

**Department of
Recreation, Tourism,
and Hospitality
Management**

**Manual for
Graduate Internship in
Parks and Recreation
Management**

RPM 697

Manual updated April 08

To our colleagues and students:

This internship manual has been prepared to assist students and supervisors in understanding the requirements for RPM 697, Graduate Internship in Parks and Recreation Management, at The University of North Carolina at Greensboro. Internship serves as an integral part of each student's total educational preparation for professional practice, augmenting the content and objectives of the classroom.

The distinctive contribution of the Internship is in the opportunity afforded the student in developing professional behavior and in applying theory to practice in accord with their growing professional knowledge. The Internship is that phase of professional preparation which enables students to assume leadership in a variety of settings and programs, to progress to supervisory responsibilities, and to gain "hands on" professional experience under the supervision of experienced Agency and University supervisors.

We view the Internship as a commitment to the future -- an opportunity for aspiring young recreation, parks, or tourism professionals to gain valuable experience under the supervision of seasoned professionals. Many thanks are due to those colleagues in the field who have contributed to the Internship program through their ongoing input and critical evaluation.

Department of Recreation, Tourism, and Hospitality Management Faculty

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Graduate Internship in Parks and Recreation Management

RPM 697

One of the most difficult, and yet, most important adjustments for a graduating masters student from a recreation, parks, and tourism curriculum is the application of the academic knowledge achieved to professional work situations. RPM 697, Graduate Internship in Recreation, Parks, and Tourism, is designed to provide graduate students the opportunity for practical application of theory in professional work prior to graduation.

Definitions

Internship: Directed field experience in a recreation, parks, or tourism agency under supervision of a University Supervisor and an Agency Supervisor. Students, in a 12-week (minimum) program, are assigned on an individualized basis to approved public, private, and commercial agencies for a minimum of 480 clock hours for 6 semester hour credits; although, a student may complete a six-week internship for a minimum of 240 clock hours for three semester hour credits. Please note that TR students using this internship toward certification must complete 480 hours.

Agency Supervisor: The individual who has primary responsibility for directing the student's on-the-job experience within a particular recreation, park, or tourism agency.

University Supervisor: The individual who is employed by The University of North Carolina at Greensboro (UNCG) through the Department of Recreation, Tourism, and Hospitality Management to assist students with their Internship experience and who has final responsibility and authority for assigning grades.

Objectives of the Internship

1. To provide the student with an orientation to the field of recreation, parks, and tourism.
2. To provide the student an opportunity to gain practical experience, under professional supervision, in actual work situations.

3. To supplement the student's classroom experiences and allow for adjustment or redirection of knowledge, skills, and abilities.
4. To provide the student an opportunity to develop leadership and supervisory skills.
5. To assist the student in understanding his/her own capabilities and select areas of specialization for future course work or for possible employment.
6. To assist the student with future employment by providing professional experience, job contacts, personal references, and other forms of assistance.

The Student, University Supervisor, and Agency Supervisor involved in the Internship will all share in the responsibilities of the experience. The student should acquire experience in program planning and development, public relations, and management, and/or other professional responsibilities subject to approval by the university supervisor.

The University of North Carolina at Greensboro is providing the Internship in cooperation with agencies/institutions providing recreation, parks, and tourism services.

A brief description of the Internship follows.

1. Graduate Internship in Recreation, Parks, and Tourism, for which graduate students receive three (3) or six (6) semester hour credits, is designed to provide students the opportunity to relate theory to practice through observation and experience. Students are assigned on an individualized basis to approved public, private, and commercial agencies. The Internship is essentially a full-time continuing experience in a recreation, parks, or tourism agency, of a minimum of 240 clock hours for a three (3) semester hour credit or 480 clock hours for a six (6) semester hour credit over an extended period of time, to be not less than 12 weeks. ***Some participating agencies or institutions may require more than 12 weeks and/or 480 clock hours.*** Students are expected to follow the rules, regulations, and policies of the agency as an employee. Students may be paid during their Internship experience. Students should understand, however, that financial compensation is not guaranteed nor is it a major consideration in determining Internship placements.
2. The University provides this written manual for the professional Internship. This guide delineates the philosophy and objectives of the Internship experience, progression and scope of experience, basic policies and procedures, and forms, records, and reports to be submitted.

3. The University Supervisor will visit the agency once during the Internship experience (providing University funding is available), and hold an evaluation conference, when appropriate, on site to discuss the Internship. For those Internships conducted outside the Piedmont Triad metropolitan area, phone calls to the Agency Supervisor and intern may be made in lieu of a site visit.
4. The agency will assign a qualified staff member to supervise the student and submit an evaluation report on the student's performance during the final week of the Internship.
5. The student will submit required reports to the Agency and the University supervisor, have periodic conferences with the Agency and University supervisor (as needed), and participate in the mid-term and final evaluation conferences.
6. The agency and the University will jointly agree upon placement of a student in the agency after consultation with the student, and in consideration of the needs of the student in relation to what the agency can provide. Prior to selection of the agency for placement and acceptance of the student by the agency, a general outline of the Internship should be developed.
7. The student should gain experience in the following areas:
 - A. Management. The student should study and observe, in action, the policies and practices of the agency. This would include legal and legislative foundations of the agency, board relations, financial practices such as budgeting and record keeping procedures, funding sources, personnel and supervisory practices, staff evaluations, general staff relations, and techniques of dealing with the public and the agency constituency in a courteous and effective manner. Also included would be plans for marketing, especially in the areas of promotion and public relations.
 - B. Programming. The student should help plan and implement a broad program of activities and services characteristic of the agency involved. The student should prepare program/activity plans in a systematic manner and help to carry out various types of programs. Plans for evaluation of programs should also be included.
 - C. Areas and Facilities. The student should gain theoretical as well as practical experience in physical facility planning and operation. This may include experience in long-range planning as well as layout and operation of various types of areas and facilities. Involvement related to maintenance, equipment, and supplies are essential, as well as physical inspections and risk management procedures.

8. Students will be placed in one of the three possible settings depending on concentration:

- A. Treatment in Clinical/Community Based Experiences (TR). If the internship involves a therapeutic/clinical situation the student should gain experience/exposure in developing recreation therapy protocols, individualized treatment plans, assessments, planning, implementing and evaluating programs, grand rounds, in-services, charting procedures and other matters pertaining to the treatment/care of individuals undergoing therapy. Involvement in staff and patient meetings is strongly encouraged.
- B. Public Leisure Service Settings (LSM). If the Internship involves a public recreation and parks situation, the student should gain experience in dealing with public relations, attend board/commission and other community meetings, work with committees, visit individuals in the agency and community, and receive broad agency/community experiences during his/her Internship. The Internship should help the student to understand the total concept of the agency through the discussion of actual problems and situations in the operation of the agency.
- C. Profit Organizations (TTCR). The general criteria for the Internship apply equally to public, private non-profit, and private for-profit oriented organizations. The student should gain experience in as many aspects of the business as possible. Because of the diversity of such businesses, it is difficult to detail the types of experiences which will best meet the needs of the student; however, the Internship application should specifically outline the experiences which the student will receive (e.g., marketing, customer service, group sales, concessions operations).

The above outline should serve as a guide to assist the Agency and University supervisors in developing quality Internship experiences. It is assumed that the material will be adapted to the characteristics of the Agency or Business. Supervisors should feel free to add other appropriate and useful information.

Policies and Procedures

Students planning to enroll in Internship must submit an Eligibility Form for Practicum or Internship, one page cover letter, and resume. The deadline for submitting this form is as follows: (1) applications must be submitted **by October 1st** for spring internships and **by March 1st** for summer and fall internships, that is around the mid-point of the semester prior to the semester in which the Internship is to be taken; (2) cover letters and resumes must be submitted at least two days prior to the appointment with the Internship Coordinator for review, and (3) appointments must be made with your faculty advisor for placement approval before final approval is granted for Internship placement.

Eligibility Requirements

In order to be eligible for Internship, students must meet the following requirements:

- Have earned a minimum of 24 semester hour credits with a **3.0 or better** cumulative grade point average (GPA). This GPA is a University requirement with NO exceptions. A 3.0 GPA or better in RPM coursework is also required. The internship can be taken any time after completion of 18 hours if the internship is not taken as capstone.
- Have earned a minimum of 30 semester hour credits in Recreation, Tourism, and Hospitality Management courses, including 6 semester hours in their concentration. Required professional core courses include RPM 611, 612, 613. Plus, RPM 633, 634 or 637 for the TR concentration or RPM 626, 627 for the TTCR concentration or RPM 645, 646 for the LSM concentration.

Eligibility for Internship will be based upon information obtained from the Eligibility Form for Practicum or Internship form which is completed by the student. ***Students falling below a cumulative 3.0 GPA will not be permitted to register for RPM 697.***

Professional Liability Insurance for Students

Students must have professional liability insurance during the Internship experience. Some agencies cover students under agency policies, some agencies make available insurance for a minimal charge, and some agencies make no provisions for insurance coverage. Students must submit proof of insurance coverage prior to beginning the Internship experience. This can be a letter from the agency (on agency letterhead) or a copy of the policy application and proof of payment. The Department assists students in obtaining liability insurance coverage. Students should obtain an application form from the RTH Fieldwork web site (www.uncg.edu/rth/fieldwork);

complete the application form; and return it along with a personal check to cover insurance costs to the Departmental Secretary for processing. ***Students not showing proof of insurance coverage prior to beginning the Internship experience will be dropped from the course without notice.***

General Procedures for Placement

Students must adhere to the following procedures as they progress through the placement process:

- 1) Print the necessary fieldwork documents, including two copies of the Manual for Graduate Internship in Parks and Recreation Management and become familiar with its contents. (www.uncg.edu/rth/fieldwork)
- 2) Identify several agencies where you would potentially like to conduct your internship.
- 3) Make an appointment with your faculty advisor for approval of the agency sites. A very important role of the faculty advisor is to approve and assist the student in ranking the agencies.
- 4) Complete the Eligibility Form for Practicum or Internship and submit to the faculty advisor or Fieldwork Coordinator.

When you have completed the above procedures, you should:

- 1) Contact your academic advisor and request an appointment to meet.
- 2) Bring all the necessary materials with you to the meeting to discuss your Internship placement. Your advisor will discuss your materials and the three agencies of interest. Following the meeting, you will forward your approved application to the agreed upon agencies.
- 5) After meeting with your advisor and deciding on an agency, submit the Request for Practicum or Internship Site Approval form, one page internship proposal, and resume to submit with your application.
- 6) Students must obtain liability insurance from the Department of RTH. ***Students not showing proof of insurance coverage prior to beginning the Internship experience will be dropped from the course without notice.***

NOTE: No Internship hours will be counted until all forms, including the Report Calendar, have been submitted to the academic advisor or Fieldwork Coordinator.

Criteria for Agency Selection

Internship placements should result from the combined effort of the student, the Internship Coordinator, the University supervisor, and the agency supervisor. The selection of the professional agency should be matched with the student's needs in order that the student can best fulfill personal and professional outcomes.

Basic Criteria for Agency Selection

1. The agency should be recognized in the field of recreation, parks, and tourism.
2. The agency should have an established Internship program worthy of a master's level student.
3. The agency and its staff should be willing to provide opportunities for active participation as well as observation of programs and services.
4. The agency and its staff should be willing to conduct an orientation program and provide other information needed by Internship students.
5. The agency staff should be qualified through education, experience, and credentials (e.g., professional certification and/or licensure) as necessary to provide supervision and guidance to Internship students.
6. The agency should have sound written administration policies and procedures, including budget and finance, publicity and public relations, maintenance and operation, and personnel management.
7. The agency staff should be willing to accept the student as a contributing professional member of the staff.

Basic Criteria for Agency Supervisor

1. Agency supervisors should have **one** of the following:
 - four-year degree from an accredited college/university in recreation, parks, or tourism or a closely allied field, and a minimum of two years supervisory and/or administrative experience.
 - masters degree from an accredited college/university in recreation, parks, or tourism or a closely related field and a minimum of one year supervisory and/or administrative experience.
 - significant professional experience in their field (five years or more, with at least one year in a supervisory and/or administrative role), and an understanding of the recreation, parks, and tourism field.
2. Agency supervisors should be willing to provide guidance and direction during the Internship experience, facilitate accomplishment of the student's Internship goals and objectives, and submit required evaluation reports to the University supervisor.
3. ***Agency Supervisors responsible for the supervision of students in the Therapeutic Recreation Concentration must be certified as a CTRS through the National Council for Therapeutic Recreation Certification (NCTRC). If the student is completing the Internship OR planning to practice as a recreation therapist in the State of North Carolina, the Agency Supervisors responsible for their supervision in the Therapeutic Recreation Concentration must ALSO be licensed as a LRT through the North Carolina Board of Recreational Therapy Licensure.***

Grading Procedures

RPM 697 is graded on a Satisfactory (S) or Unsatisfactory (U) basis. The student's final grade for the Internship experience will be based upon the following factors: progress reports, mid-term evaluation, final evaluation, final student report and recommendation of agency supervisor.

NOTE: Final grades cannot be posted until ALL final paperwork is completed and turned in to your University Supervisor.

Learning Outcomes

The student, in conjunction with the agency supervisor, is responsible for developing a set of 5-10 learning outcomes that should be accomplished during the Internship experience.

These outcomes should be finalized by the end of the first week of the Internship with your Agency Supervisor and sent to the University Supervisor in the form of a minimum one page document submitted with the Request for Internship Site Approval Form.

In finalizing these outcomes, the student should consider the following:

1. What are your personal needs with regard to advancing your education in recreation, parks, and tourism? For instance, you may need to have practical leadership experience with a certain group of people (e.g., teenagers, older adults, or people with disabilities). You may need to learn more about recreation boards and government politics. Perhaps you feel the need to understand how the impact of tourism is monitored. These kinds of needs should serve as the basis for the selection of the agency as well as the development of your learning outcomes.
2. Take into consideration the strengths of the agency under which you are completing your Internship. What kinds of experiences and opportunities can your supervisor and the agency provide?
3. Along with your Agency Supervisor, think about how you will be able to meet your outcomes. Do not develop an outcome that cannot be met during your Internship.
4. Think about things you have been curious about in the classroom. Develop outcomes that will enable you to make discoveries or to study an area in greater depth.

Try to be as specific as possible in writing your outcomes. These outcomes should serve as the foundation for your experience, and the outcomes will serve as one component of your evaluation by the University Supervisor.

Report Information

During the course of the Internship, the student will submit various reports, which will provide information about the agency, the learning experience, and the student's progress. All reports will be kept on file and should be regarded as professional papers. As such, the reports should be carefully and thoughtfully drafted and thoroughly edited. Reports should be typed, double-spaced, and free from errors (such as spelling, typographic, grammar, and punctuation). **If reports are inadequate or contain excessive errors, they will be returned to the student for revision.** Once the report is acceptable, it will be placed in the student's file and the student notified.

Initial Internship Report

An Initial Internship Report should be completed by the Internship student, in conjunction with his/her agency supervisor, and returned to the University supervisor no later than the first week of the Internship. If this information is known prior to the start of the Internship, turning in this report early is encouraged.

Progress Reports

The student will submit Progress Reports at the end of the second week and the sixth week of the Internship experience. The student should briefly outline the **nature and scope of his/her activities** during the designated period. Emphasis should be placed on **an analysis of learning experience** rather than specific, detailed listing of activities. In other words, report to your University supervisor what you have learned during the time period covered by each progress report. *Progress reports must be received within 5 calendar days of the completion of the second week and the sixth week of the Internship experience.*

Typically, these reports are **3-4 pages in length** and include the following:

- information about the setting where you are working
- how what you are doing relates to classroom learning
- new skills and capabilities you have developed (how you handle situations, your personality, your competencies, and what interests/challenges you)
- any problems or barriers and how you handled them
- anything to be added to course content.

Mid-Term Evaluation

The mid-term evaluation serves as a major communication link between the student, the Agency Supervisor, and the University Supervisor. The student is responsible for providing a copy of the mid-term evaluation to the agency supervisor during the second week of the Internship experience. The agency supervisor will complete the mid-term evaluation (sometime between weeks 4 and 6), review it with the student, and submit it to the University Supervisor. The evaluation should be mailed (or faxed) to the University Supervisor after the fifth week. If a site visit is planned, the evaluation and the second progress report can be held for the visit by the University Supervisor (typically between the fifth and seventh weeks of the Internship).

Final Student Report

The student, upon completion of the Internship experience, is required to submit a final report to the University. ***The final student report should be returned to the University within seven days after the end of the Internship experience.*** It is suggested that the student keep a copy of the report for his/her own personal files. A sample format for the preparation of this report is provided, and should be used as a guide. Students are encouraged to keep a log of their experiences throughout the Internship, and these notes will make compilation of the final report much easier. Typically, this report is **8-10 pages in length**, plus any attachments about the agency or samples of your work or special project.

Student Evaluation of Agency

This form should be submitted with the Final Student Report as an attachment. The student is provided the opportunity to indicate strengths and limitations of the agency as well as comment on the supervision received and make recommendations to future students.

Final Agency Evaluation Report

The final agency evaluation report, in conjunction with faculty observations and student products, will be used to determine the student's grade for the Internship experience. The student is responsible for providing a copy of the final evaluation report to the Agency Supervisor during the seventh week of the Internship experience. The Agency Supervisor will complete the final evaluation report, review it with the student, and return it to the University Supervisor **within seven days after the end of the Internship experience.**

If/when the Final Student Report is deemed acceptable by the University Supervisor and the Agency Supervisor has submitted a satisfactory Internship Final Evaluation to the University Supervisor, the reports will be added to the student's file and the student notified. A grade of "Satisfactory" will then be given and 3 or 6 hours of academic credit added to the student transcript.

All reports must be turned in no later than the last day of classes for the semester in which the Internship is conducted if a grade is to be given on time. This is absolutely essential for students who are planning to graduate during the same term in which the Internship is completed. If papers are submitted late, an Incomplete will be given. *To remove an Incomplete, all work must be completed and all papers turned in and accepted as satisfactory within one month of the end of the Internship experience.*

Final Student Report Guidelines

- **Agency Description** - Philosophy, goals, and objectives of overall system and units involved, organizational structure, programs and services, areas and facilities, and general administrative policies and procedures (attach a copy of the organizational chart showing lines of authority, policy and procedures manual, etc.).
- **Student** - Goals and objectives, accomplishments, problems, and difficulties encountered.
- **Professional Experiences** - Nature and scope of Internship experience; program areas - arts and crafts, sports and athletics, dance, drama, music, etc.; settings - playgrounds, centers, special facilities, parks, etc.; populations served - people with physical disabilities, mental retardation, emotional disturbances, etc.
- **Special Projects Assigned** - Nature and scope of any special projects assigned by agency supervisor (attach copies).
- **Professional Development** - Orientation sessions, workshops, conferences, seminars, symposiums, etc.
- **Self-Analysis of Internship Experience** - Personal and professional growth, development of competencies, recognition of strengths and weaknesses, suggestions for self-improvement, exposure to future career interests.

- **Recommendations Relative to University, Agency, and Agency Supervisor** - Recommendations and suggestions to the University for improving the Internship experience. Recommendations and suggestions to the agency for improving the Internship experience. Recommendations and suggestions to the agency supervisor for improving the Internship experience.
- **Evaluation of the Agency** - Outline specific strengths and limitations of the agency on the *Student Assessment of the Agency* form. Provide your opinion of the agency as an Internship site, the supervision you received, and whether you would recommend this agency to other students seeking an Internship.

Attachments

Students may submit attachments of their work samples and/or prepare a portfolio demonstrating their cumulative efforts in the workplace.

NOTE: Final grades cannot be posted until ALL final paperwork is turned in to your University Supervisor.

Required Practicum and Internship Forms

Required forms for Practicum and Internship are located on the RTH Fieldwork web site. Please visit the site and download all forms at:

www.uncg.edu/rth/fieldwork.html

1. Eligibility Form for Practicum or Internship

This form is completed by the student and submitted to the RTH Fieldwork Coordinator. THIS FORM MUST BE SUBMITTED BEFORE A STUDENT CAN BEGIN THE PRACTICUM OR INTERNSHIP.

2. Request for Practicum or Internship Site Approval

This form is completed by the student and submitted to the student's academic advisor for approval of the practicum or internship site. THIS FORM MUST BE SUBMITTED BEFORE A STUDENT CAN BEGIN THE PRACTICUM OR INTERNSHIP.

3. Liability Insurance Form

This form is completed by the student and is submitted to the university supervisor at the end of the practicum or internship. THIS FORM AND THE PREMIUM PAYMENT DUE MUST BE SUBMITTED BEFORE A STUDENT CAN BEGIN THE PRACTICUM OR INTERNSHIP.

4. Report Calendar for Practicum or Internship

This form is completed by the student and university supervisor, and is submitted to the RTH Fieldwork Coordinator. THIS FORM MUST BE SUBMITTED BEFORE A STUDENT CAN BEGIN THE PRACTICUM OR INTERNSHIP.

5. Agency Evaluation of RTH Student Intern

This form is completed by the agency supervisor and is submitted to the university supervisor once at the mid-term of the practicum or internship, and again at the end of the practicum or internship.

6. Student Assessment of the Agency

This form is completed by the student and is submitted to the university supervisor at the end of the practicum or internship.