

**SUMMER 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 Summer were...

Batson-Cook Company	TCI Construction	Wharton Smith Inc.
Haskell	Auld & White Constructors	Internat'l Management Co.
Baptist Health	Orion Marine Construction	Kitchen Solvers
Mattamy Homes	GATES Construction	Stellar
D.R. Horton	Impact Sport Surfaces	Faver Gray Company
Sauer Inc.	Elkins Construction	PCL Construction
Habitat for Humanity	Atlantic Coast Asphalt	Hubbard Construction
CSIRA Design Build Inc.	Gulf Building	Whiting-Turner Const.
Superior Construction	Bold Homes	Southeastern Grocers
Woodruff and Sons, Inc.	Maer Construction	Archangel Engineering
Elkins Constructors	Danis Construction	WW Gay Mechanical
PCL Construction	Charles Perry Partners, Inc.	Childers Construction
Brasfield & Gorrie	Kokolakis Contracting	Live Oak 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	30	10	5			
Ability to think and reason logically	22	18	7	1		
Ability to understand and solve construction problems	15	17	9	4		
Ability to make sound economic decisions	13	16	12	1		3
Ability to communicate clearly and concisely, both oral and written	16	18	8	3		
Are computer literate and internet capable	34	7	4			
Knows and upholds ethical standards of the field	30	8	7			
Prepared for successful entry into the construction industry	21	17	6	1		
Potential to be a leader in the construction industry and in the community	23	12	9	1		
Overall Rating	27	14	4			

### Observations and Conclusions

Some observations on the construction industry evaluations are:

- The majority of students scored excellent or more than satisfactory in every single category with the highest skills being computer literacy, ethical standards, and ability to work with all types of people.
- The areas needing the most improvement are ability to make sound economic decisions, understanding and solving construction problems, and potential to be a leader.

### Additional Industry Feedback

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

- The student is nothing but professional and respectful. He has an eagerness to learn and is very quick at picking up things. It is my intention to keep him engaged and provide more exposure as he continues with the company.

- Continue to ask questions, volunteer for assignments, bond with your coworkers, and seek increased responsibility. The student did all of these things very well this summer.
- With more experience the student will continue to grow in the field. He has been invited back to work with us in December 2018 and summer 2019.
- The student has been an incredible team player; he's engaged, inquisitive, helpful and responsible. He has been a pleasure to work with. He's been exposed to all areas of healthcare construction from the Owner's side which includes architecture and design, engineering, equipment planning, government regulation and budget control.
- It has been a pleasure to be able to work with the student over the last few months. He as a constant professional and he was quick to jump right in and help us out with the current projects we had going on. He picked up quickly on the tasks assigned to him and he just needs some more experience and exposure with schedules, budgets, and field issues. This will come with time and exposure in the construction field. His willingness to learn and contribute will help ensure he becomes successful in the industry.
- Working more on being a self-starter. Great when provided work but needs assistance on activities. Fast isn't always best. Seems to want to complete items first rather than most complete and accurate.
- Must spend more time around the construction industry to pick up construction processes and applications. Intern shows potential with additional time to grow into the industry and gain the creativity needed to run projects and be a construction professional.
- The intern showed an abundance of growth from the beginning familiarizing himself with the project and techniques that were presented to him. He was aligned with our field engineer and spent his time assisting in the project layout, pile driving activities, and concrete pours. With anybody that is new to the industry, a lack of understanding is presented. This will however come with time in which the student presents a willing attitude to learn and grasp the knowledge. Internships provide limited opportunity for a candidate to have an official role, however, the student showed enough competency to lead our flow-able fill operation. This included recording placement logs, maintaining a traffic control plan, placement of concrete, and skills like rigging. This confidence he showed allowed for fewer bodies to get the job done ultimately being a huge benefit to the project. The intern has been a great candidate for our project and has been able to absorb much gained knowledge that should make him stand out from the others.
- The intern was a delight to have around this summer. Our industry needs more young adults like him. The intern exceeded my expectations in all areas. I cannot think of anything he could have done better.
- The student generally has a willingness and desire to learn but lacks the experience. He is enthusiastic about everything asked of him, and always willing to take on a new project. He does not seem intimidated by the construction environment, subcontractor's personnel, not the Owners, and did well communicating (in general terms) with all. However, the intern needs improvement with understanding construction terminology and using this to effectively communicate. The intern worked well with others in the office and did not have any issues with using the computers and programs we use. Continued development will allow the intern to grow and develop, so by the time he graduates, he will be a welcome addition to any construction firm.
- The intern has all the right tools. He would benefit from more experience with sales, and the economic side of construction which we don't spend much time with.

- Keep on working and meeting people.
- The intern has been a great addition to our team. He has a positive approach to every task he has been given. His desire to learn is evident and will serve him well in his career.
- The intern needs more exposure to field work to help improve on assistant PM responsibilities.
- The intern became a valuable asset to the field staff. Sauer immediately integrated the intern into an in-depth time intensive and time sensitive process. He readily and aggressively took on this task and greatly assisted the project team with executing the critical task, while gaining a thorough appreciation for the process and exercised critical thinking and decision making in addressing the documentation details required for the completion of this task. For improving and growing in terms of career development, the intern needs continued exposure to construction (academic and industry experience with construction projects) in order to gain experience working with construction documents.
- Additional field experience, contracts and subcontracts experience.
- The intern is learning how to communicate to the trades and ensure they have a clear understanding what needs to be done.
- The intern had very personable interactions with volunteers, coworkers and the public. They need to work on being more punctual and have a willingness to work late or overtime.
- The intern can continue to learn from his project managers and I think he will thrive in the heavy civil industry. He has an ability to think critically and adapt to changes quickly and these are important skills needed to succeed in construction.
- Improve oral communication, telephone, enunciation, pronunciation, volume, etc.
- Continue to communicate with the supervisors regarding tasks to complete, action items, etc.
- Continue to train in the hands-on environment. It gives individuals a good grasp on what it is they will be doing upon entering into a work environment after school.
- The intern has had a significant improvement during his internship. He is a very responsible employee and is very attentive to detail. He has become more confident and professional every job he has done and is well on his way to becoming an independent contractor.
- The student performed outstanding during his internship.
- Continue to gain exposure on job sites and in the office. The intern is doing great!
- Time and experience is what is needed to develop the intern into a successful project manager. The intern is a quick learner and a very motivated individual.
- At this time, we feel the intern is advancing in the construction field.
- The intern simply needs more experience on the commercial side.
- If the intern continues to learn and grow his construction knowledge I believe he will do great things in this industry.
- Applying what he has learned into a daily application on future projects, so he can increase his construction knowledge.
- Continued hands on experience at jobsites and performing and applying what he has learned into a daily application.

- The intern's strengths are communication, attitude, eagerness to learn, and professionalism. She can improve laymen terms for technical information, stress management, and follow up on quality control.
- Time management and prioritization of tasks.
- The intern has worked with us for many summers and continues to show growth and knowledge in the construction industry.
- The intern has continued to grow since he started here in January. Time and exposure will be the best thing for him. The next step will be to get the intern more field experience whether it be working under a PM or in the field under a superintendent. Continue to research things he does not know, ask questions.
- The intern did an exceptional job at diving into a complex healthcare project and assisting the team immediately. I suggest the intern continue to ask questions, challenge the process of how things can be done better, and stay involved in organizations outside of daily work (i.e. ABC, UNF Alumni, etc.) to continue developing relationships with peers.
- While the intern was professional and well spoken, there is room for improvement. Areas relating to basic knowledge of building means and methods could use more work to develop him into a more rounded construction professional. More time awarded to interns in the field will give them hands-on approach to construction and will allow them to transition easily between the roles of a project manager or superintendent.
- Attention to detail and continued practice

#### Improving the Internship Program

- We have enjoyed the consistent positive experiences with the UNF internship program. Thank you.
- I've always wondered if an early capstone class would help. We provide outlines in almost everything we do. I think we show students the pieces early and they struggle with big picture for several years.
- The internship program seems to be functioning fine, but I would question the importance of the reports and would seem more beneficial to have a bi-weekly conference call to discuss happenings and potential improvements.
- The internship program appears to try to cover multiple aspects of a project management relationship. In this intern's case, he was placed under a role of a field engineer providing the field support that is needed. The internship he received was hands on to the activities that were taking place. This in return should benefit the intern executing office roles and responsibilities as he has a gaining knowledge of what it takes to get the job done. Not all internships are alike and not all opportunities are presented. For Orion, candidates generally take on the role of a field engineer or project engineer. Having this delineation in the breakdown of the internships may best align the ultimate goal for the student whether the candidate is best suited for field support or office support. The ultimate goal would be to be able to do both fluently however that is not always achieved. When it comes to skills/roles, the intern was able to be involved with the project layout. This included an abundance of surveying. It would be best for the students to get multiple levels of education on this technique as it a key component to a successful field

engineer. Being able to check vertical controls and layout a project comes with much practice that can start with the education.

- I always see value and encourage those with a desire to pursue a career in our industry to get as much exposure to it while in college. This should be a well-rounded experience and not limited to general contractors. Spending time in a design firm, an engineering firm, or even a subcontractor will provide a well-rounded professional and give them a clearer perspective (and appreciate) of all aspects of a project.
- It appears your program has equipped the intern with the tools he needs for success. We have had great success with several UNF grads and are fortunate to be associated with the program.
- Do local jobsite visits/tours with local supporting GCs. Teach more business-related skills, management, professionalism, etc.
- Equipping interns with some general big picture information about the construction industry and an individual construction project lifecycle in advance of starting the internship.
- Class scheduling with additional time frames for classes.
- Discuss just how important their job performance can impact the company or clients, discuss any difference in work ethics from one generation to the next, and provide evaluations that are more specific when evaluating interns.
- The student was an excellent intern for us this summer. We look forward to the next career fair in the fall.
- Our company enjoyed having an intern and would love to share our trade with other students.
- You should share the class work the students are required to take with various contractors to see what is actually being taught to the students. This would start dialogue between contractors and schools and help ensure that what is being taught is applicable to the business world. Secondly, you should have a class for the student to physically work in the field for various contractors. It is hard for a project manager to understand what various components are if they have never seen or installed one. There is no better teacher than physically completing a task.
- Coordinate classes so that more class times are available.
- Give more hands on learning and real-world examples.
- Great job!
- I think you all are doing a good job!
- It is my understanding that 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.
- Better communication between school and companies, networking.