



College Student Affairs Program  
400 Rackley Building  
University Park, PA  
814-865-3449  
csa-psu@psu.edu

# INTERNSHIP EXPERIENCE

## CSA 595

### **STUDENT AND SUPERVISOR GUIDE**

***Inside:***

Internship planning and approval  
Student Intern Responsibilities  
Site Supervisor Responsibilities  
CSA Faculty Coordinator Responsibilities  
Student information forms  
Site Supervisor evaluation forms

This document is available on line at  
<http://www.ed.psu.edu/csa/Internship.html>

## *Overview of CSA 595 Internship*

Experiential learning is a required component of the College Student Affairs program, accomplished through *internship work experiences* in at least two professional student affairs functional areas. Through this aspect of the program CSA students have the opportunity to be involved in the operations of specific functional areas and to develop and refine their skills relative to delivery of services and programs for students, counseling, administration, research, and other professional responsibilities.

Through working closely with student affairs professionals, such experience-based opportunities enable the CSA student to integrate theory, research, and skills (gained through courses, workshops, and seminars) with his/her own evolving conceptual framework of student affairs.

The internship work experience has two elements—on-site work experience and the academic course requirements in CSA 595.

- **On-site experience** involves the intern's interactions with the on-site supervisor and staff, along with weekly work assignments in the functional area. It is expected that the on-site experience involve at least seven hours per week during the entire 15-week semester.
- **Academic Course Requirements** include the following. The academic element is expected to involve three hours of student time each week over the course of the 15-week semester.
  - ✓ **Assignments** are developed to help interns focus on the CSA program competencies as they progress through the internship.
  - ✓ **Internship seminar**, led by a CSA faculty member, focuses on the theory-practice relationship and enables students to share experiences from their various internship settings.

The internship manual is designed to assist the student intern in successfully completing the internship experience. The four sections of this manual provide guidelines and responsibilities for the following critical people:

- **Student Intern**
- **Site Supervisor**
- **Faculty Advisor**
- **CSA Faculty Coordinator/Instructor**

Three academic credits are associated with each of the two required CSA 595 internships. Internships may not be scheduled until the student's second semester, nor may they be scheduled simultaneously.

## ***CSA 595 Internship Mapping to the Learning Outcomes***

It is expected that the internship experience will offer students the opportunity to develop skills in accordance with the six CSA Learning Outcomes. Examples of these skills include the following competencies within each of the six learning outcomes:

### **Foundations of Student Affairs**

- ✓ Working with multiple constituency groups within the organization.

### **Student Development and Outcomes**

- ✓ Advising students in one-to-one or group settings.

### **Professional Competencies**

- ✓ Completing administrative assignments such as budgeting, planning, long range planning, and others as appropriate to the functional area.

### **Inter- and Intrapersonal Skills**

- ✓ Developing or modifying programs to facilitate student growth and development.
- ✓ Managing undergraduate student personnel as appropriate to the functional area.

### **Commitment To and Understanding Of Issues Related To Social Justice**

- ✓ Working with a variety of students, staff and/or faculty from different backgrounds (for example, race, gender, sexual orientation, religion, etc.)

### **Research and Assessment**

- ✓ Reviewing literature to address issues/concerns appropriate to the functional area.

***It is expected that through the course of the two required internships that student's experiences map to all six of the learning outcomes.***

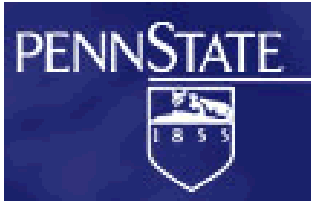
## ***Overview of CSA 595 Internship Calendar***

### **Semester Prior to the Internship Experience**

Week 9	Identify prospective internship sites
Weeks 10-12	Schedule and conduct internship interviews
Week 13	Final decision for internship site Approval of site by CSA faculty advisor Notification sent to CSA Faculty Coordinator

### **During the Internship Semester**

First week of classes	Internship contract due to CSA Faculty Coordinator Copy to CSA Faculty Advisor
Weekly	CSA 595 Seminar
Bi-Weekly	Student intern meetings with Site Supervisor
Week 9	Provide site supervisor with mid-internship evaluation form
Week 10	Mid-term evaluation forwarded to CSA Faculty Coordinator
Week 12	Provide site supervisor with final evaluation form
Last day of classes	Internship ends
First day of finals week	Final day to submit final evaluation forms to CSA Faculty Coordinator



# **INTERNSHIP EXPERIENCE**

## **CSA 595**

### **STUDENT INTERN GUIDELINES AND RESPONSIBILITIES**

## **CSA 595**

### ***Student Intern Responsibilities***

#### **Getting Started**

In the CSA Program, students identify their own internship sites then submit their materials for approval. Recommendations for internship sites, along with evaluations from previous sites, are available in the CSA program office in 400 Rackley Building.

Whether planning, creating, or selecting an internship, student interns should be applying certain general principles in order to ensure an optimal experience. An internship that does not challenge or lead to professional or personal growth will be of little long-term value. If students already have work experience in a particular area but still wish to pursue an internship in a similar area, they should approach the internship from a new perspective, one that will not be a matter of repeating tasks they already have experienced.

The internship is also a blend of knowledge, skills, attitudes, and philosophy. Since it draws from a variety of associated subject areas, Student Affairs is truly an interdisciplinary field. During the course of the internship, in learning to apply these diverse perspectives, students will be developing a personal philosophy. Thus, students should view the office for which they are working within its organizational context. The "why and how" of a particular office can be more important than the "what."

Finally, as students develop their own philosophy and compare it to their internship's organizational philosophy, they may discover that the two philosophies are different. Despite emerging or perceived inconsistencies between the students and the staff members with whom they are working, it is imperative that their behavior remains professional, ethical, and supportive of the office. At the same time, students should be encouraged to discuss the perceived discrepancies during the CSA Internship Seminar.

#### **Site Selection**

Students are encouraged to develop a list of potential sites as early as possible prior to the period of the internship. Students are also encouraged to meet with their CSA advisor, CSA faculty coordinator, other CSA faculty and/or other student affairs professionals to discuss site possibilities. The goals and objectives of the internship experience are discussed at this time.

After identifying possible internship sites, students conduct informational interviews with potential site supervisors. If the student requires assistance with their interviewing skills or scheduling an informational interview, they should seek support from the Office of Career Services. During the interview students should discuss their goals and expectations with the site supervisor and present information on their skills, prior experiences, and interests. The student should also discuss the CSA Learning Outcomes and how they will map to the internship experience. Presenting the internship site supervisor with a resume and a copy of the Learning Outcomes is suggested. Students

should have a clear idea of what they hope to gain from the internship and be able to clearly articulate the contributions they can make to the internship site.

Based on these informational interviews, students determine their internship preferences and re-contact sites in order of preference to determine if the site will be able to offer the internship. Once an offer is accepted, students should inform other sites that they are no longer interested in an internship and thank them for their consideration.

Once the student and the site supervisor mutually agree to work together, they should discuss the specific goals, activities, responsibilities, and expectations for the internship. This discussion forms the basis for the Internship Contract (see FORMS section).

### **The Contract Proposal (see FORMS Section)**

Once final arrangements and selection of students for internships are made, the site supervisor and student intern agree upon and sign a specific learning contract that will apply to the internship experience. *It is the intern's responsibility to see that the contract is prepared, acceptable to the site supervisor, signed and approved by the student's CSA Faculty Advisor, and forwarded to the CSA Faculty Coordinator. The contract must be approved by the student's CSA Faculty Advisor and forwarded to the CSA Faculty Coordinator the semester preceding the semester in which the internship will be completed.*

The contract should include the skill areas to be addressed during the internship, the goals of the internship, specific activities and responsibilities of the intern, and agreed upon arrangements for the internship, including hours, pre-internship training requirements, compensation, etc. (see FORMS section). The CSA Learning Outcomes should also be addressed in the contract. Not all of the outcomes may apply, but it is expected that through the course of the two required internships that student's experiences map to all six of the learning outcomes.

### **Professional Behavior**

Student interns are expected to conduct themselves as professionals at their internship sites. They should familiarize themselves with the expectations of staff at their site and adhere to these expectations. At all times interns are expected to maintain appropriate confidentiality with regard to activities at the internship site and to adhere to the ethical guidelines of the student affairs profession in their work with students and colleagues.

Interns should carry out the duties and responsibilities of their internship contracts to the best of their ability and meet with their supervisor on at least a bi-weekly basis to modify any aspect of the contract that may become problematic. Interns are expected to keep their supervisor informed of their activities, needs, concerns, and accomplishments with regard to the internship.

## CSA 595 Course Requirements

### ✓ **Weekly Reports**

Interns are responsible for completing the weekly internship report and submitting it to the CSA Internship Faculty Coordinator. The report includes a list of all activities and a reflection of their experiences (see FORMS section). The CSA Faculty Coordinator will provide feedback on each report and return reports to the students for their files.

### ✓ **Seminar**

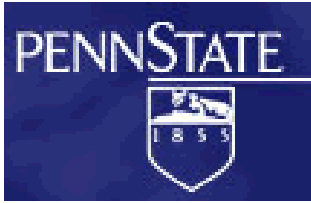
Students involved in internship experiences are enrolled in CSA 595 and expected to attend a weekly seminar conducted by the CSA Internship Faculty Coordinator. This seminar is designed to assist students in making connections between their practical experiences at the internship site and theory and concepts of student affairs. The seminar will provide students with an opportunity to explore theoretical material in light of their internship experiences, to analyze case studies, to critique their internship experiences, and to make formal presentations relating to specific projects to the theory and practice of student affairs.

### ✓ **Internship evaluation.** During the final week of the internship, students will complete an evaluation of the internship site (see FORMS section). This evaluation should be discussed with the site supervisor and can serve as the basis for modification of the internship for future students. This form should be submitted to the CSA Faculty Coordinator.

*Interns are responsible for assuring that all required forms and evaluations are submitted to the site supervisor and to the CSA Faculty Coordinator.*

*No grade will be given for the internship until all evaluations are received.*





# **INTERNSHIP EXPERIENCE**

## **CSA 595**

### **SITE SUPERVISOR GUIDELINES AND RESPONSIBILITIES**

## **CSA 595**

### ***Site Supervisor Responsibilities***

#### **Introduction**

Whether planning, creating, or selecting an internship, student interns should be applying certain general principles in order to ensure an optimal experience. An internship that does not challenge or lead to professional or personal growth will be of little long-term value. If students already have work experience in a particular area but still wish to pursue an internship in a similar area, they should approach the internship from a new perspective, one that will not be a matter of repeating tasks they already have experienced.

The internship is also a blend of knowledge, skills, attitudes, and philosophy. Since it draws from a variety of associated subject areas, Student Affairs is truly an interdisciplinary field. During the course of the internship, in learning to apply these diverse perspectives, students will be developing a personal philosophy. Thus, students should view the office for which they are working within its organizational context. The "why and how" of a particular office can be more important than the "what."

Finally, as students develop their own philosophy and compare it to their internship's organizational philosophy, they may discover that the two philosophies are different. Despite emerging or perceived inconsistencies between the students and the staff members with whom they are working, it is imperative that their behavior remains professional, ethical, and supportive of the office. At the same time, students should be encouraged to discuss the perceived discrepancies during the CSA Internship Seminar.

#### **The Site Supervisor**

The cooperating organizational professional that has direct responsibility for the intern at the workplace will be designated the site supervisor. Although interns potentially perform a number of tasks and frequently work with different staff members, for purposes of continuity, overall supervision, and final evaluation, it is necessary that one individual be designated as the site supervisor for each student's entire internship.

#### **Developing the Internship Contract**

It is the student intern's responsibility to schedule a meeting with the site supervisor to discuss the duties and responsibilities of an internship in the unit/office and review the internship contract (see FORMS section of the manual). The site supervisor is encouraged to provide suggestions and guidance to the student intern in terms of realistic goals and activities that can be completed within the time constraints of the internship.

## **Orientation**

The site supervisor is responsible for providing an orientation to the internship position. This orientation should include general information about the internship site, an overview of the administrative structure, and the role of the department or office in which the internship is located. The site supervisor should also see that the intern is formally introduced to other staff in the internship site and to individuals in other areas with whom the intern will interact.

## **Supervision**

The site supervisor is expected to conduct a minimum of bi-weekly, one-on-one meetings with the intern during the course of the internship. Initially, sessions may cover such topics as review of the internship contract, orientation to the workplace, and start-up work on outlined activities. As the internship experience progresses, this time should be spent reviewing the student's progress in meeting the specific requirements of the contract, consultation on tasks undertaken, discussion of professional concerns as they affect the workings of the internship site, or other relevant topics. This time is designed to provide the intern with feedback on his/her performance and to enable the practicing professional to share insights and experience with the student.

## **Role Modeling**

The site supervisor is expected to serve as a professional role model for the intern in job performance, personal growth, and professionally ethical behavior. As such, the site supervisor is expected to possess appropriate training and knowledge in their respective field through appropriate professional credentials and/or significant professional experience.

## **Evaluation**

The site supervisor is expected to provide on-going feedback to the intern concerning performance of agreed upon duties, overall performance and behavior at the internship site, and how the student's experiences map to specific learning outcomes (see LEARNING OUTCOMES section).

Site supervisors are requested to conduct a mid-internship evaluation (see Forms section) halfway through the internship. If it is necessary to alter the internship contract, such changes should be reported to the CSA Faculty Coordinator for consultation and approval. The CSA Faculty Coordinator should also be notified of any concerns the site supervisor may have at this time about the intern's general performance. The site supervisor is also requested to complete a final internship evaluation of the intern's performance during the final week of the internship.

If there is disagreement between the site supervisor and the student intern over either the mid-internship and/or final evaluations, the CSA Faculty Coordinator is responsible for contacting those involved and determining the final resolution of the disagreement.



# **INTERNSHIP EXPERIENCE**

## **CSA 595**

### **CSA FACULTY INTERNSHIP COORDINATOR**

### **GUIDELINES AND RESPONSIBILITIES**

## **CSA 595**

### ***CSA Faculty Coordinator Responsibilities***

#### **Role of the Faculty Coordinator**

The faculty coordinator serves both as the course instructor and as the overall supervisor for the internship experience. These roles are carried out through individual meetings with the students, seminar instruction, and consultation with site supervisors. The faculty coordinator is also responsible for developing and monitoring internships to assure that high quality field experiences are available to the students in the College Student Affairs Program (CSA).

#### **Responsibilities**

The faculty coordinator:

- ✓ is available to meet with and advise students as they consider possible internship options.
- ✓ assures that the Internship File is periodically updated, works with potential sites to develop new internship options for students, and consults with established sites to improve their internship options.
- ✓ reviews all materials submitted by interns and site supervisors.
- ✓ teaches the internship seminar, meets with interns periodically, reads and provides feedback on the internship reports, and evaluates student performance in the academic component of the internship experience.
- ✓ is available to interns for consultation and counsel concerning their internship experiences.
- ✓ submits the student's final grade inclusive of both the on-site and academic components of CSA 595.

#### **Student Intern Evaluation**

Grades for CSA 595, Internship, will be based both on the intern's work at the internship site and in the academic component of the class. Each component is 50% of the final course grade.

#### **Internship Site Evaluation**

Detailed evaluation of the internship is an important part of the student's learning experience. The student's internship contract, including as it does, goals and activities to be completed, should serve as the basis for the evaluation. In addition to progress toward achieving established goals and progress on assigned projects, the evaluation will address development of skills needed to complete assignments, attitude toward work in the internship site, working knowledge of site operations, interactions with coworkers in the internship site, and appropriate use of supervision.

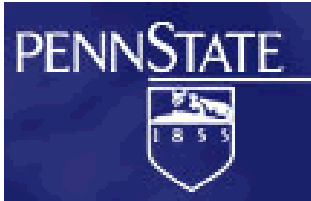
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any concerns the site supervisor may have at this time about the intern's general performance. The site supervisor is also requested to complete a final internship evaluation of the intern's performance during the final week of the internship.

If there is disagreement between the site supervisor and the student intern over either the mid-internship and/or final evaluations, the CSA Faculty Coordinator is responsible for contacting those involved and determining the final resolution of the disagreement.

### **Academic Evaluation**

Student interns will also be evaluated on the academic component of CSA 595, Internship. The evaluation will be based on attendance, participation and timely and thorough completion of reports. Specific requirements will be outlined on the syllabus for the academic component of CSA 595, Internship.



# **INTERNSHIP EXPERIENCE**

## **CSA 595**

### **FORMS AND EVALUATIONS**

## **Internship Contract**

### **College Student Affairs Program**

To: \_\_\_\_\_  
(CSA Faculty Advisor )

Copy To: \_\_\_\_\_  
(CSA Faculty Coordinator)

From: \_\_\_\_\_  
(Prospective Intern)

\_\_\_\_\_  
(Site Supervisor)

Date: \_\_\_\_\_

Semester/Year \_\_\_\_\_

Re: \_\_\_\_\_  
(Internship Site)



## **I. Preparation for internship experience:**

Current skills and experiences:

Related coursework (list and describe courses)

## **II. Reasons for selecting the internship site:**

- ❑ Foundations of Student Affairs
- ❑ Student Development and Outcomes
- ❑ Professional Competencies
- ❑ Inter- and Intrapersonal Skills
- ❑ Commitment To And Understanding Of Issues Related To Social Justice
- ❑ Research and Assessment

Please list and elaborate on any other skills you hope to acquire during the internship experience?

#### **IV. Outline of the Internship**

Selected area(s) of concentration

Objectives

Action steps for achieving objectives (please include any necessary training or meetings that the intern may need to reach the goals of the internship)

#### **V. Agreements**

Please note any agreements regarding hours, length of internship, and/or compensation. Compensation may include, but is not limited to a stipend, hourly wage, and/or room and board.

Number of Hours/Week: \_\_\_\_\_

Length of Internship: Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

Compensation:

☐ Yes

☐ No

If yes, please explain the type of compensation

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

***Signatures:***

**Site Supervisor:** \_\_\_\_\_

Organization Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Organization Web site: \_\_\_\_\_

**Student Intern:** \_\_\_\_\_

Address during internship: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

**CSA Faculty Advisor** \_\_\_\_\_

Office Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

**CSA Faculty Coordinator** \_\_\_\_\_

Office Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

***Please submit the original to the CSA Faculty Advisor and a copy to the CSA Faculty Coordinator.***

***Please make a copy of this contract for yourself and your site supervisor.***

## **Internship Information Sheet**

### **College Student Affairs Program**

Name of Intern \_\_\_\_\_

Office Address of Intern \_\_\_\_\_

\_\_\_\_\_

Office Phone Number of Intern \_\_\_\_\_

Address during the internship experience \_\_\_\_\_

\_\_\_\_\_

Other Phone Number (Cell phone) \_\_\_\_\_

\_\_\_\_\_

Internship Site (Institution/Office) \_\_\_\_\_

Site Supervisor \_\_\_\_\_

Supervisor's Address \_\_\_\_\_

\_\_\_\_\_

Supervisor's Phone Number \_\_\_\_\_

Scheduled Internship Hours \_\_\_\_\_

## **Weekly Internship Report**

### **College Student Affairs Program**

Date: \_\_\_\_\_

Intern: \_\_\_\_\_

Internship Site: \_\_\_\_\_

Report for Week of: \_\_\_\_\_

Total Number of Hours Worked: \_\_\_\_\_

Met with Internship Supervisor:

- ☐ Yes
- ☐ No

What specific projects or activities were you involved with this week? Please include any meetings attended.

Professional Development: (What did you learn? Can this new knowledge be linked to any of the learning outcomes or classroom experiences? If yes, please list.):

By using the CSA learning outcomes please reflect upon your experiences from this past week:

Please provide any concerns, reactions, or feelings:

## Mid-course Site Supervisor Evaluation

### College Student Affairs Program

**Student evaluated:**

Name:	Date:
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**Site supervisor/evaluator\***

Name:	Phone:
Title:	
Organization sponsoring the internship:	

**\*The person conducting this evaluation should be the student's direct supervisor.**

We request that you, as an evaluator, discuss this evaluation with the student before it is forwarded to the internship coordinator.

**WHEN COMPLETE, PLEASE FORWARD THIS EVALUATION TO:**

CSA Internship Faculty Coordinator  
400 Rackley Building  
Pennsylvania State University  
University Park, PA 16802

Please note that this evaluation is to be used for the student's benefit. It should indicate strengths and identify weaknesses so that you and the intern may address them appropriately during the time remaining in the student's internship. This evaluation comprises 25 percent of the intern's final grade. **Please include narrative comments on the second page of this document for a thorough evaluation of your intern's performance.** Your cooperation is greatly appreciated.

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**Rate your intern's performance on the factors below using a scale of 1 – 5 (check the appropriate box)**

		Poor 1	Marginal 2	Average 3	Good 4	Excellent 5
1	Punctuality					
2	Willingness to learn new skills					
3	Receptiveness to take on additional responsibilities when asked					
4	Ability to accept constructive criticism and feedback					
5	Ability to interact well with clients/customers					
6	Ability to interact well with fellow workers					
7	Demonstration of a mature attitude					
8	Reliability					
9	Judgment					
10	Professional appearance and habits					
11	Dependability in fulfilling assigned duties					
12	Ability to make good use of his or her time					
13	Quality of student's work					
14	Oral communication skills					
15	Written communication skills (if applicable)					
16	Problem solving ability					
17	Ability to accept direction					
18	Ability to learn in the internship setting					
19	Demonstration of initiative					
20	Overall, how would you rate the student's job performance so far?					

See next page for additional comments and observations.



1. Does this intern have the potential to advance in this profession? Please comment.
2. Please comment on the strengths you noted in the intern.
3. What skills do you believe the intern will need to improve for successful entry and advancement in this profession?
4. What recommendations do you have for the student for the second half of the internship?
5. If an opening became available in your organization, would you consider this student for a full-time position?
6. Would you recommend this student to another place of business for employment?
7. Additional comments:

Do you find the internship program effective so far? Yes \_\_\_\_\_ No \_\_\_\_\_

Comments:

Are you willing to host another intern from the CSA program in the future? Yes \_\_\_\_ No \_\_\_\_

Comments:

If so, may we contact you about this possibility? Yes \_\_\_\_\_ No \_\_\_\_\_

Contact information:

Please discuss your evaluation of your intern's performance with the student prior to the start of the second half of the internship. Thank you for your time and assistance.

## Final Site Supervisor Evaluation

### College Student Affairs Program

**Student evaluated:**

Name:	Date:
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**Site supervisor/evaluator\***

Name:	Phone:
Title:	
Organization sponsoring the internship:	

**\*The person conducting this evaluation should be the student's direct supervisor.**

We request that you, as an evaluator, discuss this evaluation with the student before it is forwarded to the internship coordinator.

**WHEN COMPLETE, PLEASE FORWARD THIS EVALUATION TO:**

CSA Internship Faculty Coordinator  
400 Rackley Building  
Pennsylvania State University  
University Park, PA 16802

Please note that this evaluation is to be used for the student's benefit. It should indicate strengths and identify weaknesses so that you and the intern may address them appropriately during the time remaining in the student's internship. This evaluation comprises 25 percent of the intern's final grade. **Please include narrative comments on the second page of this document for a thorough evaluation of your intern's performance.** Your cooperation is greatly appreciated.

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1	Punctuality					
2	Willingness to learn new skills					
3	Receptiveness to take on additional responsibilities when asked					
4	Ability to accept constructive criticism and feedback					
5	Ability to interact well with clients/customers					
6	Ability to interact well with fellow workers					
7	Demonstration of a mature attitude					
8	Reliability					
9	Judgment					
10	Professional appearance and habits					
11	Dependability in fulfilling assigned duties					
12	Ability to make good use of his or her time					
13	Quality of student's work					
14	Oral communication skills					
15	Written communication skills (if applicable)					
16	Problem solving ability					
17	Ability to accept direction					
18	Ability to learn in the internship setting					
19	Demonstration of initiative					
20	Overall, how would you rate the student's job performance during the second half of the internship?					

See next page for additional comments and observations.

1. What recommendations do you have for the intern for successful entry and advancement in this profession?
2. If an opening became available in your organization, would you consider this student for a full-time position?
3. Would you recommend this student to another place of business for employment?
4. Additional comments:

Contact information:

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Supervisor Signature Date

Please discuss your evaluation of your intern's performance with the student prior to his/her departure from your organization. Thank you for your participation in the CSA Internship Program. Only with the support of offices/organizations such as yours can programs such as this be successful.

## Student Intern Self-Evaluation

### College Student Affairs Program

Student Intern Name:
Semester of Internship:
Recommended Grade:

Please evaluate yourself on the factors below using a scale of 1 – 5 (check the appropriate box)

		Poor 1	Marginal 2	Average 3	Good 4	Excellent 5
1	Punctuality					
2	Willingness to learn new skills					
3	Receptiveness to take on additional responsibilities when asked					
4	Ability to accept constructive criticism and feedback					
5	Ability to interact well with clients/customers					
6	Ability to interact well with fellow workers					
7	Demonstration of a mature attitude					
8	Reliability					
9	Judgment					
10	Professional appearance and habits					
11	Dependability in fulfilling assigned duties					
12	Ability to make good use of his or her time					
13	Quality of student's work					
14	Oral communication skills					
15	Written communication skills (if applicable)					
16	Problem solving ability					
17	Ability to accept direction					
18	Ability to learn in the internship setting					
19	Demonstration of initiative					
20	Overall, how would you rate the student's job performance during the second half of the internship?					

See next page for additional comments and observations

1. To what degree have you been involved in the actual practice of the procedures, duties, and routines of your area?

☐ Fully involved, was able to perform with little or no supervision  
☐ Involved, but worked under the direct supervision of a staff member  
☐ Observed staff member at work  
☐ Met, talked with staff (individually or with groups) but no observation or actual assignments were undertaken or attempted.

2. Did you meet with your supervisor on a regular basis to discuss your experience and progress? Was this a productive and/or helpful experience?

3. Please evaluate yourself in terms of the specific objectives listed on the Internship Contract and any additional activities or responsibilities undertaken. Please use the CSA Learning Outcomes to evaluate yourself ([http://www.ed.psu.edu/csa/learning\\_outcomes.htm](http://www.ed.psu.edu/csa/learning_outcomes.htm))

5. What skills have you acquired during this internship? What skills need further development? Please use the CSA Learning Outcomes to evaluate yourself

Additional comments:

#### **INTERN CERTIFICATION:**

I certify that I completed \_\_\_\_\_ hours of work within my office/organization and that the preceding evaluation is my own.

\_\_\_\_\_  
Intern Name

\_\_\_\_\_  
Intern Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

## **Student Intern Evaluation of Internship Site**

### **College Student Affairs Program**

Intern Name:
Semester of Internship:

Please evaluate your internship experience with regard to the following areas:

	Excellent	Good	Fair	Poor	Not Applicable
Involvement in overall operation of internship site					
Involvement in meaningful projects					
Quality of Supervision					
Amount of Supervision					
Opportunity for Skill Development					
Opportunity to gain new knowledge					
Interaction with other student affairs professionals on site					
Opportunity to complete CSA Learning Outcomes					
Overall Evaluation of Experience					

What suggestions would you give to a student considering this internship, department, or institution?

Additional comments:

Please return this form at the conclusion of the internship experience.