DEPARTMENT MISSION STATEMENT:

The WoMen's Center is dedicated to issues of gender equity on campus and the surrounding community. Our mission is to challenge norms on the status of women and men in society today, foster an environment to enhance gender knowledge and awareness and eliminate stereotypes, including racial, gender, sexual orientation, age and socioeconomic status. Intellectual and emotional development, growth and support of the student body at CSUF are implicit in all of the center's goals.

Adult Reentry programs are dedicated to issues of the adult learner and the successful completion of their educational goals. Our mission is to provide support services to prospective and current students who have multiple responsibilities outside the role of a student. We provide a supportive environment for adult learners’ engagement, retention, and success.

PROGRAM/SERVICE OVERVIEW:

Internship Program

The Women’s and Adult Reentry Center provides a well-rounded, para-professional experience to develop and enhance skills vital in today’s workplace. Our Center aims to foster an environment that enhances gender inclusivity, knowledge and awareness, and to eliminate stereotypes based on gender and identity. Interns will experience the following:

- Assist in planning campus-wide awareness events, including heritage months, violence prevention and conferences;
- Facilitate identity-based discussion groups;
- Facilitate bystander intervention workshops;
- Represent the WoMen’s and Adult Reentry Center through campus outreach;
- Assist staff with educational programming including workshops, conferences, facilitated movie nights, etc.;
- Conduct research on gender and identity.

DATA COLLECTION TIMEFRAME:

May 6 – 13, 2014

DATA COLLECTION METHODS:

Exit Interviews were conducted with each intern. Each interview included the exiting intern, the Coordinator of the Internship Program, and the Director of the WoMen’s and Adult Reentry Center. The interview lasted approximately one hour, and included eight qualitative questions. Responses are summarized below.

PROJECT SAMPLE:

Exit interviews were completed with six out of the seven interns for spring 2014 (N=6); with one male and five female participants.
LIMITATIONS:
The interviews were conducted with the Coordinator and Director of the program, disallowing anonymity of the responses and the participant, therefore interns may have been hesitant to provide feedback they could have perceived as negative.

SUMMARY OF RESULTS:
Six exit interviews were completed between May 6th and May 13th 2014. Responses can be categorized into three general themes: What did Interns find most satisfying about their experience; Recommendations for improving the training and internship program; and Advice for future Interns. Overall, interns were pleased with their experience, especially in facilitating discussion groups and planning campus-wide events. Interns felt supported by the WoMen’s Center staff, appreciated autonomy to run their discussion groups, and felt connected to the Center. Interns provided ideas for program improvement, including enhancing skills-based training, enhancing the role of interns in event planning and outreach, and more teambuilding among interns.

KEY FINDINGS:
• 100% of interns expressed satisfaction with their internship experience and felt it contributed to their professional development.
• Key recommendations for improvement included enhancements in the training program, specifically: Incorporate role playing into group facilitation skills workshops; Provide training on effective marketing and recruitment practices to increase attendance in discussion groups; Provide more opportunities for team building among interns; and Provide more in-depth training on outreach efforts (i.e., how to table and market WoMen’s Center services).
• Interns suggested an advice panel during orientation training to allow incoming interns to hear from previous interns on how to get the most out of their experience.

APPLICATIONS OF FINDINGS: (Please be as specific as possible.)
1. How will you use your data to improve or enhance your program/service?
   Recommendations and feedback provided through the Exit Interviews will be used in determining future training curriculum, effective Fall 2014. As a result of these interviews, project staff will re-design the training curriculum to include marketing strategies, role playing, and icebreakers at the beginning of each training session to increase team building. Other enhancements include adding event planning to each intern’s learning contract so that each discussion group will be able to outreach to the campus community by providing educational events representing issues affecting their culture. Interns will be required to partner with existing cultural centers and other campus departments for further reach.
2. How did the data compare to data from prior years, if applicable?
   This is the first year that Exit Interviews were conducted, and provided a valuable opportunity to speak with each exiting intern about their experience. Feedback given was more detailed and expressive than information provided by standard surveys. Exit interviews will be added as a method of evaluation for the Internship Program each semester.
3. Any additional information you would like to share that demonstrates how the assessment data will inform programmatic and/or management decisions.
   Overall, students get a great deal of personal and professional development from their internship experience at the WoMen’s Center, however, the Center needs to define specific outcomes for the program and develop a training curriculum that directly addresses those outcomes. Interns provide a valuable service to our
department, and serve as extensions of our staff, so it is important that they are provided the essential tools and knowledge to perform their functions. The exit interviews served as a way for the staff to solicit feedback from each student, as their experiences were all somewhat unique.