

The Office of Service-Learning Civic Leaders Internship Program 2000-2001 Annual Report

Rachel Holbert, Internship Coordinator
Anne-Marie Foley, Ph.D., Director

Program Goals and Objectives:

**Create opportunities* for undergraduates to participate in state government internships for academic credit

**Provide a sound academic foundation* for state leadership internships. Interns will be placed in positions that are related to their majors, reflect their future graduate school or professional interests, and respect students as learners.

** Encourage a sense of civic responsibility and a commitment to civic leadership* in undergraduates across disciplines. By exposing students to civic leadership in positive and well-supported learning environments, we hope to encourage a commitment to leadership and civic engagement as a lifelong enterprise.

** Support participation of faculty* as mentors and advisors of undergraduate interns.

Program Description:

The Civic Leaders Internship Program (CLIP) supports undergraduate students who desire an opportunity to serve the State of Missouri through internship opportunities in publicly-funded offices. Examples of internship sites include the Lieutenant Governor's office, the Department of Agriculture, the Boone County Juvenile Justice Center, and many state representatives and senators. CLIP supports students not only through site placement and orientation, but also through regular visits to each site during the internship. The program is in its second year, and supported 5 students during the fall semester and 47 students during the winter semester. **See Appendix 1** for a list of students, academic majors and placement sites during the 2000-2001 academic year.

Students involved with CLIP may choose to intern part-time (6 to 16 hours per week) or full-time (30 to 40 hours per week). To do so, they receive internship credit hours either through the Office of Service-Learning or their academic department. Full-time interns are also required to enroll in independent research with a faculty mentor that is relevant to and supports the internship experience. Full-time interns receive a \$1,200 stipend to support expenses they incur during the internship. All students receiving credit through the Office of Service-Learning are required to attend meetings and write papers requiring them to reflect upon their experience.

Field Coordination:

The MU Civic Leaders Internship Program provides support for and advocates the needs of both students and placement sites. Before placing a student at a site, the internship coordinator makes every effort to meet with the supervisor to discuss the duties that an intern would carry out, the

number of days and hours the intern should expect to work, and any other qualifications the intern should have. In this way, both the student and the internship site can be assured of a match that satisfies both of them. Additionally, site visits during the internship help to ensure that the site continues to be pleased with the match and to resolve any problem situations as they occur.

Internship Placements and Student Degree Programs:

Sophomores, juniors and seniors from degree programs across campus participated in CLIP internships. Major disciplines included advertising, animal science, psychology, computer engineering, and political science. Of the 52 students the office served, 31 interned with legislative offices. Another 11 interned with executive branch offices, such as the Attorney General, the Secretary of State, and the Department of Social Services. Finally, seven students interned with local publicly-funded offices, including the Public Defender’s office and the Boone County Community Partnership. These sites provided positive learning environments and encouraged our students to truly contribute to the State of Missouri.

State Government and Leadership class:

During winter semester, the CLIP office inaugurated a 3-hour class entitled “State Government and Leadership” through the Honors College. Fourteen students from MU, UMKC, and UMSL enrolled in the class, and included part-time and full-time interns, as well as lobbyists from ASUM. The class, which was held in Jefferson City, included topics such as the budget process, leadership theory, term limits, and government ethics. Classes were taught by professors, elected officials, and other professionals. **See Appendix 2** for a list of weekly class topics and speakers.

Internship Program Assessment:

Evaluation of Interns’ Personal Progress

In April, 41 of the 47 winter semester interns filled out a form assessing the impact of the internship on their personal progress in several categories, including intellectual development, leadership, and personal growth. As shown in **Appendix 3**, most students rated themselves either “excellent” or “good” in most sub-categories. Overall, the students rated their progress as follows:

	Excellent	Good
Intellectual Development and Academic Learning	70.7%	24.4%
Leadership and Social Development	73.2%	22.0%
Personal Growth and Development	78.0%	14.6%

This was also reflected in the site descriptions and progress reports that the interns wrote.

Evaluation of Interns by Internship Site

At the end of the winter semester, this office asked site supervisors to evaluate their CLIP interns and the Civic Leaders Internship Program. Of the 35 of 47 responses that we received, **90 percent of all of the sites that responded rated their interns either “excellent” or “good” in all of the categories.** Further, of the 32 sites that answered the question, “Considering you intern’s overall performance, what grade would you assign this student?”, 29 responded that they

would assign their interns an “A”. See *Appendix 4* for a full summary of the evaluations and comments provided by the supervisors.

Evaluation of Internship Sites by Interns

When placing students in internship sites, the Civic Leaders Internship Program seeks sites that will provide a variety of tasks to students, will increase their responsibility with time and experience, and will value the interns as learners and potential future leaders. In order to ensure that internship sites meet our expectations and that appropriate matches are made in the future, we required students to evaluate their sites.

The 43 of 47 responses that we received indicate that 95 percent of the students rated their overall internship experience either “excellent” or “good”. See *Appendix 5* for their responses.

Evaluation of State Government and Leadership Class

Appendix 6 indicates that 84.7 percent of the students in this class increased their knowledge of state government, 92.3 percent found the speakers knowledgeable and interesting, and 100 percent felt that the support staff were helpful and accessible.

Evaluation of Civic Leaders Internship Program

When we asked students and internship sites to assess each other, we also asked them to assess their experiences with CLIP. As shown in *Appendix 7*, all of the students who responded (44 of 46) felt that their overall experience with the program was either “excellent” or “good”.

We also asked internship site supervisors to assess their experiences with CLIP, and 25 of 46 sites responded. **100 percent responded that the program met or exceeded their expectations; that the internship coordinator had sufficient contact with the office; and that the internship coordinator was accessible if there were questions or concerns.** In addition, in response to the question, “Would your office consider being a placement site for an intern next year?”, all of the supervisors who answered stated that they would. This will make the placement process for next year easier, particularly since it is not an election year.

Future Goals for Civic Leaders Internship Program:

- Expand the program to include a federal government experience;
- Expand opportunities within other departments and agencies of the Missouri state government;
- Publicize the State Government and Leadership class to expand enrollment with a goal of 25 students; and
- Interact to a greater extent with academic advisors and faculty across campus to make the program as accessible as possible.

Appendix 1 - Civic Leader Internship Program Placements

Name of Student	Semester Interned	Major	Year	Final Placement	Part-time or Full-time?
Ast, Lanie	Winter	Agriculture Journalism	Sophomore	Senate Communications	Part-time
Bagrel, Anne-Lise	Winter	Political Science	Study Abroad	Rep. Quincy Troupe	Part-time
Blaeuer, Alexis	Winter	Social Work	Sophomore	Rep. Vicky Riback Wilson	Full-time
Bolton, Brian	Winter	Psychology	Senior	Sen. Chuck Gross	Full-time
Bradley, Jessica	Winter	Political Science	Junior	Rep. Kate Hollingsworth	Part-time
Broner, Jared	Winter	Political Science	Sophomore	Rep. Gary Kelly	Part-time
Butcher, Tracy Lee	Winter	Biology	Junior	WIC - Columbia	Part-time
Byrne, Alison	Fall	Psychology/Sociology	Senior	MU Assessment and Consultation Clinic	Full-time
Clower, Kyle	Winter	History	Senior	Lt. Gov. Maxwell	Full-time
Cunningham, Ebonie	Winter	Interdisciplinary Studies	Senior	Juvenile Justice Center - Boone County	Full-time
Curtis, Amy	Winter	Agriculture Economics		Rep. Dan Hegeman	Part-time
Dalal, Avni	Winter	Psychology	Junior	Photography - House Communications	Part-time
DaSilva, Danilo	Winter	Sociology	Sophomore	Public Defender's office - Columbia	Part-time
Ellebracht, Lory	Winter	Economics	Junior	Dept. of Social Services	Part-time
Feitz, Leslie	Fall	Consumer Affairs	Senior	Attorney General	Part-time
Fowler, Sean	Winter	History	Junior	Rep. Chuck Graham	Full-time
Francis, Amber	Winter	Political Science	Senior	Rep. Russ Carnahan	Full-time
Gash, Courtney	Winter	Agribusiness Management	Senior	Dept. of Agriculture	Full-time
Hudson, Brian	Winter	Sociology	Junior	Boone Works, Dept. of Social Services	Part-time
Judy, Joshua	Winter	Forestry/Pol. Sci	Sophomore	Sec'y of State	Part-time
Kanne, Leah	Fall	History	Sophomore	Secretary of State	Full-time
Littlefield, Mark	Winter	History	Junior	Rep. Joan Barry	Part-time
Lock, Casi	Winter	International Agriculture	Sophomore	Rep. Bill Leutkenhaus	Part-time
Lyon, Stefani	Winter	Political Science	Junior	Sen. Harold Caskey	Part-time
Maben, Kathy	Winter	Political Science	Senior	Rep. Betty Thompson	Full-time
Mackley, Richard (Todd)	Winter	Economics	Junior	ASUM	Part-time
Mayfield, Natalie	Winter	Political Science	Junior	Rep. Harry Kennedy	Part-time
Mong, Tony	Winter	Fisheries & Wildlife	Senior	Dept. of Conservation	Part-time

Appendix 1 - Civic Leader Internship Program Placements

Name of Student	Semester Interned	Major	Year	Final Placement	Part-time or Full-time?
Moore, Kulani	Winter	Animal Science	Sophomore	Rep. Denny Meredith	Part-time
Mudd, Julie	Winter	Broadcast Journalism	Sophomore	House Communications	Part-time
Nolan, Brian	Fall	Philosophy/English	Senior	Attorney General	Full-time
Perry, Kristy	Fall	Spanish	Senior	Support Center for Single Parents on MU Campus	Part-time
Peters, Beth	Winter	Psychology	Junior	Rep. Quincy Troupe	Part-time
Pollock, William	Winter	Anthropology/ Geography	Sophomore	Center for Agriculture, Resource, and Environmental Service	Part-time
Porter, Christina	Winter	Social Work	Senior	Sen. Larry Rohrbach	Part-time
Robbins, Tommy	Winter	Personal Financial Management	Senior	Sen. Sarah Steelman	Full-time
Schmid, Kelly	Winter	Advertising	Senior	Rep. Mark Richardson	Part-time
Shamel, Kelly	Winter	Psychology	Senior	Rep. Gary Burton	Part-time
Shankland, Russell	Winter	Advertising	Sophomore	Rep. Bruce Holt	Part-time
Shellabarger, Jacob	Winter	Agriculture Journalism	Sophomore	Rep. Ted Farnen	Part-time
Smith, Sharita	Winter	History	Sophomore	Rep. John Bowman	Part-time
Soendker, Trista	Winter	Sociology	Junior	Rep. D.J. Davis	Part-time
Stapleton, Elizabeth	Winter	Chemical Engineering	Senior	Rep. Connie Johnson	Part-time
Stoneman, Jacquelin	Winter	Political Science	Senior	Attorney General	Part-time
Surbaugh, Holly	Winter	Journalism	Senior	Caring Communities - Boone County	Part-time
Sutherland, Misty	Winter	Political Science	Senior	Rep. Catherine Hanaway	Part-time
Taylor, Aaron	Winter	Computer Engineering	Senior	Attorney General	Part-time
Townsend, Sarita	Winter	Political Science	Senior	Sen. Ken Jacob	Full-time
Tunnell, Jessica	Winter	Psychology	Senior	Rep. Ronnie Miller	Full-time
Ward, Nayamka	Winter	Journalism	Senior	Fun City	Part-time
Weitzel, Scott	Winter	Consumer Affairs	Sophomore	Rep. Rex Rector	Part-time
Wolff, Phillip (Andy)	Winter	Geography /Music	Senior	Rep. David Levin	Part-time

Appendix 3

Civic Leaders Internship Program, Spring 2001

Students' Assessment of Personal Progress

41 responses of 47 sites

Intellectual Development and Academic Learning

	Excellent		Good		Average		Below Average		Cannot Rate		No Answer	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Basic academic skills (reading, writing, communication)	19	46.3%	21	51.2%	0	0.0%	0	0.0%	0	0.0%	1	2.4%
Critical thinking and problem solving	23	56.1%	14	34.1%	1	2.4%	1	2.4%	2	4.9%	0	0.0%
Application of academic knowledge and skills to real problems	17	41.5%	22	53.7%	2	4.9%	0	0.0%	0	0.0%	0	0.0%
More positive attitude toward education and learning	22	53.7%	15	36.6%	3	7.3%	0	0.0%	1	2.4%	0	0.0%
Exploration of an academic major	18	43.9%	11	26.8%	7	17.1%	0	0.0%	5	12.2%	0	0.0%
Skills in learning from experience	28	68.3%	10	24.4%	2	4.9%	0	0.0%	1	2.4%	0	0.0%
Overall rating of experience	29	70.7%	10	24.4%	2	4.9%	0	0.0%	0	0.0%	0	0.0%

Leadership and Social Development

	Excellent		Good		Average		Below Average		Cannot Rate		No Answer	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Understanding and appreciation of people with diverse backgrounds and life situations	25	61.0%	15	36.6%	0	0.0%	0	0.0%	1	2.4%	0	0.0%
Increased likelihood of continuing involvement in civic affairs	27	65.9%	11	26.8%	3	7.3%	0	0.0%	0	0.0%	0	0.0%
Knowledge and exploration of public service related careers	26	63.4%	13	31.7%	2	4.9%	0	0.0%	0	0.0%	0	0.0%
Contacts for future job possibilities	17	41.5%	15	36.6%	4	9.8%	4	9.8%	1	2.4%	0	0.0%
Better understanding of government	27	65.9%	9	22.0%	3	7.3%	2	4.9%	0	0.0%	0	0.0%
Heightened sense of civic and social responsibility	24	58.5%	14	34.1%	2	4.9%	0	0.0%	1	2.4%	0	0.0%
Overall rating of experience	30	73.2%	9	22.0%	2	4.9%	0	0.0%	0	0.0%	0	0.0%

Appendix 3

Civic Leaders Internship Program, Spring 2001

Students' Assessment of Personal Progress

Personal Growth and Development

	Excellent		Good		Average		Below Average		Cannot Rate		No Answer	
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%
Self-esteem, sense of personal worth and competence	22	53.7%	18	43.9%	0	0.0%	0	0.0%	0	0.0%	1	2.4%
Independence, autonomy, assertiveness	22	53.7%	15	36.6%	3	7.3%	0	0.0%	0	0.0%	1	2.4%
Openness to new experiences, taking risks, and accepting challenges	24	58.5%	13	31.7%	3	7.3%	0	0.0%	0	0.0%	1	2.4%
Ability to take responsibility	27	65.9%	11	26.8%	2	4.9%	0	0.0%	0	0.0%	1	2.4%
Capacity to be productive, to persevere in difficult tasks	26	63.4%	11	26.8%	1	2.4%	2	4.9%	0	0.0%	1	2.4%
Exploration of new duties and unfamiliar roles	29	70.7%	8	19.5%	1	2.4%	2	4.9%	0	0.0%	1	2.4%
Overall rating of experience	32	78.0%	6	14.6%	2	4.9%	0	0.0%	0	0.0%	1	2.4%

Appendix 4

MU Civic Leaders Internship Program, Spring 2001

Final Evaluation of Intern by Internship Site

PERFORMANCE	EXCELLENT		GOOD		AVERAGE		NEEDS HELP		CANNOT RATE	
	Number	%	Number	%	Number	%	Number	%	Number	%
Dependability: prompt, trustworthy, follows directions, meets obligations	29	82.9%	3	8.6%	2	5.7%	1	2.9%	0	0.0%
Adaptability: a fast learner, follows detailed instructions, can "multi-task"	30	85.7%	4	11.4%	1	2.9%	0	0.0%	0	0.0%
Ability to get along: cooperative, well-mannered, socially and emotionally stable	28	80.0%	6	17.1%	1	2.9%	0	0.0%	0	0.0%
Attitude: enthusiastic, a good team worker, desires to improve	30	85.7%	4	11.4%	0	0.0%	1	2.9%	0	0.0%
Initiative: able to work without supervision, self-motivating	28	80.0%	4	11.4%	3	8.6%	0	0.0%	0	0.0%
Responsibility and judgment: asks for help as needed, has sound decision-making skills	30	85.7%	4	11.4%	1	2.9%	0	0.0%	0	0.0%
Overall rate of intern's performance	29	82.9%	5	14.3%	1	2.9%	0	0.0%	0	0.0%

Comments about interns by supervisors - Spring 2001

Several supervisors included additional comments, including:

Senator Chuck Gross's office: "Brian is a fine young man. We would never have made it this session without his help. This program was beneficial for our office and I believe he learned a lot also."

Lieutenant Governor's office: "Kyle has been an important, productive team member. We'll miss his solid work and cheerful disposition."

Department of Agriculture: "By far, the very best intern we have supervised. Courtney adjusts very well when moving from program to program. She is a team member and looks for more work when finished. Never looks at the clock but works until assignment is finished."

Rep. Bruce Holt: "Russell is by far the brightest intern we've had the pleasure of working with. It has been a pleasure to have projects independently accomplished ahead of schedule and done so superbly. We thank you for allowing us to benefit from his many talents, sense of courtesy and amazing mind."

Rep. Mark Richardson: "Kelly was outstanding in all categories. She has been an excellent representative for your university. Please send more like her to us next year!"

Boone County Community Partnership: "Holly has been a real asset. She has been able to function very well independently. She learned quickly and produced a quality newsletter each month. We will miss her."

Attorney General's office: "Aaron has been a great asset to our office. His ability to learn quickly was a real help."

Rep. Ted Farnen: "Jacob was the best intern I've ever worked with, and I've had excellent ones in the past. He has a very bright future."

Rep. Catherine Hanaway: "Best intern I have ever had. I would hire her for a full-time position today."

Center for Agriculture, Resource and Environmental Services: "Will was outstanding in all tasks assigned. He quickly grasped the concepts behind tasks and worked with minimal supervision."

Boone County Juvenile Justice Center: "Ebonie did an excellent job this semester. She demonstrated initiative and enthusiasm throughout her placement."

Appendix 5

Civic Leaders Internship Program, Spring 2001

Final Evaluation of Internship Site by Intern

	Excellent		Good		Fair		Poor	
	Number	%	Number	%	Number	%	Number	%
I was busy at the site - neither overwhelmed nor bored	15	34.9%	22	51.2%	6	14.0%	1	2.3%
I was given a variety of tasks to complete	27	62.8%	11	25.6%	5	11.6%	1	2.3%
I was given tasks that stretched my abilities and helped me learn	25	58.1%	12	27.9%	6	14.0%	1	2.3%
My understanding of state government has improved	28	65.1%	13	30.2%	3	7.0%	0	0.0%
I was given responsibility in ways that helped me develop personally	26	60.5%	12	27.9%	6	14.0%	0	0.0%
My supervisor acted as a mentor for me	28	65.1%	8	18.6%	5	11.6%	3	7.0%
I feel like my office appreciated my work	34	79.1%	8	18.6%	2	4.7%	0	0.0%
Overall rating of your internship experience	27	62.8%	14	32.6%	3	7.0%	0	0.0%

Comments about internship sites - Spring 2001

We asked the students about which aspects of their internship they enjoyed most and least.

Under the aspects that they enjoyed most, we receive the following comments:

“The people that I worked with were a pleasure to associate with. It is truly a blessing to have such friendly and experienced people to be so willing to share their knowledge in such a patient and constructive way.”

“I had the opportunity to show I am dependable because of all the things I was expected to do.”

“Working with the people and learning more about my own district.”

“Feeling like I got a good look at how state government works. Meeting so many people!”

“The opportunities to interact comfortably with government workers – to communicate with them on a professional level while still being able to ask them questions about their work.”

“I enjoyed the feeling of being a part of something like my activities actually had a purpose.”

When asked about what the students enjoyed least about their internship experiences, most of the comments centered around the inevitable office work that comes with an internship, such as opening and replying to constituent mail, data entry, tallying surveys, and answering phones. In addition, we received the following comments:

“Not being able to spend all day, every day there.”

“I could not put myself completely into it since I was pulled by other responsibilities, academic and personal. If I had not been preoccupied by these things I am sure I would have had even more opportunities to learn and be active while at the Capitol.”

“Honestly – the leaving. I don’t want to leave my office.”

This information will help us make wise site-intern matches next year.

Appendix 6

Civic Leaders Internship Program, Spring 2001

Final Evaluation of State Government and Leadership Class

	Strongly agree		Agree		Neutral		Disagree		Strongly Disagree	
		%		%		%		%		%
My knowledge of state government increased	6	46.2%	5	38.5%	2	15.4%	0	0.0%	0	0.0%
In general, the class related to my work at the Capitol	5	38.5%	4	30.8%	3	23.1%	0	0.0%	1	7.7%
In general, I found the speakers knowledgeable and interesting	5	38.5%	7	53.8%	1	7.7%	0	0.0%	0	0.0%
The support staff (Rachel and Dr. Foley) were helpful and accessible	9	69.2%	4	30.8%	0	0.0%	0	0.0%	0	0.0%
Papers evaluating and analyzing the speakers helped me assimilate the class sessions	6	46.2%	3	23.1%	2	15.4%	0	0.0%	2	15.4%
Public policy papers taught me to write in a different style and helped me to think about the issues I was dealing with in the Capitol	5	38.5%	4	30.8%	2	15.4%	0	0.0%	2	15.4%

Appendix 7

Civic Leaders Internship Program, Spring 2001

Final Evaluation of Civic Leaders Internship Program by Students
44 of 47 students responding

	Excellent	%	Good	%	Fair	%	Poor	%	No answer	%
The application process	21	47.7%	20	45.5%	2	4.5%	0	0.0%	1	2.3%
The interview process	21	47.7%	19	43.2%	3	6.8%	0	0.0%	1	2.3%
The placement process	22	50.0%	16	36.4%	4	9.1%	1	2.3%	1	2.3%
Orientation	16	36.4%	19	43.2%	6	13.6%	2	4.5%	1	2.3%
Classwork for 128/128 GH	7	15.9%	23	52.3%	8	18.2%	2	4.5%	4	9.1%
Accessibility of the internship coordinator	31	70.5%	12	27.3%	1	2.3%	0	0.0%	0	0.0%
Overall experience with Civic Leaders Internship Program	28	63.6%	16	36.4%	0	0.0%	0	0.0%	0	0.0%

We also received the following suggestions from students:

"The program is extremely commendable. I can only suggest that the program be continued with the same vigor that it seems to present. The Service Learning staff made every effort to make the experience a good one."

"It would have been great to have one mandatory meeting (one-on-one) to have a mid-semester analysis of what is really going on with the internship."

"Rachel was very supportive and involved. I felt she really cared about my success and enjoyment of the site."

"Give the interns a contact list for everyone's office in case situations arise over issues ranging from car rides to class meetings."

"The program was really good. The initial workshop and interview was helpful to understand what was expected of us at the internship. For legislative interns I think it might be helpful to really stress how busy it gets in May and try to get any other activities/projects finished before then."