The internship offered through the Department of Recreation, Hospitality, and Parks Management (RHPM) at California State University, Chico is a collaborative effort between educators and industry professionals, designed to provide a meaningful and mutually beneficial experience for both the student intern and the host site. A key component of the internship is immersive exposure to the agency's full range of operations and services, allowing students to observe and analyze management practices and administrative functions in real-world settings. Site supervisors play a critical role as mentors and serve as the final link in the student's professional preparation. To fulfill the requirements for a bachelor's degree in RHPM, each student intern must complete a minimum of 560 internship hours over at least 14 weeks. The experience includes academic assignments that are designed to promote reflection and the integration of field-based learning. Upon successful completion of the internship, students earn 12 units of academic credit.

The areas of study include:

- Event Management
- Resort and Lodging Management
- Parks and Recreation Management

Internship Participants Include:

- Student Intern: The individual completing the internship as part of their academic requirements.
- Internship Coordinator: A department staff member who oversees the entire internship process, from initial planning through completion.
- Faculty Instructor (Academic Internship Supervisor)**:** A faculty member assigned during the first week of the internship semester to guide the student's academic experience. This instructor may or may not be the student's academic advisor.
- Site**:** The organization, agency, or business where the internship takes place.
- Site Supervisor**:** The designated employee at the internship site responsible for supervising and mentoring the student intern.

Internship Objectives

During the internship, students will:

1. Gain practical experience in their field of interest while enhancing professional knowledge, skills, and abilities.
2. Apply theoretical knowledge from the classroom to real-world professional settings.

3. Develop an understanding and appreciation of the policies, planning processes, operations, and responsibilities within the profession.
4. Strengthening interpersonal and communication skills in a professional environment.
5. Cultivate a professional attitude and understanding of workplace expectations.
6. Gather insights to help inform future career paths, specializations, and/or graduate study.
7. Identify and improve professional competencies through self-reflection and feedback.
8. Engage in critical reflection on career development, academic progress, and long-term goals.
9. Gain awareness of current trends, issues, and challenges facing the industry.
10. Contribute value to the internship site by generating meaningful work and insights.

Internship Responsibilities

Student Responsibilities

1. The student is expected to provide commensurate services with the training and expertise of a pre-professional and is expected to conduct themselves as a valued team member of the internship site.

2. The student's placement will be determined with (1) Department academic advisor, (2) Department internship coordinator, (3) Internship site supervisor approval, and (4) California State University Chico Risk Management (if unpaid)

3. The student will share materials regarding the internship program with the site supervisor. The student will also acquire the name and contact information for the person at the site that is responsible for contract negotiation and signing. The student will then share this information with their Faculty Instructor.

4. A Student Learning Plan and a Student Placement Agreement (If it is unpaid Internship) must be completed prior to the first day of the internship. The Intern is responsible for collecting information and signatures for the Student Learning Plan; The Faculty Instructor is responsible for collecting the appropriate signature for the Student Placement Agreement using the contact information the student has provided. Student Placement Agreements are valid for 5 years.
https://www.csuchico.edu/risk/internship-process.shtml

5. The student will be expected to function at the site as an adjunct staff member and fit into the site schedule and fulfill all requirements of the site job description and training program, including staff meetings, record-keeping, etc.

6. The student will complete all work assigned by the site supervisor.

7. The students will conduct themselves in a professional manner and maintain appropriate confidentiality.

8. The student will demonstrate proficiency in written communications via written materials sent to the intern's faculty instructor.

9. The student is required to complete a minimum of 14 weeks and 560 hours at the designated internship site(s), as outlined in the approved Student Learning Plan (SLP).

10. The student will satisfactorily complete all course requirements and assignments in the seminar and the internship courses (refer to assignment descriptions and syllabus).

11. The student will complete a mid-term and final evaluation of student intern on themselves, and review with the site supervisor. These evaluations will be discussed face-to-face with the site supervisor. The student will then submit the evaluations to the faculty instructor.

12. The student will complete the student evaluation of the internship at the end of the internship and submit it to the internship coordinator.

13. Failure to complete required assignments and evaluations in a timely and satisfactory manner may result in a "No Credit" grade, and the student may be required to repeat the course to fulfill degree requirements.

Site Responsibilities

1. The site supervisor will complete the internship site agreement.

2. An internship job description (duties and responsibilities) must be submitted with the internship site agreement (SLP).

3. The site will provide an orientation to the internship site.

4. When a student is placed, the site supervisor accepts major responsibility for the assimilation of the student into the site culture (i.e., introduction to other staff

members, orientation to policies and operating procedures, description of appropriate dress).

5. The site will provide one site supervisor who will oversee the student's role within the site.

6. The site supervisor will meet consistently with the intern for feedback and continuous evaluation of work performance and progress.

7. The site supervisor will communicate with the department faculty instructor and/or internship coordinator regarding any concerns, problems, or suggestions.

8. The site supervisor will review and sign the student's weekly log.

9. The site supervisor will complete an evaluation of student intern at the mid-term and at the end of the internship. This must be reviewed with the student intern.

10. Any compensation (i.e. salary, benefits, stipend, room and board, meals, etc.) must be agreed upon by the site supervisor and the intern and indicated on the agreement form (SLP).

11. Should discrepancies arise between the requirements of the internship site and the expectations of the University, the student should follow the directions of the site supervisor and should notify the faculty instructor so that difference may be reconciled. If the intern is not performing to the expectations of the site supervisor, the site supervisor should immediately notify the faculty instructor. If further action is required, refer to the Termination Policy.

University/Department Responsibilities

1. The faculty instructor is responsible for overseeing the student's academic experience during the internship.
2. The faculty instructor will assess the intern's performance based on submitted assignments and evaluations from both the intern and site supervisor.
3. The faculty instructor will maintain at least four points of contact with the student throughout the internship period.
4. The faculty instructor will initiate at least one real-time conversation with the site supervisor during the internship, preferably in a format that includes the student (e.g., a conference call).

The Intern "Living Wage" Philosophy

The department believes that student interns add value to their internship site and recommends that the site reimburse the intern for his/her contributions where possible. Remuneration may take many forms, such as a salary based on the basic economics of the location; an hourly wage; a semester or monthly stipend; transportation costs; room and board arrangements; and/or a combination of paid and volunteer experience.

This living wage request has been included in the internship for two basic reasons:

1. The majority of interns support themselves and students may need to take on additional work to meet financial obligations. By focusing on a single job, the internship site will benefit from a student's focus.

2. The labor of the student intern provides the site with value and benefits which is worthy of remuneration.

3. Paying students a fair wage frequently results in higher levels of motivation and commitment.

However, some interns can partially or wholly finance their internship and thus may be able to accept partial assistance or possibly even none at all. Therefore, any site desiring to participate in the intern program, but not having budgeted the costs should submit its proposal so that interns may consider the educational opportunities available from the site and/or program. It is the site's responsibility to know and follow regulations and policies regarding intern pay.

Termination Policy

Termination of an internship—whether initiated by the site or the student—is a serious matter that requires formal review and documentation. The Department of Recreation, Hospitality, and Parks Management at California State University, Chico has adopted the following policy:

Termination by the Internship Site:

1. The site supervisor must first contact the faculty instructor to discuss the issues prompting potential termination.

2. Termination must be agreed upon by the site supervisor, faculty instructor, and internship coordinator.

3. Site should have reviewed, in writing, the concerns with the student and given the student the opportunity to correct the problem where this is possible.

4. Site must provide a written statement outlining the reason for termination. Copies must be sent to the internship coordinator, faculty instructor, and given to the student.

5. In a case lacking agreement in the matter, the ultimate decision will be mutually agreed upon between the internship coordinator and site supervisor.

Termination by the Student Intern:

1. The student must initiate the process by contacting both the faculty instructor and internship coordinator to discuss the rationale for termination.
2. Termination must be agreed upon by the site supervisor and internship coordinator.
3. Student must provide a written one-week termination notice to the site supervisor.
4. Student must provide a written statement outlining the reason for
5. termination. Copies must be sent to the internship coordinator, faculty instructor, and the site supervisor. This statement should be discussed with the internship coordinator before it is sent.
6. In a case lacking agreement on the matter, the ultimate decision will be the responsibility of the internship coordinator.
7. Student will not initiate a change in internship locations without prior written approval of an assigned faculty instructor and internship coordinator. A request for any such change must be made with the approval of the internship coordinator, in writing, and must have all supportive materials attached before it is considered.

Failure to follow these procedures may result in delayed graduation, required repetition of the internship course, or other academic consequences.

Prerequisites to the Internship (RHPM 589)

Completion of the following items are **mandatory** for enrollment in RHPM 589.

1. Junior or senior standing.
2. Completion of RHPM 200.
3. Completion of one of the following: RHPM 240 or 250.
4. Completion of RHPM 584.
5. RHPM Academic advisor approval.
6. GPA (cumulative 2.00 or above).
7. Turn in the following forms to the internship coordinator. (Students receive these forms in RHPM 584).

a. Student Learning Plan: This form must be signed by student, internship coordinator, site supervisor, and academic advisor.

b. *Student Placement Agreement **(If un-paid)**: All internships now require this additional contract. These contracts must be in place prior to the first day of internship. Once signed, it is good for 5 years.

c. Site job description (of internship duties).

d. Student's Internship goals & objectives.

* All sites offering an **unpaid internship** are required to sign a university created contract prior to the first day of work of Internship (Student Placement Agreement). It is the student's responsibility to identify and provide contact information, and the on-site employee responsibilities for contract negotiation. This contact information is given to the assigned faculty instructor. The faculty instructor will follow up with a Student Placement Agreement (contract) that is good for 5 years. This must be in place prior to the Intern's first day of work.

To complete the Internship (RHPM 589)

1. Register for **RHPM** 589.
2. Pay tuition and academic fees as required by the university.
3. Complete requirements of 589. Students will be assigned a faculty instructor during Dead Week of the semester prior to internship.
4. Completion of a minimum of 14-week **AND** 560-hour Internship.
5. Completion of all assignments by assigned due weeks (Faculty Instructor to give details on dates and expectations).
6. Completion of evaluation of Internship report (sent to you by the Internship Coordinator, and returned directly to the Internship Coordinator)

Assignments During Internship

Instructions for each follow the grade sheet.
Due Dates/Weeks will be decided by each faculty instructor during first week of semester.

Assignments	**Details**	**Due dates(weeks)**
Biweekly Log	• 2 weekly logs. • Must be signed by Site Supervisor and submitted to Faculty Instructor.	Every two weeks
Goals and Objectives	• Review with Site Supervisor and submit to Faculty Instructor for feedback.	Within the first two weeks
Evaluation of Student Intern (completed by site supervisor).	• Submit to Faculty Instructor after meeting with student	Near the end of the 8th week
Evaluation of Student Intern (self-evaluation by student intern).	• Submit to Faculty Instructor after meeting with Site Supervisor	Near the end of the 8th week
Mid semester Narrative Report	• Submit to Faculty Instructor • Write 6-8 pages double spaced in a narrative (paragraph) format which addresses all of the following questions: **A. What you did & plan on doing (summary of experiences)** • What are your major functional assignments (job tasks)? • Relate how these functional assignments help you accomplish your goals & objectives. • If there are goals and objectives that you haven't yet met, what is your plan to accomplish them? • What additional goals & objectives do you think you will be able to	Near the end of the 8th week

	accomplish while on your internship? **B. Relate to Classes** • Reflecting, what assignments, skills and/or knowledge from your academic coursework have you applied to your internship? How have you applied them? (please note the specific classes and/or assignments) **C. Self-Growth** • Based on your internship experience so far, what would you identify as your strengths? Provide an example. • Based on your internship experience so far, what would you identify as your weaknesses? How do you plan to improve, adapt, or overcome them? • What insights have you gained working with co-workers, clients, customers and/or guests? **D. Problem identification & resolution** • What areas in your internship workplace have you identified that could be improved? If you were the manager (supervisor, owner etc.) what would be your recommendations for making these improvements?	
Evaluation of Student Intern (completed by site supervisor).	• Submit to Faculty Instructor after meeting with student.	Near the end of Internship
Evaluation of Student Intern (self-evaluation by student intern).	• Submit to Faculty Instructor after meeting with Site Supervisor	
Final Internship Narrative Report.	• Submit to Faculty Instructor.	Near the end of Internship

	• Assignment: Write 6-8 pages double spaced in a narrative (paragraph) format which addresses all of the following questions:
	
	A. Experiences
	
	• Describe the accomplishments and contributions that you made during your internship.
	• Looking at all your goals and objectives, reflect on their appropriateness. Knowing what you know now:
	  • Were they appropriate?
	  • What changes would you make to your goals & objectives?
	  • What goals & objectives did you accomplish that you didn't originally create?
	
	B. Educational Application
	
	• What would you have liked to have learned in your coursework that would have been beneficial to your internship experience?
	
	C. Self-Growth
	
	• What were your 3 biggest challenges and how did you overcome, adapt, or deal with them?
	• How did this internship experience reinforce, alter, or change your career objectives?
	• Since the mid-term report, what new insights have you gained working with co-workers, clients, customers and/or guests?
	
	D. Problem identification & resolution
	
	• What areas in your internship workplace have you identified that	

	could be improved? If you were the manager (supervisor, owner etc.) what would be your recommendations for making these improvements? • Looking at the overall industry or field in which you worked (for example, hotels, city parks, retirement/senior living, etc.), what current challenges do you think are facing the industry? As a future leader, how would you react to or overcome these challenges? How would you gather more information to address these challenges?	
Internship Project	• Discuss form of submission with Faculty Instructor • Turn in evidence of one project that you worked on independently during your internship. The format and content are to be something of benefit to your site/agency and decided upon between you, your site supervisor, and your faculty instructor. • Ideas for Projects: Infographic, Digital Story, Blog, Powerpoint presentations, Handbook, How to manual, Research paper on professional topic or industry issue, etc…	Within 7 days of completing all requirements in RHPM 589
Final Evaluation of Internship (sent to student by Internship Coordinator and completed by student)	• Submit to Internship Coordinator.	Within 7 days of completing all requirements in RHPM 589

Tentative Schedule for RHPM 589:

WEEK DUE	ASSIGNMENT	Communication
Week 1		
Week 2	• Update Goals & Objectives with Site Supervisor and submit them to Faculty Instructor for feedback	
Week 3	• Biweekly log 1 (Week 1 & 2). Must be signed by Site Supervisor and submitted to Faculty Instructor.	Contact Faculty Instructor
Week 4		
Week 5	• Biweekly log 2 (Week 3 & 4). Must be signed by Site Supervisor and submitted to Faculty Instructor.	
Week 6		Contact Faculty Instructor
Week 7	• Biweekly log 3 (Week 5 & 6). Must be signed by Site Supervisor and submitted to Faculty Instructor.	
Week 8	• The Evaluation of the Student Intern, completed by the site supervisor, must be reviewed with the student and signed prior to submission to the Faculty Instructor. • The Evaluation of the Student Intern, completed as a self-assessment by the student, must be submitted to the Faculty Instructor after it has been discussed with the Site Supervisor. • Mid semester Narrative Report. Submit to Faculty Instructor	
Week 9	• Biweekly log 4 (Week 7 & 8). Must be signed by Site Supervisor and submitted to Faculty Instructor.	Contact Faculty Instructor
Week 10		
Week 11	• Biweekly log 5 (Week 9 & 10). Must be signed by Site Supervisor and submitted to Faculty Instructor.	
Week 12		Contact Faculty Instructor
Week 13	• Biweekly log 6 (Week 11 & 12). Must be signed by Site Supervisor and submitted to Faculty Instructor	
Week 14		
Week 15	• Biweekly log 7 (Week 13 & 14). Must be signed by Site Supervisor and submitted to Faculty Instructor.	Contact Faculty Instructor

Week 16	• Final Internship Narrative Report. Submit to Faculty Instructor. • Project (discuss form of submission with Faculty Instructor.) • The Evaluation of the Student Intern, completed by the site supervisor, must be reviewed with the student and signed prior to submission to the Faculty Instructor. • The Evaluation of the Student Intern, completed as a self-assessment by the student, must be submitted to the Faculty Instructor after it has been discussed with the Site Supervisor. • Final Evaluation of Internship (sent to student by Internship Coordinator and completed by student) Submit to Internship Coordinator.	Contact Faculty Instructor
Week 17	• Biweekly log 8 (Week 15 & 16). Must be signed by Site Supervisor and submitted to Faculty Instructor.	If needed

*Please use the weekly log and Mid-Semester/Final Student Intern evaluation forms below.

Weekly Log (This is an activity log, not an official time sheet)

Intern Name _____Week # _____

Site Supervisor Signature _____ Date _____

Day	Date	Assignment/Task/Outcomes	Hours
Monday			
Tuesday			
Wednesday			
Thursday			
Friday			
Saturday			
Sunday			

Total Hours _____

Total Hours to Date _____

Mid-Semester Evaluation of Student Intern Form

To be completed by the site supervisor to evaluate the intern's performance.

Student Name	
Site Location	
Site Supervisor Name	
Date	

Please assign a numerical rating and provide clarifying comments for each category using the following scale:

1	2	3	4	5	N/A
Unsatisfactory	Below Average	Average	Above Average	Outstanding	Unable to rate

Attitude toward work		Computer/technology aptitude	
Leadership & initiative		Timely completion of tasks	
Professional appearance		Quality of work	
Relationship with supervisor		Interpersonal communication	
Relationship with other staff/co-workers		Written communication	
Creativity		Guest/customer service	
Problem solving		Professional ethics	
Resourcefulness		Overall skills & abilities	
Organization / Preparedness		Overall evaluation of student	

Please check the appropriate box:	**Did not meet expectations**	**Met expectations**	**Exceeded expectations**
Student was adequately prepared for the internship:			
Student displayed knowledge of the profession/ industry/field:			
Student has demonstrated growth or improvement:			
Student was a valuable team member:			

General comments:

Areas for recommended student improvement:

Final-Semester Evaluation of Student Intern Form

To be completed by the site supervisor to evaluate the **intern's performance progress compared to the mid-semester evaluation.**

Student Name	
Site Location	
Site Supervisor Name	
Date	

Please assign a numerical rating and provide clarifying comments for each category using the following scale:

1	2	3	4	5	N/A
Much worse than mid-semester	Somewhat worse than mid-semester	No change since mid-semester	Better than mid-semester	Much better than mid-semester	Not applicable / Unable to rate

Attitude toward work		Computer/technology aptitude	
Leadership & initiative		Timely completion of tasks	
Professional appearance		Quality of work	
Relationship with supervisor		Interpersonal communication	
Relationship with other staff/co-workers		Written communication	
Creativity		Guest/customer service	
Problem solving		Professional ethics	
Resourcefulness		Overall skills & abilities	
Organization / Preparedness		Overall evaluation of student	

Please check the appropriate box:	**Did not meet expectations**	**Met expectations**	**Exceeded expectations**
Student was adequately prepared for the internship:			
Student displayed knowledge of the profession/ industry/field:			
Student has demonstrated growth or improvement:			
Student was a valuable team member:			

General comments:

Areas for recommended student improvement: