

Summer 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 in 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 Summer were...

ACE Services, Inc.	Felco Electric	Live Oak Contracting
AllState Construction	FINFROCK	Manson Construction
Batson Cook	GL Homes	Marand Builders
Brasfield & Gorrie	Haskell	Mastercraft Builder Group
Canaday Construction	HGR Construction	MetroPower
Carlton Construction	Hubbard Construction	Miller Electric
Coastal Construction	Hurd Construction	Pave Builder Design
Continental Heavy Civil	JA Fielden	Pellumb Sadikaj Inc.
Danis Construction	J. Raymond Construction	Quick Tie Products
Dawson Solutions	KAT Construction	Stellar
East Coast Construction	Kokolakis Contracting	Summit Contracting
		Superior Construction
		Whiting-Turner Contracting

Summary of Construction Industry Evaluations

	Excellent	More than Satisfactory	Satisfactory	Needs to Improve	Unsatisfactory	No Answer
Ability to work with all types of people	32	8	1			
Ability to think and reason logically	23	15	3			
Ability to understand and solve construction problems	14	18	8			1
Ability to make sound economic decisions	17	15	8			1
Ability to communicate clearly and concisely, both oral and written	24	13	3			1
Are computer literate and internet capable	33	8				
Knows and upholds ethical standards of the field	31	7	2			1
Prepared for successful entry into the construction industry	23	10	6			2
Potential to be a leader in the construction industry and in the community	23	11	4	1		2
Overall Rating	26	13	1			1

Observations and Conclusions

Some observations on the construction industry evaluations are:

- Overall, the interns scored majority in the 'Excellent' to 'More Than Satisfactory' range of every category. The students scored the highest in computer literacy, ethical standards, and ability to work with all types of people. The areas that need the most improvement are the ability to solve and understand construction problems and the ability to make sound economic decisions.

Additional Industry Feedback

Improving the Intern's Performance & Professional Growth

- Continue to gain experience reviewing construction/engineering drawing/plans
- Consider taking contract law course

- Continue working with Excel and Bluebeam and consider taking an “advanced skills” course for Excel
- More in-person interaction with Owner and Engineer on next construction project (restricted heavily by COVID).
- Continue to develop your network in the industry by maintaining contacts with subcontractors, supplies, and other professionals within the industry. These will continue to be useful and necessary as you progress throughout your career.
- Leadership – this internship did not offer an abundance of leadership opportunity, but this is an area that should be looked at and worked upon.
- The intern is now ready to gain exposure and experience in the field! He needs hands on experience making decisions in time sensitive and cost sensitive environments.
- Continue to gain experience in the industry.
- It has been an absolute pleasure having the intern as part of our project team this summer. From day one, the intern came in ready to work and complete any task given to him. Only thing I would suggest to the intern going forward in his career in the construction industry is to ask more questions and challenge himself by being in uncomfortable situations. Comfort can lead to self-absorption, boredom, and discontent. You can either be comfortable and stagnate or you can stretch yourself – become uncomfortable – and grow. Choose the latter. “All growth depends upon activity. There is no development physically or intellectually without effort, and effort means work.” – Calvin Coolidge
- The intern has met our expectations for the intern level and has all of the tools to step into the construction industry as either a field engineer or project engineer. I didn’t put excellent for any item because there is always room to grow, but the intern has shown that he is willing to make those progressive steps as he gains experience in this line of work.
- All improvements are related to lack of field experience which will only improve overtime through time spent on the job.
- The intern continues to show growth as his time continues at our company. I believe the past few months have allowed the intern to grow his communication skills better as some of his peers and supervisors have been working remotely. As our company carries out projects nationwide, the ability to communicate with others without being face-to-face is a critical skill to master. The intern should seek to continue developing and growing this skill through clear and concise communication as well as continued updates and follow-ups with supervisors and vendors that he is assigned to.
- The intern has done a great job at follow up and confirming when tasks are complete. The intern continues to do a great job of keeping track of multiple tasks and prioritizing them as necessary.
- The intern has done a wonderful job for us in the Orlando VDC department. We hope that another semester working with our Operations team will provide him more

construction experience and knowledge to assist with the VDC process. Continue to build relationships with your project teams. Excellent job this semester.

- Need to work on the overall character, improve on decision making and general development, be more expressive, more outgoing. Excellent attitude, still need to get field experience to resolve issues at field on the best cost and time effective manner.
- Continue the excellent workmanship and professional attitude.
- The intern was an asset to us this summer and we sincerely hope that we were able to help him as well, pursuing his goals of becoming a residential home builder. He has the aptitude to do very well in this industry and we look forward to seeing him continue to grow. In regard to improving performance/professional growth, the only suggestion I can offer up, is that at some point before he graduates that he take the opportunity to participate in a communications or business writing course. Not that his communication skills were lacking, but need just a little refinement, it would most certainly serve him well.
- The intern has done several internships with our company and has a great understanding of his job description. He doesn't hesitate to ask questions whenever he is faced with new challenges. The intern is on a clear path to become a great project manager upon completion of the construction program at UNF. Always keep in mind that communication is a huge part of our business. Never hesitate to pick up the phone to speak directly with clients when anything is needed. This helps build and improve the working relationship with each of the subcontractors and clients which is invaluable to the success of projects.
- The intern has a fantastic attitude in the workplace. She remains positive and is constantly searching for new work upon completion of her tasks. She is extremely capable of completing the tasks requested of an intern. She shows good business acumen, punctuality, and strong interpersonal skills. Her competency with tasks will increase as she becomes more familiar with the processes and as she increases her overall knowledge of the construction industry. As she continues to learn during her internship, she will develop skills to rely upon for making economic decisions. She exhibits a solid work ethic and displays the qualities that we look for in graduates for long term employment.
- Learn something new everyday.
- As the intern gains more field experience he will need to start anticipating potential problems and looking forward in the construction schedule so the homes stay on track.
- Engaging with the project manager more when on site. Reviewing scopes of work for subcontractors.
- Keep gaining experience in the field.
- The intern is great with the hands on part out in the field, but I do recommend that he starts learning the estimating side of the business.
- Stay focused on organizational skills

- The intern is an excellent student and will be a great asset to the industry.
- The intern's performance and growth has increases exponentially! I look forward to her continued growth in the construction field. As long as she stays positive and approachable as well as open to change, she will do well!
- Keep striving to expose yourself to new experiences and different types of work and try to absorb what you see. Be willing to go outside your comfort zone and don't be afraid to speak up about what you want (respectfully of course). The construction industry uses a multitude of means, methods, techniques, processes, etc. and one of your most valuable tools can be prior experience. It's good to be great at one thing but a well-rounded engineer can be valuable on almost any project. Take notes (memories fade), keep documents you've worked on (it can give you something to start with and build on next time rather than starting from scratch), and take pictures! I am a photophile myself and cannot count the number of times a photo has helped me to remember, to explain, or to prove something. The intern did a fantastic job on a very complicated construction project and was able to handle several important and intricate tasks; He outperformed more than one of our seasoned field engineers that have several years of experience.
- We enjoyed having the intern! Only comment/suggestion is to take more initiative.
- #1 experience #2 Larger projects field experience.
- The intern has grown a lot over the past few months with our company. Happy to have him join the team.
- The intern has consistently had a positive impact on the day to day activities in our company's management of construction contracts on site. While he has often had tasks assigned to him that are outside his previous experience, he continues to push forward and attempt to work through things on his own before reaching back for clarification or assistance. For improving his performance and professional growth, I would suggest he continue down the path he is on. While he has plenty to learn in regard to the real world execution of the work, should he continue to grow as he has during his time here I fully expect him to have a successful career in construction management.
- Comments in regard to the intern are based on the past observations and experience while in the office and in the field during this internship period. The intern has shown true professionalism while interacting with clients, the desire to engage and learn multiple aspects of the construction trades, management and processes. A continued desire to grown and learn all aspects of the construction industry; maintaining awareness of and participation in the evaluation processes in the design and implementation of all things construction will prove to benefit the intern's future career.
- Doing well. With all interns in construction, experience is the key, that only comes with time. The intern has worked in the field and is now gaining valuable management experience and will be in a good position of experience when he graduates.
- The intern worked with me on a project specific to market research, which the goal was to determine best location to expand our business. His task included learning about

automation, scrubbing our current list of customers and expanding our customer base by finding “like” companies and/or industries which our automation team could successfully engage these customers for business opportunities. The intern completed his objectives and provided good information which is now being used in market study to understand where our customers are, the business they are in, and where best we could start an operation with a large customer base.

- Continue to grow and learn all aspects of both the construction and business processes.
- The intern’s performance, professional growth and development during the internship program have been excellent. With limited construction experience prior to commencement, he has retained and applied learned information quickly and effectively beyond expectations. Areas for improvement are minimal and are expected to naturally develop with increased exposure and experience within professional situations. Very pleased with the intern’s contributions during his time at our company.
- The intern has displayed a strong desire to learn all aspects of the building industry while creating and growing relationships with various types of clients. He has drastically improved his communication skills with vendors, subcontractors and construction managers in the field over this internship and I feel he has developed some strong professional business skills. We hope he goes on to provide his skills in the industry successfully.
- I am unable to answer the final two items under the evaluation section due to the minimized time and reduced interaction I experienced with the intern because of COVID related illness. For the time that I did spend with the intern I observed him to be a very personable and pleasant person to be around and I believe he will be able to use those characteristics in a leveraged manner to benefit himself in the construction industry. However, despite the best of personalities, it is critically important to communicate clearly, frequently, and in a timely manner. All of which the intern has room for improvement. During the intern’s time away from the jobsite there were periods that I would not hear from him for extended durations and frequently only when I pursued communication with him. Overall, the intern performed in a satisfactory manner for the time he was able to spend at our company.
- The intern will be staying on as an intern after this semester and has learned a lot about the industry in his time here. I look forward to him learning more about applying everything he is learning to actual construction in the field. He is the senior intern at the company now and will be taking on more responsibility training new interns and making sure tasks are completed correctly and on time.

Improving the Internship Program

- The program should incorporate more structural engineering exposure. With the complexity of newer styles of buildings, the old means and methods are becoming outdated.

- Include a 'basic building practices' sign off sheet where the intern visually experiences all basic means/methods of construction. 1. Concrete 2. Framing 3. Drywall 4. Paint 5. Steel, etc.
- Introduce more blueprint reading courses and scheduling classes.
- COVID-19 has changed the landscape of the intern program, but the online courses have helped from coverage standpoint on site.
- The surveying course would benefit from more exposure with the equipment and finding ways to get students more time on active jobsites in various niches of construction.
- The reports were a great way of keeping track on how well the intern was retaining information from his VDC experience.
- The program is great. I don't see any problems.
- We all believe in the internship program as an essential piece of the Construction Management program. Only improvement that we would offer up is perhaps a little more interaction opportunity between ourselves and the school to help benefit the student. Perhaps a mid-point check-on with each other to discuss the intern's reports back to the department and any opportunities for both the employer and intern to make adjustments in the internship.
- Better communication between the school program and the employer to provide the student a more structured learning experience. Provide clear ideas as to the expectations from the school program on the items that the student should be exposed to during each internship.
- The intern started her internship with us this summer without much construction knowledge and without taking any core construction classes at UNF. Throughout her term she has shown an eagerness to learn, a willingness to contribute, and excitement for her future career. She has grown tremendously and is a key component of our project team. The intern has been quick to take on responsibility and is able to think independently without much direction, despite her lack of formal construction education. I hope the intern continues to learn this summer and returns to our company in the future.
- Do not allow summer classes for construction students. Stage all classes in a more formalized block, therefore students know their classes and when they are taking them in relation to how long they are in school. For instance, taking Construction Materials in their first semester and taking Estimating in their second. Estimating II, Capstone, and Scheduling could all be in final semester once they have built a solid foundation with lower level courses. It should not be up to the student to understand what classes should come first. If the students did not have internships, they would be lost when selecting which classes to take when.
- Get involved in the construction community as much as possible.
- Direct open communication regarding focus areas for student learning would be a key benefit to us all.
- It was great having the intern available to work on our project.

- From our company's standpoint, we need to have a better training/orientation for our interns and are working on that.
- No real contact from college during internship.
- Add a bring your boss to class day to the schedule.
- The program is proving to benefit those learning the construction trade and will aid in long term success of those studying the profession.
- Allow more adjunct teachers by not requiring a master's degree to teach.
- No comments for improving the internship program at this time. Program requirements are professionally and effectively administered.
- The internship is great for the student to get hands on experience and apply what the student learns in a classroom setting in the real world.
- I am excited to see this program improve year over year as we plan on continuing to grow our internship program. The one area that I know the program will continue to work on is more site visits and practical application of course work in the field. I also look forward to more student exposure to all the construction fields and positions that are available in the industry.