

LCU ReLife

Internship Program



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LCU ReLife is committed to provide each student with the quality attention and guidance necessary (and as articulated in the expectations of each school or university) to have a fulfilling experience, creating the foundation for future career experiences.

LCU ReLife also recognizes the importance of partnering with local schools/universities, maintaining an open dialogue pertaining to skills, competencies, and technical advances ensuring a smooth transition from academic to professional careers for the benefit of the student, community and economy.

Purpose Statement: The purpose of the LCU ReLife internship program is to create a pipeline of students into a professional work environment in which he/she may complete practical experience and education, gaining insight into the sports management, fitness or activity programming fields.

The Program: The enclosed document, LCU ReLife Internship Program, contains the administrative policy and procedures related to on-boarding interns, as well as the Agency expectations for each intern. Additionally, general outlines of exposure have been developed for each division and major area(s) of a given internship. The outlines have been designed to provide an overview of the program, however, the amount of time available to the intern and his/her stated interests in specific disciplines of the related field will determine the final scope. This flexibility will accommodate the student's interest(s) as well as accounting for the school's and Agency's expectations.

Policy and Procedures

Purpose: To define and clarify policy and procedures associated with administration of undergraduate and graduate level student interns in the LCU ReLife Department.

Goal: To provide an opportunity for students to deliver recreational, social and educational programs and services to participants while learning operation, management and marketing skills in a hands-on setting under the guidance of professional staff.

Scope: The policy and procedures will apply to all prospective and actual student interns for the LCU ReLife Department. Supervisors and Interns are expected to review and comply with this policy and procedures.

Details: The purpose of an internship experience is to provide participating students with an opportunity to observe and participate in the duties of a particular occupation (position) or program and understand its challenges and opportunities for serving in select fields of work.

Intern process: School/Student contacts LCU Director of ReLife. LCU Director of ReLife reviews resume, considers fit with the Agency and presents intern information to the Administrative Group for discussion and consideration. Administrative Group discusses appropriate fit, considering support and resources available to the intern. Prospective Supervisor of the intern will set up an interview with the intern, review school requirements and, if appropriate, select a start date and prepare an internship outline and schedule of training hours to be shared with the intern and LCU Director of ReLife. The intern will receive a broad-based exposure to the respective area of study all within the safety guidelines established by the LCU ReLife department and School sponsor. An Internship Agreement and Training Plan must be completed and forwarded to the LCU Director of ReLife prior to the Intern reporting for the first day of the internship. Intern will be scheduled by

the site supervisor to meet with the LCU Director of ReLife for a “mini-orientation” within the first week of the internship. Each site supervisor will be responsible for providing a Unit Orientation and sending a signed Unit Orientation Checklist to the LCU Director of ReLife within 30 days of the start date. The LCU Director of ReLife will maintain a file on the intern to include: resume, school requirements, and any other pertinent data.

LCU Director of ReLife will make periodic checks with the supervisor and intern to ensure school requirements are being met and the intern has all necessary resources for an enjoyable and growth oriented experience with the Agency. Status comments will be reported during Administrative meetings.

Administrative Details: Interns may be paid in rare circumstances as decided by the LCU Director of ReLife. In the event an intern is paid and enrolled into the student worker process, the intern will be expected to comply with all LCU ReLife employee policies. At the conclusion of the internship the intern may have the opportunity to apply for further employment, such as student work or part time staff. Interns, whether paid or unpaid, will not receive keys to the building/offices. The site supervisor will notify the technology if computer and/or special file access is a desired tool to support Internship assignments. The technology department will forward all such requests to the Director of ReLife for a final decision and communicate the response to the site supervisor.

LCU ReLife
Internship Program
Confidentiality Agreement

(To be completed by each intern and kept on file with the Dir. of ReLife.)

The policy of the LCU ReLife Department requires that all information I obtain related to individual clients, center members or participants of the agency is confidential and may not be released for any reason other than through the conduct of my internship as approved by my field supervisor.

Prohibited activities include, but are not limited to, the following:

- Disclosing the names, addresses, telephone numbers or any other information about clients/members/participants
- Disclosing information about persons in disciplinary action.
- Disclosing information about the illness or disability of clients/ center members/participants unless in performance of assigned internship duties as approved by my field supervisor.

I agree to abide by the confidentiality policy of the LCU ReLife Department as stated above. Failure to abide by this policy may result in the termination of my internship.

Intern Signature

Date

Supervisor Signature

Intern Resource Checklist for the Supervisor

_____ Proposed internship outline submitted to supervisor and
Director or ReLife (within 30 days of start date)

_____ Work Space (cleaned and supplied with basic necessities)

_____ Computer (supervisor to notify technology-Help Desk if needed)

_____ Internet/computer file access (supervisor to notify technology-Help Desk if needed)

_____ Phone extension – if given a phone extension to use, communicate extension to other staff (if
needed)

_____ Name Tag

_____ Dress Code Policy Review

_____ Other (Specify) _____

LCU Internship Program Outline

50% per area is designated, unless intern or academic supervisor feels time distribution should be different, based on degree seeking and/or interests.

Programming (50%)

- Customer Service
- Fitness Center
- Rock Wall
- Intramurals

Management (50%)

- Administration
- Staffing
- Budgeting
- Facilities

Internship Program Detailed Timeline

(One Semester, 90 hours MINIMUM)

1 Week per area is designated, unless intern or academic supervisor feels time distribution should be different, based on degree seeking and/or interests.

Overview of Internship with Director of ReLife (1 Day)

Programming

- Customer Service (1 week)
- Fitness Center (1 week)
- Rock Wall (1 week)
- Intramurals (1 week)

Management

- Administration (1 week)
- Staffing (1 week)
- Budgeting (1 week)
- Facilities (1 week)

Exit Interview with Director of ReLife (1 Day)

Internship Program Detailed Overview

(One Semester, 90 hours MINIMUM)

10 hours per week per area is designated, unless intern or academic supervisor feels time distribution should be different, based on degree seeking and/or interests.

Overview of Internship with Director of ReLife

Time: 2 hours

Location: Office of Dir of ReLife & RPRC

Curriculum: The intern will be introduced to the LCU Rec Center, staff and programs.

Programming – Customer Service

Time: 10 hours minimum

Location: RPRC Customer Service Desk

Curriculum: The intern will be introduced to the purpose of the LCU Rec Center Customer Service desk. During the time at the desk the intern is expected to learn the basic functions and philosophy regarding customer service and the daily duties of desk staff.

- Orientation of Desk Staff
- Orientation of Desk
- Purpose of the Desk
- Desk Functions
 - Customer Service
 - Technology Training
 - Memberships
 - Personal Training
 - Rock Wall
 - Intramurals

Programming – Fitness Center

Time: 10 hours minimum

Location: RPRC Fitness Center

Curriculum: The intern will be introduced to the purpose of the LCU Fitness Center. During the time in the Fitness Center the intern is expected to learn the basic functions and philosophy regarding fitness centers and the daily duties of fitness center staff.

- Orientation of Fitness Center Staff
- Orientation of Fitness Center
- Purpose of the Fitness Center
- Equipment
 - Cardio
 - Strength
 - Proper Form
 - Engaging Participants
 - Services Offered

- Fitness Center Project
 - Fitness Center Layout

Programming – Rock Wall

Time: 10 hours minimum

Location: RPRC Rock Wall

Curriculum: The intern will be introduced to the purpose of the LCU Rock Wall. During the time at the Rock Wall the intern is expected to learn the basic functions and philosophy regarding the operation of a rock wall.

- Orientation of Rock Wall Staff
- Orientation of Rock Wall
- Purpose of the Rock Wall
- Safety Procedures/Reasons
- Equipment

Programming –Intramurals

Time: 10 hours minimum

Location: LCU Rec Fields

Curriculum: The intern will be introduced to the purpose of LCU Intramurals. During their time with Intramurals the intern is expected to learn the basic functions and philosophy regarding the operation and daily duties of Intramural staff.

- Orientation of Intramural Staff
- Orientation of Intramurals
- Purpose of Intramurals
- Scheduling
 - Sport Seasons
 - Referees
 - Games
- Rock Wall Project
 - Devise a Sport Tournament, (by hand)

Management – Administration

Time: 10 hours minimum

Location: LCURPRC, professional staff offices

Curriculum: The intern will be intruded to the different administrative tasks associated with the various levels of professional staff. During their time the intern is expected to learn the daily duties associated with administrative decisions/tasks.

- Satisfaction Surveys
- Marketing
- Conflict Management
- Administration Project
 - Develop Marketing Flyer

Management – Staffing

Time: 10 hours minimum

Location: LCURPRC, professional staff offices

Curriculum: The intern will be intruded to the different staffing tasks associated with the various levels of professional staff. During their time the intern is expected to learn the daily duties associated with staffing decisions/tasks.

- Hiring
- Firing
- Coaching
- Scheduling
- Staffing Project
 - Staff Schedule

Management - Budget

Time: 10 hours minimum

Location: LCURPRC, professional staff offices

Curriculum: The intern will be intruded to the different budgeting styles associated with the various levels of professional staff. During their time the intern is expected to learn the budgeting techniques associated with running a rec center.

- Expenses
- Revenue
- Writing a Budget
- Factors that Influence
- Budget Project
 - Writing a Department Budget

Management – Facilities

Time: 10 hours minimum

Location: LCURPRC, professional staff offices

Curriculum: The intern will be intruded to the different issues facing facilities and buildings. During their time the intern is expected to learn techniques to problem solve issues associated with facilities and buildings.

- Existing Buildings
- New Buildings
- Maintenance
- Construction

Evaluation of the Program and Exit Processing

The LCU ReLife internship program will maintain practices of continuous quality improvement through creation of various methods of feedback solicited from the intern and the respective school/university. Feedback methods will include, but may not be limited to: Survey of Student and School, Exit Interview of Student, informal comments/suggestions, and formalized feedback between Supervisor and student as it pertains to education requirements.

LCU ReLife Department invites any school/university and its representatives to visit the location of a placed intern upon scheduling an appointment with the Supervisor. The School/University's feedback is essential to developing a strong scholastic and professional relationship that will ultimately contribute to the intern's learning and decision of future career goals.

A personal exit interview will be conducted with each intern prior to the conclusion of his or her internship.

LCU ReLife values its relationship with each entity. We would greatly appreciate your feedback on our Internship Program, including what we are doing well and what can be improved.

Please complete the questions below and reply to the Director of ReLife, Michele Culpepper @ 5601 19th St, Lubbock TX 79407 or email @ Michele.culpepper@lcu.edu

How would you rate the LCU ReLife Internship Program in the following areas?

1. Outreach to local colleges and universities. (Circle Rating)

Excellent Satisfactory Needs Improvement

Comment: _____

2. On-boarding of Interns to establish expectations and provide agency orientation.

Excellent Satisfactory Needs Improvement

Comment: _____

3. Providing experiences aligned with educational goals.

Excellent Satisfactory Needs Improvement

Comment: _____

4. Providing experiences that will prepare your students for careers in recreational/fitness services.

Excellent Satisfactory Needs Improvement

Comment: _____

5. Being viewed as a preferred provider of recreational/fitness-based internships.

Excellent Satisfactory Needs Improvement

Comment: _____

Thank you for taking a moment to provide us with your feedback. Our goal is to provide you and the student the best quality internship experience possible. If you would like to provide any additional comments, please add them to the back.