

PENNSSTATE



Department of Recreation, Park and Tourism Management

Internship Handbook

**RPTM Internship Web site
www.hhdev.psu.edu/rptm/internship/index.html**

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INTRODUCTION

The application of classroom learning to professional practice is a crucial element in the education of young men and women who are preparing for careers in the recreation and park management field. The Recreation, Park and Tourism Management (RPTM) Program of The Pennsylvania State University is committed to providing students with extensive practical learning experiences under the direct supervision of practitioners and University faculty members.

Practical participation is included in many Recreation, Park and Tourism academic offerings, and two requirements are specifically structured as experiential learning opportunities. These two requirements are:

300-hour Field Experience

The 300-hour Field Experience is designed to offer students an opportunity to explore various career options within their career interest area. This experience enables students the flexibility to participate in one in-depth experience or a maximum of six different experiences. Through the 300-hour experience, students should be able to more clearly define their career interests, as well as gain valuable experience in their chosen profession. 300-hour guidelines follow:

1. Students can use from one to six experiences to complete 300 hours of field experience
2. Each experience used must be a minimum of 50 ON-SITE agency hours. A variety of experiences can be used to reach the 50 hour minimum provided that they occurred at the same agency and were supervised by an agency professional.
3. Each experience must be under the direct supervision of a full-time supervisory-level employee of the agency.
4. Prior work and volunteer hours can be used provided that the experience(s) occurred following the student's matriculation at Penn State or any other university/college.
5. Work and volunteer experiences used to complete course requirements may be acceptable (e.g. 236, 356) provided that only ON-SITE agency hours are used to meet the minimum 50 hour On-Site requirement.
6. Work and/or volunteer experiences should be within the parameters of the career options within the field of Recreation, Park and Tourism Management under advisement of the academic advisor. Students should consult with their academic advisor (prior to participating in the experience) to verify that their work and/or volunteer experiences meet the intent of the 300 hour requirement.
7. If the student pursuing a career option in Therapeutic Recreation, 200 of the 300 hours must involve working with individuals with disabling conditions at the discretion of the academic advisor.
8. Outdoor School is approved for 75 hours for each week a student participates. Lifeguarding is approved for a maximum of 50 hours.

Experiences that **DO NOT COUNT** toward 300 hours include:

Working retail in a sport-related store (e.g. Dicks, Appalachian Outdoors)

Working in restaurants, unless the student time was largely spent coordinating and implementing special events.

Working on-line or from home for an agency

IMPORTANT NOTE: Students are strongly encouraged to seek the approval of their academic advisor prior to completing any portion of the 300-hour requirement to ensure that the hours will count toward the requirement.

Recreation, Park and Tourism Management 495A (Internship)

This course requires direct observation and supervised professional participation in a recreation and/or parks system, hospital, industrial, commercial, or other recreation and park setting. The Internship is a full-time work experience that generally encompasses 40 hours per week for 12 consecutive weeks. Students majoring in Recreation, Park and Tourism Management are required to take and successfully complete an Internship experience during their senior year of study.

This manual has been prepared to assist students, faculty members, administrators, and agency supervisors in understanding the aims, objectives, principles, policies, and requirements for the professional Internship in Recreation, Park and Tourism Management at The Pennsylvania State University.

Effective Fall 2009

INTERNSHIP DESCRIPTION

General Description

The Recreation, Park and Tourism Management's Internship is considered to be a full-time academic load for one semester (or summer session). Generally, the Internship experience involves 40 hours per week for a period of 12 consecutive weeks. Successful completion of the RPTM Internship is required of each student seeking a Bachelor of Science degree in Recreation, Park and Tourism Management, with the exception of students in the Golf Management Option. The Golf Management Option requires extensive practical (i.e., co-op) experiences within the golf industry. Students planning to complete their internship must enroll in RPTM 495A and pay full tuition for 12 credits in the semester that the internship is to be completed.

The primary purpose of the RPTM Internship is to enable each student to meet his or her educational objectives through participation in a well-planned and organized practical experience. The RPTM Internship, therefore, is an individualized program of study. Students are encouraged to seek and select Internship agencies that offer a diversity of leadership and administrative opportunities in areas that correspond to their own professional goals.

Prior to enrolling in the RPTM Internship, each student must complete RPTM 394 (Orientation to Internship; 1 credit). This course is designed to assist each student in preparing for the Internship, including development of career and internship goals, identification and assessment of potential agencies, construction of a resume and cover letter, and selection of the Internship agency.

Course Objectives

By the completion of the RPTM Internship, each student will demonstrate.

1. Successful completion of his/her Internship goals (each student's goals are developed in cooperation with the Internship Coordinator and the agency supervisor).
2. The ability to analyze relevant Internship events by submitting weekly reports throughout the first half of the experience.
3. A thorough understanding of the Internship agency by writing a detailed and comprehensive agency description.
4. Awareness of related leisure service agencies by visiting and submitting a written report on at least two such agencies.
5. The ability to complete and evaluate a special project.
6. The ability to successfully complete all requirements and assignments specified in the Internship Handbook.

Internship Agencies

In order to be eligible for participation as an approved Internship site, an agency must:

1. Be professionally recognized and competent in the provision of recreation, parks and tourism, or in specific related areas.
2. Offer opportunities for observation and participation in those aspects of their programs, operations, and administrative procedures that correspond with a given student's educational needs.
3. Have facilities and equipment that conform to contemporary standards and are appropriate for meeting student needs.
4. Employ staff members who are qualified, through education, experience and/or certification, to provide supervision to Internship students.
5. Have sound administrative procedures in the areas of budget, public relations, personnel policies, operations and maintenance, in-service training, etc.
6. Provide minimal financial and other resources necessary to support the efforts of a Internship student; specifically, the agency agrees to provide materials necessary to complete a special project and to allow the student to make essential phone calls and/or send emails to his or her Faculty Supervisor.

The Internship Experience

The agency supervisor and student, with the assistance of the Internship Coordinator and/or the student's Academic Advisor, should cooperate in planning a comprehensive practical experience that meets the educational needs of the student. This experience should include comprehensive opportunities in administration, as well as program development and leadership.

If possible, Internship should provide the student with experience in (or an understanding of) a variety of professional functions. These functions may include budgeting and financial record keeping, personnel and supervision, public relations, program planning and implementation (including "hands-on" leadership), facility planning and design, requisition and maintenance of equipment, and other areas of concern to entry-level professionals in the recreation, park, recreation and tourism management field.

Internship students should be afforded the opportunity to participate in administrative meetings that are related to their assigned duties. If possible, students should be allowed to attend the agency's policy/advisory board meetings. In addition, students are expected to visit other recreation and parks organizations during their Internship experience, and to attend relevant workshops and/or training sessions whenever possible.

Faculty Supervisor

The University will designate one Recreation, Park and Tourism Management faculty member to monitor the experience of each Internship student. Generally, the faculty supervisor will contact the student by telephone and written correspondence to provide feedback on written requirements and receive periodic updates on the Internship process. The agency supervisor is encouraged to contact the faculty supervisor as needs arise (and vice versa).

Agency Supervisor

Each Internship agency will designate one professional staff member to serve as the student's agency supervisor. This individual is responsible for working with the student to develop and implement a systematic program designed to help the student meet his or her Internship goals. In addition, the agency supervisor will evaluate the student's special project, and complete a mid-term and final evaluation on the student's performance during the Internship.

The agency supervisor is, in effect, the student's "teacher" throughout the Internship process, and the quality of his or her supervision is critical to the success of the Internship experience. It is expected that weekly conferences will be scheduled between the student and agency supervisor to discuss written reports, evaluate the student's progress, and plan future assignments and activities. These conferences should also provide an opportunity to answer the student's questions and to discuss issues and trends related to the recreation, park and tourism management field.

Internship Student

Internship is a course of study with both an experiential and academic component. The Internship student, therefore, has the responsibility to conduct himself or herself in a professional manner throughout the Internship process, and to document his or her experience through submission of written reports and assignments to the faculty supervisor.

It is expected that the experiential component will involve 40 hours per week of supervised work experience. In general, preparation of written reports and papers required by the University is not to be included as part of the workweek; however, agency visitation, special project development, evaluation conferences, etc., should be included within the 40-hour week.

Length of Internship

Generally, the Internship experience is 12 consecutive weeks in length, with one calendar week of experience (40 hours per week) required per academic credit. If a student works less than 40 hours in a given week, the remaining hours must be made-up prior to completion of Internship (i.e., overtime or extension of completion date). Work hours in excess of 40 hours per week may *not* be used to reduce the total number of weeks of Internship.

Paid Employment during Internship

Internship students generally do not receive salaries for their efforts; however, some Internship agencies do offer stipends, hourly pay and/or provide assistance with housing, food, transportation, etc. The student may decide to whether to accept a paid or unpaid internship based on personal needs and circumstances.

Holiday and Sickness Policy

Students are given credit for official agency holidays (or closings due to inclement weather), providing this does not result in missing more than one workday in a given week. If more than one work day is missed in a week due to holidays, the student is expected to make-up the additional days/hours prior to the completion of the Internship.

In case of illness or need for personal leave, students are expected to notify their agency supervisors according to established agency procedures. Students are entitled to one sick day (or personal leave day) during their Internship, without the necessity to make-up the working time that is missed. Additional work days/hours missed due to illness, observance of religious holidays, or other matters of personal necessity, are expected to be made-up prior to completion of Internship.

Early Start or Late Completion Policy

Except in unusual circumstances, the Internship is to be completed during a given semester (or combined summer sessions, including intersession). Specifically, all work-related hours credited to the Internship experience are to be completed between the first and last day of classes (or last day of exams during summer only). If the student selects a Internship agency that requires an early start or late completion, all work-related hours that are not during the semester (or summer sessions) will not be part of the Internship experience. Early start and/or late completions are considered to be voluntary arrangements between the student and the agency.

Faxing Policy

Internship students are *not* allowed to fax written assignments. Faxed assignments will not be graded. Credit will be given only to those assignments received via ANGEL.

Insurance Policy

Penn State does not provide insurance coverage for students on Internship; however, students are strongly encouraged to have medical and professional liability insurance during their Internship experiences. If an Internship agency requires a student to have medical, liability or other insurance coverage, the agency is expected to communicate this requirement in writing to the student. The student is expected to submit proof of the required coverage to the agency prior to the start of the Internship experience. The University considers all such arrangements to be between the student and the Internship agency. Information for obtaining student professional liability insurance can be found on the RPTM Internship web site.

Academic Integrity

All students are expected to act with civility, personal integrity; respect other students' dignity, rights and property; and help create and maintain an environment in which all can succeed through the fruits of their own efforts. An environment of academic integrity is requisite to respect for self and others and a civil community.

Academic integrity includes a commitment to not engage in or tolerate acts of falsification, misrepresentation or deception. Such acts of dishonesty include cheating or copying, plagiarizing, submitting another persons' work as one's own, using Internet sources without citation, fabricating field data or citations, "ghosting" (taking or having another student take an quiz), stealing quizzes, tampering with the academic work of another student, facilitating other students' acts of academic dishonesty, etc.

Students charged with a breach of academic integrity will receive due process and, if the charge is found valid, academic sanctions may range, depending on the severity of the offense, from F for the assignment to F for the course.

The University's statement on academic integrity, from which the above statement is drawn, is available at <http://www.psu.edu/dept/oue/aappm/G-9.html>

Therapeutic Recreation Students Only*****

Supervision. Students choosing the Therapeutic Recreation option are required to complete their internship in 12 consecutive weeks, under the direct supervision of a full-time Certified Therapeutic Recreation Specialist with the National Council of Therapeutic Recreation Certification who has been certified for at least one year and working in a full-time Therapeutic Recreation program. It is recommended that students select an Internship site with at least two (2) CTRS's staff, in the case that one CTRS leave the internship site for any reason.

PREPARATION FOR INTERNSHIP

Orientation to Internship (RPTM 394)

The Recreation, Park and Tourism Management Program offers a one-credit course to assist students with preparation for and participation in Internship. This course, entitled Orientation to Internship, covers all aspects of the Internship process, and should be taken *two* semesters preceding the Internship experience. The complexity and professional importance of the RPTM Internship mandates that each Recreation, Park and Tourism Management major enroll for Orientation to Internship (RPTM 394).

Prerequisites

In order to be eligible for participation in the RPTM Internship, each student must have:

1. Achieved seventh-semester standing (i.e., completed at least 89 semester hours of coursework).
2. Have a cumulative grade point average (GPA) of 2.0 or greater. The student must ensure that he/she has met this requirement *prior* to beginning the Internship experience.
3. Completed the 300-hour field experience requirement and file a 300-hour verification form signed by the student's academic advisor. 300-hour verification is to be completed and forms must be **attached** to the student's Internship Site Selection Form prior to submitting the form to the Internship Coordinator.
4. Current Certification in Infant/Child/Adult CPR and First Aid at the time the student begins his/her internship. Copies of current certification cards will serve as proof of current certification. These copies must be attached to the student's Internship Site Selection Form at the time of submission. Acceptable certification courses include "hands-on" courses offered through the Red Cross or American Heart Association. **No on-line CPR/First Aid courses will be accepted.**
5. Successfully completed all requirements of the Orientation to Internship course (RPTM 394; 1 credit), including:
 - a. Preparation of a professional resume and cover letter.
 - b. Identification of Internship and career goals
 - c. Discussion of tentative plans for the Internship, including potential agencies, with his/her academic advisor.
 - d. An examination on Internship procedures and requirements.
6. Notified the Internship Coordinator of agency selection (submission of the Internship Site Selection Form). **at least six weeks prior to the last day of classes** of the semester preceding the Internship experience.

SPECIFIC DEADLINE DATES FOR SUBMISSION OF INTERNSHIP SITE SELECTION FORMS AND PREREQUISITE MATERIALS ARE ALWAYS POSTED ON THE RPTM INTERNSHIP WEB SITE NOTED ON THE FRONT OF THIS HANDBOOK.

7. Register for RPTM 495A (12 credits) and *pay the appropriate tuition to the University.*

Agency Search and Selection

In order to assist students with identifying and selecting agencies that meet their educational goals, the Department of Recreation, Park and Tourism Management office maintains a web site with selected Internet resources/directories, as well as a listing of agencies where students have previously completed internships. These resources enable each student to identify agencies that appear to offer suitable Internship experiences.

After discussing tentative plans for the Internship with his or her academic advisor, each student is expected to:

1. Call potential agencies to identify the appropriate contact person(s) and determine the availability of Internship positions during the semester in question.
2. Mail a cover letter, resume and list of internship goals to the contact person for each potential Internship agency. Prior to mailing to potential agencies, the cover letter, resume and goal statements must have been approved by the instructor of RPTM 394.
3. Call to arrange for an interview with each potential Internship agency. Although the student is *strongly* encouraged to visit several agencies, only one interview is required. If an on-site interview is not possible due to financial or logistical considerations, a telephone interview may be conducted.
4. Select his or her Internship agency, confirm selection by telephone *and* follow-up with written correspondence to the agency supervisor.
5. Notify all other potential agency supervisors (those interviewed for Internship) that he or she has accepted placement with another agency.
6. Notify the Internship Coordinator of this selection by submitting the Internship Site Selection Form.

Affiliation Agreement -- Agency and University

Should a prospective internship agency require a cooperative agreement between RPTM and the internship site, RPTM's Internship Coordinator will request that the internship agency sign RPTM's standard agreement. Should the internship agency have their own agreement requiring University signature, RPTM's Internship Coordinator will forward the agency's agreement to the University's legal counsel for review and negotiation (if needed). Once approved by legal counsel, the University will sign the agreement and forward one signed original back to the agency.

INTERNSHIP ASSIGNMENTS

Penn State's Recreation, Park and Tourism Management majors are required to submit a number of written assignments and forms during the Internship experience. Students must **sign up for an ANGEL account and access assignments through their assigned section on or before the first day of Internship.**

All assignments must be submitted through ANGEL and achieve a grade of "D" or better on each assignment (prior to any lateness reduction). Failure to comply with this requirement will result in a failing grade of "F" for the entire Internship experience. NOTE: Any assignments received after four days of the designated due date will receive a grade of zero and not be graded. Assignments for Internship include:

Initial Report

During the first few days of Internship, the student must complete and submit an Initial Report. This report (see Appendix) provides the faculty supervisor with information for contacting the student and his or her agency supervisor.

Assignment Calendar

This form (see Appendix) is completed at the beginning of Internship and identifies the due dates for all written assignments and forms.

Weekly Reports

Throughout the first *half* of the Internship, the student is required to submit weekly reports to his or her faculty supervisor. These reports contain a cover page, a weekly summary and an analysis of one or more events (or issues) that occurred during the week.

The analysis portion of the weekly report is generally two typewritten pages (double spaced) and should conform to the Weekly Report Guidelines (see Appendix). During the second half of the Internship, the student submits only the cover page each week. This cover page documents his or her Internship hours and allows the agency supervisor to make written comments on the Internship process.

Revised Internship Goals

During the first few weeks of Internship, the student must revise his/her Internship goals to reflect the learning opportunities available at the agency. These revisions should be done in cooperation with the agency supervisor, who should sign the revised goals prior to their submission.

Agency Description

Each student is expected to gain a thorough understanding of his or her Internship agency. The agency description assignment allows the student to demonstrate this understanding, and provides a written document that may serve to assist future Recreation and Park majors with their Internship selection. The agency description should be typed, double-spaced and conform to the Agency Description Guidelines (see Appendix).

Special Project

Each Internship student, in cooperation with his or her agency supervisor, is expected to design and complete a special project of significance and *lasting* value to the agency. The nature and scope of the special project should be consistent with the student's educational background and career goals; however, the *primary* purpose of this project is to make a professional contribution to the Internship agency. Prior to starting the project, the Internship Special Project Proposal form (see Appendix) must be submitted to the faculty supervisor.

The student will receive one grade related to the Special Project. The student's agency supervisor will assign the grade for the Special Project itself and recommend that grade to the faculty supervisor.

Visitations to Additional Agencies

In order to gain a broader understanding of services within the Recreation, Park and Tourism field, each student is required to visit at least two additional agencies during Internship. The student should select agencies that correspond with his or her own professional interests, but visited agencies do not have to be similar to the student's Internship agency. Agencies which the student has previously visited may *not* be used to fulfill this assignment. Since these visitations are included as a part of the student's Internship responsibilities, it is essential to plan each visit in cooperation with his or her agency supervisor.

Visits must be arranged well in advance of the visitation date, and should include a tour of the grounds/facilities and a follow-up meeting with at least one staff member. Generally, an agency visitation lasts 1 to 2 hours. Following the visit, the student is required to complete and submit a Visitation Form (see Appendix). This form documents the visit and requires a typewritten reaction to the agency and its services.

Mid-Internship and Final Evaluations

The agency supervisor is expected to conduct formal evaluations of the student's performance at least twice during Internship. The mid-Internship evaluation conference is especially important because (1) it provides structured feedback to the student on his or her performance to date, and (2) it offers an opportunity for the student and supervisor to reestablish goals for the second half of Internship. The final evaluation allows the student to assess his or her progress during Internship, and should assist the agency supervisor to determine his or her grade recommendation for the student.

The agency supervisor may use the evaluation form supplied by the University (see Appendix), or an agency personnel evaluation form may be substituted, if desired. Regardless of what form is selected, it is important that the mid-Internship and final evaluations be conducted using identical forms. (Due: Mid-Internship - one week following mid-point; Final - one week after Internship, but no later than the last day of classes).

Grade Recommendation

At the conclusion of the RPTM Internship, the agency supervisor is expected to submit a Grade Recommendation Form (see Appendix) to the faculty supervisor. This form enables the agency supervisor to assign a letter grade that reflects the total progress and level of achievement attained by the student during Internship. This form also requests that the agency supervisor assign a letter grade for the student's special project. (Due: one week after Internship, but no later than the last day of classes). It is the student's responsibility to ensure that the grade recommendation is submitted to the University.

Student Evaluation

The faculty supervisor is responsible for assigning the final grade for the student's Internship. This overall grade is based primarily on the recommendation of the agency supervisor and the quality (including promptness) of the student's written assignments.

Unless otherwise stated in writing by the faculty supervisor prior to the Internship, the student's final grade should reflect the following percentages: agency supervisor's grade recommendation = 40%; agency supervisor's grade for the special project = 10%; Weekly Report grades (mean) = 30%; Agency Description grade = 10%; Visitation Report grades (mean) = 10%.

Late submission of Internship assignments (for grade) will be reduced 5% per working day. Assignments uploaded after four days of the designated due date will not be graded and will receive a zero (0). In order to pass the internship, ALL assignments must be submitted and receive a grade of D (prior to late deduction). If all assignments are not received by the end date of internship, the student will automatically receive an F for the RPTM 495A.

In addition, late submission of un-graded Internship forms may reduce the final grade by a maximum of 5%. Ungraded, but required, assignments include the initial report, assignment calendar, revised internship goals, special project proposal, mid-term and final evaluations, and grade recommendation. Ungraded assignments received will be noted in the ANGEL gradebook as either a (100) if satisfactory or a (0), if unsatisfactory or not received. The grades noted for ungraded assignments do NOT contribute to the student's overall grade.

Grading Criteria

Academic Assignments	50%	
Weekly Reports (5% each)	30%	92 - 100 % = A
Agency Description	10%	90 - 91.9 % = A-
Agency Visitations (5% each)	10%	87 - 89.9 % = B+
		82 - 86.9 % = B
		80 - 81.9 % = B-
		77 - 77.9 % = C+
		70 - 76.9 % = C
		60 - 69.9 % = D
		Below 60 % = F
Agency Supervisor's Grade Recommendation	50%	
Student Work Performance	40%	
Quality of Special Project	10%	
TOTAL	100%	

APPENDIX

Internship Site Selection Form

Initial Report

Assignment Calendar

Weekly Report Information

Internship Agency Description Guidelines

Internship Special Project Proposal

Visitation Report

Internship Evaluation Form

Grade Recommendation Form

Frequently Asked Questions

INTERNSHIP SITE SELECTION FORM

Submission of this form to the Internship Coordinator constitutes official notification of the student's intention to do his/her Internship at the agency specified below. Any change in the student's Internship agency or semester of enrollment must be made in consultation with the Internship Coordinator and the Agency Supervisor.

PLEASE TYPE IN ALL INFORMATION ACCURATELY, PRINT, SIGN and OBTAIN ACADEMIC ADVISOR SIGNATURE. ONCE COMPLETE, PLEASE SUBMIT THIS FORM, 300 HOUR VERIFICATION FORM AND PROOF OF ADULT CPR AND FIRST AID BY THE DEADLINE DATE TO THE INTERNSHIP STAFF ASSISTANT IN 801 FORD BUILDING.

STUDENT INFORMATION		
Student's Full Name:		
Preferred/Nick Name:		
PSU ID Number:		
Internship Living Address:	SAMPLE	
Living Address Phone Number:	()	
Cell Phone Number (if applicable):	()	
Email Address:		
AGENCY INFORMATION		
Name of Internship Agency:		
Department (if applicable):		
Internship Agency Full Address:		
Full Name of Agency Supervisor:		
Title of Agency Supervisor:		
Agency Supervisor's Phone Number:	()	
TR STUDENTS ONLY: CTRS Certification Number		
Student's Phone Number at Agency:	()	
Full Name of Agency's Director/Owner:		
Verification of Internship Requirements (CHECK ONE)	YES	NO
a. Minimum 2.0 Cumulative GPA		
b. Current First Aid and CPR Certifications		

c. Completed 300-hour Field Experience		
d. There is a contract required by the agency		
e. If yes above, the agency requires that their agency contract be signed by the University (Important: If answering yes to this question, please attach a copy of the required contract to this form.)		
f. All agencies I have contacted have been notified of my internship decision.		
Total Credits Completed		
Total Credits Currently Taking		
Semester/Year for Internship		
Tentative Start Date		
End Date		
<p>IMPORTANT: Prerequisites (300 hour verification forms <u>and</u> copies of cards verifying <u>current</u> First Aid and CPR certification) are required to be attached to this form and submitted by the Internship Site Selection Deadline Date. If prerequisites are not met and verified by this time, you will not be permitted to go on Internship.</p>		

This is to certify that I have completed an interview with appropriate personnel from the above agency, and they have accepted me (verbally or in writing) for placement during the semester specified above. This also certifies that I have completed my 300 hours and CPR/First Aid requirement and attached my Verification Forms for review.

Signature of Student: _____

Date: _____

Signature of Academic Advisor: _____

Date: _____

INITIAL REPORT

STUDENT INFORMATION	
Student's Full Name:	
Preferred/Nick Name:	
PSU ID Number:	
Internship Living Address:	SAMPLE
Living Address Phone Number:	()
Cell Phone Number (if applicable):	()
Email Address:	
AGENCY INFORMATION	
Name of Internship Agency:	
Department (if applicable):	
Internship Agency Full Address:	
Full Name of Agency Supervisor:	
Title of Agency Supervisor:	
Agency Supervisor's Phone Number:	()
Student's Phone Number at Agency:	()
Full Name of Agency's Director/Owner:	
DATE OF START OF INTERNSHIP:	
TENTATIVE COMPLETION DATE:	
Usual Work Days/Hours:	
Major Duties Assigned:	

ASSIGNMENT CALENDAR

Please print the Dates Matrix found in the Lesson One Folder and complete the form below according to your start date. If your start date does not coincide with the start dates provided, please contact your faculty supervisor to determine appropriate due dates for your assignments. All assignments are due **by midnight of the designated due date. Assignments uploaded four or more days after the due date will receive a zero. A 5% per day late deduction is applied to late papers.**

PLEASE NOTE: Make sure to PRINT one copy of the Assignment Calendar for your reference throughout the Internship.

(These three columns are for official use only)

Assignment	Due Date	Days Late	Grade	Comments
Assignment Calendar				
Initial Report				
Weekly Report 1				
Weekly Report 2				
Revised Goals				
Weekly Report 3				
Special Project Proposal				
Weekly Report 4				
Weekly Report 5				
Weekly Report 6				
Mid-Term Evaluation				
Cover Page 7				
Agency Description				
Cover Page 8				
Visitation Report #1				
Cover Page 9				
Visitation Report #2				
Cover Page 10				
Cover Page 11				
Cover Page 12				
Final Evaluation				
Grade Recommendation				

WEEKLY REPORT INFORMATION

The weekly report is an important aspect of RPTM Internship because it serves a number of vital functions for the student, the agency supervisor and the faculty supervisor. The weekly report:

1. Provides early and consistent feedback to the faculty supervisor regarding important aspects of the student's field experience.
2. Ensures a systematic method of communication between the agency supervisor and the student.
3. Requires that the student reflect upon the previous week experience and analyze relevant events or issues.
4. Offers an opportunity the student to put comments in writing to the faculty supervisor.

Cover Page

The weekly report cover page should include the student's full name, the number of the report, the dates covered by the report, the complete name and address of the agency, the number of Internship hours covered by the report, the total number of Internship hours to date.

The Weekly Summary

The Weekly Summary requires the student to keep a record of his or her daily experiences during the Internship. This written record should give the faculty supervisor an understanding of the student's many duties and responsibilities. The Summary may also provide the student with a framework for discussing the previous week's activities with his or her agency supervisor.

In general, the student should list his or her major responsibilities for the week and include a percentage breakdown of the amount of time spent in each activity. Students should use the Weekly Summary Form to document their activities and time spent. Understanding that percentages do not allow for detailed documentation of weekly activities, students should do their best to provide a representative sample of activities in which they have been involved. Students should also document any days missed due to holidays, illness or other circumstances.

TIPS for completing the Weekly Summary:

1. Ensure that someone unfamiliar with your situation will be able to understand the experiences describe
2. Indicate your role in the activity that you have described.
3. When using abbreviations, initials, or acronyms, write the word(s) out the first time in each summary.

The Analysis

This section of the weekly report offers the Internship student an opportunity to reflect upon the previous week's events and to demonstrate his or her analytical skills. The student is expected to select one (or more) of the preceding week's events (or issues) and provide an in-depth discussion that goes beyond mere summarization. Because of its importance in problem solving and decision making, the ability to analyze is an essential skill for any recreation professional; therefore, the quality of the Analysis section is the primary criterion for assigning a grade to the student's weekly report.

In completing the Analysis portion of the weekly report, the student should ensure that the following components are included (headings below may be used by students if desired):

a. Identification of the event(s) or issue(s):

It is not expected or required that the event(s) or issue(s) be of "earth shattering" magnitude. It should, however, be an event/issue that is relevant to the student's work experience or professional development. Examples include: a problem that needed to be solved; a professional issue that has implications for the agency's service delivery; the student's use of a specific type of leadership style, etc.

b. Relevant Components and Implications:

A **very important part** of the analytical process involves the ability to critically think about and determine (a) the relevant components of an event or issue and (b) the implications of those components. In other words: What was positive about the event or issue and why? What was negative about the event/issue and why? How did (or might) this event/issue impact upon the agency, the student, staff members, clients, etc? Are there any further potential consequences of this event or issue?

c. Plan of action:

An analysis should propose a plan of action based upon what the student has learned from the event/issue. This plan may be for the student to implement (now or as a future professional), or it may constitute suggestions for others. If a problem has been identified, one or more potential solutions should be proposed. If the analysis focuses on positive events, it may be possible to identify ways to continue (or repeat) these favorable events.

It is important to write and reflect upon the analysis *prior* to typing it for submission. In so doing, it can be examined to ensure that the above items are clearly and concisely presented. Generally, the analysis section of the weekly report will be approximately two typewritten (double-spaced) pages, although some topics may require more or less space.

In a well written analysis, all statements are supported by data and/or observations. For example, "the participants all had a good time" should be followed by how that was determined; "things did not happen as anticipated" should be followed by what happened and, more importantly, why it happened. It should be kept in mind that an analysis is more than a summary of what occurred--it is an investigation into the causes, components and outcomes (including implications) of the event/issue. It is a skill that, once mastered, will be extremely helpful in all aspects of the student's professional life.

RPTM Internship Weekly Report (Sample)

For Instructions on completing your Weekly Report, please refer to instructions and examples under Lessons.

I. COVER PAGE INFORMATION	
Student's Name: <i>Sally Smith</i>	
WEEKLY REPORT # 2	
From: <i>March 5</i> To: <i>March 12</i> (specify the dates that the weekly report covers)	
Today's Date: <i>March 13</i>	
Name of Agency: <i>Centre Region Parks and Recreation</i>	
Number of Hours Worked this Week: <i>42</i>	
Cumulative # Hours to Date: <i>335</i>	
II. WEEKLY SUMMARY	
Responsibilities (please type or print below):	% Time Spent
<i>Assisted supervisor with registration for summer programs (greeted registrants, recorded information, answered questions)</i>	25
<i>Worked front desk answering phones referring inquiries to proper person and filing registration materials.</i>	20
<i>Supervised evening weightlifting class.</i>	15
<i>Attended CPR – First Aid Certification class</i>	5
<i>Updated database with addresses and telephone numbers of new members</i>	10
<i>Worked on developing slide show presentation for Pennsylvania Recreation and Park Society (PRPS) Conference.</i>	10
<i>Developed press kits for the upcoming arts and crafts festival</i>	10
<i>Met with supervisor regarding problems with coach and referee absenteeism</i>	5
Total	100%
Additional Activities:	
<ul style="list-style-type: none"> • <i>Registered to become a member of the National Recreation and Park Association (NRPA)</i> • <i>Submitted special project proposal to supervisor for review.</i> 	
List any holidays, personal days and/or days missed this week:	
<ul style="list-style-type: none"> • <i>Day off Thursday 5/8 Thanksgiving Holiday</i> • <i>Personal Day Friday 5/9</i> 	
III. WEEKLY ANALYSIS (write a 1 ½ -2 page weekly analysis according to the Weekly Report)	

Begin writing your analysis here and continue writing onto subsequent pages as needed:

Analysis for Weekly Report #2 (Sample)

Identification of Event:

On Tuesday, the Civic Center Staff returned from the long Memorial Day weekend to a building full of damages. The damages stemmed from an apparent break-in that occurred late Saturday night. The break-in appeared purely money motivated due to the specific areas targeted in the main office region. These areas are where most of the cash is handled throughout the day; however, the theft proved unsuccessful because money is not left on the premises after hours. The Box Office area sustained a large amount of damages to its cash registers and file cabinets. The interesting part was that the vandals pried open each and every register and cabinet even though all of them were unlocked. Obviously, we were not dealing with the brightest of thieves. Another area specifically targeted was the office of the Director of Recreation and Parks. His office sustained extensive damage to his desk; however, his laptop computer, which was lying on top of the desk, was not stolen. This once again made the break-in appear money motivated.

When Tara, the Director of Marketing and Public Relations, became aware of the situation she immediately contacted the Director of Recreation and Parks to ask if she could prepare a statement for the press. The Director's response was to keep the incident quiet. The fact that the Civic Center would not give a statement concerned Tara because police reports are available to the public and local reporters access them daily to find news stories. This could allow reporters to put their own spin on the story without the Civic Center's input.

Relevant Components and Implications:

The major component of this event was the Civic Center did not immediately prepare a statement for the press in which it would address public concerns. By not addressing this issue openly, the Civic Center could set itself up for negative press or public opinion. Many consumers are quick to judge and they might believe that the Civic Center was neglectful in its security measures. This might dissuade them from coming to future events because of safety concerns. This could lead to a larger participation that the Civic Center is suppressing negative information to maintain a profitable event schedule with disregard to customer's safety.

Another component of this event was that Tara, the Director of Marketing and Public Relations, was not permitted to perform the job she was hired to do so. Her job description is to handle all relations with the public and

press. Her job in this situation would be to keep the information on the vandalism under control. Since Tara was not permitted to contact the press, she felt pressured when the press came to her. The implication is that the Director might not trust Tara's ability to handle a serious situation in an appropriate manner. This could naturally deteriorate their current working relationships.

Since certain areas were targeted in the office center, one might suspect that the vandals were familiar with the areas. The Director's office is not distinguishable from other offices; however, it was the only office with major damage. This could imply that an employee targeted his office on purpose. Eventually, this could build a sense of concern and mistrust among the staff.

Plan of Action:

If an event like this should occur in the future, the Civic Center should plan to immediately release a statement to the public. This will alert the community by giving them up front, factual information on the event and not allow them to speculate on what happened. This will decrease misinformation and keep the situation under control.

Informing the community of the incident could also give them a heads up on their own personal security measures. This could increase positive public relations between the community and the Civic Center, thus building a stronger customer base for the future events. The community will have more trust in the Civic Center, which is especially good because their tax dollars fund many aspects of the building.

A plan of action for Tara, Public Relations Director, is to approach the Director about his policy on handling press for negative events. Once the policy is confirmed, Tara should be allowed to handle the job she was hired to do in regards to significant positive or negative event, such as this one.

A plan of action for the last component could be difficult to develop. Perhaps a reward could be offered to motivate the flow of information on any fellow employee that could be suspect. Mistrust among the staff would be hard to resolve until the vandals were identified. Possibly, the Director could encourage the police department to vigorously investigate the work release prisoners employed by the maintenance department at the Civic Center. Overall, steps of this nature may help to ease the concerns among staff.

INTERNSHIP AGENCY DESCRIPTION GUIDELINES

During the first few weeks at the Internship site, the student should be gaining a thorough understanding of the agency and its operations. The agency description assignment enables the student to demonstrate this understanding, and provides a typewritten (double space) resource for future Penn State Internship students.

One hard copy of this report should be mailed to the PSU Faculty Supervisor. At the conclusion of the semester, a copy of the student's agency description will be placed into the agency's Internship file.

It is essential that the agency description include a ***thorough*** presentation of information that would be helpful to students considering this agency for an Internship experience. The completed assignment should include:

1. Title Page

Provide the title of the report, name and address of the agency, student's name, date and a signature block for the agency supervisor. It is important that the agency supervisor sign the title page after reviewing and approving the final form of the Agency Description. (2.5 pts)

2. Table of Contents

Give all headings and subheadings and their corresponding page numbers. (2.5 pts)

3. Overview of Agency

Provide an in-depth overview of the agency (or department of the agency, if the agency is exceptionally large). This section should include:

- a. Introductory Statement - Give the name of the agency and briefly describe the type of park, recreation or leisure service that this agency (or unit) represents. (5 pts)
- b. History/Development - From an historical perspective, how has this agency evolved into what it is today? What were its stages of development and growth? When and why was it originally founded in its present location? Etc... (10 pts)
- c. Purpose/Philosophy - What is the mission or purpose of the agency? What is the agency's philosophy as it relates to providing recreation services to its clientele? Etc... (10 pts)
- d. Organizational chart - Provide an organizational chart of the agency and its departments, plus your department and its personnel. (5 pts)
- e. Personnel - What are the job titles of personnel with whom a Internship student might interact on a regular basis? Give one-sentence job descriptions for these individuals, and include whether they are part-time, full-time, seasonal, and/or volunteers. (10 pts.)
- f. Services – What services or activities are offered? How are these services organized and programmed (e.g., when, where, how often, types of program, group structures, etc.)? Etc... (10 pts)

- g. Clientele - What populations are served (e.g., general public, youth, persons with disabilities, economically disadvantaged, etc.)? What restrictions are there, if any? What are the demographics of the clientele? Etc... (10 pts)
- h. Funding - What are the funding sources for the agency? What is the relationship with respect to funding between recreation services and other aspects of the agency? What are major areas of expenditures? What type of budgeting is done? Etc... (10 pts)
- i. Problem Areas - What are the major areas of concern for the agency (e.g., growing demand for services, increased user fees, vandalism, legal liability issues, funding shortages, job freezes, etc.)? How are they addressing these issues? Etc... (10 pts)

4. Summary of Internship Opportunities

Describe, in detail, the potential experiences that may be available for Internship students. Information should be included regarding job responsibilities, salary (if any), expenses that might be anticipated, availability of housing, need for personal transportation, special clothing requirements, certifications required (e.g., CPR, Senior Life Saving, etc.) and any other information that would be helpful for a potential Internship student to know. The student should also differentiate between Fall Semester, Spring Semester, and Summer Session in terms of potential Internship experiences. Finally, a list of recommended books, resources, courses, etc., should be provided that would help an Internship student prepare for the experience. (15 pts).

Note: Please be careful to cite references (websites, policy and procedure manuals, interviews, etc.), as the Academic Integrity Policy, as described in the Internship handbook and on the ANGEL syllabus, applies to this assignment.

SPECIAL PROJECT PROPOSAL

Name of Student:

Agency and Department:

Agency Phone:

Name of Agency Supervisor:

SAMPLE

I. DESCRIPTION OF PROJECT

II. PURPOSE AND LONG-TERM BENEFIT FOR AGENCY

III. MAJOR COMPONENTS OF PROJECT

See back of page

SPECIAL PROJECT TIMELINE

Project Components/Tasks	Target Date for Completion
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	
11.	
12.	

SAMPLE

AGENCY VISITATION

Complete the information below:

Name of Student:

Name of Agency Visited:

Address of Agency Visited:

Zip:

Agency Phone Number:

Date(s) and Time(s) of Visitation:

Full Name(s) and Job Title(s) of Agency Host(s):

Write a 1 1/2-3 page description of the services/programs of the agency visited. Then, write a PERSONAL reaction to your visit. You can compare and contrast with your agency if desired.

Write your paper beginning here:

INTERNSHIP EVALUATION FORM

PLEASE MAIL OR FAX TO:

RPTM Internship Staff Assistant
The Pennsylvania State University
College of Health and Human Development
Department of Recreation, Park and Tourism Management
801 Ford Building
University Park, PA 16802
FAX: (814) 867-1751
PH: (814) 865-1851

PLEASE PRINT

Name of Student _____ Evaluation Date _____

Name of Rater _____

Position or Title _____

Agency _____

Period Covered by Rating: _____ Mid-Internship Evaluation

_____ Final Evaluation

This rating should be made with care and fairness for the interest of the student. Reflect carefully upon the person's work and make an honest judgment of the qualities of the student. Base your judgment on the entire period covered and not upon isolated incidents alone. This evaluation is to be made twice during the Internship, and each evaluation should be shared with the student. Your discussion of the evaluation with the student, especially at mid-Internship, is an opportunity to enhance the student's personal and professional growth, based upon the feedback.

As a guideline, the following categories have been established:

OUTSTANDING *Indicates exceptional achievement*

VERY GOOD *Indicates extensive achievement*

SATISFACTORY *Indicates acceptable achievement*

NEEDS IMPROVEMENT *Indicates minimal achievement*

Internship Evaluation Form (Continued)							
I.	PROFESSIONAL PERFORMANCE	OUTSTANDING	VERY GOOD	SATISFACTORY	NEEDS IMPROVEMENT	NOT APPLICABLE	COMMENTS
	___ Establish Work Goals						
	___ Success in Achieving Goals						
	___ Plans Work to be Accomplished						
	___ Displays Ability to Organize People and Resources						
	___ Completes Assignments On or Before Due Date						
	___ Possesses Skills Commensurate with Academic Level						
	___ Is Objective Regarding Own Performance and Quality of Work						
	___ Displays Capacity to Motivate Others						
	___ Conducts Self Well Before Groups						
	___ Demonstrates Ability to Communicate Ideas						
	___ Strives for Quality in Written Expression						
	___ Other:						
II.	PROFESSIONAL KNOWLEDGES						
	___ Displays Ability to Integrate Conceptual Knowledge and Professionally-Related Skills						
	___ Displays Knowledge and Understanding of Program Principles and Methods						
	___ Demonstrates Ability to Apply Knowledge in a Practical Way						
	___ Demonstrates Ability to Think Independently						
	___ Possesses a Wide Variety of Interests						
	___ Displays Expanding Scope of Interests						
	___ Other: _____						

Internship Evaluation Form (Continued)							
III.	PROFESSIONAL PERSONALITY	OUTSTANDING	VERY GOOD	SATISFACTORY	NEEDS IMPROVEMENT	NOT APPLICABLE	COMMENTS
	___ Is Enthusiastic						
	___ Is Cheerful and Friendly						
	___ Exhibits Pleasant, Tasteful Personal Appearance						
	___ Is Courteous and Tactful						
	___ Exhibits Strong Voice Quality, Speech Presentation, Tone and Inflection						
	___ Displays Sense of Humor						
	___ Displays Mature Judgment						
	___ Is Consistent and Fair With Interpersonal Relationships in the Workplace						
	___ Demonstrates Flexibility						
	___ Displays Concern for Others						
	___ Avoids Distracting or Irritation Mannerisms						
	___ Other						
IV.	PROFESSIONAL ATTITUDE						
	___ Displays Initiative and Imagination						
	___ Displays Zeal for the Profession						
	___ Accepts Assignments Willingly						
	___ Upholds departmental Policies						
	___ Demonstrates Positive Relationships With Agency Staff Members						
	___ Accepts Suggestions, Direction and Critical Evaluation						
	___ Offers Opinions and suggestions at Appropriate Times/Place						
	___ Other: _____						

Internship Evaluation Form (continued)

COMMENTS

Space is provided below for additional comments concerning this evaluation. If more space is needed, please attach a sheet or use the back of this form.

STUDENT'S COMMENTS

RATER'S COMMENTS

SUMMARY OF EVALUATION CONFERENCE (complete by rater)

PLEASE COMPLETE THE FOLLOWING TO VERIFY STUDENT'S PARTICIPATION IN INTERNSHIP.

This is to verify that, at the time of this evaluation, this student has completed _____ weeks of his/her Internship and has _____ cumulative hours to date.

(Note: Student has also maintained a record of cumulative hours to date.)

Rater's Signature _____ Date _____

Student's Signature _____ Date _____

Advisor's Signature _____ Date _____

GRADE RECOMMENDATION FORM

TO: Recreation, Park and Tourism Management Internship Supervisors

We realize that Recreation, Park and Tourism Management Internship is a learning experience for the student. Therefore, the mid- and final evaluation forms are used primarily for feedback to students regarding their progress. However, the grade recommendation is your assessment of the total progress and level of achievement for the student that you supervise.

PLEASE MAIL OR FAX TO: RPTM Internship Staff Assistant
The Pennsylvania State University
College of Health and Human Development
Department of Recreation, Park and Tourism Management
801 Ford Building
University Park, PA 16802
FAX: (814) 867-1751
PH: (814) 865-1851

Academic Letter Grade System

- A Excellent – Indicates Exceptional Achievement
- B Good – Indicates Extensive Achievement
- C Satisfactory – Indicates Acceptable Achievement
- D Poor – Indicates Only Minimal Achievement

- F Failure – Indicates Inadequate Achievement Necessitating a Repetition of the Course in Order to Secure Credit

**You should use a
“+” or “-“ if it is
appropriate
(e.g., B+ or B-)**

Please select one of the above grade designations and write in your grade selection as follows:

I recommend the grade of _____ for the total Recreation, Park and Tourism Management Internship experience.

I recommend the grade of _____ for the Special Project that the student completed for the agency.

COMMENTS:

Student’s Name: _____ Date: _____

Agency Supervisor’s Signature: _____

Agency: _____

RPTM Internship: Frequently Asked Questions (FAQ)

Important Note: If you fail to meet the deadline date, you will have to wait until the next semester to complete your internship.

I found an Internship agency, now what do I do?

a. Establish your start and end dates with your agency.

b. Fill out an Internship Site Selection Form (type accurately), attach your 300 hour verification forms and copies of the front and back of your CPR and First Aid **Certification Cards**. **Once you have done that, turn all materials into 801 Ford Building by the deadline. Then, sit back and relax.** We will take care of the rest.

Where can I get the forms I need to fill out?

Go to 801 Ford Building and ask the receptionist or go to the [Internship Handbook & Forms page](#) on the RPTM Internship Website.

What do I take to my agency to get the agency affiliated with Penn State?

Nothing. Once you have submitted the Internship Site Selection Form to 201, the RPTM Internship Coordinator will take the appropriate action to ensure that your agency becomes affiliated if required by the agency.

How and when will I know who my Penn State faculty supervisor is?

Faculty Supervisors are assigned shortly before you begin your internship; therefore, you will not know who your supervisor will be prior to leaving Penn State. When you arrive at your Internship site, there will be a packet of information that was sent by the RPTM Internship Coordinator to you in care of your agency supervisor. In that packet will be a note that will tell you the name and contact information for your PSU faculty supervisor.

I turned in my Internship Site Selection Form and I haven't heard or received anything. When & how will I get the forms and all the information that I need for Internship?

All of the information that you will need while you are on Internship will be sent directly to your agency via email. Approxiamtely one week prior to internship, you will also receive an email with instructions.

I forgot my Internship Handbook. What do I do?

You can print the Internship Handbook from [Internship Handbook & Forms page](#) of the RPTM Internship Website or contact ProCopy in State College, PA and request that a bound copy be sent to you. ProCopy can be reached by calling (814) 231-1256 (ask for the RPTM 394 learning packet).

I still have questions. How can I reach the RPTM Internship Coordinator?

The RPTM Internship Coordinator is Tammy Buckley Smith. You can reach her via email at tbsmith@psu.edu, by phone at 867-1756 or make an appointment to see her in the Ford Building.