

THE UNIVERSITY OF WEST FLORIDA

DEPARTMENT OF HEALTH,  
LEISURE, AND EXERCISE SCIENCE

**Sport Management  
Undergraduate  
Internship Manual and  
Guidelines**

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UNIVERSITY OF WEST FLORIDA  
DEPARTMENT OF HEALTH, LEISURE, AND EXERCISE SCIENCE  
SPORT MANAGEMENT INTERNSHIP

INTERNSHIP PROCEDURE CHECKLIST

- D Complete the Application for Internship, available at <http://uwf.edu/hles/sportsmgt.cfm> (If you do not have a specific site in mind, your internship coordinator can help you with a list of agencies available.)
- D Make an appointment with your academic advisor to discuss procedures regarding your internship prior to the semester you plan to enter the internship.
- D Choose an internship site and make contact with that agency (call the agency first to arrange for an interview).
- D Complete the Internship Objectives form with your agency supervisor (also available at <http://uwf.edu/hles/sportsmgt.cfm>)
- D Have Internship Agreement signed by your Agency representative and return it to HLES for signatures of the division chair and internship coordinator.
- D Have internship contract (instructional agreement included in your package) signed by your agency and return it to your department for signature of the department chair and your internship coordinator.
- D Register for 6 credit hours with your internship coordinator (registration not possible without signed contract at hand).
- D Maintain contact with your internship coordinator by phone or e-mail at least once a month.
- D Keep a daily log (Journal) where you summarize your experiences and record how many hours you worked.
- D Upon completion of your internship, prepare a final report (see Guidelines for Completion of Final Report), and ask your agency supervisor to complete the internship evaluation form.
- D Turn in your final report, your journal (daily log with description of activities performed) and the completed internship evaluation form to your internship coordinator within one week after completion of internship which should be no later than the Friday of finals week.

UNIVERSITY OF WEST FLORIDA  
DEPARTMENT OF HEALTH, LEISURE AND EXERCISE SCIENCE  
SPORT MANAGEMENT INTERNSHIP

INTRODUCTION

The undergraduate curriculum in Sport Management is designed to present concepts which prepare students to become effective leaders in their chosen profession. In addition to the student's classroom experience, the Department of Health, Leisure, and Exercise Science provides the student an opportunity for pre-professional experience. Those students who are majoring in sport management are placed in various sport agencies which best fit their professional goals. Examples might include YMCAs, Health and athletic clubs, collegiate athletic programs, professional sport franchises, or other appropriate sites. The internship is scheduled at the end of the student's course work.

PURPOSE

The purpose of this experience is to make each student aware of situations that arise in work settings that may not have been discussed in theory courses. Each student, by learning to synthesize theory into practicality, may be more prepared to make the transition from student to employee.

This handout is designed to answer questions you may have about the internship program. In addition to reading the handout before you begin your internship, keep the handout for a reference during your field experience.

DESCRIPTION AND REQUIREMENTS

The internship requires the student to spend a minimum of 360 total hours (equivalent of 6 credit hours) in an agency or institution that has been approved by the University Supervisor. The student will be expected to perform all activities requested by the agency.

During the internship the student will be considered a member of the agency's professional staff. The student should act in a professional manner. The first week on the job will most likely be an orientation to the particular agency. The student should attempt to learn as much about the agency as possible. Dress and demeanor should be in accordance with agency standards and expectations.

With reference to holidays, the agency's holidays will be observed and not those of the University of West Florida. The agency's policies concerning absenteeism and tardiness will be in effect. If an absence is anticipated or tardiness occurs for any reason, a call to the agency supervisor is necessary. If this person cannot be reached, a message should be left explaining the situation. However, it is strongly advised to talk directly to the supervisor to whom the intern is responsible.

The university supervisor's task is to be a liaison between the student, the university, and the agency or institution. The university supervisor will personally observe progress during the internship. A meeting may be arranged that includes the agency supervisor, the university supervisor, and the student, so that the three may discuss the internship as well as the final evaluation.

The agency supervisor's task is to help the student develop into a professional. A preliminary orientation of about one week may be planned to acquaint the intern with the agency. As the student's proficiency increases, an increase in the responsibilities of the student should be seen. The internship is meant to be a meaningful experience. However, one should be aware that all jobs require a certain amount of what seems to be busy work (filing, typing, etc.). If these assignments appear to be excessive, the intern should discuss this with his/her university supervisor. From past experiences we have found that interns have provided a most valuable assistance in activities such as collecting information, reading and editing papers, writing pamphlets, planning conferences, and working directly with the community.

### PREPARATION FOR THE INTERNSHIP

Below are some general guidelines which may be helpful in preparing for a meaningful and successful experience during the internship:

1. Consult with the university supervisor to determine acceptable agencies or institutions with which internships may be established.
2. Discuss an agency with which you would like to intern as early as possible with the appropriate university coordinator.
3. After approval, contact the agency before the internship begins and attempt to learn their objectives, clientele, activities, funding source, etc., as well as the projected role of the intern in their program.
4. Begin the internship with an open mind. Take the internship seriously.
5. Be as willing to give to the internship as you are to take from it.
6. Be empathetic and patient with both the agency supervisor and the university supervisor. They will do the same for you.
7. Feel free to discuss any problems with the respective supervisors.
8. Dress and act according to the agency's expectations for employees.
9. Confidentiality in all agencies is a must! Never discuss a client with friends, family, or other workers unless it is of benefit to the client.
10. Be prompt in doing whatever is asked.
11. Plan ahead and keep everything noted in a pocket calendar.
12. Do not procrastinate. A semester may sound like a long time, but you will be surprised how quickly it passes.
13. Talk with the agency supervisor. Feel free to express those things which you are not knowledgeable, but are willing to learn.
14. Be willing to suggest new things but think the ideas through before presenting them.

## Guidelines for Completion of Final Report

**Directions:** To be completed by student and delivered to the university supervisor together with journal (activity log) and completed intern evaluation form no later than one week after completion of internship (no later than one week before semester grades are due).

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

Student: \_\_\_\_\_

Agency Supervisor: \_\_\_\_\_

Position or Title: \_\_\_\_\_

Agency: \_\_\_\_\_

Internship Dates: \_\_\_\_\_

- D 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.).
- D STUDENT-**Goals and objectives, accomplishments, problems and difficulties encountered.
- D PROFESSIONAL EXPERIENCES-**Nature and scope of internship experience;
- Program areas: collegiate athletics, youth sport programs, college and recreational sports, professional sports, etc.
  - Settings: playgrounds, centers, special facilities, parks, etc.
  - Populations served: collegiate and youth athletes, those interested in recreational activities, wellness, cardiac rehabilitation, those who have disabilities, etc.
- D SPECIAL PROJECTS ASSIGNED-**Nature and scope of any special projects assigned by agency supervisor (attach copies).
- D PROFESSIONAL DEVELOPMENT-**Orientation sessions, workshops, conferences, seminars, symposiums, etc.
- D SELF-ANALYSIS OF INTERNSHIP EXPERIENCE-**Personal and professional growth, development of competencies, recognition of strengths and weakness, suggestions for self-improvement, surfacing of future career interests.
- D RECOMMENDATION 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.

THE UNIVERSITY OF WEST FLORIDA  
DEPARTMENT OF HEALTH, LEISURE AND EXERCISE SCIENCE  
INTERNSHIP EVALUATION FORM

GENERAL

Student internship is recognized as a very crucial part of a complete professional education in many academic fields including sport management. The experiences and knowledge the students gain during this period of time may make a difference for their future employment or even for the rest of their lives, either in a positive or negative way. Choosing your agency to be an intern site means the invaluable contribution you may make not only to the intern, but also to the quality education UWF provides for the community. Congratulations and Thank You.

As a supervising agency you have a challenging responsibility to help the student intern grow professionally during this important period. In general this includes:

- Planning and providing the best possible field experience to meet the student's education needs.
- Providing guidance and counsel in an amount appropriate to the student's personal and professional maturity.
- Scheduling conferences with the student to give background on coming events; to plan, review, and evaluate his/her past experiences; and to relate individual activities to broader community programs.
- Understanding the student is an individual who has a unique background and special needs.

The student is expected to participate in the internship for a minimum of 360 total hours, or approximately 30 hours a week for 12 weeks. The scheduling should best accommodate the student's needs and the agency's work priorities.

REPORT

The intern supervising agency will be required to fill out an evaluation form on the student's performance during his/her internship. The evaluation form will be returned to the Department of Health, Leisure, and Exercise Science, University of West Florida upon the completion of the student's internship experience. The evaluation is designed to reflect the specific aspects of the internship, as well as the quality of the internship experience. It is suggested that this evaluation be discussed with the student to make him/her aware of his/her ability, strengths, weaknesses, and level of maturity as a beginning professional. Specific examples are suggested in the discussion. Please consider what might be beneficial to an agency interested in the student as a prospective employee.

UNIVERSITY OF WEST FLORIDA  
SPORT MANAGEMENT PROGRAM  
APPLICATION FOR INTERNSHIP\*

Name: \_\_\_\_\_ UWF ID# \_\_\_\_\_ Date: \_\_\_\_\_

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

Daytime Phone: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Evening: \_\_\_\_\_

Major's Coursework Completed to Date					
Core Requirements			Area of Concentration:		
Course	Semester Taken	Grade	Course	Semester Taken	Grade
HFT3221			SPM4723		
HLP3300			ACG2021		
HLP4922			& ACG2071		
LEI4602			Or ACG3082		
SPM3104			COM4110		
PET3020			MAN3240		
PET3283			MAR3023		
PET4460			PSY4832		
PET4251			ADV3000		
SPM3306			PUR3000		

Prerequisite: HLP3300, SPM3306, PET3283, HLP4922: yes \_\_\_\_\_ no \_\_\_\_\_

Internship Site Preferences	
1	
2	
3	

Academic Advisor Signature: \_\_\_\_\_ (Date) \_\_\_\_\_

\*This form must be submitted one semester prior to the internship semester.

UNIVERSITY OF WEST FLORIDA  
DEPARTMENT OF HEALTH, LEISURE AND EXERCISE SCIENCE  
INTERNSHIP LETTER OF AGREEMENT

This letter of agreement is between the University of West Florida (hereafter referred to as "The University") and \_\_\_\_\_ UWF ID# \_\_\_\_\_ a student intern, and \_\_\_\_\_, the site at which the internship will take place (hereafter referred to as the "Agency"). This internship will be supervised by \_\_\_\_\_, who will be responsible for the evaluations of the student, intern and the overall supervision of the internship. The starting date will be \_\_\_\_\_ and will conclude not before \_\_\_\_\_.

The intern shall be considered a member of the professional staff and have the accompanying responsibilities and privileges. It is required that the intern work a minimum of 360 total hours (equivalent of 6 credit hours). It is recommended that the intern work approximately 30 hours per week to complete the internship within one semester. The length of internship may vary according to the needs of the supervising agency and the opportunities for the intern.

**PURPOSE**

The parties specified in the Agreement have determined that they have a mutual interest in providing for student learning experiences in Agency. University has determined that student placements in Agency are consistent with the goals and objectives of the curriculum and will enhance the program of study.

**TERM**

Effective date for the Agreement shall be the date indicated above. It shall run continuously without necessity for renewal.

This agreement may be terminated by either party upon written notice of at least ninety (90) days, provided that such termination cannot occur during the middle of a regular semester and, provided further that, in the determination of the University, termination will not negatively affect students currently placed in the Agency. The party initiating termination will bear costs, if any, resulting from non-cancelable commitments.

**PRIORITY OF POLICIES**

Students working in the Agency will be subject to University's and Agency's Disciplinary Code, copies of which will be provided to Agency by the University Supervisor. If alleged violations occur, Agency will notify the University Supervisor. If such alleged violations reasonable seem to pose a continuous threat to others, the alleged violator may be suspended immediately by the Agency from participation in Agency activities. Agency must immediately notify University Supervisor, who will arrange proper hearing procedures as soon as practical.

The Agency will require student participating in Agency activities to comply with its own operational policies and procedures; however, in the case of inconsistencies, University policies will supersede unless University Supervisor and agency agree on alternative provisions. Agency will provide copies of such policies and procedures to University Supervisor and to students assigned to work in Agency.

### GENERAL RESPONSIBILITIES OF THE PARTIES

University will have the following general responsibilities:

1. Notify students of appropriate placement opportunities for the experiential learning activity.
2. Approve placement site and learning objective.
3. Award University credit to students, where appropriate, at end of placement.
4. Identify for the Agency the personnel serving as the primary contact for specified learning activities.
5. Provide Agency with evaluation forms and deadlines.
6. Inform Agency of the University calendar and initiate discussions of the students' obligations to report to Agency whenever classes are not in session.

### AGENCY SHALL HAVE THE FOLLOWING RESPONSIBILITIES:

1. Provide opportunities for student observation and/or participation on Agency premises.
2. Provide a safe environment in compliance with all federal and state law and inform University and student of hazardous conditions and unusual circumstances that may create unsafe conditions.
3. Provide to University Supervisor and students written policies and operational procedures to which students are expected to adhere while they are in Agency setting.
4. Provide to University Supervisor a list of duties or job descriptions for student placements with notation of any specific prerequisite skills or abilities.
5. Participate in planning and evaluation sessions with students and, where appropriate, with University faculty.
6. Identify for University Supervisor the Agency personnel primarily responsible for supervising learning activity in Agency.
7. Provide on-site supervision and guidance to learning activity.
8. Provide timely final evaluation of student performance in the manner specified by University.

9. Conduct exit interviews with students that will include discussion of Agency's final evaluation.
10. Notify University Supervisor of unsatisfactory performance or misconduct of a student and provide documentation of any charge to University Supervisor for handling under University policies regulating student behavior and/or academic conduct. If the notice of an incident involving a student reasonably suggests that the students may be an imminent danger to the safety or property of others, the Agency may dismiss the student with immediate notice to University Supervisor. An appropriate hearing will be held for the student as soon as practical.

#### NUMBER OF PLACEMENTS

Agency and University will mutually determine the number of students to be placed in Agency for a given term. Agency and University may decide to have no active placements for a period of time without affecting the continuation of this Agreement.

#### NONDISCRIMINATION

Both parties give mutual assurance that in performing their duties under this Agreement, they will not discriminate on the basis of race, sex, religion, national origin, age, and handicap. Reasonable accommodation for participation by disabled persons will be made in compliance with Section 504 of the Rehabilitation Act of 1973.

#### MONETARY COMPENSATION TO STUDENT REQUIRING SEPARATE AGREEMENT

Students placed in learning activities under this Agreement receive University credit toward an academic degree, including, where appropriate, hourly units. Monetary compensation to students is not provided under the terms set out herein, and any agreement between Agency and a student for monetary compensation to the student must be separate from this Agreement. Agency hereby stipulates that any such separate agreement between itself and a student will comply with state and federal law, including the Fair Labor Standards Act, if such Act is applicable to Agency.

UNIVERSITY OF WEST FLORIDA  
DEPARTMENT OF HEALTH, LEISURE, AND EXERCISE  
SCIENCE SPORT MANAGEMENT INTERNSHIP

INTERNSHIP CONTRACT

In witness whereof, the parties have caused this Agreement to be signed by their respective administrative officers:

\_\_\_\_\_  
(Student – Print Name)

\_\_\_\_\_ (Date)  
(Student Signature)

\_\_\_\_\_ (Date)  
(Agency Representative-Internship Supervisor)

Agency Mailing Address:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Agency Representative  
Phone \_\_\_\_\_  
E-Mail: \_\_\_\_\_  
Fax: \_\_\_\_\_

For and on behalf of The University of West Florida:  
\_\_\_\_\_ (Date)  
(University Supervisor-Department of HLES)  
\_\_\_\_\_ (Date)  
(Chairman-Department of HLES)

UNIVERSITY OF WEST FLORIDA  
SPORT MANAGEMENT INTERNSHIP  
INTERNSHIP OBJECTIVES

These objectives should be discussed when you first meet with the agency supervisor. The student should consult with the agency supervisor to determine what may be accomplished during the internship period. An overall objective plus three to five specific objectives would be an appropriate amount.

Overall Objective as discussed with the Agency

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Specific Objectives as discussed with the Agency

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_

Department or Division in which the student's work will focus:

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Specific job activity assigned to the student:

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Signature of Agency **Representative:** \_\_\_\_\_

(Date)

THE UNIVERSITY OF WEST FLORIDA  
DEPARTMENT OF HEALTH, LEISURE AND EXERCISE SCIENCE  
INTERNSHIP EVALUATION FORM

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Please return to the University Advisor by: \_\_\_\_\_

University of West Florida  
Sport Management Internship  
Student Evaluation

Student: \_\_\_\_\_ Term: \_\_\_\_\_

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

PURPOSE OF THE EVALUATION

- To provide the intern site supervisor with a basis for counseling and guiding the students during the course of the internship
- To provide an opportunity for the student to learn and to improve job performance in a constructive and academic context.
- To furnish feedback to the university advisor regarding the student's performance thus allowing a basis for assisting in his/her career guidance.
- To provide the student with an assessment of his/her strengths and limitations as a prospective sport management professional at this point in time.

FOR THE EVALUATOR, PLEASE:

- Familiarize yourself with the rating form.
- Use concrete instances to formulate your judgments.
- Base your rating on as large a variety of the student's performances as possible.
- Compare the student, to the best of your ability, with the persons of comparable training and experience in your rating.
- Make the final rating score on the basis of the most frequent and typical behavior, rather than an isolated incident.
- Evaluate the student at the end of every two weeks, formally or informally, to assure a mutual understanding of expected performance, goals, etc. This will enable the student to improve his/her performance during the later portion of the field experience.
- Co-sign the form with the student after your final evaluation conference with the student.

## Key to Rating Scale

- 5 – Consistently excellent  
3 – Satisfactory  
1 – Completely unsatisfactory
- 4 – Consistently above average  
2 – Somewhat less than satisfactory

## Evaluation Items

### 1. Dependability

Dependable in completing assignments, uses judgment appropriate to this level of experience, etc...

1      2      3      4      5

Lacks thoroughness. Has to be reminded of responsibilities and duties. Has to be checked constantly.

Accepts responsibility. Is thorough in completing tasks. Conscientious and shows attention to detail.

Comments:

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### 2. Interpersonal Relationships

Able to relate appropriately to professional staff, support staff, and other personnel

1      2      3      4      5

Lacks understanding of people. Inappropriate behavior for this setting.

Excellent behavior in situations involving professional staff and other personnel. Exhibits empathy and composure under stress.

Comments:

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**3. Self-Reliance**

Exhibits resourcefulness and the ability to seek "answers" based on similar experiences

1      2      3      4      5

Unable to use past experiences in a meaningful way. Lacks self-confidence. Overly dependent on others.

Is resourceful. Exhibits self-confidence. Integrates past experiences effectively. Is a self starter.

Comments:

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**4. Response to Criticism**

Accepts guidance and constructive criticism

1      2      3      4      5

Defensive when given constructive criticism. Difficulty seeing self as seen by others.

Accepts guidance and constructive criticism.

Comments:

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**5. Neatness**

Personal appearance indicates cleanliness and neatness is appropriate for setting

1      2      3      4      5

Consistently poorly groomed. Lacks personal pride for appearance. Inappropriately dressed.

Consistently neat and well-groomed. Appropriately dressed.

Comments:

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**6. Discreteness**

Aware of what to say or do and what not at say or do in a professional setting and acts accordingly

1            2            3            4            5

Poor ethical behavior. Needs constant reminding about what to say or do and when to do so.

Very discreet about confidences, other ethical conversations, and behavior.

Comments:

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**7. Consumers**

Able to modify behavior and personality to meet individual consumer needs

1            2            3            4            5

Difficulty in modifying behavior with different personalities. Same approach used with all consumers.

Easily modifies own behavior when working with different personalities. Very empathetic.

Comments:

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**8. Organization of Time**

Able to manage time and work during scheduled and unscheduled agency time

1            2            3            4            5

Seldom on time for duty. Behind time with agency schedule. Not resourceful in use of free time.

Is prompt for duty with agency schedule. Uses free time profitably.

Comments:

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9. **Work Habits**

Able to work in an orderly manner

1      2      3      4      5

Very unorganized. Careless about logical work sequence. Sloppy work performance.

Organizes work in logical sequence. Plans and works efficiently. Precise.

Comments:

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10. **Ability Utilization**

Performance seems to be appropriate to student's individual abilities.

1      2      3      4      5

Satisfied with lackadaisical and incomplete performance. Takes no initiative.

Consistently attempts to improve performance areas of agency and/or personal responsibilities.

Comments:

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11. **Verbal Communication**

Ability to speak **effectively** with consumers and co-workers (professional and support personnel)

1      2      3      4      5

Consumer level of communication, tone of voice, etc., is inappropriate and ineffective. Fails to establish good rapport with co-workers.

Easily understood by consumers. Communicates well with co-workers.

Comments:

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**12. Total Consumer Appreciation**

Appreciation of consumer's physical and emotional reaction to illness, family problems, sponsoring agencies, other professional services being received

1            2            3            4            5

Fails to seek supportive information about consumer. Unaware of the total person.

Exceptional awareness of the necessity for learning as much as possible about consumers. Appreciates and makes use of other professional services. Has a total person concept.

Comments:

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Please total the number of points given on the evaluation and check the letter grade which corresponds. The highest possible numerical score is 60 points:

<u>Pts</u>	<u>Grade</u>	<u>Pts</u>	<u>Grade</u>	<u>Pts</u>	<u>Grade</u>	<u>Pts</u>	<u>Grade</u>
56+	A <input type="checkbox"/>	50	B <input type="checkbox"/>	44	c <input type="checkbox"/>	38	D <input type="checkbox"/>
54	A- <input type="checkbox"/>	48	B- <input type="checkbox"/>	42	C- <input type="checkbox"/>	36	D- <input type="checkbox"/>
52	B+ <input type="checkbox"/>	46	C+ <input type="checkbox"/>	40	D+ <input type="checkbox"/>	<36	F <input type="checkbox"/>

Signature: \_\_\_\_\_

Agency Supervisor: \_\_\_\_\_ (Date)

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

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_