

SPRING 2017 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 2017 Spring were...

Stellar	Charles Perry Partners	Brasfield & Gorrie
International Mgmt Comp.	Archer Western	
Danis Construction	CEM Builders	
Baptist Health	Arcadis	
Marand Builders, Inc.	FaverGray	

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	3	11	1			
Ability to understand and solve construction problems	3	6	5			1
Ability to make sound economic decisions	3	4	8			
Ability to communicate clearly and concisely, both oral and written	5	6	4			
Are computer literate and internet capable	9	5	1			
Knows and upholds ethical standards of the field	8	4	2			1
Prepared for successful entry into the construction industry	4	11				
Potential to be a leader in the construction industry and in the community	5	8	2			
Overall Rating	6	7	2			

Observations and Conclusions

Some observations on the construction industry evaluations are:

- Overall the students scored between Satisfactory and Excellent in all categories.
- Students scored Excellent or More than Satisfactory in: Ability to work with all types of people, Ability to think and reason logically, Computer literate and internet capable, and Prepared for successful entry into the construction industry
- Student scores were more evenly distributed in: Ability to understand and solve construction problems, Ability to make sound economic decisions, Ability to communicate clearly, and Potential to be a leader in the construction industry.

Additional Industry Feedback

Improving the Intern's Performance & Professional Growth

- The only issue that has come up is the student's timely and professional responses with his professors at the University. We discussed this with the student and I think he has learned the importance of responding to requests of others, regardless of their position.
- Continuing improvement will take place as intern grows within the industry. Core soft and technical skills have been demonstrated.
- The student is doing well and will benefit from additional field exposure.
- Practical Experience working with a GC, the internship gave opportunity to see things from an owner's point of view and the student got to interact with two different large contractors. The student needs additional field estimating and project management experience.
- Be slightly more productive, improve plan reading, get onsite more, organizational skills
- The student has a great work ethic and willingness to learn. He also has the drive to continually ask for more responsibility and take on more work to learn the entire aspect of the office side of the industry. As with any young professional, he just needs more experience in the field to put the whole picture together. That experience will come with time and exposure. I have no doubt that with the student's drive, he will thrive in this industry.
- The student has done an excellent job. He should work on learning to anticipate next steps in tasks assigned and be proactive in finding solutions. As his experience grows and he gains exposure to the construction field, it will help hone his skills and continually develop his work ethic for the future. The student will make an excellent addition to our team and his diligence and organizational skills will serve him well.
- Focus on details, field experience, be open to all tasks
- Continue to focus on details, keep positive attitude, get field experience
- Very good program – really fits our need. Interns need more people contact outside the college world.
- Given the student's current status as a student, he has performed to the level as expected. He has a willingness to learn and give new tasks a try. He is good at finding information within the resources provided, and makes educated decisions relating to information that is not provided. Able to accept constructive criticism, which will serve him well as he grows in his career. His communication is on track with where he is within his career. As he gains more experience both in and out of the field, he will find his ability to communicate industry information will become easier. The student should continue to be exposed to different construction projects to obtain a well-rounded understanding of a project from conception to completion. Continuing to interact with contractors and clients through verbal and written communications will allow him to enhance this

increasingly important skill. Gaining additional experience will ensure the student flourishes into an effective leader within this industry.

- Continue to work on being assertive and reporting back on the status of tasks.

Improving the Internship Program

- I believe the internship program works very well. We have enjoyed working with many students over the years.
- Review various types of insurances of related laws, review Florida Lien Law
- Focus on a well-rounded experience, need exposure to field, estimating, and project management, working with a general contractor might provide a more hands on approach.
- I can't stress enough the need for a flexible schedule offering. Most internship programs in school are your Junior and Senior year. And the experience gained with an internship is invaluable. By only offering classes in the middle of the day and 4-5 days a week is detrimental to the intern's future. They are forced to choose between going to class to graduate on time or severely reduce the time at their internship. Neither of which is beneficial to the students overall future success.
- Keep working on technical writing, require one report and site visit, emphasize a good and willing attitude
- Technical writing is improving, keep it up. Emphasize always be positive and have a willingness to be open to new activities. Have/require at least one report on a site visit.
- Send us more! They are very good in team leadership but should be able to work more hours.
- Site visits to a variety of construction projects would increase the student's awareness and experience level.
- I would suggest having some outline of topics to make sure they are exposed to that, will help ensure they get a complete experience.