Fall 2020 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 2020 Fall were…

Bauer Foundation
FINROCK
Warden Construction Group
Sauer
Allstate Construction, Inc.
AJAX Building
Batson Cook
Live Oak Contracting
Stellar
Duval Asphalt
Whiting Turner
Perry McCall Construction
Stephen C. Kenny & Associates
Blue Streak Telecommunications
Marand Builders

Summary of Construction Industry Evaluations

	Excellent	More than Satisfactory	Satisfactory	Needs to Improve	Unsatisfactory	No Answer
Ability to work with all types of people	15	1	1			
Ability to think and reason logically	10	4	3			
Ability to understand and solve construction problems	6	7	3	1		
Ability to make sound economic decisions	7	8	2			
Ability to communicate clearly and concisely, both oral and written	13	2	2			
Are computer literate and internet capable	13	3	1			
Knows and upholds ethical standards of the field	12	4	1			
Prepared for successful entry into the construction industry	8	5	4			
Potential to be a leader in the construction industry and in the community	10	4	2	1		
Overall Rating	10	5	2			

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 ability to work with all types of people, ability to communicate clearly and concisely, computer literacy, and ethical standards. The area that needs the most improvement is preparedness for successful entry into the construction industry.

Additional Industry Feedback

Improving the Intern's Performance & Professional Growth

- The intern showed great attitude and curiosity towards the work. More experience will strengthen the knowledge and confidence to make key decisions and take active roles on any upcoming challenges.

- Learn something new every day.
- The intern is a good fit here and UNF has done a great job preparing him for the construction industry.
- The intern engaged in tasks supporting the closeout of P423 LCS Operational Training Facility. He assisted our company with the review of Subcontractor Claim Packages that are intended for submission to the Federal Government, which carries a thorough vetting of the information being turned in by Subcontractors to avoid False Claims Act liability. The intern devoted the time necessary to thoroughly analyze the supporting data accompanying the summary damages included by Subcontractors on their claim packages to develop the packages in accordance with FAR & DFAR requirements for submission of these claims. He 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 in order to gain greater experience working with construction documents for the successful coordination and execution of construction projects. The time that he has spent working with us throughout his internship has been valuable to his development and that knowledge will aid in his continued development & professional growth in managing construction related responsibilities and equip him with the skill set necessary for growing in experience and effectiveness in the construction industry.
- More experience in the field and office. Reach out to trade contractors to gain knowledge of MEP trades and works. We need to work more on accounting side of services.
- The intern has a great work ethic and willingness to learn. I feel he needs more onsite experience to finish his training.
- The intern will improve on his performance as an intern and employee through field experience on jobs and continuing to be coachable at work.
- The intern has been able to assist on multiple projects here at our company. The intern will continue to grow and develop with more time and experience in the industry. He should focus on utilizing all resources to resolve problems. He would benefit with field time to conceptualize the construction process.
- The intern is a hard worker and learns quickly. As in most new environments, repetition builds consistency.
- Has the ability to grow but needs more time to be able to get a better grasp of the construction process. With this, his confidence will grow, and he should speak up more and interject himself into more activities. I feel like he has the knowledge, he just needs to pick up the knowledge that you only learn on the job.
- The intern has been working with me for the last three months and two weeks. The intern has a good head on his shoulders and has some knowledge of the different facets of construction. He has a good knowledge of the drawings and specifications. The intern has been assigned to me per-joint commission team. I have him leading my subs on ceiling tile replacement in three multi story buildings. This consists of identifying wet ceiling tile and working with the mechanical subcontractor to determine what repairs are needed and then following through with the repairs. Also, the intern is working with the electrical subcontractor to change out any devices in damaged ceiling tile and noting all these items on to a master drawing with all repairs done. The intern is also performing the same tasks with my door/hardware contractor in two of these buildings. For professional growth, the intern has just started in the construction world and is a fast

learner and given time, with his motivation, he will be successful in the construction world.

- The intern has a good grasp of the construction process. I feel that with more experience and on the job training he will become a great asset to any company. The intern asks lots of question and has a go getter attitude, showing that he wants to learn more and continue to grow.
- Excellent decision planner, needs to grow to follow through with executing decisions. Solutions are thought provoking but slight hesitation with making them without supervisor confirmation. This will come with experience. Hesitation comes with what appears to be a fear of being wrong. The intern presents sound, reasonable solutions to daily simple and complex construction issues that exhibits his readiness and preparedness from the program. Experience will be his confidence.
- The intern needs to work on being more proactive. Being able to anticipate the next step and ho ahead and take action. He is very laid back which is great but could be slightly more driven. Construction knowledge can only come with experience.
- The intern is currently assigned to our Procurement Department, but we intend to get her on site for project walks in the coming months. This will allow her to apply the knowledge she has developed from reading plans, qualifying subcontractor proposals, and reviewing material selections. She will also continue to refine her skills at conceptual estimating, take offs, and understanding construction means and methods. She has been a great asset to the team and has an amazing attention to detail and willingness to learn.

Improving the Internship Program

- A difficult one to address is the time available for the internship: One of the challenges with the internship program is finding meaningful tasks that benefit the intern and the company, working around the time constraints of class schedules. Assigning time sensitive tasks to an intern candidate who will have the time to complete them as needed for the construction company while working part time can be challenging. It is a good exercise for the intern to learn time management and come to be accustomed to the challenging time constraints of task performance in the industry, but it is a challenge that is faced with part time internship positions regardless of the professional setting that the intern is integrating into. Some companies handle this by relegating interns to menial tasks such as making copies etc. which while important is not as meaningful for either party. Our company strove to give meaningful and beneficial tasks while working around the schedule constraints of courses, and the intern worked with us to give as much time as possible to contribute to the tasks he was assigned. The time constraints limit the type of tasks that intern candidates can become effectively and meaningfully involved in.
- No communication from school staff.
- I think the program could be improved upon through clearly explaining what entering the work force is going to be like and explaining the differences in sub-industries such as commercial versus residential.
- Request feedback from interns in order to improve the material they are learning in a class setting.
- Have an in-person career fair in the Spring. Suggest separating booths by technicality you could reduce the amount of people in a given area and be able to socially distance. Also, have students register for the times to come in.

- I hope that UNF will continue to provide real world application to all of the curriculum. I look forward to continuing our internship program with UNF to assist in these efforts.