



UNIVERSITY OF
Central Oklahoma

Internship Procedures Manual



PGA
Golf Management

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INTRODUCTION

The University of Central Oklahoma (UCO) PGA Golf Management Program is designed to prepare students for a career in the golf industry. The primary goals of UCO's PGA Golf Management program are to produce PGA Members, provide students with an opportunity to complete a bachelor's degree in management, and supply the golf industry with competent PGA golf professionals capable of managing golf operations, teaching the game of golf, and representing the PGA of America.

One of the most important aspects of this program is the cooperative training program which is designed to allow students to grow professionally, to identify strengths and weaknesses, to apply learned theory to practical situations, and to gain an appreciation of the roles, duties, responsibilities and nature of the golf profession. The program coordinates student internships under the direct supervision of well-qualified and experienced PGA golf professionals whose primary purpose is to provide a valuable hands-on learning experience. PGA Golf Management students will be required to complete four internships totaling 16 months of full-time work. During the summer semester following the student's first three years in the program, internships totaling three months of full-time work will be required. Following the student's fourth year in the program, seven consecutive months of full-time work will be required. The seven month internship must be completed at one facility, preferably under the same supervisor. However, to fulfill UCO requirements, the student will be required to enroll in separate internships for the summer and fall semesters but will remain onsite for the entire seven months, approximately May 15th through December 15th.

Students are required to comply with the criteria and guidelines that have been established by the PGA of America and UCO for the development and operation of the internship program. Students should follow the guidelines in this manual in order to ensure all necessary documents and paperwork have been completed, and all requirements are completed in the proper sequence. The *Checklist for Completion of Documentation and Activities* should be used to guide students throughout the entire internship process. Students are responsible for following all procedures and completing all forms in a timely manner.

The criteria and guidelines are as follows:

- Internships must follow the eligible employment guidelines outlined in the PGA Constitution, preferably under the direct supervision of a PGA member.
- Students must be enrolled in MGMT 4950 – Internship in Golf Management to receive academic credit. Students will be required to complete PGA PGM Work Experience Activities and other assignments while participating in an internship.
- Prior to student placement, the UCO PGA Golf Management Internship Coordinator has the responsibility for securing interested internship sites. The UCO PGA Golf Management student shall not contact an internship site, nor accept an internship position, prior to UCO PGA Golf Management staff contact with a host facility.
- Prior to placement, an agreement stipulating the specific intern work experiences anticipated for each student must be validated in writing by the host professional, UCO PGA Golf Management staff, and the student. This agreement must be on file in the PGA Golf Management office prior to the student reporting to the internship site.
- Students must complete four internships totaling 16 months of full-time work at three different types of facilities before completion of the program.

- UCO will conduct an evaluation of each internship site and must approve of the site prior to a student being placed in the internship.
- UCO requires each host professional to complete a detailed evaluation of each student's performance during the internship and file with the UCO PGA Golf Management office.
- UCO requires each student to complete a detailed evaluation of the internship site at the end of the internship and file with the UCO PGA Golf Management office.
- Following each internship experience, each student must complete a post-internship interview on campus with the Director or Internship Coordinator to compare evaluations and to take any necessary remedial action to resolve any performance problems. Negative site evaluations must be investigated prior to future placements.
- Student records must contain both the host professional's evaluation of the student and the student's evaluation of the site.
- At the PGA Golf Management Director's discretion, a student who is not in good academic standing may not be placed.
- UCO will provide the PGA a list of interns and their place of internship each semester.

PGA Golf Management students must complete a series of work experience activities while on internship in order to satisfy PGA PGM requirements. They will be expected to acquire a strong understanding of the defined PGA PGM work experience activities and to make considerable efforts to obtain hands-on experience, or at least observe the activities, whenever possible. They should meet with their supervisor at least once a week to discuss progress and job performance and promptly seek help if any problems arise. At the completion of internships III, IV, and V, students will also be required to submit a work experience paper. The paper should give students the opportunity to discuss, analyze and provide insight into the challenges, and solutions to those challenges, in the operation of the internship facility.

The MGMT-4950 Internship in Golf Management course syllabus should be utilized by the student and on-site professional as the guide and reference for the respective internship.

Evaluation Procedures –

A series of evaluations will occur during and following the internship. Of utmost importance are regular attendance and professional conduct from the student. Students are a direct representation of the UCO PGA Golf Management program and will be expected to maintain and uphold the highest standards of professionalism.

During the course of the internship, effort should be made by the student, with the cooperation of the On-site Professional and the PGA Golf Management Internship Coordinator, to maintain a focus of completing the assigned PGA PGM work experience activities and other assignments.

The student will be evaluated by the On-site Professional through a ***Final Evaluation*** and by the PGM Internship Coordinator according to the timely completion of all assignments and work experience activities. The student will also be required to complete a ***Student Evaluation of Internship Site Form***, in addition to providing the UCO PGA Golf Management staff with a ***Telephone Evaluation/Check-In Form*** and ***Student Reporting Form***. Students complete the evaluation process with an on-campus, post-internship interview with the Golf Management Director or Coordinator.

The following is an *example* of how the internship will be integrated into the timeline of degree completion, beginning with the fall semester of the student's first year.

UCO PGA Golf Management Cohort Schedule

| YR - SEM | UCO COURSES | PGA PGM INSTRUCTION | ACTIVITIES |
|------------|---|--|--|
| 1- Fall | 18 credit hrs, including (PGM Introduction and Rules of Golf & Tournament Operations) | Receive PGM Level 1 study materials | 3 tournaments; monthly meetings; PAT* |
| 1- Spring | 17 credit hrs, including (Intro to Teaching Golf and Public Speaking) | Work on PGM Level 1 Work Experience Kit | 3 tournaments; Monthly meetings |
| 1- Summer | 1 credit hr; Internship I | Work on PGM Level 1 Kit | 3 - month internship |
| 2 - Fall | 16 credit hrs, including (Intro to Golf Course Operations & Business Communications) | Work on PGM Level 1 kit and submit November 15th | 3 tournaments; Monthly meetings |
| 2- Spring | 15 credit hrs, including (Golf Operations 1 & Prin. of Horticulture) | PGM Checkpoint 1 (Spring Break); PGM Level 2 Seminars; receive PGM Level 2 study materials | 3 tournaments; Monthly meetings |
| 2 –Summer | 1 credit hr; Internship II | Work on Level 2 Kit | 3 - month internship |
| 3 - Fall | 17 credit hrs, including (Analysis of the Golf Swing, Interpersonal Communications-PGM, Small Business Mgmt-PGM, and Turfgrass Mgmt) | Work on Level 2 kit and submit November 15th | 3 tournaments; Monthly meetings |
| 3 – Spring | 17 credit hrs, including (Golf Operations 2 and Principles of Food Prep) | PGM Checkpoint 2 (Spring Break); PGM Level 3 Seminars; receive PGM Level 3 study materials | 3 tournaments; Monthly meetings |
| 3 –Summer | 1 credit hr; Internship III | Work on PGM Level 3 Kit | 3 - month internship |
| 4 – Fall | 16 credit hrs, including (Retail Management-PGM, The Art of Leadership & F&B Management) | Work on PGM Level 3 Kit | 3 tournaments; Monthly meetings |
| 4 - Spring | 16 credit hrs, including (Swing Concepts of Teaching, and Human Resource Mgmt-PGM) | Work on PGM Level 3 Kit | 3 tournaments; Monthly meetings |
| 4 - Summer | 1 credit hr; Internship IV | Work on PGM Level 3 and submit August 15 th | 3 - month internship |
| 5 – Fall | 1 credit hr; Internship V | Checkpoint 3 – Fall Break | 4 – month internship |

GRADUATE DECEMBER

**Playing Ability Test is to be taken at least twice per year until passed*

PRELIMINARY PROCEDURES

- The *Facility Profile/Information Form* and the *Internship Agreement Form* are the two documents that must be in place for a student to start an internship. Students will work with the Internship Coordinator throughout the entire process from first contact through the final evaluation. Prior to student placement, the UCO PGA Golf Management Internship Coordinator has the responsibility for securing interested internship sites. The UCO PGA Golf Management student shall not contact an internship site, nor accept an internship experience prior to UCO PGA Golf Management staff contact with a host facility. Listed below are the policies and procedures for securing an internship.

The Facility Profile/Information Form

The *Facility Profile/Information Form* is the first document that must be completed and returned to the PGA Golf Management office. Listed below are the procedures to follow in order to set up a Student Internship:

- Students will work with the PGA Golf Management Internship Coordinator to set up all internships. Prior to student placement, the Golf Management Internship Coordinator has the responsibility for securing interested internship sites. The student shall not contact an internship site, nor accept an internship position prior to UCO PGA Golf Management staff contact with a host facility.
- The PGA Golf Management Internship Coordinator will always make first contact with an internship site and initiate the completion of the *Facility Profile/Information Form*
- Students must be registered for the internship class prior to the start of the internship in order to receive academic credit.
- Students will submit a resume and cover letter to the prospective site of the internship. This will serve as a formal proposal and request to a site. The *Facility Profile/Information Form* must be on file in the PGA Golf Management office before the start of the Internship.

The Internship Agreement Form

The *Internship Agreement Form* is the second document that must be completed and returned to the PGA Golf Management office. Listed below are the procedures to follow in order to set up a Student Internship:

- The *Internship Agreement Form* must be completed prior to the beginning of each internship experience. The Internship Coordinator will initiate the completion of this form.
- The form must be signed by the Host Professional, Interning Student, and the UCO PGA Golf Management Director or Internship Coordinator in order to be valid.
- The respective internship course syllabus including the PGM Work Experience Activities Checklist must be forwarded to the site, and the site must agree to work with the student to accomplish the work experience tasks.

DURING THE INTERNSHIP

The student is responsible for completing the specified PGA PGM work experience activities and other assignments while on internship. Students should use the applicable internship course syllabus, including assigned PGM Work Experience Activities, for reference during their internship. Students must also attempt at least one PAT if they have not already passed it. In addition to making efforts to complete the PGM work experience activities and other assignments, students are required to maintain communication and contact throughout the internship with the UCO PGA Golf Management office in several ways:

- 1) Students must check in with the PGA Golf Management office two weeks into the duration of the internship and complete a ***Telephone Evaluation/Check-In*** with the PGA Golf Management Director or Internship Coordinator. This provides the PGA Golf Management office and the student an opportunity to evaluate both the site and experience and to confirm that both are proving positive. The student will also provide the PGA Golf Management office their contact information while on the internship.
- 2) Students must complete a ***Student Reporting Form*** and return it to the PGA Golf Management office at the midpoint of the internship. This provides the PGA Golf Management office with an update of what responsibilities and duties the student has at the site, what hours they are working, and the general rating of their experience at the site.
- 3) Students are required to complete a final ***Student Evaluation of Internship Site***. This form should be returned to the PGA Golf Management office within three days of the completion of the Internship.
- 4) The site supervisor must complete a ***Final Evaluation*** of the student and return it to the PGA Golf Management office during the last week of the Internship.

POST-INTERNSHIP PROCEDURES

At the end of the internship, students must make certain all of the required procedures are finalized. Students must return to the UCO campus for a post-internship interview with the PGA Golf Management Internship Coordinator and is responsible for confirming the following forms and assignments have been completed and are on file in the UCO PGA Golf Management office in order to receive academic credit and a grade for the internship:

- Internship Agreement (*Responsibility of Site Supervisor and Internship Coordinator*)
- Student Telephone Evaluation/ Check-in
- Student Reporting Form
- Final Evaluation of Student (*Responsibility of Site Supervisor and Internship Coordinator*)
- Student Evaluation of Internship Site
- Completed PGM Work Experience Activities
- Completed Work Experience Paper (*If applicable*)



INTERNSHIP CHECKLIST FOR COMPLETION OF DOCUMENTATION AND ACTIVITY
Student Guide and Reference

- Read through entire Student Internship Procedure Manual
- Meet with Internship Coordinator to discuss internship site possibilities
- Internship Coordinator makes first contact with the prospective site
- Submit cover letter and resume to prospective site
- Register for MGMT 4950 - Internship in Management
- Prior to beginning internship, confirm with Internship Coordinator the ***Facility Profile and Information Form*** and ***Internship Agreement Form***, with signatures, have been completed and are on file with the UCO PGA Golf Management Office
- Confirm host professional/supervisor has received a copy of the appropriate ***Internship Course Syllabus*** for the student's respective internship from the UCO PGA Golf Management Internship Coordinator
- Begin internship and work toward completing all PGM work experience tasks and assignments
- Call UCO PGA Golf Management Office to complete ***Telephone Evaluation/Questionnaire*** at the end of the second week of the internship
- Complete a ***Student Reporting Form*** and return it to UCO PGA Golf Management Office midway through the internship
- Complete the ***Student Evaluation of Internship Site Form*** and return to the PGA Golf Management Office at the completion of the internship
- Confirm that site supervisor has completed the ***Final Evaluation Form*** and returned it to the PGA Golf Management Office at the completion of the internship
- Return to UCO Campus for a post-internship interview with the UCO PGA Golf Management Internship Coordinator
- Confirm that all required paperwork has been completed and is on file with the UCO PGA Golf Management Office

FACILITY PROFILE AND INFORMATION FORM

By completing the following facility profile and information form, your facility is under no obligation to hire UCO PGA Golf Management Interns. You are merely providing information about your facility and expressing an interest in hosting UCO PGA Golf Management Interns when it is in the best interest of your operation. In accepting an intern, the facility is helping to prepare future leaders in the golf industry by assisting the University produce individuals better qualified for responsible positions. The facility must have a desire to participate in this educational process and be willing to cooperate with the University in preparing these future PGA professionals. When feasible, we encourage a facility representative to visit the campus and interview prospective students as a part of the placement process.

Name of Facility: _____ Date: _____
 Street Address: _____
 City: _____ State: _____ Zip: _____
 Phone: _____ Fax: _____
 E-Mail: _____
 Name of PGA Director of Golf and/or Head Pro: _____
 Number of PGA Assistants and Apprentices: _____
 Signature of PGA Director of Golf or Head Pro: _____

Type of Facility: Private Semi-Private Resort
 Public (Daily Fee) Public (Govt./Military) Association

Number of Golf Holes: _____ Number of 18 Hole Rounds/Year: _____
 Number of Golf Members (If Applicable): _____
 Do You Have a Golf Shop? Yes No How Many Square Feet? _____
 Average Cost of Inventory? \$ _____ Annual Golf Shop Sales: \$ _____
 Do You Utilize a POS System? Yes No Do You Use Tournament Software? Yes No

Please Check the Following Amenities and Services Included at Your Facility

| | | | |
|--|---|---|--|
| <input type="checkbox"/> Driving Range | <input type="checkbox"/> Putting Green | <input type="checkbox"/> Chipping/Pitching Green | <input type="checkbox"/> Practice Bunker |
| <input type="checkbox"/> Tennis | <input type="checkbox"/> Swimming | <input type="checkbox"/> Full Service F&B | <input type="checkbox"/> Snack Bar/Vending |
| <input type="checkbox"/> Bag Storage | <input type="checkbox"/> Locker Room | <input type="checkbox"/> Fitness Center | <input type="checkbox"/> Club Fitting & Repair |
| <input type="checkbox"/> Lesson Programs | <input type="checkbox"/> Video Teaching | <input type="checkbox"/> Jr., Sr., Women's Groups | <input type="checkbox"/> Mens Golf Association |
| <input type="checkbox"/> Caddies | <input type="checkbox"/> Lodging | <input type="checkbox"/> Automated Tee Sheet | |

Reasons for Acquiring Interns: _____

Give us a brief description of your facility that would be of interest to students seeking an internship: _____

Please indicate which season(s) your facility would most likely participate in the PGA Golf Management Internship Program and how many interns may be needed:

| | |
|---|-------------------------------|
| <input type="checkbox"/> Summer (3 Months. Approx. May 15-August 15) | # of Potential Interns: _____ |
| <input type="checkbox"/> Spring/Summer (7 Months. Approx. January 15-August 15) | # of Potential Interns: _____ |
| <input type="checkbox"/> Summer/Fall (7 Months. Approx. May 15-December 15) | # of Potential Interns: _____ |

Internships

During this internship students are required to work full-time and complete work experience activities related to their current level of the PGM. Students are receiving academic credit and a grade for this internship and should be able to participate in, or at least observe the activities outlined in the PGM as provided by the PGA of America. Please indicate what level(s) you can offer a PGA Golf Management student, assuming they have the necessary experience and have completed the requirements of previous levels: (*Check all that apply*)

Level I Internship – 3 Months

Level 1 Courses: (PGA Constitution, Rules of Golf, Tournament Operations, Golf Car Fleet Management, Introduction to Teaching and Golf Development Programs, Golf Club Design and Repair and Career Enhancement). Majority of duties to include, but not limited to: Driving Range, Outside Bag and Cart Service, Starter and Marshalling, Club Repair, Assisting in Clinics, and Tournament Operations.

Level II Internship – 3 Months

Level 2 Courses: (Business Planning and Operations, Customer Relations, Analysis of the Swing, Business Communications and Turfgrass Management). Duties to include, but not limited to: Tournament Operations, Guest Registration, Merchandising, Assisting in Clinics, Golf Course Maintenance and Golf Shop Operations. We anticipate approximately 50% of this internship to be inside the golf shop with an understanding that some duties will include outside services.

Level III Internship – 3 Months

Level 3 Courses: (Swing Concepts of Teaching, Supervising and Delegating, Merchandising and Inventory Management and Food and Beverage Operations). Duties to include, but not limited to: Tournament Management, Sales and Customer Service, Merchandising and Inventory Control, and Food and Beverage Operations. We anticipate approximately 80% of this internship to be inside the golf shop and in line with that of an Assistant Golf Professional with an understanding that some duties will include outside services.

Level IV Internship – 7 Months

Level 3 Courses and Integration: Majority of duties to include, but not limited to: Tournament Management, Sales and Customer Service, Supervising and Delegating, Merchandising and Inventory Control, Teaching, and Food and Beverage Operations. We anticipate 100% of the duties of this internship to be in the golf shop and in line with that of an Assistant Golf Professional.

Compensation

The University encourages the facility to pay the student a wage sufficient to cover modest living expenses in the area. This may be expressed in dollars per hour, week, or month. The student is normally expected to pay all tuition and fees and the cost of transportation to and from the facility location but should at least meet expenses for the duration of their internship.

On the basis of 40 hours per week, the intern will receive \$ _____ per hour or
\$ _____ Per week.

Can housing be provided? Yes No If no, please indicate availability of housing:

Distance from course: _____ Average cost of housing: _____
Other potential income (tips, bonuses, lessons, etc.): _____

Would any of the following benefits be provided? (Check all that apply):

- Breakfast Lunch Dinner If none, are meals discounted? Yes No
 Playing Privileges Uniform/Clothing Allowance Discounted Merchandise
 Other(s): _____

Any Restrictions: _____

Please Mail or Fax Form To:



Wes Wilkinson, PGA
Internship Coordinator, PGA Golf Management Program
University of Central Oklahoma
College of Business Administration
100 North University Drive, Box 115
Edmond, OK 73034
Telephone (405) 974-2425
Fax (405) 974-3821
wwilkinson2@uco.edu



INTERNSHIP AGREEMENT FORM

(Please Print Clearly)

An agreement for an internship work experience has been reached between:

UCO PGA Golf Management Student: _____

AND

Facility Name: _____

Address: _____

City: _____ **State:** _____ **ZIP:** _____

Telephone: _____ **Fax:** _____ **E-Mail:** _____

Name of PGA Director of Golf and/or Head Pro: _____

Name of On-Site Supervisor: _____

Start Date: _____ **End Date:** _____

The UCO PGA Golf Management Student, _____, will work toward acquiring the knowledge and experience of the PGM Work Experience Activities designated for aPGM Level _____ Internship. The student's work schedule will be approximately (Must be full-time requiring 40 hours per week) _____ at the rate of pay of _____.

Other sources of income/benefits will include (Ex. lessons, bonuses, Jr. Golf, tournaments, meals, housing, golf shop discounts, playing privileges, etc.) _____

The total amount of income from these sources will be approximately _____

If the student has not passed the PAT, he will be allowed the opportunity to attempt at least one PAT during this internship.

In accepting an intern, the facility is helping to prepare future leaders in the golf industry by assisting the University in producing individuals who are better qualified for responsible positions. The facility must have a desire to participate in this educational process and be willing to cooperate with the University in preparing these future PGA professionals. **The supervisor should have weekly meetings with the student to discuss job performance and to give assistance regarding PGM work experience activities** in areas such as: *Administration* (policies and procedures of the golf operation, budgeting and record keeping, personnel and supervisory practices, and general staff relations), *Golf Programs* (tournament operations and rules of golf, teaching and coaching, golf car fleet maintenance, and merchandising) and *Other Experiences* (member and public relations, course maintenance, and F&B operations). During this internship, students are required to work full-time and complete work experience activities related to their current level of the PGM. Students are receiving academic credit for this internship and are being graded. Students need to be able to participate in, or at least observe the activities outlined in the PGM as provided by The PGA of America. At the completion of the internship, the host professional must provide UCO with a detailed evaluation of the student's performance. The student and the PGA Professional / Site Supervisor will work together throughout the internship period to accomplish the tasks related to the work experience activities for the appropriate internship level as described below and in the appropriate internship syllabus provided by the student:

Level I Internship – 3 Months of Full Time Work

Level 1 Courses: (PGA Constitution, Rules of Golf, Tournament Operations, Golf Car Fleet Management, Introduction to Teaching and Golf Development Programs, Golf Club Design and Repair, and Career Enhancement). Majority of duties to include, but not limited to: Driving Range, Outside Bag and Cart Service, Starter and Marshalling, Club Repair, Assisting in Clinics, and Tournament Operations.

Level II Internship – 3 Months of Full Time Work

Level 2 Courses: (Business Planning and Operations, Customer Relations, Analysis of the Swing, Business Communications and Turfgrass Management). Duties to include, but not limited to: Tournament Operations, Guest Registration, Merchandising, Assisting in Clinics, Golf Course Maintenance, and Golf Shop Operations. We anticipate approximately 50% of this internship to be inside the golf shop with an understanding that some duties will include outside services.

Level III Internship – 3 Months of Full Time Work

Level 3 Courses: (Swing Concepts of Teaching, Supervising and Delegating, Merchandising and Inventory Management, and Food and Beverage Operations). Duties to include, but not limited to: Tournament Management, Sales and Customer Service, Merchandising and Inventory Control, and Food and Beverage Operations. We anticipate approximately 80% of this internship to be inside the golf shop and in line with that of an Assistant Golf Professional with an understanding that some duties will include outside services.

Level IV Internship – 7 Months of Full Time Work

Level 3 Courses and Integration: Majority of duties to include, but not limited to: Tournament Management, Sales and Customer Service, Supervising and Delegating, Merchandising and Inventory Control, Teaching, and Food and Beverage Operations. We anticipate 100% of the duties of this internship to be in the golf shop and in line with that of an Assistant Golf Professional. ***This internship may be the final requirement for certain PGA Golf Management students and therefore could be used as an opportunity for a permanent professional.***

Student Name - Printed

Site Supervisor/PGA Professional Name - Printed

Student Signature

Site Supervisor/PGA Professional Signature

Date

Date

Wes Wilkinson, PGA

PGA Golf Management Internship Coordinator - Printed

Bob Phelps, PGA

PGA Golf Management Director - Printed

PGA Golf Management Internship Coordinator Signature

PGA Golf Management Director Signature

Date

Date



TELEPHONE EVALUATION/ CHECK-IN FORM

1) Provide current contact information during internship – phone, address, fax, e-mail, etc.

Student Name _____

Address _____

City _____ State _____ ZIP _____

Phone # _____ Fax # _____ E-mail _____

Other _____

2) Discuss general work conditions and environment at the facility (work hours, schedule, etc.).

3) Discuss any problems related to the internship.

4) Have you been reviewing your PGM Checklist?

5) Discuss supervised progress in completing PGM Work Experience Activities.

STUDENT REPORTING FORM

Student Name: _____
 Internship Facility: _____
 Site Supervisor: _____
 On-Site Contact Number: _____ Email: _____
 Start Date: _____ End Date: _____

- 1) To date, rate your overall experience at your internship facility?
 5 - Excellent 4 - Good 3 - Fair 2 - Poor 1 - Unsatisfactory

Explain: _____

- 2) How often do you work with your Supervisor/PGA Professional to discuss and specifically target PGM Work Experience Activities?
 5 – Very Often 4 – Often 3 – Sometimes 2 – Rarely 1 – Never

Explain: _____

- 3) How would you rate your progress in learning/completing the PGM Work Experience Activities?
 5 – Excellent 4 – Good 3 – Fair 2 – Poor 1 – Unsatisfactory

Please check the activities you have completed:

- | | | |
|--|---|--|
| Level 1 | Level 2 | Level 3 |
| <input type="checkbox"/> Rules of Golf | <input type="checkbox"/> Business Planning and Operations | <input type="checkbox"/> Philosophy & Swing Concepts |
| <input type="checkbox"/> Golfer Development Programs | <input type="checkbox"/> Analysis of the Swing | <input type="checkbox"/> Merchandising & Inventory |
| <input type="checkbox"/> Introduction to Teaching | <input type="checkbox"/> Customer Relations | <input type="checkbox"/> Supervising and Delegating |
| <input type="checkbox"/> Tournament Operations | <input type="checkbox"/> Turfgrass Management | <input type="checkbox"/> Food & Beverage Control |
| <input type="checkbox"/> Golf Club Design and Repair | <input type="checkbox"/> Business Communications | Electives |
| <input type="checkbox"/> Golf Car Fleet Management | | <input type="checkbox"/> Golf Course Design |
| <input type="checkbox"/> Career Enhancement | | <input type="checkbox"/> Golf Facility Design |
| | | <input type="checkbox"/> Golf Range Management |
| | | <input type="checkbox"/> Caddie Program Management |

4) What are you enjoying most about your internship experience?

5) How could your internship experience be improved?

Student Signature _____
Date

STUDENT INTERNSHIP EVALUATION AND FINAL REPORT

Internship Experience Questionnaire for On-Site Supervisor



PGA GOLF MANAGEMENT PROGRAM
College of Business Administration
University of Central Oklahoma
100 N University Dr., Box 115
Edmond, OK 73034-5209
Phone: 405-974-5247
Fax: 405-974-3821



_____ is an intern under your supervision. Please provide an evaluation of the intern's performance and return this form to the Internship Coordinator at the above address.

I. SPONSOR ORGANIZATION AND SUPERVISOR

Organization Name: _____
Address: _____
City: _____ State: _____ ZIP: _____
Supervisor Name: _____ Title: _____
Email: _____ Phone: _____

II. INTERNSHIP DATA

Beginning Date: _____ Ending Date: _____ Total Hours: _____

Description of Duties Performed: _____

III. PERFORMANCE EVALUATION

1. In your judgment, how well overall did the Intern perform assigned tasks?
 Superior Good Average Poor

2. Relative to the tasks assigned, what were the Intern's strengths?

3. Relative to the tasks assigned, what were the Intern's weaknesses?

STUDENT INTERNSHIP EVALUATION AND FINAL REPORT

Internship Experience Questionnaire for On-Site Supervisor

4. Based on your experience with the Intern, do you believe the Intern has the basic skills, intelligence, and motivation to pursue a successful career in the golf industry?
 Yes No *(Please Elaborate)*
-
-

5. If you had a full-time position open in the area of the Intern's experience, would you seriously consider this Intern as a likely candidate for that position
 Yes No

6. Are you interested in another intern from the UCO PGA Golf Management Program?
 Yes No If no, Please Explain
-
-

7. Listed below are several qualities we believe are important to the successful completion of an internship experience. Please evaluate the Intern on each of the qualities by making a check in the appropriate box:

| | <i>Excellent</i> | <i>Above Average</i> | <i>Average</i> | <i>Below Average</i> | <i>Poor</i> | <i>Not Observed</i> |
|---|------------------|----------------------|----------------|----------------------|-------------|---------------------|
| Practices professional behavior | | | | | | |
| Is punctual | | | | | | |
| Is responsible | | | | | | |
| Is creative/innovative | | | | | | |
| Is analytical | | | | | | |
| Accepts supervision | | | | | | |
| Can work independently | | | | | | |
| Can work as a member of a team | | | | | | |
| Interacts well with peers | | | | | | |
| Interacts well with supervisors | | | | | | |
| Shows initiative in learning new skills | | | | | | |
| Shows leadership potential | | | | | | |
| Readily accepts challenges | | | | | | |
| Dedicated to self-improvement | | | | | | |
| Readily accepts constructive criticism | | | | | | |
| Shows self-confidence | | | | | | |
| Demonstrates communication skills | | | | | | |

Sponsor Supervisor Name

Sponsor Supervisor Signature

Title/Position

Date

UCO PGA Golf Management Student Name

UCO PGA Golf Management Student Signature

If necessary, please attach any additional information, comments, or suggestions!

Student Questionnaire for Evaluation of Internship Site Experience

In an effort to communicate your internship experiences with other interested PGA Golf Management students, you must complete the following evaluation/questionnaire. The survey will help future PGA Golf Management students in their quest for an internship site to fit their needs. Please check all areas that apply and describe your internship experience thoroughly so we may communicate this information to those interested in working with the facility on their internship. The completed work experience evaluations will be available to students in the PGA Golf Management office. Please be professional in your responses.

Name of Facility _____

Address _____

City _____ State _____ ZIP _____

Site Supervisor _____ Title/Position _____

Phone # _____ Fax # _____ E-mail _____

Student Name _____ **Current Phone #** _____

Internship Start Date _____ Internship End Date _____

Type of Facility: Private Semi-Private Resort
 Public (Daily Fee) Public (Govt./Military) Association

Number of Golf Holes: _____ Number of 18-Hole Rounds/Year: _____

Number of Golf Members (If Applicable): _____

Internship Level 1 2 3 4

In your opinion, what Internship did you work? 1 2 3 4

Percentage (%) of time spent in each of the following areas:

| | | | |
|----------------------|---------------------|-------------------|--------------------------|
| _____ Golf Shop | _____ Merchandising | _____ Supervising | _____ Food & Beverage |
| _____ Teaching | _____ Tournaments | _____ Handicaps | _____ Course Maintenance |
| _____ Cart Barn | _____ Driving Range | _____ Bag Room | _____ Starter |
| _____ Course Advisor | _____ Club Repair | _____ Accounting | _____ Other |

Other Responsibilities included: _____

What type of work schedule did you work on average?

_____ 8-hour days with regular days off _____ 6-day work week with 1 day off

_____ More than 8-hour days and/or no days off _____ Other

What were your regular earnings? \$ _____ per hour \$ _____ per week

Were you paid overtime? _____ Yes _____ No Did you earn extra compensation from:

Teaching \$ _____ Per week Tips \$ _____ Per week

Tournaments \$ _____ Per week Other \$ _____ Per week

Club Repair \$ _____ Per week Other \$ _____ Per week

What types of tournament or league activities were held at your facility?

_____ Women's League/Day
_____ Men's League/Day
_____ Junior League/Day

_____ Weekend Member Tournaments
_____ Corporate Tournaments/Outings
_____ Local Professional or Amateur Events

Other: _____

Describe your working relationship with the Head Professional/Supervisor: _____

Describe assistance you received with PGM work experience activities: _____

Describe the golf course layout and course conditions: _____

Was your Head Professional willing to arrange golf at other facilities? _____ Yes _____ No

Comments: _____

Describe some of the other golf facilities in your area: _____

Was housing provided? _____ Yes _____ No

If yes, please describe: _____

If no, did facility help with housing arrangements? _____ Yes _____ No

If yes, how did they help? _____

Describe the area where your facility was located: _____

On a scale of 1-5, 1 being very poor and 5 being very good, how would you rate the overall experience at this facility? 1 2 3 4 5

Additional Comments: _____

On a scale of 1-5, 1 being strongly disagree and 5 being strongly agree, I would recommend this facility for future internships. 1 2 3 4 5

Additional Comments: _____



Internship Procedures Signature Page

By signing this form, I am confirming I have read and understand all policies and procedures within the UCO PGA Golf Management Internship Procedures Manual. I understand I am responsible for completing all assignments, and ensuring all forms and agreements are on file in the PGA Golf Management office prior to the deadlines set forth in this manual. The following include the major requirements for which I am responsible for completing in order to earn credit for the internship:

- Students must be enrolled in MGMT4950 – Internship in Golf Management to receive academic credit.
- Students must obtain the appropriate syllabus and complete all PGM Work Experience Activities and other assignments while participating in the internship.
- Before placement, ensure that an agreement is in place stipulating the specific intern work experiences anticipated for each student. This agreement must be signed by the host professional, UCO, and the student prior to placement.
- Students who have not passed the PAT must attempt at least one PAT while on internship
- Ensure that UCO conducts an evaluation and approves of the internship site prior to being placed in the internship.
- Ensure that the host professional completes a detailed evaluation of the student's performance during the internship and forwards the evaluation to the PGA Golf Management Internship Coordinator prior to the established deadline.
- Student must complete a detailed evaluation of the internship site at the end of the internship and return the evaluation to the PGA Golf Management Internship Coordinator prior to the established deadline.
- Following each internship experience, the student will meet with the Internship Coordinator to compare evaluations and take any necessary remedial action to resolve any performance problems. Negative site evaluations must be investigated prior to future placements.

(Print Name)

(Signature)

(Date)