

Overview of the Internship Program

The internship through the Department of Recreation, Hospitality, and Parks Management at California State University, Chico, has been designed cooperatively by educators and field professionals to provide an experience that benefits both the intern and the internship site. One major feature of the internship is for the student to become exposed to the total overall operations and services of the agency and to study management behavior and administrative functions. Site supervisors become the final education link in the molding of the emerging professional. To earn a bachelor degree, each student must complete an internship of a minimum of 560 hours, which must be completed in the junior or senior year of study in the fall or spring semester. During the 14-week internship, students are required to complete assignments reflecting on their experience. Students receive 12 units of course credit for this internship.

The areas of study include:

- Community and Commercial Recreation and Tourism
- Event Management
- Parks and Natural Resource Management
- Recreation Therapy
- Resort and Lodging Management

Those involved in the internship include:

- Student Intern
- Internship Coordinator: department employee who coordinates the complete internship process, from pre-internship to completion of internship.
- Faculty Instructor: department faculty member who guides the learning experience of the student *during* the internship experience. The faculty instructor is assigned during the first week of the semester of the internship and may or may not be the student's academic advisor.
- Site: the business, agency, organization, etc. where the internship occurs.
- Site Supervisor: the employee of the site (business, agency, organization, etc.) who supervises the student intern at the internship site.

Internship Objectives

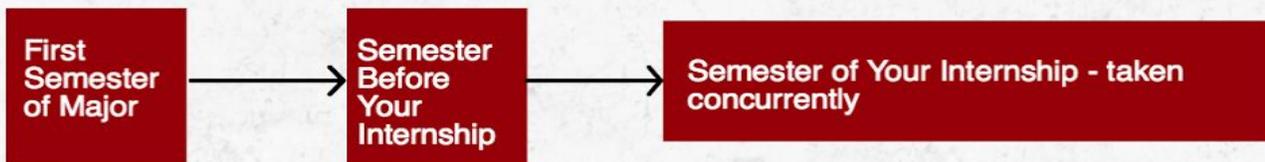
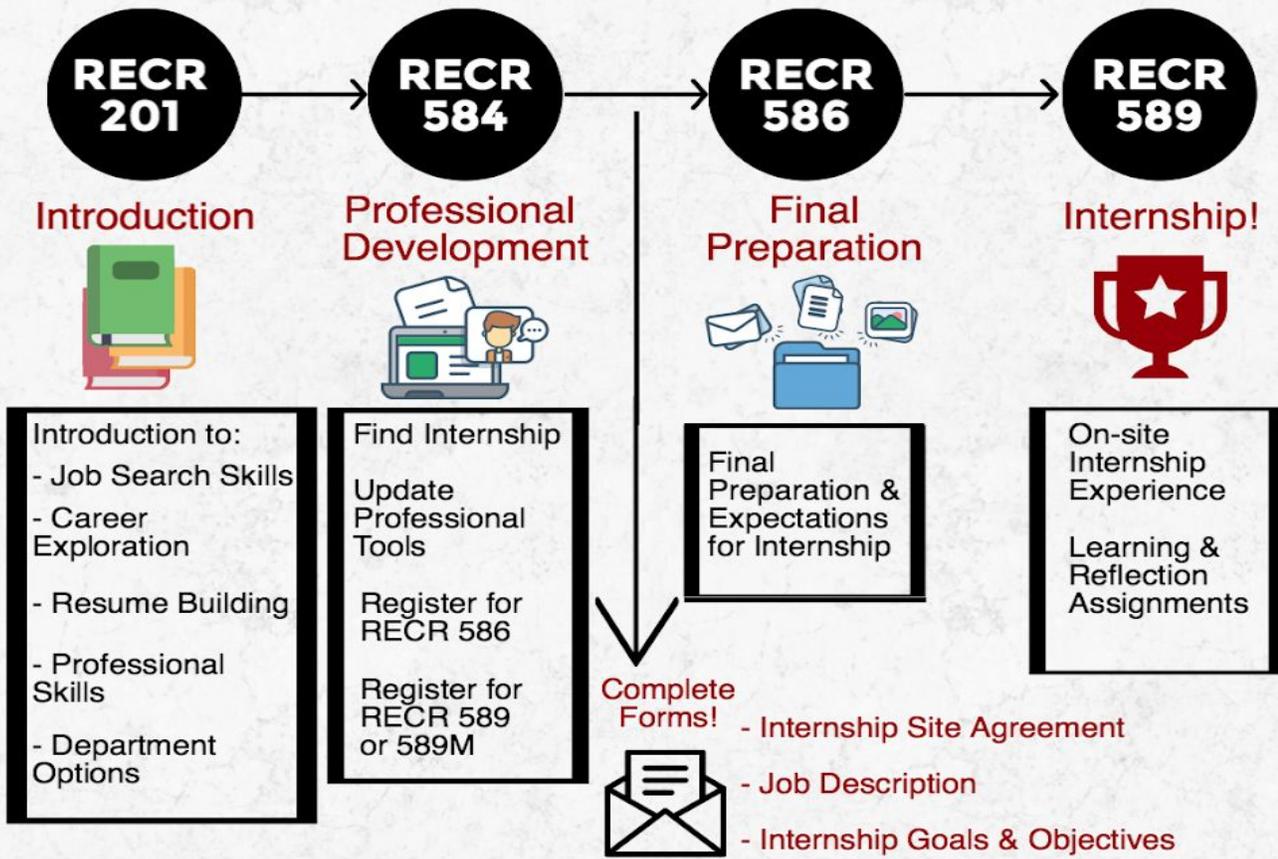
During their internship experience, students will:

1. Gain experience in their field of interest, and increase their professional knowledge, skills, and abilities.
2. Integrate theory learned in the classroom with practice in their professional field.
3. Gain an understanding and appreciation of the policies, planning, operations, and responsibilities of the profession.
4. Develop skills in human relations and interpersonal communication in a professional environment.
5. Develop a professional understanding and attitude toward their work.
6. Obtain information which can be used to make choices in relation to future jobs, areas of specialization, and/or future study in their field.
7. Improve their professional competencies based on self-identified strengths and weaknesses identified during the internship experience.
8. Experience an environment for reflection on their professional development, career objectives, and academic goals.
9. Become aware of current trends, issues, and challenges in the profession.
10. Benefit internship site by creating knowledge.

The Internship Process

Department of Recreation, Hospitality & Parks Management

Course Progression



See Advisor or Internship Coordinator for Additional Requirements & Forms for Merit Internships (RECR 589M) and Recreation Therapy Internships.

Internship Responsibilities

Student Responsibilities

1. The student is expected to provide services commensurate 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, and (3) Internship site supervisor approval.
3. The student will share materials regarding the internship program with the site supervisor. An internship site agreement must be completed by the student prior to the internship.
4. 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.
5. The student will complete all work assigned by site supervisor.
6. The student will conduct themselves in a professional manner and maintain appropriate confidentiality.
7. The student will demonstrate a proficiency in written communications via written materials sent to the intern's faculty instructor.
8. The student will complete a minimum of 14 weeks and 560 hours with the site.
9. The student will satisfactorily complete all course requirements and assignments in the seminar and the internship courses (refer to assignment descriptions and syllabus).
10. 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.
11. The student will complete the student evaluation of internship at the end of the internship and submit to the internship coordinator.
12. Failure to timely and satisfactorily complete required assignments and evaluations may result in a no credit grade, and student may need to repeat the course to receive degree.

Site Responsibilities

The site supervisor is the key facilitator and guide in the intern's field-based education. The site supervisor supervises the intern and should be available on a regular basis to discuss job assignments and expectations, evaluate performance, integrate the intern into the workplace, and provide information about successful completion of job tasks to the intern.

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.
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 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.
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. A faculty instructor will oversee the student's educational experience.
2. The faculty instructor will evaluate the student's academic performance based on assignments and the site and student evaluations of the internship.
3. The faculty instructor will make a minimum of 4 contacts with the student during the internship.
4. The faculty instructor will make 3 real-time contacts with the site supervisor during the internship.

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 by a site or student intern is a serious matter and should be treated as such. The Department of Recreation, Hospitality, and Parks Management at California State University, Chico has adopted the following policy:

Termination of Internship By Site

1. A preliminary phone call must be made by the site supervisor to the faculty instructor. The reasons for the termination must be discussed with and understood by the faculty instructor.
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 of Internship By Student

1. A preliminary phone call must be made by the student to the faculty instructor and the internship coordinator to initiate termination proceedings. The reasons for the termination must be discussed with and understood by the internship coordinator.
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 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.
5. In a case lacking agreement in the matter, the ultimate decision will be the responsibility of the internship coordinator.
6. Student will not initiate a change in internship locations without prior written approval of their University 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 will be considered.

Prerequisites to Internship (RECR 589)

Completion of the following items are **mandatory** for enrollment in RECR 586 and 589/589M.

1. Junior or senior standing.
2. Completion of 3 courses: RECR 200, RECR 201, and RECR 220
3. Completion of one of the following: 240, 250, or 270
4. The semester before your internship, you must complete RECR 584. (If you will be doing a *fall* internship, you must complete RECR 584 during or before the *spring* semester).
5. Faculty approval
6. GPA (cumulative 2.00 or above)
7. Turn in the following forms to the internship coordinator. (Students receive these forms in RECR 584).
 - a. Internship Site agreement form . This form must be signed by student, site supervisor, and academic advisor.
Note: Some internships may require additional contracts.
Recreation Therapy students: Verify that site supervisor holds a current NCTRC certification.
 - b. Site job description (of internship duties)
 - c. Student goals & objectives

INTERNSHIP SITE AGREEMENT

This is an informal agreement between the internship site and the University. It is intended to be an agreement of good faith concerning arrangements for on-the-job training of an intern student on a full-time basis for fourteen (14) weeks. A 40-hour work week following the internship site's holiday schedule is recommended. The site internship supervisor should complete the areas marked **Site Information**.

**PLEASE COMPLETE THIS FORM, OBTAIN REQUIRED SIGNATURES, AND RETURN TO
INTERNSHIP COORDINATOR**

Intern Information

Intern's Name _____

Intern's Permanent Address _____

City _____ State _____ Zip _____

Intern's Permanent Phone Number _____ Email Address _____

Internship Dates: Start _____ End _____ First Week Seminar _____

Site Information

Name of Site _____

Department _____

Address _____ Phone Number _____

City _____ State _____ Zip _____ Fax Number _____

The following section is to be completed by a site representative

Intern job description: Please attach a description of the duties and responsibilities to be assigned to the intern (if no job description exists, please create one for the student to use as a guide during the internship experience).

Will this intern be paid? No Yes \$ If yes, please circle type of payment:

 Salary Hourly Stipend Room/Board

Other-explain:

Are there any special arrangements and/or requirements (unusual working hours, special projects, etc.)? If "yes," please describe:

This educational experience is a (choose the one that fits best):

 Internship Direct placement (job) Management Training Position

To complete the internship

1. Register for BOTH RECR 586 **AND** RECR 589. Student will take these classes during the same semester as the internship.
2. Pay tuition and academic fees as required by the university.
3. Complete requirements of RECR 586 and 589. (During the first week of Internship semester (RECR 586), student will be assigned to a faculty instructor by the internship coordinator).
4. Completion of a minimum of a 14 week and 560 hour Internship
5. Completion of all assignments (check with your faculty supervisor for details on report content, form, style, and quality) by assigned due dates.
6. Completion of evaluation of Internship report (sent to you by the Internship Coordinator, and returned directly to the Internship Coordinator)

If a site requires a formal contract, it requires university and/or department approval. There is the possibility that a contract may not be approved, so students must give this contract to the internship coordinator as soon as possible.

Prerequisites to Merit Internship (RECR 589M)

Many students complete a Merit Internship (RECR 589M). The merit internship allows students to further develop their skills in their career by creating a special project in conjunction with the approval of their site supervisor. This project can be used as a part of a student's professional portfolio to demonstrate their abilities.

RECR 589M appears on a student's transcript as a "merit" internship.

In order to complete a merit internship, the student must:

1. Meet with department academic advisor regarding merit internship.
2. Turn in these forms to the internship coordinator. (Students receive these forms in RECR 584).
 - a. Site (internship) agreement form . This must be signed by student, site supervisor, and academic advisor.
Note: Some internships may require additional contracts.
Recreation Therapy students: Verify that site supervisor holds a current NCTRC certification.
 - b. Site job description (of internship duties)
 - c. Student goals & objectives
3. Complete & turn into the internship coordinator:
 - a. Merit internship application
 - b. Two faculty recommendation forms. At least one faculty member must be from Recreation, Hospitality, and Parks Management. The student must contact faculty and collect completed forms.
 - c. Receive a 3.0 or higher GPA in major courses
4. Receive approval of internship coordinator
5. Register for RECR 586 **AND** RECR 589M (merit internship). Student will take these classes during the same semester as the internship.
6. Pay tuition and academic fees as required by the university.
7. Complete requirements of RECR 586 and RECR 589M. (During the first week of RECR 589, student will be assigned to a faculty instructor by the internship coordinator).

California State University, Chico
Department of Recreation, Hospitality, and Parks Management

MERIT INTERNSHIP APPLICATION

Name _____ Department Advisor _____

Chico address _____ Phone _____

Permanent address _____
number and street city state zip

Phone _____

Anticipated semester for internship _____
semester year

Option area (circle one):

Community/Commercial Recreation and Tourism Resort and Lodging Management

Event Management Parks and Natural Resource Management Recreation Therapy

What is your job goal upon graduation? _____

State the type of internship you are seeking (be specific) _____

List your past employment most applicable to your application for internship:

_____ paid or volunteer
job title employer dates of employment

_____ paid or volunteer
job title employer dates of employment

_____ paid or volunteer
job title employer dates of employment

Write one paragraph about why you are pursuing a merit internship

California State University, Chico
 Department of Recreation, Hospitality, and Parks Management

FACULTY RECOMMENDATION FORM FOR MERIT INTERNSHIP

Student's name _____ Option area _____

Sponsor's name _____ Telephone _____

Department _____

The above student is applying for a merit internship in the Department of Recreation, Hospitality, & Parks Management. An important component of an application is the recommendation of the student by two faculty members.

Please rate the student based on each of these capabilities.

	Excellent	Above Average	Average	Below Average	Poor	N/A
Leadership Qualities						
Responsibility/ Dependability						
Academic Achievement						
Peer Respect						
Written Communication Skills						
Oral Communication Skills						
Professional Potential						
Enthusiasm/ Personality						
Maturity/ Independence						

Comments _____

Signature _____ Date _____

Please return completed form to the internship coordinator, Department of Recreation, Hospitality, and Parks Management, Zip 0560.

Assignments During Internship

Instructions for each follow the grade sheet.

Due Dates will be decided by each faculty instructor during first week of semester.

DATE DUE	ASSIGNMENT
Every two weeks	Weekly log. <i>Must be signed by Site Supervisor and submitted to Faculty Instructor.</i>
Within first two weeks	Update Goals and Objectives with Site Supervisor <i>submit to Faculty Instructor for feedback, and resubmit to Google Folder as needed.</i>
Near the end of the 8 th week	Evaluation of Student Intern (completed by site supervisor). <i>Submit to Faculty Instructor after meeting with student</i> Evaluation of Student Intern (self-evaluation by student intern). <i>Submit to Faculty Instructor after meeting with Site Supervisor</i>
Near the end of the 8 th week	Mid semester Narrative Report. <i>Submit to Faculty Instructor</i>
Near the end of Internship	Evaluation of Student Intern (completed by site supervisor). <i>Submit to Faculty Instructor after meeting with student.</i> Evaluation of Student Intern (self-evaluation by student intern). <i>Submit to Faculty Instructor after meeting with Site Supervisor</i>
Near the end of Internship	Final Internship Narrative Report. <i>Submit to Faculty Instructor.</i>
Within 14 days of conclusion of 560 hours	Project (different expectations for RECR 589 and 589M), <i>discuss form of submission with Faculty Instructor.</i> Final Evaluation of Internship (sent to student by Internship Coordinator and completed by student) <i>Submit to Internship Coordinator.</i>

Ideas for Projects: Infographic, Digital Story, Blog, Powerpoint presentation, Handbook, How to manual, Research paper on professional topic or industry issue, etc...

Merit Internship (RECR 589M): Project is expected to be of excellent workmanship, suitable for professional use by your Internship site upon end of your tenure with them. It is expected to take a minimum of 15 hours of effort.

Assignment Descriptions

Midterm Narrative Report

Due Date: Contact Faculty Instructor

Assignment: 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 are helping 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 accomplish while on your internship?

B. Relate to Classes

Reflecting back, 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)

Of the 11 transferable skills (learned in RECR classes 200, 201 etc.), discuss how you have practiced these skills during your internship experience thus far.

C. Self Growth

Based on your internship experience so far, what would you self identify as your strengths? Provide an example.

Based on your internship experience so far, what would you self 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?

Final Narrative Report

Due Date: Contact Faculty Instructor

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?

Weekly Log

Intern Name _____ Week # _____

Site Supervisor Signature _____ Date _____

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

This is an activity log, not an official time sheet

Total _____

Total to date _____

Mid- semester and Final evaluation form

To be used by both the site supervisor and the intern to evaluate intern performance at the mid-semester date and the final semester date

EVALUATION OF STUDENT INTERN

Student Name	
Site Location	
Site Supervisor Name	
Date	

Please place number rating and clarifying comments for each category. Utilize the following rating 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	

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

General comments:

Areas for recommended student improvement:

Project Instructions – 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.

Merit Internship (RECR 589M): Project is expected to be of excellent workmanship, suitable for professional use by your Internship site upon end of your tenure with them. It is expected to take a minimum of 15 hours of effort.