LEISURE & SPORT MANAGEMENT INTERNSHIP MANUAL



Do What You Love.

LSTS 4901, 4902, and 4903

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

Updated November 2023

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

refers to one of a variety of organizations or institutions that offer Agency

> 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.

(site supervisor) Individual in the agency who is responsible for Agency Supervisor

directing and supervising the student's internship experience.

Faculty faculty member supervising the internship. This individual will meet with

Supervisor both the intern and the agency supervisor during the

course of the internship and is responsible for assigning the

final grade forthe course.

Intern the student enrolled in LSTS 4901/02/03.

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:

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

Internship Requirements

- □ The Internship is expected to be the culminating learning experience of the student. With very few exceptions students are expected to have completed LSTS 4890 before enrolling in the internship.
- ☐ The faculty supervisor must approve the internship agency and receive the signed internship paperwork prior to permitting the student to enroll in the internship course.
- □ If students are not covered by the host agency's general liability policy, students must be covered by a liability insurance policy through their internship agency. 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.
- ☐ The minimum length of time of the internship is 12 consecutive weeks and 480 hours.
- ☐ The intern may or may not be a full-fledged employee, but is nonetheless expected to work as a full-time member of the staff. ("Full-time" is defined as averaging a 40-hour work week.).
- Under no circumstances may students accrue internship hours when not enrolled in LSTS 4901/02/03, i.e., either before or after the semester. Students may not retroactively count hours worked prior to the commencement of the semester and the start of the internship course. Students may not accrue internship hours for travel to and from their internship site and may not accrue hours for work conducted outside of the internship site or outside of the scope of their internship supervision. 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.

<u>Agency:</u>

- 1. Assign a qualified staff member(s) to supervise the student during the internship.
- 2. Provide the student with clear expectations, duties, and responsibilities within the agency.
- 3. Conduct formal evaluation of an intern's 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.
- 5. Abide by relevant university policies as described at https://mtsu.edu/policies/

Student:

- 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. <u>These are to be</u> <u>developed in consultation with the agency supervisor prior to the internship</u> <u>and submitted with the first weekly report.</u>
- 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. The weekly due dates for reports will be Sundays by 10pm, unless otherwise designated by the faculty supervisor. Reports submitted after the due date and time will be marked down by 10% for every 24-hour period after the due date. NO REPORTS WILL BE ACCEPTED LATER THAN 72 HOURS AFTER THE DUE DATE unless prior arrangements have been made with the faculty supervisor. A grade of zero will be assigned for any report not submitted within 72 hours of the due date.
- 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:

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

LEISURE AND SPORT MANAGEMENT PROGRAM INTERNSHIP AGREEMENT

The	agrees to appoint (or employ)
(Name of Ager	
as	s a
(Name of Student)	(Position Title)
	yment) is to beginand will not precede or exceed the academic semester)
Internship location (if different from a	agency address):
Immediate Supervisor:	Alternate Supervisor:
Name:	Name:
Title:	
Address:	
Phone:	Phone:
Email:	
Intern Signature	 Date
M#	_
Supervisor's Signature	

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

By accepting		s a student intern,
(Name of Student)	
the		acknowledges that this internship is
	(Name of Agency)	
discrimination Pol	icy, which it outlined below. Fa	niversity and is therefore governed by its Non- ilure to abide by this policy may result in removal clude the agency from hosting future MTSU interns
	Policy St	catement
education, and partic offensive behaviors.	cipation in University activities At MTSU we take pride in pro	o establishing an atmosphere where your work, is and programs will be free from intimidation or oviding an environment conducive to productive initial to the integrity of the University and its
Related Policies (http	ps://www.mtsu.edu/iec/harassi	ment.php):
 MTSU Policy MTSU Policy Sex MTSU Policy Pregnancy, S MTSU Policy MTSU Policy MTSU Policy EEO is the L 	21: Equal Opportunity: Internal 25: Equal Opportunity, Affirmat y 26: Discrimination and Hara y 27: Misconduct, Discrimination and Gender y 28: Accessibility y 29: Title IX Compliance 305: Limited English Proficiency	ive Action and Nondiscrimination ssment Based on Protected Categories Other Than ion, and Harassment Based on Sex including Identity/Expression
Intern Sign	ature	Date
M#		
Supervisor's	Signature	 Date
~ ~ p ~ 1 1 1 1 0 1 b	~ -0	200

Weekly Learning Objectives

<u>Prior to the start of your field study or internship</u> REVIEW THE FOLLOWING REQUIREMENTS:

PROGERSS REPORT 1:

- ☐ 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:

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

PROGRESS REPORT 3:

- ☐ In addition to your progress report requirements include the following **learning objective:**
 - 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:

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:

- ☐ 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.
 - □ Describe the program or event that you will be discussing.
 - ☐ How does this program relate to the organization's mission?
 - □ Who is responsible for planning?
 - ☐ Is there a separate budget for the program? Who is responsible for the budget?

How is the program marketed? What is the demographic most beingtargeted?

☐ How many people participate?

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

PROGRESS REPORT 6:

- ☐ 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:

- ☐ 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:

- ☐ 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:

- ☐ 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:

- 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:

- ☐ 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
Agenc	у
Superv	visor Supervisor Phone:
Date(s)) Worked
Times	Worked
Total I	Hours This Week Cumulative Hours
	organize your report according to the following prompts. Reports should be submitted to the priate dropbox in D2L unless arrangements have been made otherwise.
	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.
	Issues Encountered – What challenges did you encounter this week? How did you address them?
	Your Supervisor – Discuss the role your supervisor played in your week. In what ways did she/he/provide direction, assistance, or mentorship?
	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).

- 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. 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. 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 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.) Also, describe the program planning process in your agency. Choose an important program or event that you have heard about. Answer these questions. □ Describe the program or event that you will be discussing. ☐ How does this program relate to the organization's mission? □ Who is responsible for planning? ☐ 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? ☐ How many people participate? □ Describe any special equipment or facilities that are necessary. How is the program evaluated and/or how are participants' needs assessed either before, during or after the program? □ Based on what you have learned, what could be improved? Why? □ 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? Describe how you met (or failed to meet) your internship goals. Give specific examples to illustrate your points. ☐ 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? □ What are the most important lessons, skills and/or knowledge you have gained from this internship experience? 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?
- □ Student Evaluation of Internship Site (see Appendix B-3)
- □ 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:	Faculty Supervisor, Leisure & S Middle Tennessee State Univers	
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 +	<u>-</u>	3 +	_	4 +	-	+
Initiative and Motivation											
Personal Appearance											
Courtesy and Tact											_
Interpersonal Relations and Rapport with Peers											
Rapport with Peers Interpersonal Relations and Rapport with Authority Figures											
Interpersonal Relations and Rapport with Participants											
Flexibility											
Judgment											
Sense of Humor											
Health Habits											

PROFESSIONAL RELATIONS AND COMPETENCIES

	N.O.	-	1 +	-	+	-	+	-	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											

PROFESSIONAL WORK COMPETENCIES

	N.O.	1		2	2		3	4	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											

Major Strengths:		strengths which ha			
Major Weaknesses:	of the internshi	e weaknesses which p and give suggesti of the internship.			
Considering all aspec	ts of the interi	n's performance	please give a	n overall perfor	rmance
rating to date.		1	1 0	1	
(High)	(4)		(2)		(Low)
(5)	(4)	(3)	(2)	(1)	

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

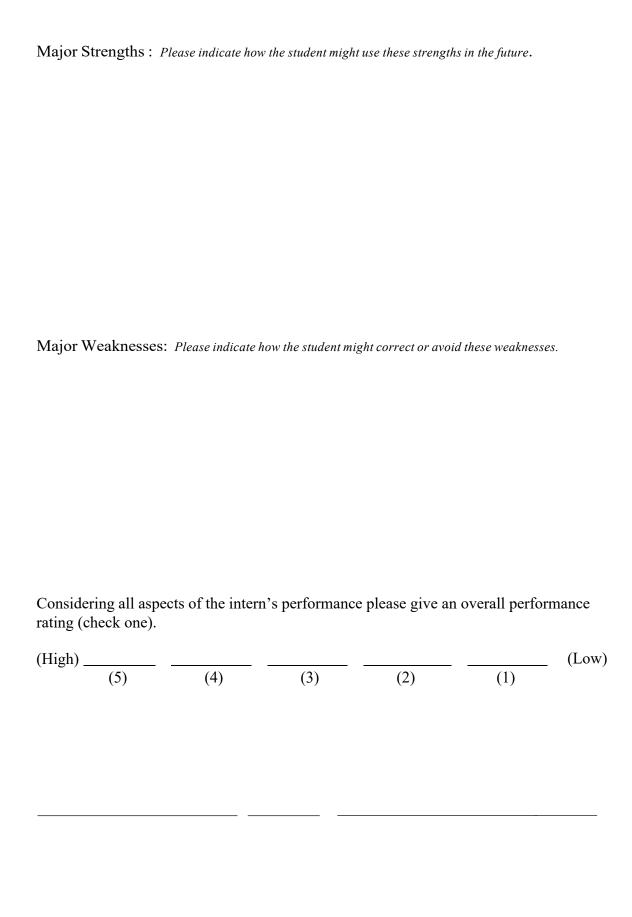
	N.O.	_	1 +	-	2 +	-	3 +	-	4 +	-	+
Initiative and Motivation											
Personal Appearance											
Courtesy and Tact											
Interpersonal Relations and											
Rapport with Peers Interpersonal Relations and											
Rapport with Authority Figures											
Interpersonal Relations and Rapport with Participants Approx Supervisor's Signat	***	Date		c	ltuder	+'a C i.	motu		,	Data	
Flexibility	ure	- 1 1311			шпев		mani			пате	
Judgment											
Sense of Humor		_									
Health Habits											

PROFESSIONAL RELATIONS AND COMPETENCIES

	N.O.	-	1 +	-	2 +	-	+	-	+	- ;	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											

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											



Student's Evaluation of Internship Site

Agency	Date
	ons: Please rate the strengths and weaknesses of the site in terms of meeting your needs as an p student. Use the following scale:
5 - excel	ent 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.
	rovide additional comments which would assist the university in considering this agency for future p placement (use the back of this page if necessary):
Agency	Supervisor's Signature Date Student's Signature Date
Were you	a compensated by the agency during the internship: NO YES, Amount: \$
Were you	a provided housing or meals? (If yes, please give details.)
Student 1	Name: Student Signature:

Student's Evaluation of Field Supervisor

<u>Instructions</u>: 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. <u>This evaluation is not shared with your site supervisor.</u>

comment section. Th	s evaluation is not shared with your site supervisor.	
Interest in you as a pe	rson and as a student.	
Willingness to discuss	the full range of your activities at the site.	
Ability to respond to y	our needs in accomplishing your objectives.	
Expression of encoura	gement and sincerity.	
Understanding of phil	osophy and practices in the profession.	
Flexibility in arrangin with you.	g for your tasks in light of changing situations within the site an	ıd
Openness to change, i	nnovation, and new techniques.	
Please attach additions	al 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 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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