

SPRING 2019 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 2019 Spring were...

Hubbard Construction	Stellar	Baptist Medical Center
Gilbane	K&G Construction	Danis Construction
Dana B. Kenyon Company	Batson Cook	Landsouth Construction
Hyatt Regency Jacksonville	Moore Electric	Haskell
International Management Company	J Lane Construction	D.E. Richardson Construction
Superior Construction	W.W. Gay	Gary Rodgers Plumbing
Habijax	Auld & White Constructors	One Call Care Management
Marand Builders Group		

Summary of Construction Industry Evaluations

	Excellent	More than Satisfactory	Satisfactory	Needs to Improve	Unsatisfactory	No Answer
Ability to work with all types of people	18	6	2			
Ability to think and reason logically	17	7	1	1		
Ability to understand and solve construction problems	12	8	5	1		
Ability to make sound economic decisions	12	7	3	1		3
Ability to communicate clearly and concisely, both oral and written	16	6	3	1		
Are computer literate and internet capable	20	5	1			
Knows and upholds ethical standards of the field	22	2	2			1
Prepared for successful entry into the construction industry	16	8		2		
Potential to be a leader in the construction industry and in the community	16	7	2			1
Overall Rating	18	7		1		

Observations and Conclusions

Some observations on the construction industry evaluations are:

- The majority of students performed “excellent” and “more than satisfactory” in every category measured.
- The highest scoring categories were “Knows and upholds ethical standards,” “Computer literate and internet capable,” and “Ability to work with all types of people.”
- A small portion of the interns showed a need for growth in the category of “Understanding and solving construction problems.”

Additional Industry Feedback

Improving the Intern’s Performance & Professional Growth

- Keep doing and learning

- On all accounts, the intern appears to be a capable candidate for entry into the construction field. He is a good listener, which will help him in his development. More exposure to the construction side (field) and our office systems will strengthen his understanding of our field of work.
- As with all interns, field experience is the best way to provide them with the tools they need.
- The intern has all the makings for a successful career in the industry. I would encourage him to keep his drive and attitude no matter the task because I can teach everything else. Never stop asking questions. The moment someone thinks they know it all is the moment they know nothing. This includes talking with trades, supers, PMs, and PEs.
- The student has done a fantastic job on the work that he's been tasked with. He has a great attitude and is always looking for more work to take on. One of the main things that I stress with all the interns is to always "follow-up. Never expect that someone is going to do what they say. I believe that the intern excels at his current role and will experience more growth as he gets field experience.
- We have plans of introducing the intern to overseeing the onsite manpower management. Entrance level scheduling and estimating of side projects can benefit him in providing a well-rounded construction experience.
- The intern's largest area for improvement is no fault of his own; it stems from just needing more time on a construction site and continued experience in the industry. The intern started at our company with almost no construction experience yet quickly grasped the daily activities and concepts we use. The intern has a good understanding of construction basics from his schooling at UNF, the company plans to springboard off that and place the intern on site to gain hands-on experience. Given the intern's eagerness and willingness to learn and excel in what he does, coupled with the combination of his schooling and future onsite experience will allow the intern the opportunity to be a strong seasoned player in the construction industry in the coming years.
- The intern has been an awesome resource and help for us. Like so many others in the construction industry, we are incredibly busy, and the student has stepped up to take his share. He does his job well, without complaint, listens to direction and is not afraid to ask questions. Simply put – he does a great job.
- The intern excelled at being cordial and tolerant of others, but he was overly reliant on others to accomplish tasks. Due to a shared work space, he was often tempted to seek out answers from others instead of applying his own problem-solving ability. His eagerness to work with others is a positive attribute, but it enables him to skirt by as a team member as opposed to majorly contributing as an individual. The intern needs to develop initiative and refine his independence. Otherwise he will not be able to advance to leading projects or subcontractors at a Construction Management level.

- The student is a very intelligent and professional individual. In the last 5 years it has been great to see him learn and grow. He has a can-do positive attitude. I will continue to work with the student so he can gain more experience in the field.
- Get more internships which gain them industry experience.
- Based on the time I have spent with the student, it seems the construction management program at UNF is doing an excellent job training and preparing their students for this career. The student has been an intern at Haskell for some time now and has been exposed to many phases of this job. I feel the student has “got it”, some don’t but this intern does and I feel he will do well in this profession.
- The intern is firing on all cylinders. His growth will come from repeated experiences and hands-on problem solving with the diverse issues that occur in the field.
- The student picks up very well on construction related items. As he continues in the industry he will only become more knowledgeable.
- The student needs to work on time skills. He also needs to understand construction is a 50 to 60-hour week commitment. I’ve really enjoyed teaching him the subcontractor side. I believe he will do well when he finds a good fit.
- The intern would benefit from being put in a situation to present/run meetings. The ability to navigate conversations with subcontractors and owners and present a point in a clear and concise manner is critical to the growth of a Project Manager or Superintendent.
- Improve on communication” 1) Learn “construction lingo” 2) Brief/debrief – establish expectations at beginning and follow up with weekly debriefs. 3) Improve on software skills i.e. Excel and Microsoft Project
- Gain field Experience

Improving the Internship Program

- I believe a better understanding on what the intern has been taught and also what the expected end results should be.
- Focus more on civil work than vertical plan reading classes in civil work concentrations or minors in civil, internship program seems to be good.
- The career fairs are a great opportunity for students and companies to engage.
- Instead of strictly biweekly reports possibly require the students to show evidence of the activities they are involved with, i.e. schedules, estimate, procurement of materials.
- Before hire clearly communicate what the employer’s expectations will be. Inquire from the employer what activities/jobs the intern will experience.
- I feel as though the internship program has improved significantly from when I was at UNF between 2006-2008 mainly because of the career fair. The career fair has enabled companies like us to get in front of the students multiple times a year which helps us find and establish relationship with interns and help develop them into construction professionals.

- Internships are a great resource both for the student and employer, however it can be challenging to have an intern that is part-time due to classwork. With early morning/late nights, a student misses many opportunities for experiential learning by not having a co-op as an option. I myself co-oped for multiple semesters and found it to be an invaluable experience. I would highly recommend UNF explore the co-op idea.
- The intern started his internship with a bit of a disadvantage, having only taken blueprint reading as a core construction class. That reflected his ability to adequately work with plans and documents. However, other tasks that required an understanding of other fundamental and intermediate skills were beyond his ability. He especially had difficulty tracking projects through the preconstruction process and anticipating what needed to be accomplished. The student may have had a better learning experience had he started the program after completing several more classes.
- In the field training is very valuable. Having an opportunity to touch as many aspects of the job is critical and something that cannot be just taught in the classroom. I myself had a great internship within my field and it really helped me be the person I am today.
- Push the students to get as many internships as possible.
- More time spent hands-on. Conceptual knowledge will never compare to experience in the field.
- I think the program does a great job on building future people for our industry as it grows.
- I feel that the program needs to spend more time on students understanding general contractor to subcontractor relationships. The subcontractors are the driving force of most projects.
- Young professionals in the construction industry need as much field experience as possible.
- Request required job skills required for position being filled. If position requires project management, determine which project manager skills are needed. Post skill sets so each applicant can apply based on best match.
- Allow industry experts to be professors despite not having a MBA.