

ASSURANCE OF LEARNING ACTIVITY
The PALS Internship Programs

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ACTIVITY

In an effort to assess the students' performance during their internship in various organizations in Guam and the Pacific area, information of internship performance evaluation has been collected since Fall 2005. The activity covers three internship programs under the Public Administration and Legal Studies (PALS) Division at the School of Business and Public Administration (SBPA): LW498 Internship in Legal Studies, PA498 Internship in Public Administration (undergraduate level), and PA498 Internship in Public Administration (graduate level).

INSTRUMENT

An Internship Performance Evaluation Form was designed and sponsors of our internship programs were asked to fill out the evaluation form based on each student's behavior. This provides important information on how the local community evaluates our students while they apply what they've learned in school to real world problem solving.

The Evaluation Form identifies 19 performance factors and each student is rated 0 through 5 depending on how well he or she performs. The Evaluation Form is attached.

RESULTS

Number of Students Enrolled

| | Fall 2005 | Spring 2006 | Fall 2006 | Spring 2007 | Fall 2007 | Spring 2008 | Fall 2008 | Spring 2009 |
|--------------|-----------|-------------|-----------|-------------|-----------|-------------|-----------|-------------|
| LW498 | 3 | 6 | 6 | 3 | 4 | 4 | 1 | 6 |
| PA498 | 0 | 2 | 1 | 1 | 0 | 1 | 0 | 0 |
| PA598 | 0 | 1 | 0 | 3 | 1 | 2 | 1 | 2 |
| Total | 3 | 9 | 7 | 7 | 5 | 7 | 2 | 8 |

The number of students enrolled in the PALS internship programs varied across semesters, ranging from 2 to 9. The low number of enrollment is not surprising as a large proportion of the PA and LW students are full-time employees and do not need to take internship class to gain experience.

Average scores for each semester from Fall 2005 to Fall 2008 are shown in the following table.

| PERFORMANCE FACTOR | Fall 2005 | Spring 2006 | Fall 2006 | Spring 2007 | Fall 2007 | Spring 2008 | Fall 2008 |
|---------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| Punctual, on-time | 4.67 | 5 | 4.71 | 5 | 5 | 4.71 | 5 |
| Polite, courteous | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Grooming | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Friendly, cheerful | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Curious, inquisitive | 4.67 | 4.56 | 5 | 4.57 | 4.8 | 5 | 4.5 |
| Follows instructions | 5 | 5 | 5 | 4.57 | 5 | 4.71 | 5 |
| Teamwork | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Dependability | 5 | 4.89 | 4.57 | 4.71 | 5 | 4.71 | 4.5 |
| Attendance | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Takes Initiative | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Shows Creativity | 4.67 | 4.56 | 5 | 4.57 | 4.8 | 5 | 4.5 |
| Written communications | 4.67 | 5 | 4.71 | 4.71 | 5 | 5 | 5 |
| Verbal communications | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Non-verbal communications | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Makes decisions | 4.67 | 4.56 | 4.57 | 4.57 | 4.6 | 5 | 5 |
| Takes decisions | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Respected by others | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Noticed by managers/supervisors | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| Shows flexibility | 5 | 5 | 5 | 5 | 5 | 5 | 5 |
| AVERAGE | 4.91 | 4.92 | 4.92 | 4.88 | 4.96 | 4.95 | 4.92 |

Comments from the internship sponsors:

Example 1. “I will hire the Intern as a staff in my office if she is interested.”

Example 2. The student “immediately established a rapport and garnered respect from personnel in the Pretrial Section of the Division of Probation Services for her hard work ethic. She is a conscientious intern who was eager to learn the probation process and case management techniques utilized within Pretrial. She worked beyond what was required of her to ensure completion of a special project. She proved to be an exceptional asset during her internship and I would wholeheartedly recommend her for any entry level position within the criminal justice system.”

HOW ACTIVITY IS LINKED TO THE COURSE-LEVEL STUDENT LEARNING OBJECTIVES

The PALS Internship Programs provides qualified students with the opportunity to gain experience in public and criminal justice administration. Students are placed in government agencies and related organizations and work under the supervision of a management official.

The purposes for students’ involvement in internship activities are consistent with **all Program learning goals** of each academic program under PALS.

CLOSING THE LOOP

The evaluation results show that the Guam public and criminal justice organizations rate UOG interns in public administration and criminal justice majors with fairly high scores. The internship programs under PALS SBPA not only provide student to gain experience by applying what they've learned in class to the real world but also to gain confidence for their future careers.

The PALS Division should continue to run the Internship programs and try to get more students enrolled to benefit from this unique opportunity.

Attachment:

INTERNSHIP PERFORMANCE EVALUATION

| | | | |
|-----------------|--|-----------|--|
| Intern | | Date | |
| Evaluator | | Title | |
| Internship Site | | Telephone | |

Evaluator(s): Please place a check (√) in the numbered column that best describes the intern's performance in your site/department/division. Thank you.

| PERFORMANCE FACTOR | Internship Performance Rating | | | | | |
|---------------------------------|-------------------------------|-----------|--------------------------------|------------------|-------------------------|-------------------|
| | 0 No Comme nt | 1 Poor | 2 Needed supervisio n | 3 Averag e | 4 Learned quickly | 5 Excele nt |
| Punctual, on-time | | | | | | |
| Polite, courteous | | | | | | |
| Grooming | | | | | | |
| Friendly, cheerful | | | | | | |
| Curious, inquisitive | | | | | | |
| Follows instructions | | | | | | |
| Teamwork | | | | | | |
| Dependability | | | | | | |
| Attendance | | | | | | |
| Takes Initiative | | | | | | |
| Shows Creativity | | | | | | |
| Written communications | | | | | | |
| Verbal communications | | | | | | |
| Non-verbal communications | | | | | | |
| Makes decisions | | | | | | |
| Takes decisions | | | | | | |
| Respected by others | | | | | | |
| Noticed by managers/supervisors | | | | | | |
| Shows flexibility | | | | | | |
| Other | | | | | | |
| Comments: | | | | | | |