **NOTE THAT YOU MUST USE THE 25-POINT SCALE FOR THE MID-POINT EVALUATION AND THE 35-POINT SCALE FOR THE FINAL EVALUATION. YOUR SUPERVISOR MUST ASSIGN YOU A NUMERICAL GRADE OUT OF 25 POINTS FOR THE MID-POINT EVALUATION AND 35 POINTS ON THE FINAL EVALUATION.**

1) 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.





A-2

**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**



**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 as well as the intern's specific roles and responsibilities with the project:

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.

**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. Also place this form in your

**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. Also place this form in your notebook, along with



**A-10 0 (continued)**

**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



**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.

e 0 3 c r a 3 T J 4 . 6 2 ( T )

**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

**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