

FALL 2016 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 2016 Fall were...

Haskell	C.C. Borden	Cal Atlantic Homes
Petticoat-Schmitt Civil Contractors	International Management Company	Commercial Construction Services
BASF Wall Systems	Tom Barrow Company	Final Touch Unlimited
Charles Perry Partners Inc.	Baptist Medical Center	Archer Western
Superior Construction	Acorn Property Holdings	Milton J. Wood

Summary of Construction Industry Evaluations

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

Observations and Conclusions

Some observations on the construction industry evaluations are:

- The majority of students performed “excellent” or “more than satisfactory” in all categories showing strength in a broad spectrum of skills.
- The strengths noted in the students’ performances are “ability to work with all types of people,” “computer literate and internet capable,” and “knows and upholds ethical standards of the field”.
- Although the majority of students ranked above average in all categories, the lowest rank of “satisfactory” was in the area of “ability to understand and solve construction problems.”

Additional Industry Feedback

Improving the Intern's Performance & Professional Growth

- Intern will be a great addition to our full time staff and has a bright future in the construction industry.
- The student has a great future in the construction industry. He is quick to learn new processes and apply them to his work. He has a much better understanding of the construction industry than most of his peers. To progress in growth he needs to continue gaining experience in the field. We enjoyed having the student intern for us.
- More onsite project experience, continue to develop professional writing skills, continue to develop your office construction management skills and learning a company's system (all are similar). The more you get involved the more you will learn but there is a happy middle ground to balance family life with work life.
- The student was based in our office and in our Purchasing Department. This gave him exposure to multiple aspects of the residential construction industry. Although we provided some time in the field with the construction team, it would benefit the student as a future construction professional to get more field exposure.
- The student shows good reasoning and problem solving ability. He also has an excellent work ethic, he stays busy and gets things done. I would encourage him to be more confident in his decision making. He has been an asset to myself and our company and we look forward to his continued growth with us.
- Work on people skills
- The student's only area of improvement is her need to continue to learn and understand the heavy civil industry. However, her ability to learn and grow are also one of her strongest traits, and the reason our company has committed to investing in her future with the company.
- The student will achieve improvement and professional growth with experience.
- 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.
- It was a pleasure to have the student intern with us. He is very smart and eager to learn. I believe with a little more experience in the field, the student will become an important asset to our company. We are looking forward to him continuing a career with us.
- Focus on details and continue to develop exposure to additional construction project activities (such as mechanical and equipment setting in addition to carpentry). The student has tremendous perseverance and willingness to tackle new assignments and tasks. He has developed a strong sense of urgency to document project change orders and follow through for issue resolution, utilizing a calm tempered demeanor.

Improving the Internship Program

- Allow/offer students more options for class times. Currently the student's other classes are during the work day cutting his available time to work. He manages his time very well and tries to set classes at night or online but none are available.
- Continue to have class scheduled in afternoon to evening, this allows folks to be able to work part time.
- Improving the CM program in general would improve the internship program. The program would strengthen with more permanent professor positions, obviously controlled by funding though.
- It may be helpful for interns to also spend time in the field with a project superintendent in order to become an effective project manager. It is valuable to spend time on an active project to see first-hand the construction activities of the type that he or she will one day estimate and manage.
- Invite internship sponsors to participate with on campus/program related presentations and events.
- Our only recommendation would be for the program to continue to send more quality candidates our way. We have had great success with the interns to date and want to encourage the program to grow and continue.
- 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.
- The internship program is a vital part to a successful education and career. I feel that your program has done an exceptional job in preparing your students with the necessary skills that they need to have a successful career in construction.