

SPRING 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 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. Apply the ability to work with all types of people.
2. Apply the ability to think and reason logically.
3. Apply the ability to understand and solve construction problems.
4. Apply the ability to make sound economic decisions.
5. Apply the ability to communicate clearly and concisely, both oral and written.
6. Apply computer literacy and Internet capability.
7. Understand and uphold ethical standards of the field.
8. Understand and be prepared for successful entry into the construction industry.
9. Apply 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 Spring were...

Auld & White	Danis	David Weekley Homes
D.E. Scorio	Elkins Construction	Habijax of Jacksonville
Landsouth Construction	Live Oak Contracting	Marand Builders
Paul Davis Restoration	Petticoat-Schmitt	The Stellar Group
Superior Construction	Whiting-Turner Contracting	

Summary of Construction Industry Evaluations

	Excellent	More than Satisfactory	Satisfactory	Needs to Improve	Unsatisfactory	No Answer
Ability to work with all types of people	14	4				
Ability to think and reason logically	8	8	2			
Ability to understand and solve construction problems	5	12	1			
Ability to make sound economic decisions	5	8	9			2
Ability to communicate clearly and concisely, both oral and written	8	6	4			
Are computer literate and internet capable	14	4				
Knows and upholds ethical standards of the field	13	5				
Prepared for successful entry into the construction industry	12	3	2	1		
Potential to be a leader in the construction industry and in the community	8	7	1	1		1
Overall Rating	13	5				

Observations and Conclusions

Some observations on the construction industry evaluations are:

- The majority of the overall rating for the interns was “excellent” with the remaining interns to be scored “more than satisfactory.”
- The interns scored high on the topics of: ability to work with all types of people, computer literate and internet capable, knows and upholds ethical standards, and prepared for successful entry into the construction industry.
- There is a need for improvement on the topic of the ability to make sound economic decisions.

Additional Industry Feedback

Improving the Intern's Performance & Professional Growth

- Inexperience and lack of exposure is always a challenge for people new to construction. Time will help the student tremendously with his understanding of construction methods, materials, and processes. Continuing to research things and ask questions about what he does not know is a must. Think ahead to ask more than the initial question. If they say it can't be done, ask why, ask what the alternative solutions are, etc.
- The student has the skills and intelligence to be successful, but a more focused drive and motivation will get her anywhere she wants to go. A wholehearted approach will serve her better than needing to know every aspect of construction.
- Step 1 is attempting to solve all issues without any assistance. This allows you to figure out what you know and what you don't. The student is very good at taking a task and staying with the task until it is completed. If the instructions for that task are clear and concise, we can feel certain it will be completed. We want the student to continue to grow on tasks that may not have clear and concise direction. The process of uncovering every stone before asking for assistance is true growth.
- Continue to learn the business.
- Just need more time with these folks.
- The student is a shining example of someone who is adaptable, professional and eager to learn. We are excited to watch her develop into a future Landsouth leader. We believe a bit more experience will help the student find her voice.
- Building multiple estimate details and scope narratives in depth would help all interns immensely. It's something that takes a lot of repetition and practice to get good at and even after a lot of experience it's hard to get absolutely perfect. Knowing the costs of things goes a long way in construction.
- Knowledge of construction is very good, processes and means of our operations are the only things the student needs to work on. Need some improvement with being proactive with getting answers to pricing problems and pre-construction issues. With time and repetition, the student will get much stronger at this.
- Field experience is key for all young construction professionals. In time I'm confident the student will gain necessary experience and improve practical construction knowledge. He needs to work on attention to details in his professional environment.
- The student did an excellent job in becoming part of whatever team she was assigned to while interning with Paul Davis. We had her doing physical work with the Emergency Services Department, doing written and computer related work while with the Estimating Department and going out in the field and seeing jobs under construction with the Project Management Department. She handled all well and asked questions and gave feedback for all departments. In the future after graduation she will do well and will just need to get the experience with whatever field she chooses which only comes from on the job training and time in the job. The student was nice to have with us and we appreciate all she did and contributed while working with us.
- Improve with time management and prioritizing. Needs estimating experience to improve on change orders. Needs scheduling experience as in building schedules and adjusting based on percent complete and unforeseen conditions encountered on projects.

- Continue to gain experience. Continue to work on being more assertive. Continue working on follow up and hitting deadlines.
- Improve tech writing.
- The student should continue to ask questions from his experiences working with different PMs. Great attitude every day is apparent and important life skill. He will become a great asset to whichever company hires him.
- I would suggest completing one task before taking on the next. Time management is always difficult. Discuss your hot items with your team and we can help prioritize each item. Overall the student is a very hard worker with a lot of potential in this industry. He is a true asset to the project team.

Improving the Internship Program

- It is my understanding the internship must be completed in the office. I firmly believe that working in the field exposes the student to construction materials, methods, etc. that help them visualize items and can benefit them greatly. I would like to see the duration of the internship split between the office and working in the field.
- If possible, more exposure to real world applications. Also, encouraging students to push themselves past their comfort level and tackle projects with more enthusiasm.
- Is it possible to insert a co-op style approach at times - working full time for a semester and then back at school full time, etc.?
- Continue to send good people.
- Send me all who want to work!
- This has been a seamless process. We hope to continue our partnership with UNF for the summer.
- Estimating class at UNF should include takeoffs using Revu and should also include indicated identifying wall types. Estimating should also include a full estimate detail and scope narrative together.
- More social events to get to know the students, like the cornhole event. Overall, it's a great program, no complaints.
- More field trips/site visits.
- I think the internship program works well and I think it is an excellent way for college students to get a good idea of what it will take once they get out in the work force. We will certainly consider doing the internship program in the future with UNF.
- More communication with the internship mentor.
- Improve tech writing.