

# ***The Sport Management Internship Handbook***

**Dowling College  
Discipline of Sport Management  
and Physical Education  
Oakdale, New York  
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## ***I. Introduction***

The internship is one phase in completing the progression for the Sport Management major. It is the culminating component of a well planned, progressive and intensifying educational experience spanning four years of undergraduate study.

The Sport Management Internship is an individualized experience that provides Sport Management majors with a hands-on, challenging opportunity to further develop professional skills. Under the direction of highly qualified mentors, the student will acquire workplace experience while learning to apply the knowledge, skills and critical thinking developed in earlier courses.

The Sport Management Internship will provide the opportunity for the student intern to become fully immersed in an organization's operations and strategic planning. Through specialized projects, participation in a range of activities associated with the organization's operations, evaluation and self-evaluation, student interns will emerge with a more focused perspective of their abilities, knowledge and career choices.

The active involvement of the student intern in all phases of the internship is critically important in helping insure maximum quality of the fieldwork experience. The student intern, the mentor and the college supervisor will work closely together to ensure an optimum learning experience.

This student handbook is intended to assist the student with the planning of a successful Sport Management Internship experience.

## ***II. Things to Know for a Sport Management Internship***

Scheduling appointments with organizations for an interview should be done only after concurrence with the appropriate Sport Management faculty member, or your internship advisor.

- A. Arrive at appointments early
- B. Be appropriately dressed for interviews.
- C. Do not cancel or postpone appointments except for emergency reasons.

\* Find out about the internship position:

- It is your responsibility to find the internship experience most beneficial for you
- Be prepared before interview:
  - Ask yourself what you expect to gain from the experience
  - Find out what your specific tasks/responsibilities will be
  - After the interview ask yourself:
    - Did you like the work environment/the people you met

Once the internship has begun, learn about:

- Office politics
- Leadership styles
- Professional behavior/ethics

Introduce yourself to others

Ask/seek to learn

- Sit in on meetings
- Learn other aspects that are not part of your responsibilities
- Learn other parts of the organization
- “what else”

Make the mundane valuable

When inevitable mundane tasks such as inputting, copying, filing arise, read/look for informative information and clues. Examples:

Customer service issues, product lines, company needs, and possible creative projects and ideas that help you and the company

An additional elective internship (SMP4196N) is highly recommended.

\* see appendix A

### ***III. Pre-Requisites and Procedures to be Followed in Completing a Sport Management Internship***

1. Complete the career services resume writing and interview development workshops
2. Visit the Career Services Office to confirm eligibility at least one (1) semester prior to placement to confirm eligibility and complete the Internship application. Internships may begin during any of all four semesters.

Students must meet the following requirements:

- One semester's study at Dowling College
  - 75 credits toward their overall degree (junior status)
  - 12 credits completed in their major area of study or discipline in which Co-op/Internship is desired
  - An overall GPA of 2.6 and a major/discipline specific GPA of 3.0
  - 3 elective credits available for registration
3. Initiate search for and secure a Sport Management Internship opportunity

#### **Sport Management Minimum Requirements:**

- 100 credits completed toward their overall degree (senior status)
- 18 credits completed in the Sport Management Discipline
- an overall GPA of 2.6 and a Sport Management Major GPA of 3.0
- register for SMP 4195N (Sport Management Internship) during the registration period for the term during which the Internship is to be taken (upon approval of faculty advisors and the Career Services Office)
- an appropriately completed and signed Sport Management Internship application form filed with the College registration form
- a Proposal Approval Letter, a Sport Management Internship Registration Form, a Learning Agreement Form and a Cooperating School/Organization Form completed by November 15th for Winter and Spring Internships, and April 1st for Summer and Fall Internships
- complete a minimum of 400 hours for the six credit internship (at least 40 hours per week over 10 weeks)
- a completed portfolio

Students who do not meet the specified criteria may appeal to the Academic Standards Committee (ASC) only with the recommendation of the faculty advisor and department chairperson. ASC appeal forms are available in the Career Services office.

4. Submit a proposal, using the form located in the appendix to the Sport Management and Physical Education Department Chairperson.

5. Schedule an interview with the appropriate Sport Management faculty member. A portfolio representing the student's preparation to date must be submitted at the interview. (See part VIII for a portfolio example.)

The student and the faculty advisor will agree upon the academic component of the internship. A brief description of the requirements is to be included as part of the Application Form. The Faculty Advisor and the student will sign the Application Form and the student will sign the Sport Management Academic Agreement Form. (See part VIII-G.)

6. A letter from the Sport Management and Physical Education Department Chairperson will inform the student of the decision to approve or disapprove the proposal. If the proposal is approved, the letter will include the name of a College representative who will serve as the Faculty Internship Advisor.
7. If approved, the student will submit the completed application to the Registrar who will confirm that the student has met the eligibility requirements contained in the Policy Statement.
8. The Registrar will provide a separate Course Reference Number (CRN) for each student intern, recording the name of the advisor.
9. The faculty advisor will make at least one visit each semester to the internship site. If the Internship site is beyond a 50 mile radius of the Dowling College Oakdale Campus, an evaluation equivalent to a site visit, agreeable to both the sponsor and the faculty advisor, will be an acceptable substitute. The date of the visit will be indicated on the Final Report Form.
10. At the completion of the Internship, after all closure requirements are complete, the Mentor Approved Portfolio or Internship Report will be submitted to the appropriate Sport Management faculty member.
  - The sponsor will provide a Final Report to the advisor.
  - The Registrar will provide a final grade form to the advisor.
11. Upon approval by the appropriate Sport Management faculty member, and in conjunction with the faculty advisor and internship mentor, a final letter grade will be forwarded to the Registrar's Office by the faculty advisor in a timely manner.
  - Supporting documentation will be retained by the faculty advisor for one calendar year after the semester in which the internship was completed.

## ***IV. Policies and Procedures for Sport Management Internships***

### **Additional Student qualifications:**

The Student:

- A. Must qualify for the position by interviewing with the Sport Management Faculty Member or designated Advisor.
- B. Must receive acceptance from the school/organization providing the Internship Opportunity.
- C. Must complete all appropriate forms.
- D. Must maintain all appropriate records.
- E. Must be available to complete the requirements for Internship. (hours, organization schedule and any special written projects assigned by mentor, supervisor or college advisor.)
- F. Will complete at least 40 hours per week for 10 weeks (400 hours).
- G. Will be responsible for meeting with the Organization mentor, and for establishing a work schedule that includes length of time the project will take, starting date, internship experience and responsibilities, target date for completion.
- H. Will be expected to maintain daily professional journals that must be presented to their advisor each week by e-mail or other agreed upon means.
- I. Will meet with their advisors at least four times related to their Internship.
- J. Will, at the completion of the Internship, submit the mentor approved Internship Report and/or portfolio to the Faculty Advisor for approval.

### **Requirements Upon Placement:**

After acceptance by a sponsoring employer, students must meet with their faculty advisor and the Career Services Office to obtain permission to register for their internship.

Students may choose to begin their Internship during any of all four semesters. Students are expected to work a minimum of 40 hours per week over 10 weeks. An additional elective internship (SMP 4196N) is recommended for optimum learning. (see catalog) Students will be expected to work a minimum of 12 hours per week over 10 weeks in the elective Internship (SMP 4196N).

Students must complete an academic assignment inclusive of, but not limited to:

1. A ten page paper concerned with the organization or industry for whom they work.
2. A Daily Professional Journal
3. A project which assists the organization for whom they work

In addition, students will complete all career development and exit assignments.

### **Grading:**

Students will receive an evaluation from their on-site supervisor toward determination of the final grade. The faculty advisor awards a letter grade (A-F) after consultation with the on-site supervisor and in cooperation with the Career Services Office.

**V. *Sport Management Internship Requirements***

1. Meet all general policies, procedures and requirements of the College's Career Services Office (General College Internship Requirements, including a minimum 10 page paper)
2. Maintain a daily professional journal for the entire Internship
3. Provide weekly supervisor reports via e-mail or agreed alternative  
Daily Hours – signed by student, initialed by mentor  
Daily Professional Journal
4. Four College Advisor Meetings (minimum)
- \*5. One on-site visit by College Advisor (minimum)
6. Meet all specific requirements of the Sport Management Internship
7. Complete Exit Interview
8. Complete Exit Presentation (as agreed upon or as approved by the faculty advisor)

\* *Subject to Faculty Contract Agreements*

**VI. *Sport Management Internship Forms***  
**A.**

***Sport Management Internship***

Contact Sheet

Student Name \_\_\_\_\_

Company Name	Contact Name & Title	Phone	Fax#	E-mail	Notes
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## **B. Site Approval Requirements for Sport Management Internship**

- A. The “position” for Internship must be realistic and able to provide a meaningful career oriented training opportunity. It must not be a “job” per se... but challenging assignment which will provide the student with a chance to apply the knowledge already through coursework in the classroom. For example: a personnel research project, a marketing project, opportunity to acquire sales experience, interviewing skills, hands on experience in facility operations and management, special events planning, facility design and modification.
- B. The site personnel must be in a position to pinpoint the opportunity, describe its scope and purpose, and identify the general methods to be employed for the completion of the Internship. There must be an in-house mentor to direct, counsel, and appraise student performance. The Dowling College Instructor will be in regular contact with the field supervisor for continual evaluation of student progress. The Dowling College Instructor will periodically visit and observe the student-at-work.
- C. Prior to the approval of the school or organization as an Internship site, the appropriate Sport Management Faculty Member or advisor will visit the school/organization, discuss the position of internship opportunity and evaluate the overall quality of the opportunity.
- D. Recommendations for approval or non-approval of the position-opportunity and/or the Faculty itself will be made by the appraiser upon the completion of visit.
- E. College Internship advisors will visit the student intern at the internship site at least once.

C.

**Dowling College  
Sport Management Program**

Date

Dear

Please be advised that your internship proposal has not yet been approved. You should contact the Physical Education Faculty Advisor as soon as possible for further clarification.

Sincerely yours,

Dr. Marilyn Mather  
Director, Sports Management Program

**D.**

**Dowling College  
Sport Management Program  
Proposal Approval**

Date

Dear

This note serves to notify you that your internship proposal has been approved. Please make sure that all forms, documents and registration procedures are completed.

Your college advisor will be \_\_\_\_\_. You should contact your College advisor and mentor to appraise them of the proposal approval. Continue to finalize arrangements for the beginning of your internship, including starting date weekly work schedule, and pre-internship preparations suggested by your mentor.

You are about to embark on an exciting and rewarding experience. Work hard, enjoy, learn, and contribute.

Please contact me if you have any questions or problems.

Sincerely yours,

Dr. Marilyn Mather  
Director, Sports Management Program

E.

**DOWLING COLLEGE  
STUDENT INTERN REGISTRATION FORM  
SPORT MANAGEMENT INTERNSHIP**

Name: \_\_\_\_\_ S/S #: \_\_\_\_\_

Home Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Organization Name: \_\_\_\_\_

Address: \_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Please Check Appropriate Space:    \_\_\_\_\_ Graduate    \_\_\_\_\_ Undergraduate

Faculty Intern Advisor Approval: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Internship Will Be For: (*Check all that apply*)    Credit: \_\_\_\_\_    Pay: \_\_\_\_\_

Please State Your Major Areas of Study and Interest:

1. \_\_\_\_\_ 3. \_\_\_\_\_

2. \_\_\_\_\_ 4. \_\_\_\_\_

**Please Note That The Host Organization May Require A Physical Examination.**

**TO BE COMPLETED BY FACULTY INTERN ADVISOR**

Name of Organization: \_\_\_\_\_

Name of Organization Mentor: \_\_\_\_\_

Title: \_\_\_\_\_ Phone: \_\_\_\_\_

Project Start Date: \_\_\_\_\_ Project Completion Date: \_\_\_\_\_

Days/Hours: \_\_\_\_\_

F.

**DOWLING COLLEGE  
REGISTRATION FORM  
SPORT MANAGEMENT INTERNSHIP FOR  
COOPERATING SCHOOL/ORGANIZATION**

**I. Cooperating School/Organization Information**

**Date:** \_\_\_\_\_ **Information Obtained By:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Phone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_ **E-Mail:** \_\_\_\_\_

**Contact Person:** \_\_\_\_\_ **Title:** \_\_\_\_\_

**Organization's Functions/Services:** \_\_\_\_\_

**Headquarters Location:** \_\_\_\_\_

**Other Locations:** \_\_\_\_\_

**Officers:** \_\_\_\_\_

**President/C.E.O.:** \_\_\_\_\_

**Vice President:** \_\_\_\_\_

**Human Resources:** \_\_\_\_\_

**Director of Athletics:** \_\_\_\_\_

**Number of Employees:** \_\_\_\_\_

**Other Pertinent Information:** \_\_\_\_\_

**Student's Mentor:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Fax:** \_\_\_\_\_

**E-Mail:** \_\_\_\_\_

**II. INFORMATION FOR THE INTERNSHIP OPPORTUNITY**

**Date available:** \_\_\_\_\_

**Period (From/To):** \_\_\_\_\_

**Number of Days/Weekly:** \_\_\_\_\_

**Total Hours Per Week:** \_\_\_\_\_

**Salary:** \_\_\_\_\_

**Weekly Schedule:** \_\_\_\_\_

**Title of Position (general area):** \_\_\_\_\_

**Brief Description of Internship Experience:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**General Qualifications Expected of Student:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Interviews Will Be Conducted:**

**By:** \_\_\_\_\_

**When:** \_\_\_\_\_

**Note: Please List Any Other Relevant Information On This Sheet.**

\_\_\_\_\_  
\_\_\_\_\_

**G.**

**Dowling College**

**Sport Management Academic Learning Agreement**

Student Name

Mentor Name

Company Name/Address/Phone/Fax/E-mail

Student objectives of internship experience:  
(student: describe briefly)

Outside readings: (mentor: suggested sources for student-daily and other)

Student's responsibilities:(Mentor and student briefly describe tasks, assignments,  
responsibilities of student)

Details of supervision: (mentor: describe how student will be guided, mentored, supervised to  
enhance the quality of the learning experience)

Agreed to by:

Student \_\_\_\_\_ Date \_\_\_\_\_

Mentor \_\_\_\_\_ Date \_\_\_\_\_

\*3 copies (student, mentor, college advisor)

H.

**Dowling College  
Sport Management Program  
Evaluation of Fieldwork Experience**

Intern: \_\_\_\_\_

Position: \_\_\_\_\_ Company/School: \_\_\_\_\_

Please identify how this Sport Management Internship has improved or developed your skills. Circle (on a scale of 1-5) the appropriate number and use the space available to identify how this Internship has improved or developed your skills.

Technical Skills

very little	somewhat	moderately	very much	extremely
1	2	3	4	5

Comments

Organizational Skills

very little	somewhat	moderately	very much	extremely
1	2	3	4	5

Comments

Interpersonal Communications

very little	somewhat	moderately	very much	extremely
1	2	3	4	5

Comments

Career Outlook

very little	somewhat	moderately	very much	extremely
1	2	3	4	5

Comments

I.

## Dowling College Sport Management Program Self Evaluation Form

Intern \_\_\_\_\_ Semester \_\_\_\_\_

Company Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_ E-Mail \_\_\_\_\_

Mentor \_\_\_\_\_ Position \_\_\_\_\_

We are asking your mentor to fill out a similar form about you.  
We are asking you for your own self-evaluation. Therefore, please  
fill out this form as it applies to you.

Fill in one of the following in the space provided:

- E – Excellent
- G – Good
- A – Acceptable
- U – Unsatisfactory
- NA – Not Acceptable

**KNOWLEDGE OF POSITION:** Consider the student's understanding  
of his/her duties. \_\_\_\_\_

**ATTITUDE:** Consider the student's overall attitude towards his/her job  
and fellow workers; takes instructions cheerfully. \_\_\_\_\_

**APPEARANCE:** Consider the appropriateness of student's dress and  
grooming. \_\_\_\_\_

**QUALITY OF WORK:** Consider accuracy, neatness and thoroughness. \_\_\_\_\_

**QUANTITY OF WORK:** Consider volume of work produced consistently;  
works well under pressure. \_\_\_\_\_

**COOPERATION:** Consider cooperation with associates and supervisors. \_\_\_\_\_

**DEPENDABILITY:** Consider amount of supervision required and application  
to work; is punctual and reliable. \_\_\_\_\_

**OBJECTIVITY TO CRITICISM:** Consider student's ability to react to  
criticism. \_\_\_\_\_

**INITIATIVE:** Consider originality and resourcefulness. \_\_\_\_\_

**JUDGEMENT:** Consider ability to evaluate situations and  
make decisions. \_\_\_\_\_

**COMMUNICATION:** Effective in presenting and receiving information  
verbally and/or written. \_\_\_\_\_

**ORIENTATION:** Introduced to staff and supervisor; provided with  
organizational literature, policies and regulations(if available) \_\_\_\_\_





**J.****THE LEADERSHIP QUALITIES OF YOUR SUPERVISOR**

Qualities of Supervisor	How much of this quality does your supervisor have? (a lot, a moderate amount, or a little)	Example(s) of your supervisor's behavior that illustrate(s) the presence or absence of this quality (use separate page if necessary and identify with corresponding number)
1. Is warm and friendly		
2. Is open to new ideas and suggestions		
3. Criticizes work in a constructive Way		
4. Gives praise for good work		
5. Is inspiring		
6. Teaches subordinates new things		
7. Treats all workers fairly		
8. Has time for me when I need it		
9. Seems bright and sharp		
10. Always thinks about the goals of the organization		
11. Seems honest with others		

## THE LEADERSHIP QUALITIES OF YOUR SUPERVISOR

Qualities of Supervisor	How much of this quality does your supervisor have? (a lot, a moderate amount, or a little)	Example(s) of your supervisor's behavior that illustrate(s) the presence or absence of this quality (use separate page if necessary and identify with corresponding number)
12. Sets strict standards for the quality of work produced		
13. Is calm under pressure		
14. Is thoughtful and considerate of subordinate's feelings		
15. Is someone you can rely on and trust		
16. Has a dynamic personality		
17. Tries to make work assignments meaningful and interesting		
18. Sets examples for others to follow		
19. Encourages subordinates to ask questions		
20. Involves subordinates in setting work priorities		
21. Spells out clearly what he/she wants done		
22. Has won my respect		
23. Frightens me		

**K.**

**Dowling College  
Sport Management Program  
Mentor Evaluation Form**

Intern \_\_\_\_\_ Semester \_\_\_\_\_

Company Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_ E-Mail \_\_\_\_\_

Mentor \_\_\_\_\_ Position \_\_\_\_\_

Please evaluate you Co-op Ed/Internship student's performance in regard to the criteria listed below, keeping in mind his/her responsibilities, acquisition of skills, professional behavior and contributions to your organizational goals. Your commendations and criticisms will be utilized as a means for helping a student's growth and development, as well as for the purpose of determining a grade.

Fill in one of the following in the space provided:

- E – Excellent
- G – Good
- A – Acceptable
- U – Unsatisfactory
- NA – Not Acceptable

**KNOWLEDGE OF POSITION:** Consider the student's understanding of his/her duties. \_\_\_\_\_

**ATTITUDE:** Consider the student's overall attitude towards his/her job and fellow workers; takes instructions cheerfully. \_\_\_\_\_

**APPEARANCE:** Consider the appropriateness of student's dress and grooming. \_\_\_\_\_

**QUALITY OF WORK:** Consider accuracy, neatness and thoroughness. \_\_\_\_\_

**QUANTITY OF WORK:** Consider volume of work produced consistently; works well under pressure. \_\_\_\_\_

**COOPERATION:** Consider cooperation with associates and supervisors. \_\_\_\_\_

**DEPENDABILITY:** Consider amount of supervision required and application to work; is punctual and reliable. \_\_\_\_\_

**OBJECTIVITY TO CRITICISM:** Consider student's ability to react to criticism. \_\_\_\_\_

**INITIATIVE:** Consider originality and resourcefulness. \_\_\_\_\_

**JUDGEMENT:** Consider ability to evaluate situations and make decisions. \_\_\_\_\_

**COMMUNICATION:** Effective in presenting and receiving information verbally and/or written. \_\_\_\_\_

**GROWTH:** Consider student's general growth. \_\_\_\_\_



**L.**

**Dowling College  
Sport Management Program  
End of Internship Report**

Student Intern\_\_\_\_\_

Company/School

Name

Address

Phone

Fax

E-mail

Mentor\_\_\_\_\_

The above mention student intern has successfully completed all components of his/her internship, including required hours, professional journal, summary intern report or portfolio.

If I were to grade the intern's overall performance, I would recommend:

(circle one) A B C D F

Signature(mentor)\_\_\_\_\_ Date\_\_\_\_\_

I would recommend: A B C D F

Signature(college advisor)\_\_\_\_\_ Date\_\_\_\_\_

Signature(Physical Education/Discipline Coordinator)

\_\_\_\_\_ Date\_\_\_\_\_

## ***VII. Professional Portfolio***

### ***Guidelines for Developing A Professional Sport Management Portfolio***

Professional portfolios are a way for students to display their competence. Portfolios are a way for you to demonstrate your competencies, skills, enthusiasm, and problem solving ability. They are an opportunity for you to present yourself as a capable professional who is both knowledgeable and creative. Your first audience for this portfolio will be prospective employers. This portfolio should create for them a vivid image of your abilities. Just as artists present themselves through a portfolio of their work, you will present yourself in this portfolio. Ultimately, the portfolio should demonstrate your continuing growth as a sport management professional and serve as a basis for recognizing your accomplishments.

Some suggestions for materials that might be included in your portfolio are listed below. The materials, however, cannot stand alone; rather they need to be accompanied by your comments, reflections, analyses and future plans. Some examples of materials that your portfolio might contain are as follows:

- \* Special projects you designed, researched, implemented
  - Videotapes (analysis might be included)
  - Examples of writing (especially that reflect job related items)
  - Presentations/overheads/handouts
  - Marketing plans/example budgets
  - Listing of certifications/volunteer experiences
  - Career goal statements/self assessments

This list is not intended to be exhaustive. Be creative! Consider those materials that can demonstrate to others the kind of individual you are and the types of strategies and practices you are able to implement. Also, be selective. Do not overwhelm your audience with duplication and excessive detail subject area should be sufficient.

Physical Presentation of the Portfolio. The portfolio should be easy portable and easy for others to look through. A binder with pages that can be easily turned is one effective vehicle. A portfolio presented on a disc is equally, if not more impressive.

## ***VIII. Guidelines for 10-Page Paper***

(minimum)

### **ORGANIZATION**

What is the structure of the organization?  
What are the various positions in the organization?  
What are their job responsibilities?  
Include an organizational chart.

How are decisions made in the organization?  
Is there formal informal decision making?  
Give examples  
How are decisions communicated?

Discuss the various divisional components of the organization.  
Are they all viewed as equally important? Why or why not?

If you were to get a position in the organization, what would be your benefits package?  
Besides an interview, would there be other job requirements if you were to apply?

### **INDUSTRY**

What is the nature of the industry that your organization is involved in?  
Is there a governing body above the organization? If so, what is the structure?  
Include an organizational chart.  
How does the governing body relate to the organization you are working in?  
How are decisions made by the governing body?  
How are decisions communicated by the governing body to your organization?

Is the industry healthy and growing? Why? Why not?

\* To be completed in APA format

***Appendix A***

Dowling College  
Sport Management Program

***My dream position:***

Write a one page typed description of the ideal type of position and setting that you are seeking.

The purpose of this assignment is to assist the student in further defining their areas of interest and their career orientation. The intent is to help the student clarify their career objectives and assist in the planning of their internship experience.