

## **SUMMER 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 Summer were...

Danis Construction	Commercial Const. Serv.	Surely Safe
Stellar	MAER Construction	SCC Group
TCI Construction Company	Haskell	Pulte Homes
Ajax Building Corporation	DR Horton	Batson-Cook Company
Miatt Construction	Xeye Inc.	Superior Construction
Marand Builders	Auld & White	Delta Engineering
CC Borden Inc.	Baptist Health	JB Coxwell Contracting
F&G Construction	Whiting-Turner Contracting	Island Site Development
DPR Construction	Hensel Phelps Construction	Superior 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	26	5				
Ability to think and reason logically	22	8	1			
Ability to understand and solve construction problems	12	15	3	1		
Ability to make sound economic decisions	14	13	3			1
Ability to communicate clearly and concisely, both oral and written	19	12				
Are computer literate and internet capable	26	5				
Knows and upholds ethical standards of the field	20	9	2			
Prepared for successful entry into the construction industry	21	5	10	1		
Potential to be a leader in the construction industry and in the community	21	9	1			
Overall Rating	21	9	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.
- Ten students received “satisfactory” in being prepared for successful entry into the construction industry.

**Additional Industry Feedback**

*Improving the Intern’s Performance & Professional Growth*

- The student is starting to work in the field which will allow observation of construction means and method. She will grow valuable knowledge.
- More hands on experience will continue to grow the intern in the construction industry
- Work on being proactive not reactive

- Continue to stay involved in all phases of construction projects from estimating to project management
- The student has the charisma to be a solid leader in any area of the construction industry he decides to pursue. As with any other profession, experience and exposure to multiple projects will enhance the student's skill set. The student will be a great asset to any organization.
- The construction business is ever growing and changing. Even though the student excels in every aspect of his personality and work ethic, time on the job is the only way to fully be able to answer or problem solve everything a construction field manager will deal with. The student is well on his way to being a great field manager.
- Continue experience from start to finish in major project.
- A fine young man, only lacking trait would be experience which is to be expected, should be considered one of your brightest stars.
- The more students can be exposed to the processes of a construction project prior to their internship, the better it will suit them for being prepared to perform in the often demanding atmosphere of construction management. Specific examples include exposure to project scheduling, Contractor action items, relationships between Owner, Architect and Contractor, document tracking and change management.
- The student needs more time working in construction, both in the field and in the office.
- The student is a great team player and we were happy to have her on our team this summer. She will succeed wherever she goes.
- The student has a sharp mind and is a quick study of all things construction. He is not afraid to get his hands dirty in the field, oversee project sites or delve into estimating software. Once the student learns the scheduling program (Primavera) he will be able to understand the urgency of the projects. With experience, the student will become more sure of himself and able to assert his opinions and directions to workers in the field.
- During the student's time here as an intern his performance was more than satisfactory. He demonstrated the skills necessary to succeed in the construction industry. He took on tasks that involved problem solving and was self-motivated to figure out the answers. If he couldn't or didn't know the correct path to take he would ask for assistance. This not only showed drive but also the ability to know when to ask for help. He had many interactions with peers, subcontractors, vendors, engineers, architects and owner representatives. He always presented himself in a professional manner. He also proved to be a quick learner. The student's continued success and professional growth within the construction industry lied only with him continuing to demonstrate the abilities he has shown during his tenure here.
- The student has been a wonderful addition to the Superior family. Her natural intelligence and self-motivation have been key factors in her development and continued growth. She exhibits the traits necessary to be successful in this industry and will have a long, rewarding career ahead of her.
- The student has done a good job for us. The program and the student's prior work experience have been obvious in his performance as an intern. He will do an exceptional job at representing the University of North Florida and the caliber employee they are capable of producing and preparing for the construction industry. Thanks and keep up the great work!

- The student has a great work ethic and a real interest in construction. I recommend that he continue to work on his communication and leadership skills.
- The student is at the appropriate level for his internship.
- The student does an excellent job for us. The student only needs more experience that he will get through continuing to work in this field.
- Continuous exposure to all aspects of project management, continuing formal and job specific training, increasing responsibility on projects (being responsible for more scope on each project).
- The student is always professional and informative when it comes to operations.
- The student has demonstrated he is willing to work with a sense of urgency and focus toward finding amicable solutions to common work place challenges. This skillset continued over his career is the type of character trait that will be recognized by his employers as a valuable asset.
- There was not an issue with the student, but it's always a good practice to keep track of your tasks, and manage your time for completing the tasks properly. Communication skills are good, but everyone has room for improvement. Communication is key for success in construction management. Continuing learning of construction practices, overall construction knowledge, and new technology on construction. Materials, tools, equipment, and technology change every year. Make sure to keep up with the latest trends and practices.
- The student's attitude and ability to communicate well will be his greatest asset as he enters the construction field. He needs to invest his time in a continued development of his construction experience "field time" in as many different methods of construction as possible. The biggest area of growth for the student is definitely experience. One additional developmental note for the student would be to develop as a self-starter, those who are able to find ways to contribute in the absence of direction. The student did a good job when provided direction, however could grow in this area.
- I suggest the student stay active in program activities and look for a part time job at a local firm to continue gaining on-the-job experience. She seems to have a good head on her shoulders.
- The student was very willing to learn and attempt any task that was asked of him. He was very helpful with day to day operations that are important and require completion. He was pretty thorough in his work. When what he was working on was reviewed, it was accurate. He was tasked with a lot of takeoff, quantifying, plans reading, measuring, and daily data input of these things. We are in the process of implementing a new tracking software using iPads for the field personnel and he played a good role in assisting the guys with this. I also had the student make field visits to verify the procedures of various operations and also to perform routine safety inspection. I would encourage him to continue to be eager to learn and take initiative to be involved and understand the industry.

#### Improving the Internship Program

- I believe a better understanding on what the intern has been taught and also what the expected end results should be.
- The more hours spent in the office, the more experience achieved.
- Reach out to smaller local firms and build relationships with them

- The internships are a great way to expose students to real world applications and to provide them with some experience. One improvement would be to extend the internship duration. It takes 3-6 months for someone to get up to speed with procedures, process, etc.
- We have appreciated and enjoyed working with the student over the past 13 weeks. At this time there is nothing that we can suggest that should change about the UNF internship program.
- Offer more learning opportunities for students to be exposed to the processes of a construction project prior, as described above.
- We were happy to be a part of this program.
- Our company has had many successful outcomes and relationships as a result of this internship program. Please continue to facilitate this program and rely on our company as a partner in the programs and students' growth.
- Allow interns to work with and learn from actual craftsmen. This gives them real perspective, not just classroom theory.
- I believe the internship program needs little improvement.
- From our perspective, UNF does an excellent job of preparing students for the construction world.
- Increase student exposure to industry professionals, increase focus on project scheduling, take students to site visits to active projects
- Interns should consider working for hospital construction departments to understand the owner's perspective relating to construction practices and coordination within the healthcare setting.
- DPR has been pleased with UNF's intern program and will continue to work with the program moving forward.
- In speaking with the student, a lot of the things that we had him doing he had mentioned that he had classes on it. He was assisting me on very large projects that I am working on so the scale of things was much greater than what he may have been learning in the classroom. We discussed the importance of the things that he was doing and the effects. I believe it assisted him in understanding. I believe the background from the classroom assisted him in being prepared. I am a firm believer that the more hands on something is the better it will assist in the learning process and being prepared. I would continue to encourage the internship program so it assists the students in preparedness and choosing the right career path for the individual.