

## **FALL 2018 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 in1 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 2018 Fall were...

Live Oak Contracting	Stellar	Moore Electric
Haskell	Whiting-Turner	Quick Tie
Habijax	Gary Rodgers Plumbing Inc	Bold Homes
Gulf Building	Danis Construction	Auld & White
Allstate Steel	FaverGray	Hurd 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	13	10	1			
Ability to think and reason logically	8	14	2			
Ability to understand and solve construction problems	6	13	4	1		
Ability to make sound economic decisions	5	8	10			1
Ability to communicate clearly and concisely, both oral and written	7	13	3	1		
Are computer literate and internet capable	14	7	3			
Knows and upholds ethical standards of the field	14	7	2			1
Prepared for successful entry into the construction industry	9	12	3			
Potential to be a leader in the construction industry and in the community	6	12	5	1		
Overall Rating	12	9	3			

### Observations and Conclusions

Some observations on the construction industry evaluations are:

- Overall, the interns scored in the 'Excellent' to 'More Than Satisfactory' range. The students scored the highest in computer literacy, ethical standards, and ability to work with all types of people. The area that needs the most improvement is the ability to make sound economic decisions.

### Additional Industry Feedback

#### Improving the Intern's Performance & Professional Growth

- Use more Excel.
- Continue to improve on tech writing. More field experience. Ask questions.
- Continue to read and understand construction drawings. You can never have enough knowledge in this area! As you transition to the field, learn how the decisions made in the

office affect things onsite. Use that knowledge to make better decisions when you become a project manager. The student has done a great job during his internship. We are excited for his next steps here.

- The intern is able and has completed all tasks given to him with high quality and does so in a timely manner. He has received experience in both the field and in the office and it is apparent that he retains information well. He is respectful to all colleagues and asks questions if he is uncertain of a task.
- Communication skills can be improved (writing) with additional hands-on experience in the field. We feel it would benefit and more readily prepare intern in the construction field. With experience, intern has a lot of potential to take on leadership role in the industry.
- The intern isn't afraid to ask questions and sometimes provides a better solution to solving an issue. He is learning how to think outside the box and solve problems himself, and take initiative when confronted with a problem.
- The intern has a very good attitude when it comes to learning and taking criticism. He needs to work on his professional skills while dealing with other people. I would like to see him grow stronger in the construction trade if he wants it to be his future. The intern has a good future in construction, if he will put the time it takes to be a great contractor.
- The intern has been a great asset to our company in so many ways. His great attitude and commitment to our team has been a joy to watch. He is very quick to pick up any task at hand. He does his work independently and does not need constant supervision. He has improved a great deal with every job he has been given. He is always ready to work and never complains when given any kind of task.
- Remember to take initiative in looking for ways to improve and grow the business, networking is important, learn as much about all roles within the company.
- The intern performed very well in the field. He has proved himself as a valuable asset to our company and we look forward to keeping him on for our next building renovation.
- This internship did not offer an abundance of leadership opportunity, but this is an area that should be looked at and worked upon.
- Focus on details, time management, more material and learning outside school, numerous TV programs for additional learning.
- Continue to focus on goals, the intern is a driven and talented individual that has a very bright future ahead of him. If he remains teachable there is no doubt he will be a leader in the industry.
- The intern is ready to contribute to society!
- The intern split his time between the field and office staff in order to get the full experience of this demanding project. In the field, the student would assist the Superintendents in daily tasks involving coordination, self-perform work and quality control tasks. In the office, the intern supported the 3 Project Engineers with the RFI and submittal process, monthly update preparation, maintaining documents with revisions and

distribution of meeting minutes. The intern showed some outstanding characteristics in his professional maturity, dependability and attitude. One thing the intern can work on is to be more assertive with seeking out additional duties and learning more experiences with the team.

- The intern's performance, professional growth and development during the internship program has 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 is doing a nice job and we look forward to having him back next semester.
- The intern just needs more time to learn and gain confidence in himself. We saw improvement throughout his time with us, but he has areas for continued improvement. Communication and instruction with his peers is a key area to focus. The intern would have benefited from a previous internship or more time with us prior to graduation.
- Use more Excel.
- Take ownership of all activities tasked. Forecast future activities and complete them prior to being assigned. Continue to work on concise written/oral communication skills. This is extremely important for respect and leadership throughout career.
- The intern could improve on his communication skills with his peers but overall he has done a great job as an intern and he has a bright future ahead of him.

#### Improving the Internship Program

- Integrate Excel into every class. Use Plan Swift.
- Continue to emphasize the importance of understanding construction documents (drawings, specs, bid scopes, etc.)
- Classes should be available to allow the student to maximize their time at the company they are interning with. Internships are invaluable and emphasis on this fact should be construed to the students when scheduling classes.
- Verify that intern has strong computer skills working with industry standard software, i.e. Autocad, Microsoft Project, etc.
- I think that in the classroom there should be more emphasis put on plans and specs of commercial projects. As well as the breakdown on how projects are built from start to finish. I also feel that A1A documents are important for students to know about contracts, billing forms, and how to put a schedule of values together for projects.
- We feel fortunate to have a team member like our intern. I can say with confidence that the intern has improved and has become very efficient at the jobs he has been taught. His leadership skills and drive have made the process exceptional. I hope we get more interns like him and feel proud we can teach young men and women valuable skills that they can carry on.

- My suggestion for improving the internship program is to have a UNF representative come out for a site visit. Whoever is directing the internship for the semester reads about the events happening with the intern, but I feel coming to the project and talking with the intern would benefit them. Perhaps asking them a few questions about the project and gauge the confidence in their responses.
- The program should incorporate more structural engineering exposure. With the complexity of newer styles of buildings the old means and methods are becoming outdated.
- Might be helpful to review current classes so company can assist with reinforcing lessons, possibly have company assist with Capstone project.
- We ask that you consider another rating (in addition to excellent...unsatisfactory). There are some areas that an intern may not be able to experience. Possibly provide some summary guidelines of what each intern needs exposure to – estimating, quantity take off, submittal review, change orders, etc.
- Integrate Excel into more classes. Use Plan Swift.
- Larger, more productive time blocks to complete tasks. Even with fewer work days in the week, scheduled shifts of at least ½ day would allow for more productivity, time for review, complex tasks and student growth.