

Student Intern Performance Evaluation 2011

The State University of New York at New Paltz, in its constant efforts to improve, conducted a survey of supervisors of fall 2010 and spring 2011 interns at various employers in the area. What follows are results of that survey and comments made by some survey respondents.

1. Please rate your satisfaction with the intern(s) with whom you worked or are working.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied	N/A	Mean (5 = most positive)
Computer skills (uses computers and other technical tools to perform required tasks)	103	32	7	0	0	35	
	58%	18%	4%	0%	0%	20%	4.68
Teamwork (interacts with others in ways that contribute to effective working relationships and achievement of goals)	112	52	3	7	0	4	
	63%	29%	2%	4%	0%	2%	4.55
Verbal communication (speaks in a clear, concise and correct manner)	108	55	11	2	1	1	
	61%	31%	6%	1%	1%	1%	4.51
Ethics (understands the ethical implications of business decisions)	94	55	10	1	0	16	
	53%	31%	6%	1%	0%	9%	4.51
Specific job-related knowledge and skills (demonstrates conceptual knowledge as well as uses specific technical skills related to the work)	90	73	9	1	1	3	
	51%	41%	5%	1%	1%	2%	4.44
Quality of work (performs tasks accurately and pays attention to detail)	101	60	9	5	2	1	
	57%	34%	5%	3%	1%	1%	4.43
Written communication (writes in a clear, concise and correct manner)	88	59	10	4	1	15	
	50%	33%	6%	2%	1%	8%	4.41
Critical thinking (evaluates his/her own thinking throughout the steps and processes used in problem solving and decision making)	86	73	11	5	1	2	
	48%	41%	6%	3%	1%	1%	4.35
Globalization (understands the international business environment and knowledge of people and cultures from other countries)	55	37	17	1	0	68	
	31%	21%	10%	1%	0%	38%	4.33
Leadership skills (takes the lead on projects where appropriate)	71	70	15	7	0	13	
	40%	40%	9%	4%	0%	7%	4.26

2. Overall, how satisfied are you with skills and abilities of the SUNY New Paltz intern(s) with whom you worked or are working?

Very Satisfied	111	67%
Satisfied	40	24%
Neither Satisfied nor Dissatisfied	8	5%
Dissatisfied	6	4%
Very Dissatisfied	0	0%
Total	165	100%

3. How likely are you to hire other interns from SUNY New Paltz?

Very Likely	135	82%
Likely	26	16%
Neither Likely nor Unlikely	4	2%
Unlikely	0	0%
Very Unlikely	0	0%
Total	165	100%



Results of Employer Survey Conducted spring, 2011

What do employers want? And how do State University of New York at New Paltz students do as interns, which is a form of employment?

Internships are a highly desirable form of employment for students and a highly desirable way for employers to assess the suitability of those students and their preparation for work. Internship supervisors in the 2010-2011 year were asked their opinions of the interns under their care in a survey. Of the 249 queried, 179 responded (72% response rate), and indicated a high level of satisfaction with the skills held by interns and needed by employers everywhere.

The survey asks the level of satisfaction with 10 skills. No skills had satisfaction levels lower than 80%. The highest level of satisfaction (96% *Very Satisfied/Satisfied*) is with computer skills brought to the internship by SUNY New Paltz students, although 20% of those responding said that computer skills were not applicable. The next highest rated were job-specific skills (94% *Very Satisfied/Satisfied*), then understanding the ethical implications of business decisions (93% *Very Satisfied/Satisfied*). Both critical thinking skills and teamwork skills had a 92% *Very Satisfied/Satisfied*, followed closely by the quality of work at 91% and written communication at 90%. 87% were *Very Satisfied/Satisfied* with interns' leadership skills and 84% with interns' understanding of globalization, which had the highest percentage of *Not Applicable* (38%).

Internship supervisors, overall, were *Very Satisfied* with the interns in their offices (67%) and *Satisfied* (24%), for a 91% positive rating.

Moreover, 82% indicated they were *Very Likely* to hire other interns from New Paltz and 16% are *Likely*.

Internship supervisors were asked to comment on their experience with interns. These comments paint a picture of the successful intern, which can be transferred to what makes up a successful employee. The successful employee:

- Has the skills needed for the job; is curious and eager to learn.
- Is a hard worker and goes above and beyond; a strong work ethic.
- Has a great attitude and is enthusiastic and positive; engaged; respectful; mature.
- Is conscientious; on-time; a good observer.
- Is action-oriented; a 'can-do' attitude; independent.
- Contributes to the business of the business.
- Is service oriented; goes the 'extra mile'; is 'easy in the saddle'.
- Accomplishes personal goals as well as work-related goals.

Among the many positive comments are the following:



- K___ was a practically perfect intern. There were skills she did not have and needed to learn - but that's why she was here so that didn't bother me. She was incredibly conscientious and when a person is that, you can teach them anything.
- S_____ was an exemplary intern. The very best SUNY student I've had over the years. She possessed all of the aforementioned listed high points, and in the words of Robert Frost, she was easy in the saddle--able to connect with clients from all walks of life. This remarkable upside should serve her well when she graduates. SUNY New Paltz will be proud!
- J_____ is a reliable, hardworking, knowledgeable person who takes initiative quickly and masters tasks quickly. He gets along with others and has a great sense of humor. He was a pleasure to have in our office.