A structured management internship in a sport or leisure service organization which focuses on specific administrative functions under the supervision of an agency manager and a university advisor. Prerequisites: SLS 703, SLS 716, and approval of the student's advisor. 3 credits.

**INTERNSHIP DESCRIPTION**

The three (3) credit management internship experience should require from 10 - 12 actual hours of work experience per week. The primary purpose of the internship is to enable each student to meet their education objectives through participation in a well-planned and organized practical experience. The internship, therefore, is an individualized program of study. Students are encouraged to seek and select internship agencies that offer a diversity of leadership and administrative opportunities in areas that correspond to their own professional goals. As a result, some agencies may be requested frequently by students, while others are selected only occasionally.

**INTERNSHIP AGENCIES**

In order to be eligible for participation as an approved internship site, and agency must:

1. Be professionally recognized and competent in the student's field of study or area of specialization.

2. Offer opportunities for observation and participation in those aspects of their programs, operations, and administrative procedures that correspond with a given student's educational needs.

3. Have facilities and equipment that conform to contemporary standard and are appropriate for meeting student needs.

4. Employ staff members who are qualified, through education, experience and/or certification, to provide supervision to internship students. Supervisors of students seeking certification by the National Council for Therapeutic Recreation Certification (NCTRC) must themselves be certified by NCTRC.

5. Have sound administrative procedures in the areas of budget, public relations, personnel policies, operations and maintenance, in-service training, etc.

6. Provide minimal financial and other resources necessary to support the efforts of an internship student; specifically, the agency agrees to provide materials necessary to complete a special project and to allow the student to make essential phone calls to his or her Faculty Supervisor.
Cooperative agreements between UNLV and participating agencies are initiated by the Program of Sport and Leisure Studies using the Joint Agreement form attached to this syllabus. After a student selects an agency and it is approved by the faculty, a Joint Agreement form is sent to the agency (if none is on file) by the Internship Coordinator. Once this form (or comparable contractual agreement) is signed by both agency and University personnel, a cooperative agreement is established and the agency is eligible to accept internship students.

THE INTERNSHIP EXPERIENCE

The agency supervisor and student, with the assistance of the internship faculty supervisor, should cooperate in planning a comprehensive practical experience that meets the educational needs of the student. This experience should include comprehensive opportunities in administration, as well as program development and leadership.

If possible, the management internship should provide the student with experience in (or an understanding of) a variety of professional functions. These functions may include budgeting and financial record-keeping, personnel and supervision, public relations, program planning and implementation, facility planning and design, requisition and maintenance of equipment, and other areas of concern to entry-level professionals in the field of sport and leisure services management.

Internship students should be afforded the opportunity to participate in administrative meetings that are related to their assigned duties. If possible, students should be allowed to attend the agency's policy-advisory board meetings. In addition, students are expected to visit other organizations during their internship experience, and to attend relevant workshops and/or training sessions whenever possible.

FACULTY SUPERVISOR

The University will designate one Sport and Leisure Studies Program faculty member to monitor the experience of each internship student. Generally, the faculty supervisor will contact the student by telephone and written correspondence to provide feedback on written requirements and receive periodic updates on the internship process. The agency supervisor is encouraged to contact the faculty supervisor as needs arise (and vice versa). The faculty supervisor will visit (or make arrangements for a departmental representative to visit) internship agencies located within the State of Nevada. In general, agencies located outside of Nevada will not be visited.

AGENCY SUPERVISOR

Each internship agency will designate one professional staff member to serve as the student's agency supervisor. This individual is responsible for working with the student to develop and implement a systematic program designed to help the student meet his or her internship goals. In addition, the agency supervisor will review and sign all written reports/papers submitted by the student, evaluate the student's special project, and complete a mid-term and final evaluation on the student's performance during the internship. Evaluation forms are attached to this syllabus.
The agency supervisor is, in effect, the student's "teacher" throughout the internship process, and the quality of his or her supervision is critical to the success of the internship experience. It is expected that weekly conferences will be scheduled between the student and agency supervisor to discuss written reports, evaluate the student's progress, and plan future assignments and activities. These conferences should also provide an opportunity to answer the student's questions and to discuss issues and trends related to the field of study.

**INTERNSHIP STUDENT**

The internship is a course of study with both an experiential and academic component. The internship student, therefore, has the responsibility to conduct himself or herself in a professional manner throughout the internship process, and to document his or her experience through submission of written reports and assignments to the faculty supervisor. It is expected that the experiential component will involve 10-12 hours per week of supervised work experience. In general, preparation of written reports and papers required by the University is not to be included as part of the work week; however, agency visitations, special project development, evaluation conferences, etc., should be included within the 10-12 hour week.

**LENGTH OF INTERNSHIP**

Generally, SLS 704-Management Internship, will be one full semester in length just like any other typical graduate course, with normal academic vacations and holidays.

**PAID EMPLOYMENT OR STIPEND**

Generally, graduate students enrolled in SLS 704-Management Internship, will not receive salaries for the efforts.

**MANAGEMENT INTERNSHIP ASSIGNMENTS**

Graduate students enrolled in SLS 704-Management Internship are to complete the following forms and course assignments:

1. **Course Contract for SLS 704-Management Internship.** This form is attached to this syllabus and must be completed and on file with the faculty supervisor within 7 calendar days after the start of the internship.

2. **Initial Report.** This form is attached to this syllabus and must be completed and be on file with the faculty supervisor within 7 calendar days after the start of the internship.

3. **Bi-weekly Reports.** This form, which is to act as a cover sheet for the bi-weekly report, is attached to this syllabus, and is to be submitted to the faculty supervisor starting at the end of the third (3rd) week of the semester, and bi-weekly thereafter. The form (cover sheet), is to be accompanied by a written report that contains a
daily log of activities and experiences, a description of work performed, and an analysis of what was accomplished and learned through the work experience.

10. **Special Project.** A special project proposal form is attached to this syllabus, and should be submitted to the faculty supervisor no later that the end of the fourth (4th) week of the semester. Each internship student, in cooperation with his or her agency supervisor, is expected to design and complete a special project of significance and lasting value to the agency. The nature and scope of the special project should be consistent with the student's educational background and career goals; however, the primary purpose of this project is to make a professional contribution to the internship agency.

11. **Mid-Internship and Final Evaluations.** Appropriate evaluation forms are attached to this syllabus, and are to be completed by the agency supervisor, and submitted to the faculty supervisor during mid-term week and final examination week. The agency supervisor is expected to conduct formative evaluations of the student's performance at least twice during the internship. The mid-internship evaluation conference is especially important because (1) it provides structured feedback to the student on his or her performance to date, and (2) it offers an opportunity for student and supervisor to reestablish goals for the second half of the internship. The final evaluation allows the student to assess his or her progress during the internship and should assist the agency supervisor to determine his or her grade recommendation for the student.

**GRADING**

A grade recommendation form is attached to this syllabus. At the conclusion of the internship, the agency supervisor is expected to complete the grade recommendation form and submit it to the faculty supervisor. This form enables the agency supervisor to recommend a letter grade for the student's progress and achievement during the internship. The form also requests a letter grade recommendation for the student's performance on the special project. The final grade for the internship is assigned by the faculty supervisor, based primarily on the recommendations of the agency supervisor.

**Course Contract for Management Internship SLS 704**  
*(Complete and file within the first week of an instructional period)*

Name of Student __________________________ SS#
Instructor ___________________________ Section # __________ Credit Hrs.

(Use an addendum as necessary.)

1. Description of Course:
2. List Educational Objectives for Course:

3. Specify Course Requirements and Deliverables:

4. Evaluation Procedures and Grading:

5. Arrangements for Meeting with Student:
6. Approval Signatures:

Student

Instructor

Chairman

Distribution:  Student
Instructor
Student File
Department Chair

JOINT AGREEMENT

UNIVERSITY OF NEVADA, LAS VEGAS
The (agency name) located at (agency address) agrees to participate in the internship program in the Department of Tourism and Convention Administration Leisure Studies Program, William F. Harrah College of Hotel Administration, The University of Nevada, Las Vegas, and to provide the following information for University files:

12. A portfolio of information about agency programs and activities.

13. A description of possible internship experiences for students including differences that may occur due to the seasons. This would include Fall (August/September through November), Spring (January through April) and Summer.

14. A resume of the staff member(s) who would supervise an internship student. Please also include an attachment to the resume if information such as certification, special training, or affiliation with professional organizations is not recorded on the resume.

AGENCY

The agency agrees to follow the policies and procedures regarding the internship as outlined in the attached course guide.

Agency Administrative Office

Agency Supervisor Date

Agency Telephone Number

(Joint Agreement - continued)

UNIVERSITY
The William F. Harrah College of Hotel Administration, The University of Nevada, Las Vegas, agrees to:

15. cooperate with agency personnel in identifying and selecting students for the internship.

16. assist in the internship process by periodic consultation with agency personnel and by close supervision of the students who are assigned to the agency for the internship.

President, University of Nevada, Las Vegas

Dean, College of Hotel Administration

Department Chair, Tourism and Convention Administration

Faculty Supervisor

STUDENT

Student’s Name

Student's Home Telephone Number

INTERNSHIP EVALUATION FORM

Student Signature
Name of Student ___________________________ Evaluation Date

Name of Rater

Position or Title

Agency

Period Covered by Rating:

Mid-Internship Evaluation

Final Evaluation

This rating should be made with care and fairness for the interest of the student. Reflect carefully upon the person's work and make an honest judgment of the qualities of the trainee. Base your judgment on the entire period covered and not upon isolated incidents alone. This evaluation is to be made on a bi-term basis, and the evaluation should be shared with the student. Your discussion of the evaluation with the student, especially at mid-term, is an opportunity to set up personal growth goals based upon the feedback.
As a guideline, the following categories have been established:

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<thead>
<tr>
<th>Achievement</th>
<th>OUTSTANDING</th>
<th>Indicates exceptional</th>
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<tbody>
<tr>
<td></td>
<td>VERY GOOD</td>
<td>Indicates extensive achievement</td>
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<tr>
<td></td>
<td>SATISFACTORY</td>
<td>Indicates acceptable</td>
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<tr>
<td></td>
<td>POOR</td>
<td>Indicates only minimal</td>
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</table>

### PROFESSIONAL PERFORMANCE

17. Establish work goals
18. Success in achieving goals
19. Plans work to be accomplished
20. Displays ability to organize people and resources
21. Possesses skills commensurate with academic degree
22. Is critical of own performance and quality of work
23. Displays capacity of motivating others
24. Conducts self well before groups
25. Ability to communicate ideas
26. Strives for quality in written expression
27. Others:

### PROFESSIONAL KNOWLEDGE
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<tr>
<th></th>
<th>Displays ability to integrate conceptual knowledge and activity skills</th>
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<td></td>
<td>Displays knowledge and understanding of program principles and methods</td>
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<td>Ability to apply knowledge in a practical way</td>
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<td>Ability to think independently</td>
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<td>Possesses a wide variety of interests</td>
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<td></td>
<td>Displays expanding scope of interests</td>
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<td></td>
<td>Other:</td>
<td>OUTSTANDING Indicates exceptional</td>
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<tr>
<td></td>
<td>achievement</td>
<td>VERY GOOD Indicates extensive achievement</td>
<td>OUTSTANDING</td>
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<td>achievement</td>
<td>POOR</td>
<td>SATISFACTORY</td>
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<td>PROFESSIONAL PERSONALITY</td>
<td>POOR</td>
<td>SATISFACTORY</td>
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<td>35.</td>
<td>Is enthusiastic</td>
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<td>36.</td>
<td>Is cheerful and friendly</td>
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<td>37.</td>
<td>Exhibits pleasant, tasteful personal appearance</td>
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<td>38.</td>
<td>Is courteous and tactful</td>
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<td>39.</td>
<td>Voice quality, speech presentation, tone and inflection</td>
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<td>40.</td>
<td>Displays sense of humor</td>
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<td>41.</td>
<td>Displays mature judgement</td>
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<td>42.</td>
<td>Is consistent but fair in personal relationships</td>
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<td>43.</td>
<td>Is persistent but flexible</td>
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<td>44.</td>
<td>Displays concern for others</td>
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<td>45.</td>
<td>Has no distracting or irritating mannerisms</td>
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<td>46.</td>
<td>Other:</td>
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<td>PROFESSIONAL ATTITUDE</td>
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<td>47.</td>
<td>Displays initiative and imagination</td>
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<td>48.</td>
<td>Displays zeal for the profession</td>
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<td>49.</td>
<td>Accepts assignments willingly</td>
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<td>50.</td>
<td>Upholds departmental policies</td>
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<td>51.</td>
<td>Demonstrates a positive relationship with agency staff members</td>
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<td>52.</td>
<td>Accepts suggestions, direction and critical evaluation</td>
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<td>53.</td>
<td>Offers opinions and suggestions at staff meetings</td>
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<td>54.</td>
<td>Other:</td>
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**COMMENTS**

Space is provided below for additional comments concerning this evaluation. If more space is needed, please attach sheet or use the back of this form.
AGENCY:

This week's work hours (excluding routine meals, breaks, etc.): __________ hours
Total internship work hours to date: __________ hours

Student's Signature: __________________________ Date: __________

Agency Supervisor's Signature: __________________________

Comments by Supervisor:

University Academic Advisor:

Faculty Supervisor's Signature: __________________________

SPECIAL PROJECT PROPOSAL
(for use during the Internship)
Name of Student:

Agency and Department:

Phone: (____) ____________________________

Name of Agency Supervisor:

DESCRIPTION OF PROJECT:

PURPOSE OF PROJECT FOR AGENCY:

MAJOR COMPONENTS OF PROJECT:

PROJECT SCHEDULE (TIME LINE):

Student's Signature

Agency Supervisor's Signature:  Date

Faculty Supervisor's Signature:  Date

Back of form may be used for comments by Student, Agency Supervisor, or Faculty Supervisor.

GRADE RECOMMENDATION FORM

STUDENT’S NAME:
TO:  INTERNSHIP SUPERVISORS

This form should be completed at the end of the internship term and returned to me along with the green final evaluation.

We realize that the internship is a learning experience for the student. Therefore, the green mid-term and final evaluation forms are used primarily for feedback to students regarding their progress. However, the grade recommendation is your assessment of the total progress and level of achievement for the student that you supervise.

ACADEMIC LETTER GRADE SYSTEM

You may use a "+" or "-" if desired; i.e. B+ or B-.

A - EXCELLENT INDICATES EXCEPTIONAL ACHIEVEMENT.
B - GOOD INDICATES EXTENSIVE ACHIEVEMENT.
C - SATISFACTORY INDICATES ACCEPTABLE ACHIEVEMENT
D - POOR INDICATES ONLY MINIMAL ACHIEVEMENT.
F - FAILURE INDICATES INADEQUATE ACHIEVEMENT (Necessitating a repetition of the course in order to secure credit.)

Please select one of the above grade designations and write in your grade selection as follows:

I RECOMMEND THE GRADE OF _____ FOR THE TOTAL INTERNSHIP EXPERIENCE.

I RECOMMEND THE GRADE OF _____ FOR THE SPECIAL PROJECT THAT THE STUDENT COMPLETED FOR OUR AGENCY.

COMMENTS:

Evaluator's Signature Date