

FALL 2019 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 2019 Fall were...

JA Edwards of America	WFO Construction	TCI Construction Company
Stellar	Live Oak Contracting	Haskell
RF-SMART	Dubo Roofing Company	HGR Construction
Baptist Medical Center Jax	Danis Construction	Call Construction
WW Gay	Apex Roofing	Faver Gray
Preferred Materials, Inc.	Dana B. Kenyon	Batson-Cook
David Weekley Homes	Lou Pontigo & Associates	Gulf Building
Providence Homes	Whiting-Turner Contrating	

Summary of Construction Industry Evaluations

	Excellent	More than Satisfactory	Satisfactory	Needs to Improve	Unsatisfactory	No Answer
Ability to work with all types of people	18	7	1			
Ability to think and reason logically	15	10	1			
Ability to understand and solve construction problems	14	8	4			
Ability to make sound economic decisions	14	4	7			1
Ability to communicate clearly and concisely, both oral and written	19	5	2			
Are computer literate and internet capable	20	4	6			
Knows and upholds ethical standards of the field	22	3	1			
Prepared for successful entry into the construction industry	19	4	3			
Potential to be a leader in the construction industry and in the community	15	7	4			
Overall Rating	18	6	2			

Observations and Conclusions

Some observations on the construction industry evaluations are:

- The students scored a majority of ‘Excellent’ in every category with the top skills being “knows and upholds ethical standards of the field,” “computer literate and internet capable,” “ability to communicate clearly and concisely both oral and written,” and “prepared for successful entry into the construction industry.”
- The skills that the interns could improve upon are “ability to make sound economic decisions” and “are computer literate and internet capable.”

Additional Industry Feedback

Improving the Intern’s Performance & Professional Growth

- Scheduling skills are key to assistant project managers. Microsoft Project skills recommended.

- Definitely would recommend field experience and scheduling exposure.
- Focus on attention to detail on all tasks. Be aware of how engaged you are during meetings, and how others may perceive you. Eye contact, posture, etc.
- Attention to detail and accuracy is key to accurate proposals.
- It is my firm belief, nothing is more valuable than field experience. This takes years. The student has amazing potential to succeed in anything he puts his mind to.
- We tried to provide the intern exposure to as many meetings, conversations, situations, and project related opportunities to learn as possible. We wanted him to see the interworking of design professionals, the construction manager, and our own internal hospital administration to understand the relationships and role of each in the project. We felt that in order for him to appreciate each of the project team member's roles he needed to see how they all interacted for the combined goal of the completion of the project.
- Continue with his education.
- Experience.
- Onsite internship to allow him more experience this is hands on to the day to day construction practices.
- The intern is an excellent student – honest, ethical, and conscientious coworker. He will be an asset and breath of fresh air in the industry.
- The intern has been a great asset to our team. An area where he can improve on is critical thinking. As a PM you run into problems daily. The ability to do great critical thinking is important.
- Don't be afraid to ask more questions. We are always here to help.
- Improve better organization around work structure.
- Keep notes. We are hiring the intern at the end of his semester and look forward to working with him, teaching him, and setting him up for a great career. Unfortunately, he will be moving to another project within our company, as I would like to keep him on all my projects.
- Great job!
- The intern excels at all assigned tasks, which are often more complex than entry-level or basic. The intern is well-prepared for the industry. Tim in industry will provide opportunity for him to continue his growth.
- The intern has accepted a full-time position with us starting in December. We've really enjoyed him working with us during the last few months. He fits in perfectly with our team.
- Great job learning and constantly improving during the internship. Attempt to solve problems yourself before engaging your team, continue to keep your great attitude, stay patient while solving problems.

- The intern is a fine assistant project manager. The best thing for his development is to continue to work hand-in-hand with skilled project managers to help fully understand all aspects of project management.

Improving the Internship Program

- Excel is major component with most companies. The more advanced Excel skills are the easier work becomes. Continued Excel use is recommended.
- Continued use of courses using Excel.
- I think providing exposure to different types of contractual relationships between contractors and an owner; design build, construction manager, stipulated sum general contract would be helpful if possible. Also, if an intern could be placed in an architectural firm office or with an owner/developer it would allow for experience other than with traditional general contractors. I believe students and graduates need to be aware of other employment opportunities within the construction industry.
- Continue to keep working with the site team.
- I think you are all doing a good job!
- Possible additional structure, maybe project to exemplify on the job skills via media so students grow from other students' experiences in a power point or video etc.
- Possibly provide some summary guidelines of what each intern needs to be exposed to – estimating, takeoffs, submittal review, change orders. Etc.
- Presentations are an avenue to show what one has learned during their internship duration. Along with showing what they have learned it can also provide an avenue to allow the intern to explain what they did and didn't like about the program. This can allow the company to receive feedback on how their program is received by the intern.
- We would like a schedule of due dates directly from UNF in advance of the semester so we can timely respond to internship requirements.
- UNF has a great internship program. Continue to push your students and grow.