

INTERNSHIP EVALUATIONS: Redesigning and Updating Our Process

What's the idea & how did it come about?

One metric being assessed as part of the College's strategic plan is internship supervisors' satisfaction with student performance. Additionally, we are aiming to elevate the Assurance of Learning (AoL) process with external measures such as feedback from employers and/or internship supervisors. We saw an opportunity to contribute toward these goals by redesigning the final evaluation process for students completing internships. The previous evaluation consisted of an outdated paper form that was shared only between the internship supervisor and faculty internship coordinator. By redesigning the evaluation to be completed online and distributed by our office, we ensure not only that the evaluation is standardized and relevant to AoL learning objectives/the College's strategic plan, but also that the data is centralized, allowing it to be utilized in the previously described metrics.

Timeline to implement the idea?

Summer 2018: Discussions and brainstorming.
January/February 2019: Developed and tested process, technology.
March 2019: Presented the process to faculty internship coordinators.
Summer 2019: Online evaluation implemented for students completing summer internships (estimated 200 students)

Who was involved?

The Career Services employer relations and internship team brainstormed ways to update the internship evaluation to align more closely to NACE Career Readiness Competencies. Once the decision was made to use an online evaluation, the College's Assessment and Accreditation Analyst ensured the evaluations aligned with the program learning objectives and the College's strategic plan, as well as offered guidance on the technical aspects of transforming the data into an effective report.

Resources involved?

Career Services staff and the College's Assessment and Accreditation analyst dedicated time in Spring 2019 to develop the systems and processes necessary to implement the new evaluation. The distribution of the evaluation, collection of data and the creation of student reports requires the coordination a Career Services staff member.

Lessons learned

When redesigning processes to solve one problem, it is helpful to coordinate efforts with individuals across departments and functional areas, as there is often an opportunity to achieve multiple goals with a single project.

Organization:

Career Services Office,
College of Business Administration

Institution:

Kent State University - Kent, Ohio

Attending NACE Symposium:

Erin Nunn Fairman, Director (enunn1@kent.edu)
 Andy Weyand, Associate Director (awayand@kent.edu)

Student Population:

38,000+ Enrolled in 8-Campus System
 3,600 + Enrolled Business Majors



College of Business
Administration

INTERNSHIP EVALUATION

First Last
email@kent.edu

ORGANIZATION	SUPERVISOR	SUPERVISOR'S EMAIL
Organization Name	Supervisor Name	supervisor@domain.com
1	2	3
Not at all proficient	Not very proficient	Somewhat proficient
4	5	
Very proficient	Extremely proficient	

Fundamental business knowledge	5
Appropriateness of conduct and dress	5
Time management	5
Analytic/Quantitative skills	5
Critical thinking/problem solving	5
Leadership	5
Written communication	5
Oral communication	5
Teamwork/collaboration	5
Digital technology skills	5
Ethical behavior	5
Global/cultural fluency	5

1	2	3	4	5
Not at all satisfied	Not very satisfied	Somewhat satisfied	Very satisfied	Extremely satisfied
OVERALL SATISFACTION:			5 (Extremely satisfied)	



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ADDITIONAL COMMENTS

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