

Internship Midterm and Final Evaluation Surveys Aligned with Course Goals and IUPUI+

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These student and employer midterm and final evaluation surveys for an internship course were developed to provide a quick means for internship students and their supervisors to reflect on the students' progress toward meeting the course goals and the two IUPUI Profiles of Learning for Undergraduate Success (IUPUI+) most closely associated with the course. The student surveys also gather important information from students on their supervisors' ability to communicate policies and expectations, offer support and constructive feedback, and uphold the internship objectives and student learning outcomes. Employers' surveys also ask them to report on the students' timeliness and adherence to organizational policies. Survey feedback helps the internship course instructor ensure that students' supervisors are providing true learning experiences in safe environments and that students are performing well in their positions and meeting the course goals. Feedback from the surveys is one of several means used in assessing the students' grades for the work performed on-the-job at their internships.

Development. The surveys were designed to be reflective assignments that enable quick assessment of the students' progress. The development of the online E398 course curriculum addressed an English Department goal to increase enrollment in the internship course. The internship students' work with community partners supports the university's "commitment to serving the needs of the community," and mid-point and end of internship reflections on "areas of growth and further development" are noted as being of highest impact on the IUPUI Taxonomy for Internship Courses.

Implementation. Students complete the midterm and final evaluation surveys as required assignments for the online E398 internship in English course. The survey files are presented as links in the Canvas course assignments. At mid-term and near the completion of the students' 150 internship hours, employer evaluation surveys are e-mailed to the students' supervisors with cover messages that seek to build goodwill with employers and show appreciation for the supervisors' work as community partners. The surveys note that all responses will be kept confidential. However, if respondents express concerns, the internship instructor may reach out to see if she may provide guidance. The final evaluation survey is a complement to the students' reflective essay.

This work is available from *The Digital Teaching Repository*, a peer-reviewed, online archive of instructional materials created by educators at IUPUI, IUPUC, and IU Fort Wayne (<https://scholarworks.iupui.edu/handle/1805/22346>).



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Pedagogical Context. Mid-point and end of internship reflections on “areas of growth and further development” are noted as being of highest impact on the IUPUI Taxonomy for Internship Courses. Students and employers are asked to rate their progress toward meeting the course goals and Communicator and Community Contributor IUPUI Profiles of Learning for Undergraduate Success (IUPUI+). These ratings ensure that the IUPUI+ associated with the course, course goals, and midterm and final evaluation assessments are clearly aligned. Course alignment, as described here, is one of the best practices emphasized in *Teaching for Student Success: An Evidence Based Approach*, a course created as an IU Trustees’ initiative to promote excellence in teaching.

Student Response. While students complete more detailed reflective assignments that ask them to discuss how they are meeting a particular IUPUI+ criteria and course goal most weeks of the semester, the midterm and final evaluation surveys ask them to quickly evaluate their progress in meeting *all* the course goals, as well as the Communicator and Community Contributor IUPUI+. The surveys provide a direct means of comparison that students may use to analyze their progress in detail in the final, reflective essay.

In assessing their progress in meeting the course goals and Communicator and Community Contributor IUPUI+, six out of the nine students who completed the spring 2021 section of the E398 Internship in English course rated themselves as already having demonstrated excellence in all areas by the midterm evaluation. The remaining three students noted gains in evaluating information, listening actively, building relationships and conveying ideas effectively—rating their skills as “good” at midterm and “excellent” by the final evaluation. When asked to list factors that influenced their ratings of their overall internship performance on the final evaluation survey, students noted their research, blog post publications, professional communications, development of course materials, mentoring of students, and the handbooks they created for organizations as demonstrating excellence. All but one employer confirmed the students’ overall performance ratings in their final evaluations, with one employer rating a student’s overall performance as “good” rather than “excellent.” These findings reflect trends from previous semesters, as well.

Limitations. Intern supervisors’ interpretation of the “Excellent, Good, No Opinion, Inconsistent” scale ratings on students’ progress toward meeting the course goals and IUPUI+ differs and is always used in context with the supervisors’ responses to open-ended questions about student performance. Simply interpreting ratings of mostly “excellent” answers as A work, and ratings of mostly “Good” as B work could cause students to earn differing grades for similar levels of performance. Although the majority of students rated their progress as meeting the course goals and IUPUI+ as excellent in both the midterm and final evaluations, the surveys are used in conjunction with other reflective assignments and the final reflective essay. In the final reflective essays, students who rated their abilities to meet the course goals as “excellent” at midterm still reported new skills gained or honed over the latter half of the internship semester.

Internship Evaluation Surveys Aligned with Course Goals and IUPUI+

Hannah J. Haas, Senior Lecturer, Indiana University School of Liberal Arts at IUPUI

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Students enrolled in the E398 in Internship in English course for three credits are required to work 150 hours for their internship employer (generally 10 hours per week for 15 weeks) in addition to completing reflective assessments for the online course. Therefore, the reflective assessments for E398 were designed to be as impactful as possible without overburdening students. For most weeks of the semester, students are asked to submit progress updates using Ash and Clayton's describe, examine, and articulate learning (DEAL) model to analyze how they have met one or more of the course goals and Communicator and Community Contributor IUPUI Profiles of Learning for Undergraduate Success (IUPUI+) and how that learning is significant to them. Students also complete discussion post assignments and discuss their experiences and new knowledge and abilities with their classmates. At midterm, when students are busiest, using a survey-format reflection with mostly closed-ended questions offers a convenient way for students to evaluate their progress in meeting *all* the course goals and the IUPUI+ most closely associated with the course. At the end of the semester, students complete a final evaluation survey in addition to a more detailed reflective essay. The midterm and final evaluation survey's identical questions regarding the course goals and IUPUI+ allow students to make direct comparisons between their progress at midterm and at the end of the semester, and those comparisons can then be analyzed in more detail in the required final reflective essay.

The survey format also allows community partners, who invest a considerable amount of time in training and mentoring interns, a quick means of assessing students' progress in meeting the course goals and Communicator and Community Contributor IUPUI+. This feedback from both students and their internship supervisors at the companies or organizations and students' analysis of their learning in their final reflective essays are used to assess the "overall learning" (worth 35% of the course grade).

I have served as the internship coordinator for the English Department since 2011. After consulting with Thom Upton, who was chair of the English Department at that time and Sarah Zike, who was director of the IUPUI Solutions Center, I developed the curriculum for the online

E398 Internship in English course, as well as student and employer application forms that communicate the English Department's expectations for experiential learning, and informational documents for students. I received a RISE Course Development Grant from the School of Liberal Arts in support of my work. My own experiences as an undergraduate intern for the academic journal *Semiotica* and the literary journal *Indiana Review*, my work supervising undergraduate interns when I was the editor of the literary journal *Sonora Review* and Assistant/Associate editor at a Madden Publishing, as well as my current work as an English Department faculty member have given me insight into the value of internship work from student, employer, and faculty perspectives.

To ensure alignment of the Communicator and Community Contributor IUPUI+ and course goals, the course goals were written to coincide with the sub-points listed under Communicator (evaluates information, listens actively, builds relationships, conveys ideas effectively) and Community Contributor (respectfully engages own and other cultures, behaves ethically, and anticipates consequences). Then, for the midterm and final evaluation surveys, Communicator and Community Contributor sub-points and course goals were combined in writing close-ended, scale questions. For example:

- (IUPUI+ criteria) An effective communicator evaluates information
 - (Course Goal) Analyze purpose, audience, and intended outcome for written and oral communications
 - (Student Evaluation Survey Question) Please rate your ability to evaluate information such as purpose, audience, and intended outcome for written and oral communications
- Excellent
 Good
 No Opinion or Not Applicable
 Inconsistent

Please see Appendix A for a complete description of the IUPUI+, the E398 course goals, and examples of how the IUPUI+ and course goals were combined in creating the survey questions.

Integrating the IUPUI+ and related course goals allows students to rate their progress in meeting them at midterm and directly compare their midterm self-ratings with their self-ratings upon completion of the course. The functions and distribution methods for the midterm and final evaluations are described below. The complete text of the evaluation forms appears in the appendices.

Student Midterm Evaluation—The midterm evaluation is the students’ sole assignment for the week and can easily be completed in just a few minutes, allowing students to reflect on their progress in meeting all of the course goals and the associated IUPUI+ without having to complete a lengthy assignment in addition to their internship hours at an especially busy time in the semester. (Appendix B)

Employer Midterm Evaluation—Midterm evaluation forms are sent to employers via e-mail with a cover message thanking them for offering students valuable learning opportunities. The mostly closed-question survey format enables intern supervisors to reflect on students’ progress in meeting all of the course goals and the associated IUPUI+ in just a few minutes. This demonstrates that the university respects community partners’ time and emphasizes that the internship should be viewed as a student-centered learning experience. (Appendix C)

Student Final Evaluation—At the end of the semester, students also complete a final evaluation survey, giving them a quick and direct means of comparing their skill levels in regard to the IUPUI+ and course goals at midterm versus the end of the semester. The final evaluation survey complements the students’ reflective essay assignment, which asks them to analyze their learning and its significance in detail. (Appendix D)

Employer Final Evaluation—Final evaluation surveys are sent to employers via e-mail with a cover message that seeks to build further goodwill. The final evaluation gives the students’ supervisors a quick means of assessing the students’ skill levels in regard to the course goals and IUPUI+, and a direct means of comparing skill at midterm and the end of the semester. Upon receipt of the completed final evaluation surveys, thank you messages are sent, and employers are encouraged to contact the internship course instructor if they have future positions that would be suitable for English majors. (Appendix E)

Ensuring alignment of the IUPUI+ associated with the course, the course goals, and the midterm and final evaluation surveys for both students and their internship supervisors emphasizes the university’s goal that students become excellent communicators and community contributors. Survey data offers students a means of direct comparison their progress at midterm and upon completion of the internship and helps prepare students to write the more detailed final reflective essay. In humanities fields where students have a myriad of career opportunities, but often need to show employers how their classroom work has provided relevant preparation, having students’ express their learning in language easily understood by employers (their ability to listen actively, evaluate information, convey ideas effectively, etc.) in their reflective assessments means that students can easily use that same language in their LinkedIn profiles, on resumes, and in job interviews in all of the varying fields open to them.

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Appendix A: IUPUI+, Course Goals, and IUPUI+ combined with Course Goals for the Survey Questions

This appendix contains the explanation of the IUPUI+ and E398 course goals, as listed on the syllabus, as well as an explanation of how the two were combined in the midterm and final evaluation survey questions.

Profiles of Learning for Undergraduate Success (IUPUI+):

IUPUI prepares you to communicate, innovate, and engage local and global communities to solve the problems of the twenty-first century. Along this journey, you will have many opportunities to reflect upon your classroom and co-curricular learning, develop your expertise in your chosen field, and grow as a human being. You will become acquainted with each of the Profiles—Communicator, Problem Solver, Innovator, and Community Contributor--beginning in general education and first year experiences and continuing as you progress along your pathway through your major coursework and co-curricular activities toward your capstone or culminating experience.

The Profiles

Each profile will provide you with various opportunities to deepen disciplinary understanding, participate in engaged learning, and refine what it means to be a well-rounded, well-educated person prepared for lifelong learning and success.

To a certain extent, the goals of the course support all of the IUPUI+. However, the principles related to being a communicator and community contributor IUPUI+ are especially relevant:

Communicator

An effective communicator:

- Evaluates Information
- Listens Actively
- Builds Relationships
- Conveys ideas effectively

Community Contributor

An effective community contributor:

- Respectfully Engages Own and Other Cultures
- Behaves Ethically
- Anticipates Consequences

The syllabus also outlines the following Internship in English Course goals:

Course Goals

When you successfully complete the course, you will be able to:

- Analyze purpose, audience, and intended outcome for written and oral communications
- Recognize employer goals and audience needs through active listening
- Apply knowledge of organizational culture and expectations of professionalism to network with other employees and/or clients
- Recognize the employer's organizational culture and respectfully engage co-workers and clients
- Analyze situations and make decisions that reflect organizational and/or personal values
- Design clear, concise, persuasive communications that garner intended outcomes and are appropriate for the organizational mission/brand identity
- Reflect on classroom knowledge, new skills gained, and best fit for tasks and work environment upon graduation

IUPUI+ and Course Goals Combined for Survey Questions

In asking the students and their employers to evaluate students' progress in meeting the course goals and IUPUI+ on the midterm and final evaluation surveys, the IUPUI+ Communicator and Community Contributor criteria and the course goals were combined to ensure that alignment was evident. The following lists the IUPUI+ criteria and the sub-points provide the examples of the combined IUPUI+ criteria and course goal used in the evaluation surveys.

Communicator

An effective communicator:

- Evaluates Information (IUPUI+ criteria)
 - Analyze purpose, audience, and intended outcome for written and oral communications (course goal)
 - Evaluate information such as purpose, audience, and intended outcome for written and oral communications (IUPUI+ criteria combined with course goal for evaluation survey)
 - Reflect on classroom knowledge, new skills gained, and best fit for tasks and work environment upon graduation (course goal)
 - Reflect on classroom knowledge, new skills gained, and best fit for tasks and work environment upon graduation (IUPUI+ criteria combined with course goal for evaluation survey)
- Listens Actively (IUPUI+ criteria)

- Recognize employer goals and audience needs through active listening (course goal)
 - Listen actively and ask questions to recognize employer goals and audience needs (IUPUI+ criteria combined with course goal for evaluation survey)
- Builds Relationships (IUPUI+ criteria)
 - Apply knowledge of organizational culture and expectations of professionalism to network with other employees and/or clients (course goal)
 - Build relationships by applying knowledge of organizational culture and expectations of professionalism to network with other employees and/or clients (IUPUI+ criteria combined with course goal for evaluation survey)
- Conveys ideas effectively (IUPUI+ criteria)
 - Design clear, concise, persuasive communications that garner intended outcomes and are appropriate for the organizational mission/brand identity (course goal)
 - Convey ideas effectively and anticipate consequences in designing clear, concise, persuasive communications that garner intended outcomes and are appropriate for the organizational mission/brand identity (IUPUI+ criteria combined with course goal for evaluation survey)

Community Contributor

An effective community contributor:

- Respectfully Engages Own and Other Cultures (IUPUI+ criteria)
 - Apply knowledge of organizational culture and expectations of professionalism to network with other employees and/or clients (course goal)
 - Respectfully engage your own and other cultures by recognizing your employer's organizational culture and being polite to co-workers and clients (IUPUI+ criteria combined with course goal for evaluation survey)
- Behaves Ethically (IUPUI+ criteria)
 - Analyze situations and make decisions that reflect organizational and/or personal values (course goal)
 - Behave ethically by analyzing situations and making decisions that reflect organizational and/or personal values (IUPUI+ criteria combined with course goal for evaluation survey)

- Anticipates Consequences (IUPUI+ criteria)
 - Design clear, concise, persuasive communications that garner intended outcomes and are appropriate for the organizational mission/brand identity (course goal)
 - Convey ideas effectively and anticipate consequences in designing clear, concise, persuasive communications that garner intended outcomes and are appropriate for the organizational mission/brand identity (IUPUI+ criteria combined with course goal for evaluation survey. This is also the evaluation criteria for Conveys Ideas Effectively, as they overlap in the context of the internship course.)

Appendix B: Student Midterm Evaluation Survey

Internship Student Midterm Evaluation

Thank you for completing this evaluation survey. Your input will help determine your grade for the internship course. Your survey responses will not be shared with your employer. However, if you express concerns with regard to your supervisor, I may contact you to see if I might provide guidance.

Your name:

Phone:

Internship supervisor's name:

Internship company/organization name:

1. My internship employer has provided me with a safe and healthful work environment.

- Strongly Agree
- Agree
- No Opinion
- Disagree
- Strongly Disagree

2. My internship employer has clearly outlined policies and expectations regarding attendance, dress code, client confidentiality, etc.

Strongly Agree
 Agree
 No Opinion
 Disagree
 Strongly Disagree

3. My internship supervisor has offered support in completing tasks and provided constructive feedback on my work.

Strongly Agree
 Agree
 No Opinion
 Disagree
 Strongly Disagree

4. My internship supervisor is upholding the internship objectives and student learning outcomes outlined on the employer agreement form.

Strongly Agree
 Agree
 No Opinion
 Disagree
 Strongly Disagree

5. The major and minor tasks I have been performing for my internship are in line with those outlined on the employer agreement portion of the internship application form.

Strongly Agree
 Agree
 No Opinion
 Disagree
 Strongly Disagree

6. No more than ten percent of my work has been composed of general office tasks such as answering phones, filing, making copies, etc.

Strongly Agree
 Agree
 No Opinion
 Disagree
 Strongly Disagree

Please indicate your progress in meeting the course goals and becoming an effective communicator and community contributor by rating your ability to:

7. Evaluate information such as purpose, audience, and intended outcome for written and oral communications

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

8. Listen actively and ask questions to determine employer goals and audience needs

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

9. Build relationships by applying knowledge of organizational culture and expectations of professionalism to network with other employees and/or clients

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

10. Convey ideas effectively and anticipate consequences in designing clear, concise, persuasive communications that garner intended outcomes and are appropriate for the organizational mission/brand identity

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

11. Respectfully engage your own and other cultures by recognizing your employer's organizational culture and being polite to co-workers and clients

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

12. Behave ethically by analyzing situations and making decisions that reflect organizational and/or personal values

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

13. Reflect on classroom knowledge, new skills gained, and best fit for tasks and work environment upon graduation

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

14. Have you arrived promptly for all your scheduled shifts?

- Yes
- No

15. If you were forced to miss work due to an illness, etc., did you notify your internship supervisor promptly?

- Yes
- No

16. How would you rate overall performance at the internship thus far?

- Excellent
- Good
- Inconsistent

17. Discuss a few major factors that influenced your rating of your overall performance thus far.

18. Are there any areas or topics you wish your English courses had covered or placed more emphasis upon in order to make you more prepared for the internship?

19. Do you have any concerns with regard to your internship supervisor or your continued performance at your internship?

20. Do you have any questions about the internship coursework you are completing for me?

Appendix C: Student Final Evaluation

Internship Student Final Evaluation

Thank you for completing this evaluation survey. Your input will help determine your grade for the internship course. Your survey responses will not be shared with your employer.

Your name:

Phone:

Internship supervisor's name:

Internship company/organization name:

1. My internship supervisor offered support in completing tasks and provided constructive feedback on my work.

Strongly Agree
 Agree
 No Opinion
 Disagree
 Strongly Disagree

2. My internship supervisor upheld the internship objectives and student learning outcomes outlined on the employer agreement form.

Strongly Agree
 Agree
 No Opinion
 Disagree
 Strongly Disagree

3. The major and minor tasks I performed for my internship were in line with those outlined on the employer agreement portion of the internship application form.

Strongly Agree
 Agree
 No Opinion
 Disagree
 Strongly Disagree

4. No more than ten percent of my work has been composed of general office tasks such as answering phones, filing, making copies, etc.

Strongly Agree
 Agree
 No Opinion
 Disagree
 Strongly Disagree

Please rate your performance level since the midterm evaluation with regard to the following skills:

5. Evaluate information such as purpose, audience, and intended outcome for written and oral communications

Excellent
 Good
 No Opinion or Not Applicable
 Inconsistent

6. Listen actively and ask questions to determine employer goals and audience needs

Excellent
 Good
 No Opinion or Not Applicable
 Inconsistent

7. Build relationships by applying knowledge of organizational culture and expectations of professionalism to network with other employees and/or clients

Excellent
 Good
 No Opinion or Not Applicable
 Inconsistent

8. Convey ideas effectively and anticipate consequences in designing clear, concise, persuasive written or oral communications that garner intended outcomes and are appropriate for the organizational mission/brand identity

Excellent

- Good
- No Opinion or Not Applicable
- Inconsistent

9. Respectfully engage your own and other cultures by recognizing your employer's organizational culture and being polite to co-workers and clients

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

10. Behave ethically by analyzing situations and making decisions that reflect organizational and/or personal values

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

11. Reflect on classroom knowledge, new skills gained, and best fit for tasks and work environment upon graduation

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

12. Did you arrive promptly for all your scheduled shifts?

- Yes
- No

13. If you were forced to miss work due to an illness, etc., did you notify your internship supervisor promptly?

- Yes
- No

14. I put forth my best effort in completing my internship tasks.

- Strongly Agree
- Agree
- No Opinion
- Disagree
- Strongly Disagree

15. How would you rate your overall performance at the internship?
- Excellent
 - Good
 - Inconsistent
16. How would you rate overall performance of those who supervised you at your internship job site?
- Excellent
 - Good
 - Inconsistent
 - Unsatisfactory
17. **List** a few of the major factors that influenced your rating of **your overall performance** (You will discuss these in more detail in the final reflective essay).
18. **Discuss** a few major factors that influenced your rating of your **internship supervisor's overall performance**.
19. Are there any areas or topics that you did not already mention on the midterm evaluation that you wish your English courses had covered or placed more emphasis upon in order to make you more prepared for the internship?
20. Would you recommend this internship position to other students?

Appendix D: Internship Employer Midterm Evaluation

Internship Employer Midterm Evaluation

Thank you for evaluating your intern's performance. Your input will help determine the grade for the internship course. Your survey responses will not be shared with the student. However, if you express concerns regarding the intern's performance, the English Department's internship coordinator may contact you to see if she might provide guidance.

Please e-mail this form to hhaas@iupui.edu.

Intern supervisor name:

Intern supervisor title:

Phone:

Company/organization name:

Intern name:

Please rate the student's ability to:

1. Evaluate information such as purpose, audience, and intended outcome for written and oral communications

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

2. Listen actively and ask questions to determine employer goals and audience needs

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

3. Build relationships by applying knowledge of organizational culture and expectations of professionalism to network with other employees and/or clients

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

4. Convey ideas effectively and anticipate consequences in designing clear, concise, persuasive communications that garner intended outcomes and are appropriate for the organizational mission/brand identity

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

5. Respectfully engage their own and other cultures by recognizing your organizational culture and being polite to co-workers and clients

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

6. Behave ethically by analyzing situations and making decisions that reflect the organization's values

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

Please answer the following:

7. The student began the internship with the skill level I expected from a college junior or senior.

- Strongly Agree
- Agree
- No Opinion
- Disagree
- Strongly Disagree

8. The student arrived promptly for all scheduled shifts.

Yes

No

9. If the student was forced to miss work due to an illness, etc., were you notified promptly?

Yes

No

10. Did the student adhere to the organization's policies on dress code, conduct, safety, client confidentiality, etc.

Yes

No

11. I would rate the student's overall performance at the internship thus far as:

Excellent

Good

Inconsistent

Unsatisfactory

12. Please discuss a few of the major factors that influenced your rating of the student's overall performance.

13. Are there any areas or topics you think IUPUI's English Department should cover or emphasize to make students more academically prepared for internships in your field?

14. Do you have any concerns with regard to the student's continued performance?

15. Do you have any questions or comments regarding the IUPUI English Department's internship program?

Appendix E: Internship Employer Final Evaluation

Internship Employer Final Evaluation

Thank you for evaluating your intern's performance. Your input will help determine the student's grade for the internship course. Your responses will not be shared with the student.

Please e-mail the completed form to hhaas@iupui.edu.

Intern supervisor name:

Intern supervisor title:

Phone:

Company/organization name:

Intern name:

Please rate the student's ability to:

1. Evaluate information such as purpose, audience, and intended outcome for written and oral communications

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

2. Listen actively and ask questions to determine employer goals and audience needs

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

3. Build relationships by applying knowledge of organizational culture and expectations of professionalism to network with other employees and/or clients

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

4. Convey ideas effectively and anticipate consequences in designing clear, concise, persuasive communications that garner intended outcomes and are appropriate for the organizational mission/brand identity

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

5. Respectfully engage their own and other cultures by recognizing your organizational culture and being polite to co-workers and clients

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

6. Behave ethically by analyzing situations and making decisions that reflect the organization's values

- Excellent
- Good
- No Opinion or Not Applicable
- Inconsistent

Please answer the following:

7. The student concluded the internship with the skill level I expected from a college junior or senior.

- Strongly Agree
- Agree
- No Opinion
- Disagree
- Strongly Disagree

8. The student arrived promptly for all scheduled shifts.
- Yes
 No
9. If the student was forced to miss work due to an illness, etc., were you notified promptly?
- Yes
 No
10. Did the student adhere to the organization's policies on dress code, conduct, safety, client confidentiality, etc.
- Yes
 No
11. I would rate the student's overall performance at the internship as:
- Excellent
 Good
 Inconsistent
12. Please discuss a few of the major factors that influenced your overall rating of the student's performance.
13. Are there any areas or topics that you did not already mention on the midterm evaluation that you think IUPUI's English Department should cover or emphasize to make students more academically prepared for internships in your field?
14. In your consultation with the student at the end of the internship, did you/will you recommend any classes to take professional organizations to join, etc. that would help prepare students for careers in your field? If so, what were they?
15. Do you have any additional comments regarding the IUPUI English Department's internship program?