

## **SUMMER 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 Summer were...

Ajax Building Corporation	CSIRA Design Build Inc.	Stellar
American Electrical	Danis Construction	Summit Contracting Group Inc.
Arcadis	DR Horton	Superior Construction
Archer Western	Duval Asphalt	The Nassal company
Atlantic Coast Asphalt	Haskell	Trevett Building Systems
Baker-Klein Engineering	Hubbard Construction	Turner Construction Company
Batson-Cook Company	Ivey's Construction Inc.	W. W. Gay Mechanical Inc.
Bee Tree Homes	J. Raymond	
Benko Construction Co. Inc.	LandSouth Construction	
Charles Perry Partners inc.	Mattamy Homes	

## Summary of Construction Industry Evaluations

	Excellent	More than Satisfactory	Satisfactory	Needs to Improve	Unsatisfactory	No Answer
Ability to work with all types of people	25	14	1			
Ability to think and reason logically	18	15	7			
Ability to understand and solve construction problems	16	8	15			1
Ability to make sound economic decisions	12	11	14	1	1	1
Ability to communicate clearly and concisely, both oral and written	22	9	6	3		
Are computer literate and internet capable	30	7	2		1	
Knows and upholds ethical standards of the field	27	11			1	1
Prepared for successful entry into the construction industry	18	13	8			1
Potential to be a leader in the construction industry and in the community	22	10	6	1		1
Overall Rating	21	14	4			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

- Continue to ask questions and volunteer for additional work to learn all aspects of the project.
- Keep that willingness to learn new things and eagerness to accept new challenges.
- More actual construction experience.

- Tardiness arriving on the job site on time seemed to be an issue with the Intern.
- Very polite and accommodating working with co-workers.
- Actual construction knowledge of building materials, building codes, use of spreadsheets, and scheduling software would be very beneficial to intern.
- Knowledge of drawings and building specifications interpretations with the ability to apply in field would be helpful to intern.
- Needs to spend a little more time reviewing and understanding plans, overall very willing to complete task given to him. Has good knowledge of basic construction concepts.
- Smart and a great thinker/problem solver
- He dealt well with a variety of personalities around the office.
- He is detailed, precise, and accomplished tasks on-time.
- He looked for things to do instead of waiting to be told.
- Eye contact, direct verbal communication and confidence need work.
- Still young, but needs to always focus on leadership skills and assertiveness.
- Exceeded expectations by wanting to learn all aspects of a project manager's position.
- Spent time onsite and in the office learning what all is involved being a project manager.
- Spent time with the Site Superintendents, Site Safety Officers, and QC Managers so he could learn firsthand what it takes to manage a job from start to finish.
- Needs more experience in the field.
- Has a good grasp on what he has to learn in order to be successful in the construction industry.
- Great intern, very eager to learn and do more, self-motivated and took great initiative to learn.
- Worked good with the team on the project interacting both with management and field personnel on a regular basis.
- When given tasks she worked hard to accomplish the tasks quickly and accurately.
- Continue to interact directly and ask lots of questions.
- Continue to focus, learn and adapt to environment.
- Keep asking questions and finding solutions to problems as they arise.
- Overall and excellent employee.
- Slow down and think through his decisions. He is very high energy and just needs to better focus that energy.
- 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.
- 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 to enhance this increasingly important skill.

- Gaining additional experience will ensure the student flourishes into an effective leader within this industry.
- Have them run through an AIA G702+G703 form exercise
- Has been a pleasure to work with and I can see him doing well in this industry.
- If he continues to learn the Heavy Construction field I believe he will go far within the company.
- There are many different aspects and regulation when it comes to working for the FDOT and the only way to learn is from reading the specification and seeing things first hand.
- The student has the opportunity to improve his knowledge in the requirements of a complete construction project. He has been exposed to many aspects of the proposal and development of a project. The next step in his internship will be the construction stage and field procedures.
- Continued exposure to real world applications will ready the student for the next stage of his developmental training.
- The student's performance during his internship certainly exceeded my expectations. With initial direction, general guidance, and defined results, he was able perform many tasks and operations proficiently. He was able to execute them with his learned or natural ability, innovative thinking, and pertinent questions. He takes on tasks with confidence, determination, and persistence to get the jobs done to completion. He is able to communicate clearly and concisely during open discussions, when asked explain specific matters, or on a variety of topics. He was also able to adapt, improve, and expound on existing technology currently being used by our company.
- Whether through experience and/or academia, the student has a unique understanding of building components and the building process. Upon completing his education at UNF and additional work experience, he has the ability to excel and become a leader in the industry.
- Needs to keep visiting the field to observe means and methods of construction
- Needs to start learning to understand the 'why' behind the operations. I would like for him to start getting an idea of the cost management of the project
- The student needs to continue developing his relationships with vendors
- All that is needed is more time in the field, working with other trades to fully understand what is needed to complete the task at hand, and the ability to foresee what needs to happen next.
- The student should continue his current path and keep striving to watch and learn from all the working trades so that he gets a balance of knowledge for all aspects of the construction industry.
- As the student continues to take construction classes his ability to work at the company will give him tremendous practical and hands-on experience. This will make him ready to work in the construction management field.
- The student has excellent drive but could use more field experience
- Take an extra moment after writing for additional self-editing and critique to make sure spelling and grammar are spot-on
- Verbally interacting with subcontractors and vendors, in order to get the desired response/action.

- Taking the initiative to fully understand/research the task at hand, in order to confidently carry out the task. In other words, being prepared to handle questions conflict as they arise.
- Work on providing clear, legible and understandable written work, in order for his supervisor to easily confirm the work's accuracy (quantity take-offs). Show all work/calculations in a logical, systematic manner.
- Takes direction well, continue to ask questions and seek understanding
- Be more assertive with peers including subs, comes with comfort of being on-site and knowledge
- Focus on being more of a self-starter, identifying and attacking problems
- Stay positive
- The student exhibited a strong knowledge of basic construction fundamentals. He possesses the intelligence, personality and work ethic to succeed in this industry. With gained experience, he will have a long and successful career.
- If I could give one piece of advice it would be for the student to be more confident in her own abilities and I would encourage her to enter into a toastmaster class or to take additional public speaking classes. If the program offered programs in a round table type environment where students open dialogue took place, such as a Harkness Table. I think those skills would help aid her in verbal articulate her ideas.
- Take assigned tasks as a learning experience. Even the most menial task will help in your career
- Understand that an internship is an extended job interview. Always understand that everyone provides review/oversight on interns.
- Follow up and follow through were a big one but has made huge leaps. I think it was concern on making a mistake. The student has grown a lot over the past month now that he is settled in, when I was asked to extend his intern I didn't hesitate, he is a very smart person, he will go far if he wants to as a leader. I think with as smart as he is, he should learn more of this side but then get in a project management roll.  
The student needs to be more aggressive in the field, one example is taking more photos and sending out to the subs to try and make them correct the issue instead of coming to me or one of my other assistants. I treat him as an assistant and want to take on the roll to be able to answer the questions, if you make a mistake, ok I made a mistake we correct it or he corrects it and we move on.
- The student was very good at following instructions, but would often wait to be told what to do next. By taking some initiative of his own, he could be a much more productive and efficient worker.
- Developing and improving his problem-solving skills would provide him with a solid foundation for being able to overcome any issues that arise in the field independently and without having to ask for assistance each time. This is a skill that he could certainly develop with more experience and knowledge.
- Student picks up everything fast, pays attention coming back from each department he used what he learned to apply it in the field...I know this growth will come in time. Maybe studying each phase and knowing what inspections are coming up and prepping for them. He did call in the inspections and walk with the inspector and review the plans. But forecasting ahead would be a good thing to look at. I know that will come with time

in the field and once he finds his own system will be better, that's something he can work on.

### Improving the Internship Program

- An improvement for the internship program would be to offer better class hours or more online courses to allow the interns the vital opportunity to work a full day/week. When interns are only able to work 10-15 hours a week they cannot be counted on for critical tasks thus are not fully integrated into the project team and only learn the mundane tasks. When able to be there 25 or more hours a week, they can become an integral part of the project team and learn more of the inner workings of a project. That would in turn, provide them the skills to jump right in once graduated and hired by a construction firm.
- In my opinion the only thing could be done is more time in the field.
- Intern should be able to process equations for calculating material take-offs.
- All construction internships should be requiring, at least two years of field work prior to receiving any degree in construction.
- Construction processes for handling construction documentation, submittal's, RFI's, RFQ's, and construction work flows of production would greatly help the interns in the future.
- Knowledge of basic Building codes to both commercial and residential projects, and the ability to interpret IBC codes and apply the knowledge in the field.
- Keep sending me interns directly so I don't have to go to the career fair to find them.
- Internship such as this allows for an individual to make a determination as to what direction or career path they would like to pursue, as there are many avenues.
- Provide more clear instruction, up front, on the expectations of the employer so we can be a bigger part of this program
- Site visits to a variety of construction project would increase the student's awareness and experience level.
- Have them run through an AIA G702+G703 form exercise
- Make the process of finding other qualified Construction Interns more efficient.
- We are currently searching for two addition interns and the method that Scott Curry recommended has not produced any candidates.
- I would suggest that the first writing assignment include the expectations of the internship.
- The student should express the areas of knowledge that could use improvement. Similar to a modern performance review.
- Is the student is representation of the product of UNF, I offer my compliments to you and the staff
- Need to have a class where construction sequences are shown.
- Keep doing your curriculum; we get more employees from this program at UNF than any other source.

- Reassure students to come with one topic they want to learn about which may or may not have direct relevance to their on-site duties
- We were very impressed with the program and we sincerely hope that you will send more experience interns our way. I would really welcome the opportunity to discuss with your organization all the beauties of being in the remodeling industry... We are in need of young, progressive thinking, ambitious, knowledgeable individuals who want to grow with us and help us continue to shape how remodeling is handling here in North Florida.
- I was very impressed with the overall structure of the internship program. I think that the program did a good job with their selection of students. He and the other interns that I met were very professional and eager to learn.
- It is hard to get them exposed to certain steps in the field. I know there's not a solution per say. Because the diversity is needed, but this particular instance he missed a few key inspections and moving the building he was working on forward because he was scheduled to be somewhere else.