

**LEISURE & SPORT MANAGEMENT
INTERNSHIP MANUAL**



**Leisure and Sport
Management**

MIDDLE TENNESSEE STATE UNIVERSITY

Do What You Love.

LSTS 4901, 4902, and 4903

Leisure and Sport Management Program
Department of Health and Human Performance
Middle Tennessee State University

Introduction

The internship is the culminating learning experience of the Bachelor of Science in Leisure and Sport Management. Your internship experience is designed to provide you with a wide range of practical experiences and the opportunity to apply the knowledge you have gained in your courses. In short, the internship is a bridge that leads you from the classroom to the professional world.

Objectives

The internship has been designed to:

- A. Provide the student with an opportunity for experiential learning;
- B. Provide the student the opportunity to integrate theory and practice;
- C. Provide the student an opportunity to broaden his/her understanding of the leisure and sport management profession;
- D. Enable the student to realize his/her own strengths and limitations;
- E. Provide the student an opportunity to gain experience in frontline service in a leisure, recreation, tourism, or sport management organization;
- F. Help the student gain an understanding and appreciation of the role, duties, and responsibilities of a full-time leisure services professional;
- G. Provide the student with experiences to improve his/her written and oral communication skills;
- H. Serve as an initial step in the student's career development.

Definitions

Agency	refers to one of a variety of organizations or institutions that offer programs that provide recreation, leisure, tourism, and/or sport services or facilities. Within the context of the internship experience agency refers to the organization at which the student (intern) will carry out the duties of the internship.
Agency Supervisor	(site supervisor) Individual in the agency who is responsible for directing and supervising the student's internship experience.
Faculty Supervisor	faculty member supervising the internship. This individual will meet with both the intern and the agency supervisor during the course of the internship and is responsible for assigning the final grade for the course.
Intern	the student enrolled in LSTS 4900/01/02/03.

Prerequisites & Eligibility Requirements

The internship is intended to be the culminating experience in the LSM curriculum. As such, it should be one of the last courses completed, undertaken only after all other courses (general education and major) have been successfully completed. Students wishing to enroll in the internship must submit a written request to the LSTS faculty if they do not meet the following conditions:

- Y A cumulative GPA of at least 2.25 (4.0 scale).
- Y Satisfactorily completed LSTS 3010, LSTS 3530, LSTS 3540, LSTS 4540, and LSTS 4890.
- Y Obtain permission of the Faculty to enroll.

Internship Requirements

- Υ The Internship is expected to be the culminating learning experience of the student. With very few exceptions students are expected to have completed ALL coursework including LSTS 4890 before enrolling in the internship.
- Υ The faculty supervisor must approve the internship agency and receive the signed internship agreement prior to permitting the student to enroll in the internship course.
- Υ Students must be covered by a liability insurance policy through their internship agency. Most often, interns are covered by the general liability policy of their host agency. In instances where the intern is not covered by the agency's policy, she/he/they must obtain their own professional liability insurance, which covers the duration of their internship experience. The final page in this manual lists potential sources for obtaining insurance, and coverage must be \$3,000,000 aggregate/1,000,000 per incident. It is the intern's responsibility to establish how they will be covered with regards to liability, i.e., please reach out to the agency supervisor to confirm this.
- Υ The minimum length of time of the internship is 12 consecutive weeks and 480 hours.
- Υ The intern is expected to be a full-time member of the staff. ("Full-time" is defined as averaging a 40-hour work week.).
- Υ Under no circumstances may students accrue internship hours when not enrolled in LSTS 4901/02/03. Students may not retroactively count hours worked prior to the commencement of the semester and the start of the internship course. Students are free to work for an agency outside of the internship context, but those hours cannot count towards the completion of the internship course.

Roles & Responsibilities:

University:

1. Assist the student in selection of and placement with a suitable agency which will meet the learning objectives of the internship and the learning needs of the student.
2. Provide the agency with information concerning the student's academic preparation.
3. Make available to the agency and the student a manual of internship procedures including guidelines and expectations.
4. When necessary, facilitate the establishment of a contract between the host agency and the university.
5. Interact regularly with the student and agency supervisor during the internship experience.
6. Meet in-person (or as needed via video conference) with interns, once during the semester prior to the internship and once at the two week point of the internship.
7. If feasible, visit the student onsite during the internship.
8. In consultation with the agency supervisor, assign the final grade for the course.

Agency:

1. Assign a qualified staff member(s) to supervise the student during the internship.
2. Provide the student with clear expectations and responsibilities within the agency.
3. Conduct formal evaluation of intern performance at least twice during the internship, including a face-to-face (or video conference where appropriate) debrief of each performance evaluation.
4. Provide input to the university supervisor in order to determine a final grade for the intern.

Student:

1. Develop and submit to the agency and faculty supervisor a set of five S.M.A.R.T. objectives to be met during the internship. *These are to be developed in consultation with the agency supervisor prior to the internship and submitted with the first weekly report.*
2. Conduct themselves as professionals.
3. Follow all policies and expectations of the agency.
4. Submit weekly reports to both the agency and university supervisor of experiences during the internship. See weekly report format.
5. Meet regularly with the agency supervisor to discuss performance and progress.
6. Meet with the agency supervisor to jointly complete the student's mid-term and final performance evaluation.
7. Prepare a summary final report covering the entire experience to be submitted at the conclusion of the internship.

Evaluation & Grading Policy

The faculty supervisor assigns the grade for the internship. The agency supervisor has significant input in determining the student's grade in the form of the mid-term and final evaluations as well as periodic consultations with the faculty supervisor. The final grade is based on evaluation of the following components:

Attendance at pre-internship meeting (scheduled the semester prior to the internship)	25 points
Attendance at two-week internship meeting	25
S.M.A.R.T. Goals	20
Weekly Reports	120
Agency supervisor midterm evaluations (having fewer than 200 hours will negatively affect this evaluation)	50
Agency supervisor final evaluations (interns must have 440 hours by the time of this evaluation)	50
Student's evaluation of site and supervisor	10
<hr/> Total	300 points

LEISURE AND SPORT MANAGEMENT PROGRAM INTERNSHIP AGREEMENT

The _____ agrees to appoint (or employ)
(Name of Agency)

_____ as a _____
(Name of Student) (Position Title)

The period of appointment (or employment) is to begin _____ and will terminate on _____. *(may not precede or exceed the academic semester)*

Internship location (if different from agency address): _____

Description of Duties: _____

Immediate Supervisor:

Alternate Supervisor:

Name: _____

Name: _____

Title: _____

Title: _____

Address: _____

Address: _____

Phone: _____

Phone: _____

Email: _____

Email: _____

Intern Signature

Date

M# _____

Supervisor's Signature

Date

**LEISURE AND SPORT MANAGEMENT PROGRAM
INTERNSHIP
ACKNOWLEDGE OF NON-DISCRIMINATION POLICY**

By accepting _____ as a student intern,
(Name of Student)

the _____ acknowledges that this internship is
(Name of Agency)

an academic course at Middle Tennessee State University and is therefore governed by its Non-discrimination Policy, which it outlined below. Failure to abide by this policy may result in removal of the student intern from the host agency and preclude the agency from hosting future MTSU interns.

Policy Statement

Middle Tennessee State University is committed to establishing an atmosphere where your work, education, and participation in University activities and programs will be free from intimidation or offensive behaviors. At MTSU we take pride in providing an environment conducive to productive work, education, and growth, all of which are essential to the integrity of the University and its people.

Related Policies (<https://www.mtsu.edu/iec/harassment.php>):

- [MTSU Policy 20: Diversity](#)
- [MTSU Policy 21: Equal Opportunity: Internal Audit and Reporting Systems](#)
- [MTSU Policy 25: Equal Opportunity, Affirmative Action and Nondiscrimination](#)
- [MTSU Policy 26: Discrimination and Harassment Based on Protected Categories Other Than Sex](#)
- [MTSU Policy 27: Misconduct, Discrimination, and Harassment Based on Sex including Pregnancy, Sexual Orientation, and Gender Identity/Expression](#)
- [MTSU Policy 28: Accessibility](#)
- [MTSU Policy 29: Title IX Compliance](#)
- [MTSU Policy 305: Limited English Proficiency](#)
- [EEO is the Law](#)
- [EEO is the Law Supplement](#)

Intern Signature

Date

M# _____

Supervisor's Signature

Date

Weekly Learning Objectives

Prior to the start of your field study or internship REVIEW THE FOLLOWING REQUIREMENTS:

PROGRESS REPORT 1:

- Y In addition to your progress report requirements (see sample report format) include the following **learning objective:**
 - o In consultation with your site/agency supervisor, create at least 5 goals for your internship. These should be SMART goals (specific, measurable, attainable, relevant, and time-bound). Describe how you plan to meet these goals.

PROGRESS REPORT 2:

- Y In addition to your progress report requirements include the following **learning objective:**
 - o Describe risk management within the agency, and the agency's safety policies and practices.

PROGRESS REPORT 3:

- Y In addition to your progress report requirements include the following **learning objective:**
 - o Describe policies and practices within your facility related to accommodating clients and employees with disabilities. Discuss what it's like to work with people with disabilities with your supervisor and reflect on their answers in your journal entry.

PROGRESS REPORT 4:

- Y Also, describe the demographics of the participants in your agency. Do you serve a diverse population? How? Age? Gender? Race/Ethnicity? Sexual orientation? Some other dimension of diversity? Based on what you have learned in your courses, describe at least three different best practices for working with a diverse population. (For example, you might discuss staff training, marketing, pricing, tailoring programming to accommodate a diverse population, etc.)

PROGRESS REPORT 5:

- Y In addition to your progress report requirements include the following **learning objective:**
 - o Describe the program planning process in your agency. Choose an important program or event that you have heard about. Answer these questions.
 - Y Describe the program or event that you will be discussing.
 - Y How does this program relate to the organization's mission?
 - Y Who is responsible for planning?
 - Y Is there a separate budget for the program? Who is responsible for the budget?

How is the program marketed? What is the demographic most being targeted?

- Y How many people participate?
- Y Describe any special equipment or facilities that are necessary.
- Y How is the program evaluated and/or how are participants' needs assessed before, during, or after the program?
- Y Based on what you have learned, what could be improved? Why?

PROGRESS REPORT 6:

- Y In addition to your progress report requirements include the following **learning objective:**
 - o In consultation with your site/agency supervisor, review your mid-term evaluation. What things are you doing well? What areas do you need to work on?

PROGRESS REPORT 7:

- Y In addition to your progress report requirements include the following **learning objective:**
 - o Goal check, what is the status of your Goal 1 you set at the beginning of the internship/field study? What do you need to do to achieve these goals?

PROGRESS REPORT 8:

- Y In addition to your progress report requirements include the following **learning objective:**
 - o Goal check, what is the status of your Goal 2 you set at the beginning of the internship/field study? What do you need to do to achieve these goals?

PROGRESS REPORT 9:

- Y In addition to your progress report requirements include the following **learning objective:**
 - o Goal check, what is the status of your Goal 3 you set at the beginning of the internship/field study? What do you need to do to achieve these goals?

PROGRESS REPORT 10:

- Y In addition to your progress report requirements include the following **learning objective:**
 - o Goal check, what is the status of your Goal 4 you set at the beginning of the internship/field study? What do you need to do to achieve these goals?

PROGRESS REPORT 11:

- Y In addition to your progress report requirements include the following **learning objective:**
 - o Goal check, what is the status of your Goals 5 you set at the beginning of the internship/field study? What do you need to do to achieve these goals?

Weekly Progress Report # _____

LSTS 4901/2/3/4 Weekly Report

Intern Name _____

Email address _____ Student Cell Phone _____

Agency _____

Supervisor _____ Supervisor Phone: _____

Date(s) Worked _____

Times Worked _____

Total Hours This Week _____ Cumulative Hours _____

Please organize your report according to the following prompts. Reports should be submitted to the appropriate dropbox in D2L unless arrangements have been made otherwise.

- Y **Summary of the Week's Work** – Please provide a relatively detailed summary of activities performed during your internship. Your summary should be organized by day of the week. Remember that this is the only source of information that your university supervisor has about your weekly activities.
- Weekly Learning Objective** (see weekly learning objective in manual) - Please provide a thoughtful analysis of how your weekly learning objective manifests in your agency and your responsibilities as an intern. For example, Report One should address how risk management is performed within the agency.
- Y **Issues Encountered** – What challenges did you encounter this week? How did you address them?
- Y **Your Supervisor** – Discuss the role your supervisor played in your week. In what ways did she/he/provide direction, assistance, or mentorship?
- Y **Lessons Learned** – Based on this week's experiences, what did you learn that has affected your thinking about a career in this field and/or the professional world in general? How might you behave differently in the future as a result?

Final Report Format

All interns are required to compile and submit a final comprehensive notebook. This “Summary Notebook” should include sections devoted to the following subjects (Additional materials may also be included).

- Y Description of the agency, (Provide an organizational chart if possible) with particular emphasis on the specific unit, department or program to which you were assigned or which occupied most of your hours on site.
- Y Describe risk management within the agency, and the agency’s safety policies and practices. Describe what you have personally done to assist with risk management for your agency.
- Y Describe policies and practices within your facility related to accommodating clients and employees with disabilities. Discuss what it’s like to work with people with disabilities with your supervisor and reflect on their answers in your journal entry.
- Y Also, describe the demographics of the participants in your agency. Do you serve a diverse population? How? Age? Gender? Race/Ethnicity? Sexual orientation? Some other dimension of diversity? Based on what you have learned in your courses, describe at least three different best practices for working with a diverse population. (For example, you might discuss staff training, marketing, pricing, tailoring programming to accommodate a diverse population, etc.)
- Y Also, describe the program planning process in your agency. Choose an important program or event that you have heard about. Answer these questions.
 - Y Describe the program or event that you will be discussing.
 - Y How does this program relate to the organization’s mission?
 - Y Who is responsible for planning?
 - Y Is there a separate budget for the program? Who is responsible for the budget?
 - Y How is the program marketed? What is the demographic most being targeted?
 - Y How many people participate?
 - Y Describe any special equipment or facilities that are necessary.
 - Y How is the program evaluated and/or how are participants’ needs assessed either before, during or after the program?
 - Y Based on what you have learned, what could be improved? Why?
- Y Also discuss what problems you have solved during your internship. How did your problem-solving while on the job help the agency or your participants?
- Y Describe how you met (or failed to meet) your internship goals. Give specific examples to illustrate your points.
- Y In consultation with your site/agency supervisor, review your final evaluation. What things are you doing well? What areas do you need to work on?
- Y What are the most important lessons, skills and/or knowledge you have gained from this internship experience?
- Y What are your next plans? What jobs have you applied for? How did you choose where to apply? If you’re planning to continue with your schooling instead, what schools have you applied to? What has resulted from your applications?
- Y Student Evaluation of Internship Site (see Appendix B-3)
- Y Student Evaluation of Site

Agency Supervisor's Mid Term Evaluation of Student

Agency Supervisor's Mid Term Evaluation of Student

This evaluation should be completed jointly at a conference set aside for that purpose.

Return to: *LSTS Internship Supervisor, P.O. Box 96, Department of HHP,
Middle Tennessee State University, Murfreesboro, TN 37132.*

Intern : _____

Agency Supervisor:	Position Title
Agency	Telephone

NOTE: The agency supervisor should rate the intern in each of the following categories. Space is provided following each section for comments. "N.O." means non-observable or not applicable; "1" means the student fails to meet your expectation for interns; "2" - somewhat below your expectations for students; "3" - meets your expectations for students; "4" - Somewhat above your expectations for students; "5" - well above your expectations for students. A "+" and "-" column allow for variation within each rating.

PERSONAL COMPETENCIES

	N.O.	1	2	3	4	5
		- +	- +	- +	- +	- +
Initiative and Motivation						
Personal Appearance						
Courtesy and Tact						
Interpersonal Relations and Rapport with Peers						
Interpersonal Relations and Rapport with Authority Figures						
Interpersonal Relations and Rapport with Participants						
Flexibility						
Judgment						
Sense of Humor						
Health Habits						

COMMENTS:

PROFESSIONAL RELATIONS AND COMPETENCIES

	N.O.	1		2		3		4		5	
		-	+	-	+	-	+	-	+	-	+
Work Attitudes											
Manner of Accepting Constructive Criticism											
Manner of Accepting Assignments											
Seeks Learning Situations & Experiences											
Adheres to Policies & Procedures											
Sensitivity to Participant Needs											
Displays Awareness of Professional Protocol											

COMMENTS:

PROFESSIONAL WORK COMPETENCIES

	N.O.	1		2		3		4		5	
		-	+	-	+	-	+	-	+	-	+
Work Productivity and Task Accomplishment											
Problem Solving Ability											
Ability to Lead and Direct											
Ability to Supervise People and Resources											
Ability to Manage People, Resources, and Programs											
Ability to Organize People and Resources											
Ability to Communicate (written)											
Ability to Communicate (oral)											
Ability to Evaluate Self											
Ability to Lay out Course of Action											
Degree of Professional Growth											
Ability to Adapt Resources and Programs to Situation											
Ability to Anticipate and Rectify Problems											

COMMENTS:

Major Strengths : *Please indicate strengths which have been identified to this point in the internship and how the intern may employ them during the remainder of the internship.*

Major Weaknesses: *Please indicate weaknesses which have been identified during the first portion of the internship and give suggestions as to how the intern may improve during the remainder of the internship.*

Considering all aspects of the intern's performance please give an overall performance rating to date.

(High) _____ (5) _____ (4) _____ (3) _____ (2) _____ (1) (Low)

Agency Supervisor's Final Evaluation of Student

This evaluation should be completed jointly at a conference set aside for that purpose. After consultation with the student intern, the report should be scanned and emailed to the faculty supervisor.

Intern : _____

Agency Supervisor:	Position Title
Agency	Telephone

NOTE: The agency supervisor should rate the intern in each of the following categories. Space is provided following each section for comments. "N.O." means non-observable or not applicable; "1" means the student fails to meet your expectation for interns; "2" - somewhat below your expectations for students; "3" - meets your expectations for students; "4" - Somewhat above your expectations for students; "5" - well above your expectations for students. The "+" and "-" columns allow for variation within each rating.

PERSONAL COMPETENCIES

	N.O.	1		2		3		4		5	
		-	+	-	+	-	+	-	+	-	+
Initiative and Motivation											
Personal Appearance											
Courtesy and Tact											
Interpersonal Relations and Rapport with Peers											
Interpersonal Relations and Rapport with Authority Figures											
Interpersonal Relations and Rapport with Participants											
Flexibility											
Judgment											
Sense of Humor											
Health Habits											

COMMENTS:

PROFESSIONAL RELATIONS AND COMPETENCIES

	N.O.	1		2		3		4		5	
		-	+	-	+	-	+	-	+	-	+
Work Attitudes											
Manner of Accepting Constructive Criticism											
Manner of Accepting Assignments											
Seeks Learning Situations & Experiences											
Adheres to Policies & Procedures											
Sensitivity to Participant Needs											
Displays Awareness of Professional Protocol											

COMMENTS:

PROFESSIONAL WORK COMPETENCIES

	N.O.	1		2		3		4		5	
		-	+	-	+	-	+	-	+	-	+
Work Productivity and Task Accomplishment											
Problem Solving Ability											
Ability to Lead and Direct											
Ability to Supervise People and Resources											
Ability to Manage People, Resources, and Programs											
Ability to Organize People and Resources											
Ability to Communicate (written)											
Ability to Communicate (oral)											
Ability to Evaluate Self											
Ability to Lay out Course of Action											
Degree of Professional Growth											
Ability to Adapt Resources and Programs to Situation											
Ability to Anticipate and Rectify Problems											

COMMENTS:

Major Strengths : *Please indicate how the student might use these strengths in the future.*

Major Weaknesses: *Please indicate how the student might correct or avoid these weaknesses.*

Considering all aspects of the intern's performance please give an overall performance rating (check one).

(High) _____ (5) _____ (4) _____ (3) _____ (2) _____ (1) (Low)

Student's Evaluation of Internship Site

Agency: _____ Date: _____

Instructions: Please rate the strengths and weaknesses of the site in terms of meeting your needs as an internship student. Use the following scale:

5 - excellent 4 - more than adequate 3 - adequate 2 - fair 1 - inadequate

- _____ Acceptance of you as a functional member of the staff.
- _____ Willingness to integrate you into all appropriate levels in activities, program, and projects.
- _____ Provision of relevant experiences in administration.
- _____ Provision of relevant experiences in supervision.
- _____ Provision of relevant experiences in leadership.
- _____ Cooperation of agency staff to provide professional growth experiences through training programs, seminars, and similar activities.
- _____ Provision of assistance in helping you meet your personal and professional goals and objectives.
- _____ Possession of resources essential to the preparation of professionals (library, equipment, supplies)
- _____ Employment of qualified, professional staff with demonstrated capability to provide competent supervision.
- _____ Adequate scheduling of conferences with you and ongoing evaluation of your performance, followed up by brief written progress reports.
- _____ Allowance for relating classroom theory to practical situations.
- _____ Location in reasonable proximity to campus.
- _____ Willingness to listen to whatever suggestions or recommendations you might offer.
- _____ Willingness to discuss your suggestions with you, explaining the rationale for their acceptance or rejection.

Please provide additional comments which would assist the university in considering this agency for future internship placement (use the back of this page if necessary):

Agency Supervisor's Signature Date Student's Signature Date

Were you compensated by the agency during the internship: NO YES, Amount: \$ _____

Were you provided housing or meals? (If yes, please give details.)

Student Name: _____ Student Signature: _____

Student's Evaluation of Field Supervisor

Instructions: On this form, please evaluate the quality of the supervision you received from your site supervisor during the internship period. Please comment on the following items, but feel free to include other information that you believe is pertinent in the comment section. **This evaluation is not shared with your site supervisor.**

Interest in you as a person and as a student.

Willingness to discuss the full range of your activities at the site.

Ability to respond to your needs in accomplishing your objectives.

Expression of encouragement and sincerity.

Understanding of philosophy and practices in the profession.

Flexibility in arranging for your tasks in light of changing situations within the site and with you.

Openness to change, innovation, and new techniques.

Please attach additional sheets if you wish to include further comments.

Internship Student _____ Date: _____

Insurance and Background Checks

A. Professional Liability Insurance

Many internship agencies will include student interns under their general liability insurance policy. Even so, it is the student's responsibility to ensure that the agency will cover the student, and if it does not, it is the student's responsibility to obtain their own insurance coverage. Students in need of personal liability coverage are expected to secure a policy to cover the duration of the internship experience. Expected coverage is \$1,000,000.00 per incident and \$3,000,000.00 in the aggregate. Proof of liability insurance is to be shared with the internship agency supervisor. Additionally, it is wise to provide a copy of the proof of insurance coverage to the university supervisor to maintain with the student file.

Listed below are potential website resources for liability insurance. These resources are provided to assist the student in the process of attaining liability insurance and are in no way affiliated with the university. A student may also wish to consult with other avenues to attain professional liability insurance, such as family and/or individual plans.

Resources:

National Recreation and Parks Association;
www.nrpainsurance.com

Maginnis & Associates
www.proliability.com

These sites may have provisions for persons to complete insurance application processes on-line. The prices for insurance coverage may vary, and it is recommended that each student research the situation to make his/her best decision.

B. Background Checks

Criminal background checks may be a requirement at some sites for training. Based on the results of these checks, an affiliated site may determine to not allow your presence at their facility. This could result in your inability to successfully complete the requirements of this program. Additionally, a criminal background may preclude certification or employment. More information is available from your program director.

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