

Manager Performance Module

Performance tools provide managers with the structure, guidance, and resources to help interns set goals and track progress.

- Internship Program Timeline
- Setting Meaningful Goals
- Skills Intake Questionnaire
- Report of Performance for Probationary Employee (STD. 636)
- Program Evaluation by Intern

Manager Performance Module



Internship Program Timeline

The following information provides recommended timeline for tool use.

Pre-Hire

- Pre-interview Screening Questionnaire
- Basic Skills Writing Test
- Interview Screening Tool
- Personality Profile (optional)

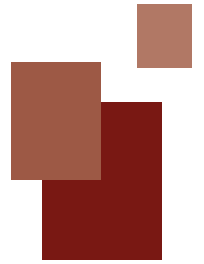
Internship

- Week 1: Orientation
 - ◆ Skills Intake Questionnaire
 - ◆ Discuss Skills Intake Questionnaire; set meaningful goals
- Week 2: Review Skills Intake Questionnaire; discuss goals
- Week 3: Ensure goals are meaningful and measurable; seek to match goals with projects
- Week 6-7: Checkpoint to discuss performance, goals, general feedback
- Week 10: Checkpoint to discuss goals and match needs for remainder of internship
- Week 12-14: Performance Measurement Tools
 - ◆ Manager Intern Evaluation
 - ◆ Intern Manager Evaluation
 - ◆ Intern Self-Evaluation (against goals)

Post-Internship Outtake

- Post-Internship Skills Outtake
- Program Evaluation Exit Survey

Note: For maximum, ongoing tracking, organizations may use the “Work Assignment Tracking Sheet” located in the Manager Orientation & Work Management Module to maintain detailed records of relevant assignments given to interns. This gives the organization and the intern a clear record of accomplishments.



Setting Meaningful Goals

Meaningful goals must be established to align the Interns work with base performance measurement discussions and evaluations. The following guidelines are suggested to promote the training and development of Interns and sustain the continuous improvement of the State's Internship Program.

Take inventory: Your organization must define and plan the Intern's work goals and assignments, which are to be achieved during the term of the internship.

Use the tools: Have the intern(s) complete the Skills Intake Questionnaire to define their skills and interests.

Set goals early: Establishing mutual goals early allows interns to acclimate and workflow to progress.

Make goals measurable: Develop clear specific goals to aid and ensure achievable goals.

Monitor checkpoints: Assess intern's progress and acknowledge goal attainment in regularly scheduled meetings. Discuss how assignments contribute to achieving goals. (Refer to the Internship Program Timeline tool.)

Follow through: Use the performance evaluation tools to benchmark individual and program progress. Aim for continuous improvement of the intern and the State's Internship Program.



Skills Intake Questionnaire

[NAME OF ORGANIZATION] we define an internship as a collaborative opportunity. Our responsibility is to foster an intern's growth through professional experience and training. In exchange, we expect interns to uphold their commitment to do their best to help us achieve our business goals.

This intake tool is designed to help us understand your career interests and assess your development needs. Your responses will enable us to best match work assignments with your goals and organization needs.

While you have been selected for this internship position, your responses will ensure that you receive the most benefit from this program.

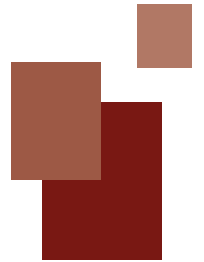
Below is a list of various areas of information technology work areas. Please rate your current interest in each based on the following scale:

- 1-2 Not at all interested
- 3-4 A little interested
- 5-6 Somewhat interested
- 7-8 Very interested
- 9-10 Extremely interested

Intern Name: _____

- ___ Computer Security Specialists
- ___ Computer Software Engineers, System Software
- ___ Network Systems and Data Communications Analysts
- ___ Computer Programmers

- ___ Computer Support Specialist
- ___ Database Administrators
- ___ Network Administration
- ___ Web Applications



STD. 636 - Report of Performance for Probationary Employee

This form should be available from your organization's Human Resources department.

Insert first page only of the STD 636 form



Program Evaluation by Intern

To be completed as part of the program exit interview by the intern and shared with the supervisor. This evaluation is designed to promote continuous program improvement.

Date: _____ Evaluation Period: _____

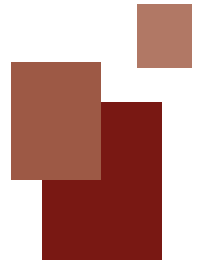
Intern Name: _____
(First and Last)

University: _____

Organization of internship: _____

Supervisor or program manager: _____

General description of work performed: _____



Program Evaluation by Intern (continued)

Now that you have completed the program requirements, we ask that you share your insights about the experience so we may improve our efforts in future program cycles. Your candid feedback is appreciated and responses will be kept confidential.

GENERAL PROGRAM ELEMENTS

Rating Scale

- 5) **Excellent** Strongly exceeded expectations
- 4) **Very Good** Somewhat exceeded expectations
- 3) **Good** Met expectations
- 2) **Fair** Some expectations met
- 1) **Poor** Did not meet expectations
- NA **Not applicable** Not applicable to this internship experience

Internship Component	Description	Rating					
Introduction	Organized welcome / preparation	1	2	3	4	5	N/A
Program Materials	Overview of State Government and Program	1	2	3	4	5	N/A
Orientation	Clear expectation	1	2	3	4	5	N/A
Resources & Tools	Necessary tools and resources provided	1	2	3	4	5	N/A
Training & Development	Structured, consistent emphasis	1	2	3	4	5	N/A
Performance Measurement	Performance measurement process met expectations	1	2	3	4	5	N/A
Mentoring	Additional efforts received	1	2	3	4	5	N/A
Executive Support	Evident “buy-in;” participation	1	2	3	4	5	N/A

DIRECT SUPERVISOR PERFORMANCE TRAITS

Trait	Description	Rating					
Accessible / Receptive	Available and openly willing to help	1	2	3	4	5	N/A
Supportive / Helpful	Effective in supervision / direction	1	2	3	4	5	N/A
Communicative	Proactive in follow up and guidance	1	2	3	4	5	N/A
Prepared / Organized	Project work was carefully planned	1	2	3	4	5	N/A
Delegated Clearly	Expectations were made clear	1	2	3	4	5	N/A
Creative	Demonstrated unconventional thinking	1	2	3	4	5	N/A
Motivating	Inspired me to do my best / more	1	2	3	4	5	N/A
Caring / Appreciative	Genuinely interested; complimentary	1	2	3	4	5	N/A
Respectful	Treated me professionally	1	2	3	4	5	N/A



Program Evaluation by Intern (continued)

SKILL/CAREER DEVELOPMENT

NOTE: Use same rating scale as on previous page.

Skill	Description	Rating						
		1	2	3	4	5	N/A	
Project Management	Organization; time; prioritization	1	2	3	4	5	N/A	
Research	Finding and retrieving information	1	2	3	4	5	N/A	
Telephone	Courteous; comfortable; effective; responsive	1	2	3	4	5	N/A	
Written Communication	Clear; clean; effective	1	2	3	4	5	N/A	
Interpersonal	Comfort/ability to establish rapport	1	2	3	4	5	N/A	
Presentation	Group settings; meetings	1	2	3	4	5	N/A	
Decision-making	Analytical thinking; positive result	1	2	3	4	5	N/A	
Problem-solving	Conflict resolution; recovery	1	2	3	4	5	N/A	
Leadership	Confidence; self-direction	1	2	3	4	5	N/A	
Technical / Computer	Skills relevant to career field	1	2	3	4	5	N/A	
Internet / Email	Improve usage; style; approach	1	2	3	4	5	N/A	
General Business	Experience; understanding	1	2	3	4	5	N/A	
Job / Industry Specific	Insight relevant to career field	1	2	3	4	5	N/A	
Office / Organizational	Processes; functionality	1	2	3	4	5	N/A	

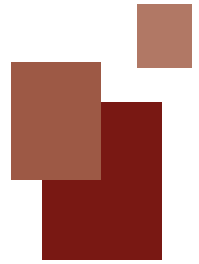
PROGRAM EXPERIENCE

Time Rating Scale

5) All of the time 4) Most 3) Some 2) Very little 1) Not any

Please review the information below and rate each according to how you generally felt throughout your internship experience (please be sure to use the scale above).

Positive	Rating
◆ Respected	1 2 3 4 5
◆ Guided	1 2 3 4 5
◆ Well-managed	1 2 3 4 5
◆ Accepted	1 2 3 4 5
◆ Motivated	1 2 3 4 5
◆ Rewarded	1 2 3 4 5
◆ Challenged	1 2 3 4 5
◆ Included	1 2 3 4 5
◆ Valued	1 2 3 4 5
◆ Creative	1 2 3 4 5
◆ Busy	1 2 3 4 5



Program Evaluation by Intern (continued)

OPEN FEEDBACK

- 1) Expectations: Was the internship experience what you expected? If so, how?
 - 2) Strengths: Please describe what you liked most about your internship experience.
 - 3) Weaknesses: Please describe areas that can be improved by the program / supervisor.
 - 4) Satisfaction: Please describe your overall level of satisfaction.
 - 5) Would you work for this supervisor again? ___Yes ___ No ___ Uncertain
 - 6) Would you work for this organization again? ___Yes ___ No ___ Uncertain
 - 7) Would you recommend this organization to others? ___Yes ___ No ___ Uncertain
 - 8) Did you have fun during your internship? ___Yes ___ No ___ Uncertain
- ___ I have ___ I have not discussed this evaluation with my supervisor.

Evaluator's Signature

Intern's Signature

Title:



Completion Criteria Checklist

Intern Requirements

A culminating GPA of 3.0 or 3.25 or better in the last 60 undergraduate units or better and good academic standing with the participating university.

Yes No

Evidence of successful completion of an IT related degree, and graduation from California State University Sacramento, University California Davis, or University of the Pacific.

Yes No

Completion of at least 960 hours of civil service during the Internship, including three (3) successful Report of Performance for Probationary Employee (STD, 636) every 320 hours completed by the Intern.

Yes No

Acceptance of a permanent, full-time position with the State of California.

Yes No

Hiring Manager Requirements

A permanent, full-time position into which the Intern will transition, enabling the application of the skills, knowledge, and abilities gained from the Internship.

Yes No

Three assessments (Report of Performance for Probationary Employee, STD 636).

Yes No