

INTERNSHIP MANUAL

Recreation & Park Management



SACRAMENTO
STATE

**Department of Recreation, Parks &
Tourism Administration**

College of Health & Human Services

2016-2017

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“WHAT I NEED TO GIVE TO GERALDINE” CHECKLIST -

- *Please read the internship manual and discuss any questions you have with your faculty advisor.*
- **Attend** the mandatory internship meeting during the semester before you plan to do your internship.

Geraldine Nicholson must enroll you in the internship course (RPTA B, C or E³). However, if any of the information below is missing, you will not be allowed to register for your internship. **Before you visit her office, make sure you have the following forms (found on the RPTA website under “Forms”) with the required signatures:**

<input type="checkbox"/>	FORM A (Pre-internship hours)	Faculty advisor must approve hours
<input type="checkbox"/>	FORM B (Intent to Intern)	Faculty advisor signature required. Must be submitted: Fall – by May 1; Spring – by October 1; Summer – by March 1
<input type="checkbox"/>	FORM C¹ (Petition to Waive Requirements)	Faculty advisor signature required. Must be submitted: Fall – by May 1; Spring – by October 1; Summer – by March 1
<input type="checkbox"/>	FORM D (Internship Agreement)	Faculty advisor, site supervisor signatures required. Must be submitted before internship begins.
<input type="checkbox"/>	Learning Goals & Objectives²	Must be approved by site supervisor and faculty advisor

Main reasons student paperwork is returned/not approved:

- Agency address/phone numbers are missing
- Site supervisor and/or faculty advisor signatures are missing
- Goals and objectives are missing²
- Weeks/hours-per-week calculations are missing or incorrect
- Total units for internship is incorrect (typically, 1 unit=40 hours work, thus 10 units = 400 hours of internship for Rec & Park internships)
- Obtaining signatures can take time. Be sure to allow for this as you prepare to register for your internship.

¹Form C is required only if a student is attempting an internship before completing all core courses. Form C petitions must be approved by the faculty advisor and the department chair. Petitions are approved on an individual basis, and depending on circumstances, exceptions may not be granted.

²RPM and RT students have different requirements for their goals and objectives. Please carefully read Form D and the Internship Manual before completing these.

³RPTA 195 (B, C or E) is a course. You must be enrolled in and pay for this class. Geraldine will register you.

Please note that there are several additional forms related to your internship that are available on the department website. You must use these forms in association with your internship.

1. INTERNSHIP OVERVIEW

1.1 OBJECTIVES OF THE INTERNSHIP

The aim of the internship program is to provide the student (future professional) with a comprehensive practical experience in a setting where learning is the primary objective of the experience. To this end, the overall purposes of the internship are:

- FOR THE STUDENT: to complete his/her professional preparation program in a controlled and supervised experience in the field.
- FOR THE AGENCY: to provide professional guidance throughout the experience.
- FOR THE UNIVERSITY: to sponsor the student and monitor the progress of completed assignments. The faculty member at the university will also help the student integrate their classroom learning with their internship experience.

The purpose of the program is to structure an individualized educational experience that is planned and implemented cooperatively and collaboratively between the student, cooperating agency and university. The internship experience is a planned transition from the formal classroom to a professional recreation, park or leisure service setting within which the student's strengths, weaknesses and suitability for the field can be realistically assessed.

1.2 ROLES AND RESPONSIBILITIES

The success of the Internship Program is dependent upon the cooperation and involvement of the three parties concerned in the design and implementation of any experience. The **student** must realize the responsibilities involved in preparation for an accomplishment of an experience and must strive to be accountable to the agency with which he or she is affiliated. The **cooperating agency** must be sensitive to the purpose of the program and seek to continually create opportunities for the student to observe or perform various functions within the recreation, park or leisure service delivery system. The **university**, through **RPTA Department faculty**, will oversee the student's academic performance during the internship (e.g. completion of reports and a final project).

The degree of cooperation required can be achieved through acceptance and observation of the basic guidelines contained in this manual and **constant communication and evaluation**.

1.3 DISTINGUISHING BETWEEN RPTA 195 B, C, OR E

Park and Recreation Management

- Park and Recreation Management students will register for a **10-unit internship** (400 hours)
- Students in the Recreation and Park Management option will need to negotiate work hours with their agency supervisor. As long as the student completes the required 400 hours, their internship reports, and a final project, they can create a work schedule that is mutually satisfactory for both parties (the student and the agency supervisor).
- Recognizing that students want and need flexibility in terms of completing their internship requirement, students can split their internship over two semesters at the same or at two different agencies. If you participate in two different internships, you will need to repeat the registration, contract, reporting, and project process twice.

***RPTA 195 B** (4-unit internship – 160 hours)

***RPTA 195 C** (6-unit internship – 240 hours)

RPTA 195 E (10-15 unit internship – 10 units = 400 hours for students in the Park and Recreation Management Option)

In addition to regularly scheduled work hours, students are expected to set aside time to write their reports and to work on their final projects.

Coursework: Students may take up to three (3) units in addition to their internships during the academic year. If the student needs to take additional hours during their internship (during the academic year) he/she must petition their major advisor and the chair (there should be compelling reasons for this request – e.g., that they are going to graduate - and the student will need to provide documentation should this be the case). **Students completing internships during the summer, however, are not allowed to take any additional coursework.**

***Note for students opting for the 195B/C option (split between two terms):** You should plan on repeating all the following procedures twice (even if you're continuing at the same site). This includes planning meetings with your faculty internship advisor, as well as repeating the report submissions. The issue of final projects will be negotiated with your Faculty Internship Supervisor, but plan on submitting two projects for the 195B/C options.

1.4 INTERNSHIP PLANNING

Students should start financial planning prior to internship because personal finances are often a challenge during the internship. Due to the demands of an internship, students may not be able to work additional hours for pay. Keep in mind that some of the best internships are unpaid. Work for pay must never overshadow the educational and learning aspects of an internship. In summary, the internship can create a financial crunch. Here are some suggestions to avoid money panic and burnout:

- **Plan ahead!** Start saving money or securing a student loan so you will have a smooth transition to the internship.
- **Locate additional financial aid for the internship.** A student loan or temporary help from your family may allow you to have a "normal" life and will often improve the quality

of your work during the internship (instead of being exhausted from working 80 hours per week).

- **Do not try to work at another job.** If absolutely necessary, work no more than part time during your internship, otherwise you will burn out and your work quality will suffer.
- **Do not limit your selection of internship sites to just those that pay.** Keep your options open. Educational opportunity is the prime consideration in selecting an internship site. Remember, the internship is critical to your career development and is often the gateway to that important first professional job or professional advancement.
- **Discuss the possibility of some type of "compensation" during your internship with your agency contact person *before* you sign the contract.** Compensation can take many forms: monthly salary, hourly wage, monthly stipend, conference registration, transportation cost reimbursement, room and board, or half volunteer and half paid worker status. Part time pay for specialized service may be a portion of the internship. Clearly identify compensation in your contract with the agency.

1.5 WAIVERS AND PETITIONS

Students may submit a typed petition to waive a specific requirement related to internship. The Petition to Waive Requirements form (**Form C**) must be completed and accompanied by strong, clear, and legible supporting materials. Petitions must be approved by the student's academic advisor and department chair, and submitted prior to the student registering for the internship (see page 3 for dates).

A petition is required in the following circumstances if (but are not limited to):

- the student's internship is with two different agencies;
- the student has not completed all of the core coursework prior to beginning the internship;
- the internship is with an agency where the student is currently working or previously has been employed.

2. INTERNSHIP REQUIREMENTS

2.1 STUDENT ELIGIBILITY REQUIREMENTS

RPTA MAJORS MUST:

- ❖ Have completed and verified 600 hours of paid or volunteer recreation work in accordance with RPTA Department policy prior to starting the internship (See Verification of Hours, (**Form A**). To ensure that the intern has had practical and varied experience prior to the start of internship, the 600 hours of paid or volunteer work experience (called the *pre-internship* experience) will be accepted based on the relationship of the experience to work related aspects of the RPTA curriculum. Acceptance of the 600 hours is contingent on the approval of the student's major advisor. Students should use **Form A** for this requirement. Students are strongly encouraged to pursue some of the 600 hours in their professional area of interest.

- ❖ Be willing to serve part-time or full-time in the selected agency.
- ❖ Have approval of major faculty advisor.

2.2 AGENCY ELIGIBILITY REQUIREMENTS

THE AGENCY MUST:

- ❖ Provide professional supervision.
- ❖ Be willing to participate in the intern evaluation processes (mid-term and final).

3. INTERNSHIP PROCEDURES

3.1 PROCEDURES FOR INTERNSHIP PLACEMENT

Following these procedures in a systematic and timely manner will allow you to successfully negotiate the internship placement process. The process should begin at least one semester, preferably two, before you begin your internship.

Prospective Intern Checklist:

1. HAVE FIRST APPOINTMENT WITH RPTA MAJOR ADVISOR TO:

- Be sure you meet all RPTA Department requirements by meeting with your major advisor.
- Confirm you have completed all course requirements.
- Be sure your minimum of 600 pre-internship hours comply with RPTA Department policy.
- Make sure that completed forms verifying your 600 work/volunteer hours are on file in RPTA Department office by completing **Form A**. Your major advisor **must** approve your volunteer hours.

2. Review internship agency sites on RPTA webpage.

3. Fill out Form B, Intent to Intern, and attach a copy of your most recent resume. (Sample resumes are in Appendix B) (see due dates on Page 1)

4. HAVE SECOND APPOINTMENT WITH RPTA MAJOR ADVISOR TO EXPLICITLY DISCUSS THE INTERNSHIP

- For this appointment, bring your completed Intent to Intern form (Form B) and any related documents. Your major advisor will not meet with you unless you have all of your materials completed. Obtain your RPTA major advisor's signature on Intent to Intern form (Form B)
- Discuss the potential agency sites that you listed. Your major advisor may require you to select other sites as well.

5. AGENCY INTERVIEWS

SPECIAL NOTE: Informational interviews and resume exercises completed in RPTA 30, RPTA 101 and RPTA 105, should be viewed as part of the student's internship position search.

- Schedule agency interviews only after meeting with and obtaining your major advisor's approval to proceed. Send a cover letter to the agency ahead of time or take it with you to the interview (See **Appendix C** for guidelines for writing cover letters).
- Be prepared for interviews and arrive on time. Dress professionally and present yourself in an appropriate manner. This is an opportunity for you to impress the agency staff with your poise and skills as well as to determine if this agency will meet your objectives.
- Give the agency representative a packet containing your current resume, your internship objectives, and a blank Internship Contract which defines agency responsibilities.
- Send a thank you letter immediately after your interview.

7. SET UP APPOINTMENT WITH RPTA MAJOR ADVISOR

- Schedule a follow-up appointment with your major advisor after you have completed all of your interviews.
- Take all materials related to your internship to this appointment. Review your notes with your major advisor to help you determine the most appropriate agency.
- Select internship agency with your major advisor.
- Notify selected internship agency supervisor regarding approval of placement.

8. FINALIZE INTERNSHIP CONTRACTS AND CONFIRMATION

- Take the Internship Contract (Form D) to your agency supervisor, have them sign it, and return it to your major advisor for his/her signature. After all signatures have been obtained, take completed contract to department office administrator (Geraldine) to get registered.

3.2 DURING YOUR INTERNSHIP

Please note that there are several forms related to tracking hours, your final project, your mid-term evaluation, etc. that are available on the department website. You must use these forms in association with your internship.

What are my responsibilities during the internship experience?

During the internship, the student is expected to observe and participate in administrative/program/clinical responsibilities such as:

- ✓ Conferences, meetings, and program observations with the agency supervisor
- ✓ Development of programs for the total agency

- ✓ Budget planning and implementation
- ✓ Public relations programs
- ✓ Staff meetings
- ✓ Commission, Council and/or Board meetings when appropriate
- ✓ Skill development workshops
- ✓ Community development programs

The student will be expected to identify and summarize experiences with these administrative and program elements as part of his/her reports filed with the faculty internship advisor.

1. PLAN YOUR REPORTS

In the first week of your internship, you should

- Meet with your Faculty Internship Supervisor to establish dates for when you will be reporting. Remember that this is **YOUR RESPONSIBILITY**. Your Faculty Internship Supervisor will **not** remind you of when these reports are due. Failure to complete these reports may result in you receiving **NO GRADE FOR THE INTERNSHIP**.

2. REVIEW GOALS AND OBJECTIVES

- Review the goals and learning objectives one week after you begin your internship experience and, if necessary, make changes that more accurately reflect what you will actually be doing at your internship. Your internship supervisor will identify a date by which any revised goals and learning objectives will need to be submitted.

- CONFIRM THE SCHEDULE FOR SUBMITTING REPORTS and SITE VISITS** with your faculty internship advisor (typically every other week). Refer to **Form E** for details on these reports and a suggested schedule.

4. TRACKING YOUR HOURS

- Students will be asked to complete "Intern Student Work Log Sheets" (**Form I**) and your agency supervisor will be asked to sign off on these log sheets. Your internship supervisor will collect these logs mid-way through your internship and at the end of your internship.

5. PLAN YOUR PROJECT

- Within the first two weeks of your internship, you should begin talking with your agency supervisor to begin to identify a **final project** for your agency. Examples of final projects include: volunteer manuals, marketing plans, websites, etc. The idea of the final project is to leave something behind when you depart from your internship experience.
- By the fourth week of the internship, you and your agency supervisor should agree upon your final project and complete a Final Project Proposal form (See **Form F**).
- Submit Final Project Proposal form (**Form F**) to your Faculty Internship Supervisor .

6. COMPLETE YOUR PROJECT AND SUBMIT WITH FINAL REPORT

Refer to **Form E** for guidelines for completing the final report.

7. AGENCY

Your agency supervisor will need to complete both a midterm and final evaluation of you and your performance. You will not be able to receive credit for the internship until this has been completed. **Midway through the internship experience** submit the Intern Evaluation form

(Recreation Administration Students - Form G) to your supervisor and request that once it has been completed and signed by both you and the supervisor, that it be sent directly to your faculty internship advisor. **Approximately two weeks before the end of your internship**, the same process should occur.

In some instances, agencies will use their own evaluations. If your agency uses their own evaluation form, please ask your agency supervisor to get the form directly to your faculty internship advisor.

9. **RECEIVE INTERNSHIP CREDIT & GRADE**

4. INTERNSHIP POLICIES

This final section offers details on the formal policies for your internship experience, including changing or ending your internship, managing conflicts at your internship site, waiver and petition requirements, compensation and financial considerations, and planning details that you should consider throughout the process.

4.1 TRANSFERS / TERMINATION

In unusual circumstances, an intern will be allowed to transfer or terminate an internship placement. This action will be taken only with the final approval of the RPTA Department Chair after meeting with the intern, faculty internship advisor, and Agency Supervisor and only after it is agreed that it is in the best interest of all those involved.

4.2 CONFLICT RESOLUTION

Conflict is an inevitable part of the workplace and internship sites are no exception. Some conflicts develop because of a misunderstanding regarding expectations, scheduling, philosophies, etc. Generally, most conflicts can be resolved quickly between the student and the agency supervisor. On occasion a more serious conflict may develop (e.g., ethics, professionalism). It is very important that you let your Faculty Internship Supervisor know when a major problem develops so that you and subsequent students at that agency are able to have a positive learning experience. If this happens, these guidelines should help you resolve the conflict.

1. Put the incident into focus by clarifying in writing what you see the conflict to be. Be objective and look at the issue from all sides. Acknowledge any possible contribution you may have made to the problem. This self-evaluation may, in fact, resolve the conflict issue.
2. Ask for a meeting with your supervisor, if necessary, to discuss the concerns you have. When you meet, utilize your written notes which indicate you are seeking a constructive resolution. It is usually to your advantage to ask your supervisor for input with a problem you are experiencing. Even if you perceive your supervisor to be the cause of the conflict, do not verbally attack or accuse your supervisor of being the source of that problem. Remain objective and do not become defensive even if your supervisor becomes accusatory toward you.

3. The meeting may be sufficient to resolve the problem. If so, discuss the problem and its resolution in your periodic report. If the conflict is not resolved or escalates, contact your faculty internship advisor.

Depending on the situation several options for dealing with the conflict are available:

- a) You and the agency supervisor meet again to attempt to resolve the conflict.
 - b) You, the agency supervisor and your Faculty Internship Supervisor meet to attempt to resolve the conflict.
 - c) The agency supervisor and your Faculty Internship Supervisor meet to attempt to resolve the conflict.
4. Occasionally, a student will terminate the experience because of an impasse in resolving the problem. If so, each case such as this will be handled on an individual basis and subsequent arrangements will be worked out. This is a last resort option.

Your Faculty Internship Supervisor will not meet with the agency supervisor unless you agree to the meeting. You will not be placed in the middle between the faculty and agency supervisors.

Special Liability Note: For liability reasons, students must not terminate an internship without contacting their Faculty Internship Supervisor and/or the department chair.

4.3 WAIVERS AND PETITIONS

Interns may submit a typed petition to waive a specific requirement related to internship. The Petition to Waive Requirements form (**Form C**) must be completed and accompanied by strong, clear, and legible supporting materials. Petitions must be approved by the student's academic advisor and submitted prior to the student registering for the internship.

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4.4 INTERNSHIP COMPENSATION and FINANCING

The Department of Recreation, Parks & Tourism Administration allows an intern the opportunity to receive compensation from the agency during internship. Compensation shall be negotiated between the intern and the agency during the contracting stage.

5. ADDITIONAL INFORMATION

5.1 Financial Aid

1. Financial aid may be available for internships done during the fall, spring or summer, however, students should discuss those options with the Financial Aid Office on campus. The department does not handle financial aid issues.
 2. Summer internships are offered through the College of Continuing Education (CCE). For this reason, the costs/payment schedule may be different than the fall or spring semesters.
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5.2 Graduation/Commencement

1. Students are permitted to “walk” (attend commencement) prior to completing their internship if the internship is their final course. However, a student will not actually graduate and receive their diploma and confirmation of their degree until the internship is completed. **Make sure your graduation application lists the semester/year that you complete your internship!**