

INTERNSHIP HANDBOOK



Nonprofit Administration

REC 496

Dept. of Kinesiology, Recreation and Sport
Nonprofit Administration
Diddle Arena 2042
Western Kentucky University
Bowling Green, KY 42101-1090
Phone: (270) 745-6042
Fax: (270) 745-3592
Email: tricia.jordan@wku.edu
Web Address: www.wku.edu/nonprofit

Updated: January 11, 2010

1) GRADING POLICY

The Agency Supervisor will provide all required evaluations of the Internship Student. These ratings will be taken into consideration when determining the final grade for the Internship Student. The University Supervisor will determine the final internship grade. Students must submit all items to the University Supervisor prior to receiving a passing grade.

The following list indicates the items and relative weight of each item:

<u>ITEM</u>	<u>PERCENT OF GRADE</u>
1) Bi-weekly Reports (evaluated by University Supervisor)	25%
2) Student Mid-Term Performance Appraisal (completed by Agency Supervisor at the mid-point of Internship)	20%
3) Student Evaluations of Internship and Agency	10%
4) Internship Project (evaluated by Agency Supervisor)	5%
1) Internship Project (evaluated by University Supervisor)	5%
2) Final Presentation (evaluated by University Supervisor)	10%
3) Student Final Performance Appraisal (completed by Agency Supervisor 1 week prior to Internship completion)	25%

RESPONSIBILITIES

INTERNSHIP STUDENT

1. To conform with the policies set forth in this manual and those pertaining to the agency staff.
2. To plan thoroughly and in advance for all assignments.
3. To do the best possible job in carrying out all assignments.
4. To submit all documentation to the University Supervisor in a timely fashion.
5. To prepare for periodic Agency Supervisor/Internship Student conferences.
6. To be well groomed and appropriately dressed.
7. To notify the Agency Supervisor as well in advance as possible in cases of absence from Work.
8. To be prompt, tactful, friendly, courteous, and respectful to all.
9. To consult the Agency Supervisor when confronted with problems he/she cannot satisfactorily solve by himself/herself.
10. To complete assignments and responsibilities as outlined in the "Internship Student/Agency Contract".
11. To represent the University in a professional manner at all times.

AGENCY SUPERVISOR

1. Is responsible for student's orientation to the program, the staff, and for helping the student understand the supervisor's job as it relates to the agency.
2. Will provide a job description to the student prior to the internship.
3. Will establish a schedule of experiences for the student prior to the internship. The minimum requirement consists of a weekly outline highlighting major events of each week.
4. Will evaluate the work of the student in a constructive, objective and tactful way
5. Complete a mid- and final evaluation, with comments, and submit it to the University Supervisor.
6. Will require the highest standards in performance of all internship work. Where serious issues arise, the Agency Supervisor will contact the University Supervisor for informational purposes and for assistance.

NONPROFIT ADMINISTRATION PROGRAM
WESTERN KENTUCKY UNIVERSITY

INTERN/AGENCY CONTRACT

Make three copies of this form upon completion. Give a copy of the completed contract to your Agency Supervisor and your University Supervisor. Maintain a copy for your records.

The following contractual items between _____ and _____ (Internship Student) _____ representing _____, discussed and agreed upon this ____ of ____/____, constitutes a binding contract for the Internship (Agency Supervisor) (Agency) (day) (month/year) during the _____ semester to fulfill the _____ semester credit hours.

- I. Agency Supervisor responsibilities:
 - A. Sign off on Bi-Weekly Reports
 - B. Complete the "Student Midterm Performance Appraisal"
 - C. Complete the "Student Final Performance Appraisal" (1 week prior to Internship's end)
 - D. Help formulate idea for Internship Project (and grade the project when completed)
 - E. Meet with the University Supervisor as needed.
- II. Agency responsibilities to Internship Student:
 - A. The personal growth and development of Internship Student is the primary consideration.
 - B. Expose the student to as many administrative areas of the Agency as possible.
 - C. Allow attendance at staff and board meetings when appropriate.
- III. Status of the Internship Student:
 - A. Classified as an "Internship Student."
 - B. Has status of professional staff member.
- IV. Requirements of the Internship Student:
 - A. Strive to become familiar with the total operation of the Agency through discussion, observation, and evaluation.
 - B. Represent Western Kentucky University and the Agency in a professional manner at all times.

The Internship requirements of Western Kentucky University will be adhered to – and in such cases in which disagreement arise in regards to principles, practices, and philosophies of the Agency – a satisfactory solution will be determined in consultation with the University Supervisor, the Internship Student, and the Agency Supervisor.

* The University Supervisor should approve any other Agency contracts before it is signed.

Realizing this is a contractual guide and not a binding legal document, we agree to work together towards its satisfactory completion for the mutual benefit of all concerned.

_____ Date	_____ Internship Student
_____ Date	_____ Agency Supervisor
_____ Date	_____ University Supervisor

NONPROFIT ADMINISTRATION PROGRAM
WESTERN KENTUCKY UNIVERSITY

INTERN/UNIVERSITY CONTRACT

Make three copies of this form upon completion. Give a copy of the completed contract to your Agency Supervisor and your University Supervisor. Maintain a copy for your records.

The following contractual items between _____ and

(University Supervisor) (day) (month/year)

constitutes a binding contract for _____ to be completed in _____ weeks and _____ hours.

The Internship Student will:

- A. Adhere to all policies, regulations, procedures, and assignment dates as explained in the Internship Handbook.

The University Supervisor will:

- A. Supervise arrangements for and give final approval of the Internship assignment.
- B. Maintain open communication with the Internship Student and Agency Supervisor on all matters pertaining to the Internship.
- C. Make contact as needed to monitor student's progress.
- D. Carefully evaluate all internship documentation and determine the final grade for the Internship Student.

We hereby acknowledge that the items explained in this contract constitute a binding agreement for an educational experience between the Internship Student and Western Kentucky University. The grade received in the course will be based on the aforementioned items.

Internship Student

Date

University Supervisor

Date

INTERNSHIP PLAN

(to be completed by the Student with the assistance of the Agency Supervisor)

Sample 10-week Plan – this is only a sample – please create your own work plan

- Week 1: Orientation
 - Facility tours
 - Meet with all department heads
 - Assist day camp director with planning summer staff training
- Week 2: Assist with day camp staff training
 - Work with Aquatics Director to learn about pool maintenance
- Week 3: Plan, implement, and evaluate 2 hour program for day camp
 - Work with Special Event Coordinator to plan 4th of July Celebration
 - Help with pool maintenance
- Week 4: Plan, implement, and evaluate a second 2 hour program for day camp
 - Work with Special Event Coordinator to plan 4th of July Celebration
 - Help with pool maintenance
 - Create plan for Internship Project
- Week 5: Plan, implement, and evaluate a third 2 hour program for day camp
 - Prepare for and set up 4th of July Celebration
 - Help with pool maintenance
 - Mid-internship Evaluation with Agency supervisor and University supervisor
- Week 6: Plan, implement, and evaluate a fourth 2 hour program for day camp
 - Evaluate 4th of July Celebration
 - Help with pool maintenance
 - Work with Athletic Coordinator to plan All-Sports Day Camp
- Week 7: Plan, implement, and evaluate a fifth 2 hour program for day camp
 - Work with Marketing and Public Relations Coordinator
 - Continue planning All-Sports Day Camp
 - Develop staff training program for All-Sports Day Camp
 - Help with pool maintenance
- Week 8: Plan, implement, and evaluate a 6th 2 hour program for day camp
 - Continue planning All-Sports Day Camp
 - Lead staff training for All-Sports Day Camp
 - Help with pool maintenance
- Week 9: Direct All-Sports Day Camp
- Week 10: Evaluate All-Sports Day Camp
 - Plan, implement, and evaluate a 7th 2 hour program for day camp
 - Share Internship project with Agency

Please list goals the student should accomplish prior to the completion of the internship.

- 1.
- 2.
- 3.
- 4.
- 5.

NONPROFIT ADMINISTRATION PROGRAM
WESTERN KENTUCKY UNIVERSITY

BI-WEEKLY ACTIVITY REPORT # _____

Name _____

Dates: _____ to _____

TOTAL HOURS FOR WEEK: _____

CUMULATIVE HOURS: _____

Signature of Internship Student _____

Signature of Agency Supervisor _____

Use this page as the cover sheet for each the Bi-Weekly Report; attach additional pages including the following information if applicable:

1. A record of all experiences involved with the internship such as meetings, conferences, training sessions, activities, assignments, and planning sessions.
2. Your evaluation of and reaction to each experience.
3. Any problems or surprises encountered during the period.
4. Positive learning experiences occurring during the period.
5. Progress on Final Internship Project

NOTE: Reports must be typed/double spaced. Attach copies of fliers, news items, and other publications. Reports may be faxed, mailed, or delivered. Keep a copy of all documents for your files.

NONPROFIT ADMINISTRATION PROGRAM
WESTERN KENTUCKY UNIVERSITY

INTERNSHIP PROJECT GUIDELINES

Criteria

1. One project will be completed during the Internship.
2. The Project is to be coordinated between the Agency Supervisor and the Internship Student and must be approved by the University Supervisor before starting.
3. The Project is to involve a task that is not considered part of the normal routine of the Internship.
4. Projects with practical value are encouraged.

Examples:

1. Facility inventory
2. Participant interest/needs/attitudes survey
3. Public relations campaign via use of various media
4. Media presentations for teaching skills
5. Data collection, analysis, synthesis, and/or evaluation
6. Historical or chronological recording of pertinent events
7. Educational seminar

Grades will be based upon the following criteria:

1. Original idea.
2. Worked independently on the project.
3. Carried out necessary research for project
4. Planned well in advance so project could be completed systematically throughout the semester.
5. Created a project that is of value the Agency.

RATING SCALE:

5	Outstanding	A+
4	Excellent	A
3	Above Average	B
2	Average	C
1	Below Average	D
0	Poor	F

NOTE: An outline or explanation of the Internship Project is to be submitted on the back of this form for University Supervisor approval.

NONPROFIT ADMINISTRATION PROGRAM
WESTERN KENTUCKY UNIVERSITY

STUDENT MID-TERM PERFORMANCE APPRAISAL
(CONFIDENTIAL INFORMATION)

Internship Student's Name _____

Agency _____

Agency Supervisor _____

NOTE: Please rate the Internship Student in each of the following areas (personal characteristics, professional relations, professional proficiencies. Discuss these ratings with the Internship Student and forward this appraisal to the University Supervisor at the mid-term of the Internship.

(Place appropriate number in box)

(5) = Excellent: Meets top expectations

(4) = Good: Consistently better than satisfactory

(3) = Average: Adequate but not more than satisfactory

(2) = Below Average: Not consistently satisfactory

(1) = Unsatisfactory: A completely unsatisfactory performance

(N/A) = Inadequate information or does not apply to job

I. PERSONAL CHARACTERISTICS

Attendance and Punctuality

Lateness or absence without good reason or adequate notice.

(__)

Comments:

Personal Appearance

Neat, clean, and appropriately dressed.

(__)

Comments:

Resourcefulness

Uses resources well; seeks information from a variety of sources.

(__)

Comments:

Judgment and Problem Anticipation

Could handle emergency situations; makes common sense decisions, anticipates possible problems areas.

(__)

Comments:

Motivational Skills

Enthusiastic; motivates others, can get the ball rolling.

(__)

Comments:

Acceptance of Responsibility

Willing to readily assume responsibility when appropriate.

(__)

Comments:

Initiative, Creativity

Looks for additional work, avoids idleness, originates ideas, makes creative efforts.

(__)

Comments:

II. PROFESSIONAL RELATIONS

Public Relations Skill

Tactful, diplomatic, courteous behavior.

(__)

Comments:

Work Attitude

Industrious, willing to assist others, responsible.

(__)

Comments:

Rapport with Staff

Works harmoniously with others; cooperative, considerate.

(__)

Comments:

Relates to Program Participants

Gets people involved; shows interest, respect, and concern for program participants.

(__)

Comments:

Adaptability

Adjusts plans and actions according to developing situations and changing moods of group.

(__)

Comments:

Takes Criticism Constructively

Willing to discuss and recognize weaknesses; works on areas needing improvement.

(__)

Comments:

III. PROFESSIONAL PROFICIENCIES

Knowledge and Skills Performed

Knowledge of program planning, implementing, and evaluation skills. ()

Comments:

Plans activities well in advance of the program. ()

Comments:

Keeps facilities and equipment in good condition. ()

Comments:

Is a team player; works well with his/her participants/coworkers. ()

Comments:

Written Communication

Conveys ideas clearly; does neat grammatically correct, typographical error-free, organized work; meets deadlines. ()

Comments:

Oral Communication

Expresses self well; makes points clear to public and others. ()

Comments:

Task Accomplishment

Completes tasks in quality and timely manner; pursues and follows tasks through completion. ()

Comments:

Professional Growth

Searches for more knowledge and experience, attends meetings, reads and discusses, inquires about profession. ()

Comments:

OVERALL RATING

RATING SCALE

- | | | |
|----|----------------------------------|--|
| 1. | Excellent
(Grade of "A") | Indicates the very best performance you might reasonably hope for an intern student in this position. This is a person who is very employable at this point. |
| 2. | Above Average
(Grade of "B") | Indicates a very high quality all-around performance on the Internship Student's part. This is a person whom you would hire without reservations at this point. |
| 3. | Average
(Grade of "C") | Indicates a satisfactory performance that would be expected from any employee. Performance is average and no more. This is a person whom you would hire with some reservations at this point. |
| 4. | Below Average
(Grade of "D") | Indicates a below average all-around performance to date. Improvement expected with additional training/experience. This would be a person whom you would not consider for employment at this time. |
| 5. | Unsatisfactory
(Grade of "F") | Indicates all-around unsatisfactory performance. The Internship Student is not suited to the job or appears not to be capable of performing professionally. This would be a person whom you would definitely reject for employment at this time. |

If the student continues to perform at the current level an anticipated grade will be:

() A () B () C () D () F

(Agency Supervisor)

(University Supervisor)

(Internship Student)

Intern Student comments:

NONPROFIT ADMINISTRATION PROGRAM
WESTERN KENTUCKY UNIVERSITY

STUDENT FINAL PERFORMANCE APPRAISAL
(CONFIDENTIAL INFORMATION)

Internship Student's Name _____

Agency _____

Agency Supervisor _____

NOTE: Please rate the Internship Student in each of the following areas (personal characteristics, professional relations, professional proficiencies. Discuss these ratings with the Internship Student and forward this appraisal to the University Supervisor one week prior to the completion of the Internship.

(Place appropriate number in box)

(5) = Excellent: Meets top expectations

(4) = Good: Consistently better than satisfactory

(3) = Average: Adequate but not more than satisfactory

(2) = Below Average: Not consistently satisfactory

(1) = Unsatisfactory: A completely unsatisfactory performance

(N/A) = Inadequate information or does not apply to job

I. PERSONAL CHARACTERISTICS

Attendance and Punctuality

Lateness or absence without good reason or adequate notice.

(__)

Comments:

Personal Appearance

Neat, clean, and appropriately dressed.

(__)

Comments:

Resourcefulness

Uses resources well; seeks information from a variety of sources.

(__)

Comments:

Judgment and Problem Anticipation

Could handle emergency situations; makes common sense decisions, anticipates possible problems areas.

(__)

Comments:

Motivational Skills

Enthusiastic; motivates others, can get the ball rolling.

(__)

Comments:

Acceptance of Responsibility

Willing to readily assume responsibility when appropriate.

(__)

Comments:

Initiative, Creativity

Looks for additional work, avoids idleness, originates ideas, makes creative efforts.

(__)

Comments:

II. PROFESSIONAL RELATIONS

Public Relations Skill

Tactful, diplomatic, courteous behavior.

(__)

Comments:

Work Attitude

Industrious, willing to assist others, responsible.

(__)

Comments:

Rapport with Staff

Works harmoniously with others; cooperative, considerate.

(__)

Comments:

Relates to Program Participants

Gets people involved; shows interest, respect, and concern for program participants.

(__)

Comments:

Adaptability

Adjusts plans and actions according to developing situations and changing moods of group.

(__)

Comments:

Takes Criticism Constructively

Willing to discuss and recognize weaknesses; works on areas needing improvement.

(__)

Comments:

III. PROFESSIONAL PROFICIENCIES

Knowledge and Skills Performed

Knowledge of program planning, implementing, and evaluation skills. ()

Comments:

Plans activities well in advance of the program. ()

Comments:

Keeps facilities and equipment in good condition. ()

Comments:

Is a team player; works well with his/her participants/coworkers. ()

Comments:

Written Communication

Conveys ideas clearly; does neat grammatically correct, typographical error-free, organized work; meets deadlines. ()

Comments:

Oral Communication

Expresses self well; makes points clear to public and others. ()

Comments:

Task Accomplishment

Completes tasks in quality and timely manner; pursues and follows tasks through completion. ()

Comments:

Professional Growth

Searches for more knowledge and experience, attends meetings, reads and discusses, inquires about profession. ()

Comments:

OVERALL RATING

RATING SCALE

- | | | |
|----|----------------------------------|--|
| 1. | Excellent
(Grade of "A") | Indicates the very best performance you might reasonably hope for an intern student in this position. This is a person who is very employable at this point. |
| 2. | Above Average
(Grade of "B") | Indicates a very high quality all-around performance on the Internship Student's part. This is a person whom you would hire without reservations at this point. |
| 3. | Average
(Grade of "C") | Indicates a satisfactory performance that would be expected from any employee. Performance is average and no more. This is a person whom you would hire with some reservations at this point. |
| 4. | Below Average
(Grade of "D") | Indicates a below average all-around performance to date. Improvement expected with additional training/experience. This would be a person whom you would not consider for employment at this time. |
| 5. | Unsatisfactory
(Grade of "F") | Indicates all-around unsatisfactory performance. The Internship Student is not suited to the job or appears not to be capable of performing professionally. This would be a person whom you would definitely reject for employment at this time. |

Based upon the Internship Student's performance, it is suggested his/her grade be:

A B C D F

(Agency Supervisor)

(University Supervisor)

(Internship Student)

Intern Student comments:

NONPROFIT ADMINISTRATION PROGRAM
WESTERN KENTUCKY UNIVERSITY

INTERNSHIP PROJECT EVALUTION

Please grade the Internship Student's project based upon the following criteria:

1. Original idea.
2. Worked independently on the project.
3. Carried out necessary research for project.
4. Planned well in advance so project could be completed systematically throughout the semester.
5. Created a project that is of value the Agency.

RATING SCALE:

(5) Outstanding	A+
(4) Excellent	A
(3) Above Average	B
(2) Average	C
(1) Below Average	D
(0) Poor	F

AGENCY SUPERVISOR RATING: _____

Comments:

Signature _____
(Agency Supervisor)

Signature _____
(Internship Student)

UNIVERSITY SUPERVISOR RATING: _____

Comments:

Signature _____
(University Supervisor)

NONPROFIT ADMINISTRATION PROGRAM
WESTERN KENTUCKY UNIVERSITY

STUDENT'S INTERNSHIP EVALUATION

This form should be the cover sheet for your final evaluation of the internship experience. This report should be typed and double-spaced on a separate sheet of paper.

1. In light of your objectives, has this been a good learning experience for you? Have you been able to accomplish your goals? What have been the most valuable experiences during the internship? What have been the most disappointing?
2. How would you rate this Internship placement? Why? What recommended changes would you suggest to make it a more meaningful placement? (Please be as specific as possible.)

Instructions: Please rate the strengths and weaknesses of the Internship Agency in terms of meeting your needs as an Internship Student. Please use the following scale:

- (5) – far exceeded expectations
- (4) – exceeded expectations
- (3) – met expectations
- (2) – somewhat below expectations
- (1) – far below expectations

- 1) Acceptance of you as a member of the staff; willingness to integrate you into all appropriate levels of activities, programs, and projects. ()
- 2) Provision of relevant experience in program administration, supervision, and leadership. ()
- 3) Cooperation of Agency staff to provide professional growth experiences through training programs, seminars, and similar activities. ()
- 4) Provision of assistance in helping you meet you personal and professional goals and objectives. ()
- 5) Possession of resources essential to the preparation of professionals (library, equipment, supplies, etc.). ()
- 6) Employment of qualified, professional staff with demonstrated capability to provide competent supervision. ()
- 7) Adequate scheduling of one-on-one meetings with Supervisors and on-going evaluation of your performance. ()
- 8) Allowance for relating classroom theory into practical situations. ()
- 9) Willingness to listen and to discuss suggestions or recommendations offered. ()
- 10) Modern, well-maintained facilities and equipment. ()