Capstone Internship
Manual

PRM 480
PRM 483

Parks and Recreation Management

Department of Human Services

Western Carolina University
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Capstone Internship Overview
PRM 480 Independent Study & PRM 483 Internship

Objectives: The student may have the opportunity to accomplish one or more of the following objectives depending upon the internship site, responsibilities, and experiences...
1. To develop leadership characteristics
2. To learn about planning and organizing
3. To become familiar with various management functions
4. To become familiar with various leisure service delivery systems
5. To gain knowledge and skills in how such organizations operate
6. To study professional role models and learn from mentors
7. To understand roles and contributions of volunteerism
8. To grow as an aspiring professional
9. To gain outstanding reference letters.

Value of the Course: The student may have the opportunity to...
1. Build professional network
2. Gain a professional recommendation
3. Focus their aptitude for certain types of work
4. Apply practical meaning to theoretical coursework
5. Develop transferable skills that can be applied to a new or existing job.

Work Sites: Students are encouraged to select a site or agency, which enables them to gain a broad range of experience. The site or agency should be tailored to the student’s interests, career path, and PRM focus area.

Requirements:
1. The Internship Student Agreement Form must be submitted prior to beginning your capstone internship. This is to be submitted to the designated university PRM supervisor.
2. Complete the Letter of Understanding and your established schedule by the end of the first week and submit to designated university PRM supervisor.
3. Complete the 400 hours before the last day of classes for the semester or summer session you are registered for.
4. Complete the Experience Logs with the date, duties, hours, and supervisor’s initials to support documentation of the 400 hours completed.
5. Complete a Special Project Guidelines Form and turn in within the first two weeks of your internship.
6. Successfully execute a Special Project and submit required documentation as discussed with your university PRM supervisor.
7. Complete a management analysis of your internship agency by submitting a summary of the Management Questions.
8. Analyze your internship experience through a well-written, Reflection Paper.
9. Showcase your internship experience through a 6 minute Video or a 10 to 15 slide Power Point presentation.
10. Have your agency supervisor complete an **Agency Evaluation** and submit it to your designated university PRM supervisor.

11. Receive a **Professional Letter of Recommendation** on agency letterhead, completed and signed by your agency supervisor.

12. Complete and turn in all the above paperwork by the last day of classes for the semester or summer session you are registered for.

**PRM 480 Independent Study Guidelines for the Capstone Internship**

PRM 480 for three credits must be completed as part of the overall Capstone Internship experience. PRM 480 and PRM 483 are intended to complement each other. The independent study (PRM 480) consists of several different requirements.

**Grading**

The grade for PRM 480 is a separate grade from PRM 483. **PRM 480 is completed for a letter grade.** Satisfactory completion of one course does not guarantee satisfactory completion of the other course.

**1. The Special Project**

The student will adopt a problem by the agency, research it thoroughly, and give a solution. This could be a type of research such as a needs assessment, a risk management plan, a marketing plan, a business plan, a program proposal or an evaluation report. It could also be a special project for the agency such as the development of a park, or area within a park, the organization of a tournament/program, writing an employee handbook, creating trails, etc. The project should be something that will be of particular use to the agency. This will help assure that the agency will value the student as someone who can make a significant contribution. At the end of the second week of the internship you should meet with your agency supervisor to identify a project, then complete the Project Guidelines Form (Appendix C) and send it to your university PRM supervisor.

To receive a grade for your Special Project, please discuss options with your university PRM supervisor. There are two possibilities for documenting the special project.

1. The project may be documented with a well-written paper using APA format. The length of the paper will vary with the project.

2. Submit the special project completed such as an employee manual, risk management plan, marketing plan, etc.; along with a 500 word reflection paper on the project. The reflection should include background information on the project, the process of implementing or creating, feedback received from your internship supervisor, and your take away from the completion of the special project.

**2. The Management Questions**

It is the intent of this assignment to get you to understand exactly how the agency functions so that you can quickly gain an in-depth understanding of the whole operation. The management areas you are asked to investigate are:
1. Goal development
2. Policy development
3. Planning and Organizing
4. Decision making/problem solving
5. Motivation and leadership
6. Communication patterns
7. Personnel supervision/development
8. Program operations
9. Budgeting and finances
10. Promoting and marketing
11. Equipment and facilities

Your agency may not address some of the areas and some may be “off limits” such as the budget, if it is a private agency. Many questions may be answered by studying the employee handbook. The questions are in Appendix D.

Select a sampling of questions from each area to use during an interview with your internship supervisor. After the interview, write a synopsis of your discussion to submit as your overview of the management questions. The synopsis should be a minimum of 750 words up to a maximum of 1,200 words.

3. Video/PowerPoint
The student should produce a six minute video or a 10 to 15 slide power point, illustrating the internship. Make sure you are the “host” and it is suitable to be archived for other students to review. Creativity is encouraged.

The video or PPT should include information about your internship site such as location, what type of agency, services or activities offered, your internship supervisor, co-workers, and highlights of completing your Capstone Internship. In addition to basic information, the video or PPT should also include an overview of your special project; what did you do, why did you do it, feedback from internship supervisor, what did you learn.

The video or PPT may be uploaded to the Blackboard assignment module, or uploaded to YouTube with a link sent to the instructor, placed in a DropBox folder (linked shared), placed on a jumpdrive and sent with your final package, or burned to a CD.
PRM 483 Internship Requirements

During your Capstone Internship you will register for 2 sections of PRM 483. Each section is worth 3 credit hours. The PRM 483 section of your Capstone Internship are the actual hours you log, which should equal 400 hours total. To receive a grade for the 2 PRM 483’s, you must complete the following requirements.

Grading
The grade for PRM 483 is a separate grade from PRM 480. The 2 PRM 483’s are completed for a Satisfactory or Unsatisfactory grade. Satisfactory completion of one course does not guarantee satisfactory completion of the other course.

1. Internship Student Agreement Form
The student and internship supervisor, prior to the start of the internship will complete the agreement form, which includes an outline of internship requirements, the student’s current contact information and complete contact information for the internship supervisor. This form is required for the university to complete a written contract between WCU and your agency. This form is kept on file during the internship. An example can be found in Appendix A.

2. The Letter of Understanding
The student and internship supervisor, prior to the start of the internship must sign a letter of understanding. This letter should be outlined to suit the needs of both the student and the agency and sent back to the university PRM supervisor as soon as possible. It will be returned signed by the university PRM supervisor. An example can be found in Appendix B.

3. Internship Experience Logs (daily/weekly)
Each week, complete the Internship Experience Log. Include your “employer”, fill in “date”, “description of tasks”, “hours”. If you elect to send these via US Postal Service bi-weekly, you can have your supervisor initial at the end of each week. If you elect to submit these electronically, please scan the completed logs and email them to your university PRM supervisor on a bi-weekly basis or submit them through the assignment module in Bb. *A copy of the log can be found in Appendix E. Remember you need one log for each week. *In Bb it is labeled as “DAILY LOG”. *It is also a professional courtesy to send us an email every 2 weeks just to check in and let us know how you are doing.

4. Reflection Paper on Internship Accomplishments
Upon completion of your internship, please reflect upon your experiences. Within your paper, reflect upon the overall internship experience; the skills, knowledge and abilities, which you gained; the positive and negative aspects of the internship; and what you will use in your academic and/or professional career.

Please type using MS Word, 12 point font, double-spaced, complete sentences and paragraphs, error-free and well-written. The reflection paper should be a minimum of 1,000 words up to a maximum of 2,000 words.

**This paper is in addition to your special project paper and/or reflection.
5. Agency Evaluation
At the end of the internship, please have your immediate internship supervisor complete the “Internship Evaluation by the Agency Supervisor” form (found in Appendix F). This evaluation should be included in your final package.

6. Letter of Reference
In addition to the Agency Evaluation, please have your immediate internship supervisor write a “Letter of Reference” for you on agency letterhead with an actual signature. This letter should be included in your final package.

Final Package
This is all of your paperwork from the capstone internship. It must be received by the last week of classes (during spring or fall semesters) or by August 1 (during the summer session).

Send everything in a package via Fed Ex, UPS, or Priority Mail, or you can bring it to your university PRM supervisor’s office in Reid Gym. **If you have submitted everything via Bb assignment modules, please email your university PRM supervisor to make sure all work has been completed and submitted on time.

Please submit all required capstone paperwork and assignments by their due date. Incompletes usually affect graduation by a semester so advisors are very averse to giving them. Please refer to Appendix E for a checklist-timeline for completion of requirements.
PRM 480 Independent Study & PRM 483 Internship Grading Rubric

Name:

<table>
<thead>
<tr>
<th>Criterion</th>
<th>Points</th>
<th>Actual Points</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PRM 480 Independent Study</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special Project Guidelines Form</td>
<td>100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completion of Special Project; documented by a major paper</td>
<td>500</td>
<td></td>
<td></td>
</tr>
<tr>
<td>or submission of project with a reflection paper</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management Questions Summary</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A six minute video or PPT of the internship</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Points</strong></td>
<td>1000</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>PRM 483 Internship</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internship Student Agreement Form and Letter of Understanding</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internship Experience Log (daily/weekly)</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>With evidence of 400 hours completed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reflection Paper on Internship Accomplishments</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agency Evaluation</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Letter of Reference (To Whom it May Concern)</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Points</strong></td>
<td>1000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

To receive points for each item, they must be submitted by the due date (-10 points for each day they are late, unless you have spoken to your university PRM supervisor and have made other arrangements). In addition, documents should be error free, well-written, reflective, and informative. The instructor reserves the right to deduct points for inferior submissions, which do not give an adequate portrayal of your capstone internship experiences.

PRM 480 is a letter grade.
PRM 483 is a S or U grade.
To earn a grade of S (Satisfactory), all items must be turned in on time and represent quality work. Total points must equal 850 or above for a grade of S.

A grade of U (Unsatisfactory) will be assigned for all grades 840 and below.

**PRM 480 & 483 Course Syllabus**
A copy of the syllabus can be found in Appendix G.

**Capstone Internship Timeline** can be found in Appendix H.
Appendix A

Capstone Internship Student Agreement Form
Parks and Recreation Management Program at Western Carolina University
(PRM 480)

As a student majoring in the B.S. in Parks and Recreation Management degree program, I am completing an internship with ___________________________________________ during the ___________________ semester or summer session to secure practical experience in the field of Parks and Recreation Management. I agree to meet all the requirements listed below and will attempt to meet them to the best of my abilities.

1. Abide by all personnel policies and practices established by both the university and the agency where I do my internship.
2. Be prompt and conscientious in fulfilling all internship requirements established by both the university and the agency with whom I do the internship.
3. Alert my university PRM supervisor and/or agency supervisor to any problems that affect my overall performance, as soon as possible.
4. Represent the university and agency in a manner that reflects well on all parties involved with the internship.
5. Complete, in a timely fashion, all internship requirements, as outlined in the course syllabus and/or by my agency supervisor.
6. Realize that there are inherent hazards in any internship setting.

My signature below indicates that I have read completely, and fully comprehend the aforementioned policies and agree to abide by all of them.

____________________________________  ___________________
Student’s Printed Name                  Date

____________________________________
Student’s Signature

| Student’s Phone Number              |                     |
| (best way to reach you)             |                     |
| Student’s Email Address             |                     |
| (the one you check)                 |                     |

The information below will be used to generate a university contract with this agency. Please complete all required elements and make sure they are current and accurate.

<p>| Agency Name                        |                     |
| Supervisor Name &amp; Position         |                     |
| Agency Address (complete)          |                     |</p>
<table>
<thead>
<tr>
<th>Supervisor’s telephone number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>Supervisor’s email</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

*Please return this form to your university PRM supervisor prior to beginning capstone internship.*
Appendix B

Parks and Recreation Management Program at Western Carolina University
Letter of Understanding

Develop your “Letter of Understanding” with your agency supervisor. It should include: an overview of your internship position; a detailed listing of your specific duties/tasks; your agency supervisor’s name, title, and phone number; and your name, title and phone number. This Letter of Understanding in conjunction with your Internship Agreement Form is used by your university PRM supervisor to create an internship contract and a record of your internship placement.

EXAMPLE LETTER OF UNDERSTANDING

Student’s Name and Position: Seymore Parks, Student Intern

Agency or Employer: Great Smoky Mountains National Park

Mr. Parks is assigned the following job responsibilities as he assumes the position of student intern in Great Smoky Mountains National Park during the _______ semester/summer of ________ year. This position is included as an internship for Western Carolina University. His job will involve providing information and service to national park visitors. His job performance will be monitored and evaluated by the park supervisor and his university PRM supervisor.

The specific tasks to be performed by Mr. Parks will include the following:
1. Scheduling of recreational events in Great Smoky Mountains National Park.
2. Being responsible for meeting the organizational needs and interests of the park. A constant monitoring and evaluation of the recreation needs of park visitors will be required.
3. Collecting, evaluating, and incorporating visitor suggestions relating to recreation programming.
4. Setting up and maintaining the recreation areas for visitor use.
5. Organizing and conducting interpretive activities in various park locations.
6. Providing visitor information at the visitor center desk and other areas.
7. Assisting with emergency response to visitors as needed.
8. Completing and maintaining an inventor of park maps, books and brochures in order to meet the needs of park visitors.
9. Completing and maintaining a daily and weekly log of visitor interactions.
10. Creating new ideas for program offerings and assisting in planning new programs.
11. Compiling an end-of-season report indicating the successes and the learning experiences of the intern program for the current season. Make recommendations for future interns.
12. Other related tasks as appropriate.
13. Send required internship paperwork back to the university on time.
<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ralph Welcomen</td>
<td>Personnel Manager</td>
<td></td>
</tr>
<tr>
<td>Smoky Mountain National Park</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Seymore Parks</td>
<td>Student Intern</td>
<td></td>
</tr>
<tr>
<td>Ben Tholkes / Andrew Bobilya</td>
<td>University PRM Supervisor</td>
<td></td>
</tr>
<tr>
<td>Debby Singleton</td>
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<td></td>
</tr>
</tbody>
</table>
Appendix C

SPECIAL PROJECT GUIDELINES FORM
See page 2 of capstone internship manual for special project details

Student Name:

Project Title:

Objectives: (What do you plan to accomplish with this special project?)
1.
2.
3.
4.
Add additional numbers if needed.

Procedures (How will you accomplish the objectives of the special project? Be specific, provide a time line for completion.) You may list these or write in complete sentence/paragraph format.

Notes/Comments:

APPROVED:

________________________________________  ________________
Agency Supervisor                  Date

________________________________________  ________________
University PRM Supervisor             Date
Appendix D

Management Questions

Select a sampling of questions from each area to use during an interview with your internship supervisor. After the interview, write a synopsis of your discussion to submit as your overview of the management questions. The synopsis should be a minimum of 750 words up to a maximum of 1,200 words.

Goals

1. What are the most important goals in the organization?
2. How were these goals developed? Who was actually involved?
3. How are these goals communicated?
4. What would be the “super ordinate” values that drive the organization?
5. What actual behaviors have you observed which indicate that employees are fulfilling goals? – give examples.

Policy Development

6. At what level within the organization is policy formulated?
7. How are policies and practices disseminated?
8. How are policies reviewed?
9. What happens when policies/practices are ignored?
10. What are some polices that you have to follow?

Planning and Organizing

11. How is planning carried out? Who does this function?
12. Is there an overall strategic plan that is available for review?
13. Are there departmental or unit plans?
14. Explain the organizational structure of the agency?
15. How many people are employed?
16. Do all employees have an opportunity to make contributions to the planning?
17. Give examples of some planning contributions

Decision- making and Problem-solving

18. How are problems handled in this organization?
19. What constitutes a major problem or issue that faces this organization?
20. Is there a methodology for unearthing problems and dealing with them? Explain.
21. To what extent is there participatory decision-making?

Motivation and Leadership

22. Describe the type of leadership that you see at this agency
23. Is there a belief that different leader styles are required for different situations?
24. How are employees motivated to excel?
25. How are people rewarded for doing exceptional work?
Communication Patterns
26. Identify the ways in which information is communicated within the agency.
27. What are some examples of blocks in communication?
28. Is there any in-service training to improve communication? What does it consist of and is it effective?

Personnel Supervision and Development
29. Describe the orientation that takes place when a new employee joins the organization.
30. Is there an employee handbook?
31. How are employees supervised?
32. If policies are not followed, what are the consequences?
33. How are employees evaluated?
34. Is there any method for handling disputes between employees and supervisors?
35. What opportunities are there for advancement

Program Development
36. What are the primary recreational programs and how are they organized?
37. Who is responsible for the planning and implementation of programs?
38. How are programs evaluated?
39. What attempts are made to address needs of participants?
40. How are programs funded?
41. What facilities and equipment are available?

Marketing and Promotion
42. Describe the marketing for the agency and programs.
43. Are there target market segments? Discuss them.
44. What market research do they conduct?
45. What strategies do they implement?
46. What promotional efforts do they make?
47. What has been your role in any marketing?

Equipment and facilities
48. Describe the area and facilities in which you work.
49. How are these maintained?
50. Is the maintenance costly?
51. Are the facilities well designed or are they not functional in any way?
52. Do the facilities appeal to participants?
Appendix E

Student Name______________________________________

WCU PARKS AND RECREATION MANAGEMENT
DAILY-WEEKLY INTERNSHIP EXPERIENCE LOG
(duplicate this form as necessary, submit bi-weekly)

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of tasks</th>
<th>Hours</th>
<th>Supervisor Initials</th>
</tr>
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<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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## Appendix F

Parks and Recreation Management Program at Western Carolina University  
CAPSTONE INTERNSHIP EVALUATION BY THE AGENCY SUPERVISOR

<table>
<thead>
<tr>
<th>Student’s Name</th>
<th>____________________________________________</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer /Agency</td>
<td>____________________________________________</td>
</tr>
</tbody>
</table>

This report should be completed by the student’s direct agency supervisor. The agency supervisor’s ratings will be used to evaluate the student’s work performance for academic credit, may serve as a basis for academic/career advising, and will become a part of the student’s university record. We encourage you to discuss this evaluation with the student.

<table>
<thead>
<tr>
<th>Attitude Toward Work</th>
<th>Relationships with Co-workers</th>
</tr>
</thead>
<tbody>
<tr>
<td>___ highly enthusiastic</td>
<td>___ attracts others</td>
</tr>
<tr>
<td>___ interested</td>
<td>___ satisfactory</td>
</tr>
<tr>
<td>___ sometimes indifferent</td>
<td>___ has some difficulty getting along</td>
</tr>
<tr>
<td>___ not interested</td>
<td>___ doesn’t get along</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ability to Work</th>
<th>Reaction to Supervision</th>
</tr>
</thead>
<tbody>
<tr>
<td>___ learns very quickly</td>
<td>___ seeks guidance</td>
</tr>
<tr>
<td>___ average for his/her level</td>
<td>___ adjusts to criticism</td>
</tr>
<tr>
<td>___ below average for his/her level</td>
<td>___ some resentment shown</td>
</tr>
<tr>
<td>___ learns slowly</td>
<td>___ fails to profit</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Student’s College Preparation</th>
<th>Punctuality</th>
</tr>
</thead>
<tbody>
<tr>
<td>___ well prepared for his/her job</td>
<td>___ never late</td>
</tr>
<tr>
<td>___ prepared for his/her job</td>
<td>___ sometimes late</td>
</tr>
<tr>
<td>___ lacking in areas</td>
<td>___ often late</td>
</tr>
<tr>
<td>___ not adequately prepared</td>
<td>___ usually late</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Appearance</th>
<th>Quality of Work</th>
</tr>
</thead>
<tbody>
<tr>
<td>___ always acceptable</td>
<td>___ superior</td>
</tr>
<tr>
<td>___ sometimes questionable</td>
<td>___ good</td>
</tr>
<tr>
<td>___ often questionable</td>
<td>___ satisfactory</td>
</tr>
<tr>
<td>___ rarely acceptable</td>
<td>___ unacceptable</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Judgment</th>
<th>Dependability</th>
</tr>
</thead>
<tbody>
<tr>
<td>___ excellent</td>
<td>___ completely dependable</td>
</tr>
<tr>
<td>___ usually good</td>
<td>___ usually dependable</td>
</tr>
<tr>
<td>___ average for his/her level</td>
<td>___ sometimes careless</td>
</tr>
<tr>
<td>___ sometimes poor</td>
<td>___ cannot be relied on</td>
</tr>
</tbody>
</table>

| Future Employability | |
|----------------------| |
| ___ highly desirable | |
| ___ desirable | |
| ___ some reservations | |
| ___ undesirable | |
AGENCY SUPERVISOR EVALUATION
COMMENTS:
Please provide any insights or comments related to the student’s performance in their internship.

This report has been discussed with the student   ___ Yes   ___ No

Does the university PRM supervisor have permission to discuss this report with the student?
   ___ yes   ___ no

________________________   ______________________   __________
Agency Supervisor   Agency   Date

Student’s Signature (indicates ONLY that the student has seen the report)

Please return this form via US Postal Service or email to the appropriate university
PRM supervisor:

<table>
<thead>
<tr>
<th>Andrew Bobilya</th>
<th>Ben Tholkes</th>
<th>Debby Singleton</th>
</tr>
</thead>
<tbody>
<tr>
<td>122-D Reid Gym, 32 Norton Road, Western Carolina University, Cullowhee, NC 28723</td>
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<td>(828) 227-3971 office</td>
</tr>
<tr>
<td>(828) 545-1506</td>
<td>(828) 293-7134 home</td>
<td>(828) 508-1736 cell</td>
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Appendix G

WESTERN CAROLINA UNIVERSITY
Department of Human Services: Parks and Recreation Management
Capstone Internship: PRM 480 (3 credits) and PRM 483 (6 credits total)

Course Catalog Description:
480: Independent Study (A, B, C, D, F grading scale)
483: Placement in a cooperating agency to relate classroom learning to practice. 400 hours. (S/U Grading)

Credit hours:
PRM 480: Independent Study= 3 credit hours
PRM 483 Capstone Internship= 6 credit hours total (400 hours of experience)

Instructors:

<table>
<thead>
<tr>
<th>Andrew Bobilya</th>
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Objectives: The student may have the opportunity to accomplish one or more of the following objectives depending upon the internship site, responsibilities, and experiences…

1. To develop leadership characteristics
2. To learn about planning and organizing
3. To become familiar with various management functions
4. To become familiar with various leisure service delivery systems
5. To gain knowledge and skills in how such organizations operate
6. To study professional role models and learn from mentors
7. To understand roles and contributions of volunteerism
8. To grow as an aspiring professional
9. To gain outstanding reference letters.

Value of the Course: The student may have the opportunity to…

1. Build professional network
2. Gain a professional recommendation
3. Focus their aptitude for certain types of work
4. Apply practical meaning to theoretical coursework
5. Develop transferable skills that can be applied to a new or existing job.
**Work Sites:** Students are encouraged to select a site or agency, which enables them to gain a broad range of experience. The site or agency should be tailored to the student’s interests, career path, and PRM focus area.

**Requirements:**

1. The **Internship Student Agreement Form** must be submitted prior to beginning your capstone internship. This is to be submitted to the designated university PRM supervisor.
2. Complete the **Letter of Understanding** and your established schedule by the end of the first week and submit to designated university PRM supervisor.
3. Complete the **400 hours** before the last day of classes for the semester or summer session you are registered for.
4. Complete the **Experience Log**s with the date, duties, hours, and supervisor’s initials to support documentation of the 400 hours completed.
5. Complete a **Special Project Guidelines Form** and turn in within the first two weeks of your internship.
6. Successfully execute a **Special Project** and submit required documentation as discussed with your university PRM supervisor.
7. Complete a management analysis of your internship agency by submitting a summary of the **Management Questions**.
8. Analyze your internship experience through a well-written, **Reflection Paper**.
9. Showcase your internship experience through a 6 minute **Video** or a 10 to 15 slide **Power Point** presentation.
10. Have your agency supervisor complete an **Agency Evaluation** and submit it to your designated university PRM supervisor.
11. Receive a **Professional Letter of Recommendation** on agency letterhead, completed and signed by your agency supervisor.
12. **Complete and turn in all the above paperwork by the last day of classes for the semester or summer session you are registered for.**

---

**PRM 480 Independent Study & PRM 483 Internship Grading Rubric**

**Name:**

<table>
<thead>
<tr>
<th>Criterion</th>
<th>Points</th>
<th>Actual Points</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PRM 480 Independent Study</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Special Project Guidelines Form</td>
<td>100</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completion of Special Project; documented by a major paper or submission of project with a reflection paper</td>
<td>500</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management Questions Summary</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A six minute video or PPT of the internship</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Points</strong></td>
<td>1000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PRM 483 Internship</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------------------------</td>
<td>-----</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internship Student Agreement Form and Letter of Understanding</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Internship Experience Log (daily/weekly)</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>With evidence of 400 hours completed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reflection Paper on Internship Accomplishments</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agency Evaluation</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Letter of Reference (To Whom it May Concern)</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total Points</strong></td>
<td>1000</td>
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To receive points for each item, they must be submitted by the due date (-10 points for each day they are late, unless you have spoken to your university PRM supervisor and have made other arrangements). In addition, documents should be error free, well-written, reflective, and informative. The instructor reserves the right to deduct points for inferior submissions, which do not give an adequate portrayal of your capstone internship experiences.

**PRM 480** is a letter grade.
**PRM 483** is a S or U grade.
To earn a grade of S (Satisfactory), all items must be turned in on time and represent quality work. Total points must equal 850 or above for a grade of S.

A grade of U (Unsatisfactory) will be assigned for all grades 840 and below.

**Withdrawal Policy:**
Students need to have a clear understanding of the university withdrawal policy. If a student feels they will not meet the 400 hour internship requirement, they should withdraw from the course prior to the university withdrawal date to avoid receiving an unsatisfactory grade.
Appendix H

Capstone Internship Checklist & Timeline

**BEFORE you begin your internship:**
- Complete Internship Student Agreement Form with Agency/Internship Supervisor
- Complete Letter of Understanding with Agency/Internship Supervisor
- Submit both forms to your university PRM supervisor

**Week #1 of Internship:**
- Complete Special Project Guidelines Form with Agency/Internship Supervisor
- Complete Internship Experience Log for Week #1

**Week #2 of Internship:**
- Submit/Send Special Project Guidelines Form to university PRM supervisor
- Begin Management Questions summary
- Begin compiling video and/or photos for Video/PPT assignment
- Complete Internship Experience Log for Week #2
- Submit/Send Internship Experiences Logs for Weeks #1 and #2 to university PRM supervisor

**Continue to submit/send Internship Experience Logs bi-weekly throughout the internship.**
**Continue to compile video clips and photos for Video/PPT assignment each week.**

**Week #4 of Internship:**
- Submit/Send Internship Experiences Logs for Weeks #3 and #4 to university PRM supervisor

**Week #5 of Internship:**
- Submit/Send Management Questions Written Synopsis to university PRM supervisor
- Submit Video/PPT to university PRM supervisor*
  *Discuss this due date with your university PRM supervisor, if your special project has not been completed by week #5, this due date can be later.

**Week #6 of Internship:**
- Submit/Send Internship Experiences Logs for Weeks #5 and #6 to university PRM supervisor

**Week #8 of Internship:**
- Submit/Send Internship Experiences Logs for Weeks #7 and #8 to university PRM supervisor

**Week #10 of Internship:** Submit/Send final package/assignments to university PRM supervisor.
- Special Project (paper or reflection)
- Last 2 weeks of Internship Experience Logs (weeks #9 and #10)
- Reflection Paper on Internship Accomplishments
Agency Evaluation completed by immediate supervisor
Letter of Reference from agency supervisor
Video/PPT*

Use either Priority Mail (US Postal Service), Fed Ex, or UPS with a signature to send in your final package. Please make sure you use the correct address for your university PRM supervisor.

Remember to keep your daily experience log, have it initialed each week by your agency supervisor and send them to your WCU supervisor every two weeks.

All work must be received by your university PRM supervisor by the last week of classes or August 1 in the summer.

Please call or email us immediately if you encounter problems.

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