

Spring 2020 INDUSTRY EVALUATION OF INTERN PERFORMANCE

Construction Management Program Assessment – Recent Intern Evaluations by Construction Firms

Introduction

In the spirit of self-assessment and continuous improvement, beginning in1 the fall 2002 the CM student intern performance evaluations were modified to include the CM Educational Outcomes. The construction firms with Interns are asked to assess CM students based on their job performance versus the CM Program Expected Educational Outcomes. This is a direct overall measure by the construction industry of the effectiveness of the CM academic program in training students to meet the CM Program Expected Educational Outcomes.

CM Expected Educational Outcomes

The Expected Educational Outcomes for the CM academic program are...

1. Have the ability to work with all types of people.
2. Have the ability to think and reason logically.
3. Have the ability to understand and solve construction problems.
4. Have the ability to make sound economic decisions.
5. Have the ability to communicate clearly and concisely, both oral and written.
6. Are computer literate and Internet capable.
7. Know and uphold ethical standards of the field.
8. Are prepared for successful entry into the construction industry.
9. Have the ability to lead in the construction industry and community.
10. Overall Rating of Intern

Participating Construction Firms

The firms sponsoring these CM Intern students in 2020 Spring were...

J. Raymond Construction	David Weekley Homes	Brasfield & Gorrie
Stellar Group, Inc.	Miller Electric Company	Faver Gray
Builders Enterprise	Moore Electrical Contracting	Adina Construction
Danis Construction	Batson Cook	Summit Contracting
Lou Pontigo & Associates	Auld & White	Carlton Construction Inc.
England, Thims, & Miller	Live Oak Contracting	Adkins Construction

Summary of Construction Industry Evaluations

	Excellent	More than Satisfactory	Satisfactory	Needs to Improve	Unsatisfactory	No Answer
Ability to work with all types of people	23	4	1			
Ability to think and reason logically	14	12	2			
Ability to understand and solve construction problems	10	11	7			
Ability to make sound economic decisions	9	14	5			
Ability to communicate clearly and concisely, both oral and written	12	12	3	1		
Are computer literate and internet capable	22	4	1			1
Knows and upholds ethical standards of the field	21	7				
Prepared for successful entry into the construction industry	14	8	6			
Potential to be a leader in the construction industry and in the community	12	10	5	1		
Overall Rating	16	10	1			

Observations and Conclusions

Some observations on the construction industry evaluations are:

- Overall, the interns scored highest in the 'Excellent' to 'More Than Satisfactory' range in each category. The students scored the highest in ability to work with all types of people, computer literacy, and ethical standards. The areas that need the most improvement are the ability to understand and solve construction problems and preparation for successful entry into the construction industry.

Additional Industry Feedback

Improving the Intern's Performance & Professional Growth

- The intern displayed eagerness to learn and apply sound judgement and practices.
- Keep an open mind and absorb as much as you can. The intern does a great job and is a great UNF representative.

- Continue to stay organized and take notes, write everything down. Focus on critical thinking and what resources you already have that will help you solve problems/find the answer. Take initiative/ownership of tasks. Follow up and follow through. Keep up the good work!
- The intern has been working at our company for a limited time thus far. The evaluations given above will continue to improve with additional experience as the intern still has over a year until graduation. Additional time beyond this semester will allow the intern to learn new skills/techniques and then implement those learned skills on given work assignments. I am encouraged by what we have seen from the intern so far and plan to continue his employment through the summer semester.
- Keep it up!
- The intern did a great job with tasks assigned to her. She always tried to do things on her own and then have them checked to make sure she was correct. Always remember to constantly strive to learn something new every day. The evaluations above will improve with additional work experience and exposure to given challenges and tasks. She has a strong work ethic which will be the foundation for being a strong asset. She has about 1 year left before graduation and I plan to continue her employment as she shows considerable potential.
- The intern is a good worker, albeit with minimal experience thus far, which will increase with additional time and exposure. As his understanding of the construction industry begins to grow, his proficiencies in the evaluated areas will improve as well. The intern needs to work on following up and fully completing tasks assigned. For example, after sending out bid packages he should be proactive on following up with bidders to ensure documents have been received and determine whether or not they will be submitting a bid. The intern should continue to work on being proactive in his approach. Seek out answers to problems, inquire about additional work assignments instead of waiting for work to be assigned. Utilize all of the resources available to tackle and achieve required results for assignments.
- Follow up/confirm when tasks are complete. Increase initiative to follow up on items requested from vendors (for example – insurance paperwork, W9, signed commitments, etc.). The intern does a great job of keeping track of multiple tasks and prioritizing them as necessary.
- Plan reading could improve but that will come with time and experience.
- Spending more time in the field doing direct labor rather than management would give a greater understanding of what it takes in its entirety to complete a job – to understand all of the physical, mental, and logistic requirements that it takes to do a job you have to be able to perform the job from start to finish.
- Take extra time to focus on the details for accuracy.
- The intern is great and happy to have him on our team.

- The intern has been an excellent example of being dependable, responsible, and showing leadership.
- Continue to seek a deeper understanding of processes, keep the big picture in mind when performing even the most basic task, don't allow the big picture to become overwhelming. Construction can seem to be very big and nebulous, however it can be boiled down to the four major construction types: site, structure, skin, and finishes.
- Continue observing the normal day to day problems that come up in the field. Ask lots of questions and don't be afraid if you think you should already know the answer. Stay current with relevant technology and software (i.e. Procure and Bluebeam).
- The industry rewards self-starters, problem solvers, and communicators. Work doesn't always fall in your lap; problems may occur and one of us are mind readers. Let those items continue to be skills to always improve on. You don't need to know the answers but rather how to find them and do so quickly and efficiently. Being prepared, organized, and ready before people ask is always good practice. Find your passion within this industry and chase it. Passion always reflects well, is hard to miss, and difficult to fake.
- The intern would benefit most by more exposure and a greater understanding of the plans. With more time and understanding of all drawings architecture as well as other trade plans, the intern's effectiveness will increase drastically.
- Ability to reason and think logically – was satisfactory but could use more field time to better understand means and methods as to why/how things are done. Understand and solve construction problems – does not have enough experience pushing subs and vendors for a resolution. Several items were left open for a long time. Prepared for successful entry into construction – needs to be given more opportunities to run a project from start to finish. The intern was only exposed to bits and pieces of the process. It would be best to be on a job from start to finish before he enters it on his own. Leader in construction industry – the intern is soft spoken and very agreeable with others. Contractors/vendors/coworkers need to see more push back and passion every now and then to get behind a leader. The intern needs to find his inner voice and use it.
- The intern's growth could be expanded by spending more time in the field observing construction methods and practices. He's exceeded in understanding how civil design is conducted in the office but needs more exposure to job sites. We've discussed this and are making provisions for this to happen.
- The intern understands the construction process and will continue to gain knowledge with more experience. The intern needs to work on completing tasks 100%. He does a good prioritizing.
- The intern could benefit from better familiarizing herself with the project plans. Generally, her understanding of the plans is adequate but her ability to locate the correct plan for the task at hand is lacking. This improvement will not only further her understanding of the project details but will also make her a more effective team member.

- This is the student's first semester as an intern and he has been a great addition to the team. He takes initiative when needed and is always the first to volunteer for any tasks. He has shown the ability to lead the other team members or assist when they fall behind. We plan on keeping the intern next semester and hope to bring him on full time when he graduates.
- The intern needs to continue to look at ways to take initiative if supervisors are unavailable to provide tasks. His comfort level with phone communication improved throughout the semester as he gained confidence in discussing scope items with trades but still has some room for improvement. Email communication was great and timely.
- The intern has been a model intern as he is always on time, willing to help with any tasks, and has a great attitude. He joined the team with limited experience and has gone out of his way to learn the industry and build relationships with other team members and trades. Unfortunately, we do not have the ability to bring him on full time, but I plan on providing him a great reference and know he will be successful in his career.
- The intern has all the characteristics to be an exceptional leader in this industry. He will realize this through further experience and hard work.

Improving the Internship Program

- More time on site.
- Gear class schedules to allow for full time.
- Make all internship forms easier to fill out electronically.
- Weekly reports is a great idea and students should continue to submit them.
- Require more field labor hours.
- Midway reviews discussing goals and progress.
- Suggest that the Construction Management Department issue a bullet point checklist of topics to the hosting contractor so that we understand some of the kinds of things you'd like your students to experience. Our company feels that we've done a pretty good job of having the intern involved with many of the different aspects of field supervision, but we may have missed something.
- A more structured curriculum or list of expectations/requirements expected for interns in the field would make the program much more beneficial.
- Have the admin come visit the intern one day while at work to ensure contractor and intern compliance. Have the contractor commit to placing the intern on a specific project where they can become fully involved rather than have them do miscellaneous tasks.
- Require interns to conduct regularly scheduled jobsite visits of local projects and report on topics like means and methods, construction techniques, logistic challenges, etc. We were able to visit jobsites a couple of times but making a requirement for interns who are office based would help get them on site. Other than that, I think the internship program is great!