University of Northern Iowa
Annual Assessment Report
AY 2018-2019
COE
Health, Recreation and Community Services
Leisure, Youth & Human Services, B.A.
Program Assessment Form
Learning Goals and Outcomes
Due November 1st

Name of Program: BA in Leisure, Youth & Human Services (LYHS)
Name of Department Head / Program Coordinator: Oksana Grybovych / Chris Kowalski
Date of Assessment (inclusive semesters): Fall 2019
Date Form Completed: 15 November 2019

Learning Outcome(s)

This assessment focused on Intercultural Knowledge and Competence. The Student Learning Outcome assessed is in alignment with the Leisure, Youth & Human Service Accreditation Standard 7.02, which states that “Students graduating from the program shall be able to demonstrate the ability to design, implement, and evaluate services that facilitate targeted human experiences and that embrace personal and cultural dimensions of diversity”. Specifically, the Student Learning Outcome that was measured during this assessment was whether “Students graduating from the program can demonstrate intercultural knowledge and competence through cultural self-awareness, knowledge of cultural worldview frameworks, empathy, verbal and nonverbal communication, curiosity, and openness”. Appendix A includes a list of the LYHS program Accreditation Standards, Program Learning Goals and Student Learning Outcomes.

Assessment Plan

The artifact is Section C of the Synthesis Paper associated with LYHS 4095: Senior Project. The purpose of the Synthesis paper to be an opportunity for the student to reflect on the integration of classroom learning with practical experiences during internship. Components of the Synthesis Paper include outlining the purpose of the internship, synthesizing in-class theories/concepts with practical internship endeavors, and detailing personal and professional growth during the internship. The Synthesis Paper should include in the final section any future steps the student is taking within the field professionally (i.e., full-time employment, graduate school).

Date(s) of administration.
Seven (7) Section C of the Synthesis papers from students enrolled in LYHS 4095: Senior Project during the Summer 2019 semester were collected and scored. Faculty members scored the Section C of the Synthesis papers during the period of 11-15, 2018.

Sample
The 7 Section C of the Synthesis papers collected and scored represented 25% of the class; all of the students in LYHS 4095: Senior Project were Undergraduate Senior standing.

Data Analysis

Direct Assessment
The rubric that was used for this assessment included was the AAC&U Intercultural Knowledge and Competence Value Rubric (Modified), which included four ratings, described as follows: (a) Benchmark (1); (b) Moderate (2-3); and (c) Capstone (4). The intention of the rubric is to provide benchmarks for students in their journey through their four-year degree so that they would be achieving at a level of “Capstone” during their senior year of pursuing a Bachelor’s degree. The goal the LYHS faculty is hoping to see via the direct assessment is that 60% the Section C components in the Synthesis Paper Overall Scores average above a 3.1.
The table below indicates the average scores of the five areas associated with the AAC&U Intercultural Knowledge and Competence Value Rubric (Modified).

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Knowledge</th>
<th>Skills</th>
<th>Skills</th>
<th>Attitudes</th>
<th>Attitudes</th>
<th>Overall Average Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.75</td>
<td>1.64</td>
<td>1.71</td>
<td>1.39</td>
<td>1.79</td>
<td>2.14</td>
<td>1.75</td>
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</table>

Since this is the initial collection and scoring for Section C of the Synthesis Papers, the faculty will use these results as the starting point for future direct assessments.

**Inter-rater Reliability**

The method of testing inter-rater reliability was recommended to the LYHS faculty during the May 4th, 2018 Assessment training that involved Dr. Heistad and Provost Wohlpart as lead trainers. The LYHS faculty who participated in the scoring process read the Section C of the Synthesis Papers and kept track of the number of times each Section C of the Synthesis Paper was read. If a Section C of the Synthesis Paper was read twice and received the same score in three out of the five areas on the rubric, the Section C of the Synthesis Paper was considered completed. If there were 1-2 areas of common scores, the Section C of the Synthesis Paper was read again.

Of the 7 Section C of the Synthesis Papers scored, six (6) were completed with two readings (60%), and four (4) were completed with three readings (40%).

For final scores on all Section C of the Synthesis Papers, see Appendix E. For individual faculty scores on individual Section C of the Synthesis Papers, see Appendix F.
Appendix A – LYHS Program Learning Goals and Outcomes

The LYHS Program falls under the National Recreation and Parks Association (NRPA) Accreditation Standards. Those standards are outlined below, as well as the LYHS Program Goals and LYHS Student Learning Outcomes.

Accreditation Standards

7.01 Students graduating from the program shall demonstrate the following entry-level knowledge: a) the nature and scope of the relevant park, recreation, tourism or related professions and their associated industries; b) techniques and processes used by professionals and workers in these industries; and c) the foundation of the profession in history, science and philosophy.

7.02 Students graduating from the program shall be able to demonstrate the ability to design, implement, and evaluate services that facilitate targeted human experiences and that embrace personal and cultural dimensions of diversity.

7.03 Students graduating from the program shall be able to demonstrate entry-level knowledge about operations and strategic management/administration in parks, recreation, tourism and/or related professions.

7.04 Students graduating from the program shall demonstrate, through a comprehensive internship of not less than 400 clock hours and no fewer than 10 weeks, the potential to succeed as professionals at supervisory or higher levels in park, recreation, tourism, or related organizations.

LYHS Program Goals

1. Students graduating from the program can demonstrate entry-level knowledge of the nature and scope of park, recreation, tourism and/or related professions and their associated industries.

2. Students graduating from the program can demonstrate entry-level knowledge of techniques and processes used by professionals in park, recreation, tourism and/or related industries.

3. Students graduating from the program can demonstrate entry-level knowledge of the foundation of the profession in history, science and philosophy.

4. Students graduating from the program can design, implement, and evaluate services that facilitate targeted human experiences and that embrace personal and cultural dimensions of diversity.

5. Students graduating from the program can demonstrate entry-level knowledge of operations and strategic management/administration in parks, recreation, tourism and/or related professions.

6. Students graduating from the program shall demonstrate, through a comprehensive internship of 560 clock hours, the potential to succeed as professionals at supervisory or higher levels in park, recreation, tourism and/or related organizations.
LYHS Student Learning Outcomes

Critical thinking

1. Students graduating from the program can demonstrate critical thinking as characterized by the comprehensive exploration of ideas, issues, artifacts, and events before accepting or formulating an opinion or conclusions (Proposed artifact: Case study in LYHS Seminar).

Communication

2. Students graduating from the program can communicate effectively in written form in various formats and styles, to a variety of audiences (Artifact: Synthesis paper in LYHS Senior project).

3. Students graduating from the program can communicate effectively in oral form (Proposed artifact: Recorded presentation in LYHS Internship course).

Content knowledge/ skills

4. Students graduating from the program can demonstrate intercultural knowledge and competence through cultural self-awareness, knowledge of cultural worldview frameworks, empathy, verbal and nonverbal communication, curiosity, and openness (Artifact: Section C of the synthesis paper in LYHS Senior Project course).

5. Students graduating from the program can develop, operate and manage a program (Artifact: Portfolio in LYHS Senior project).

6. Students graduating from the program can evaluate the facility management of a RTCS area or a space (Artifact: Site Evaluation in Areas and Facilities).
Proposed Assessment Plan for Student Learning Goals and Outcomes

- Use the AAC&U Intercultural Knowledge and Competence Value Rubric (Modified) for Direct Assessment. Complete a Direct Assessment during the Fall 2019 semester as the second step in the Assessment Plan.

Fall 2019

- Evaluate 7 Section C of the Synthesis Papers electronically gathered from students, via random selection, at the end of Senior Project offered during the Summer 2019 term.

- Complete a rubric-based scoring session using the AAC&U Intercultural Knowledge and Competence Value Rubric (Modified) in order to assess student learning in the areas provided on the rubric.

- Discuss the Direct Assessment scores garnered from the sample of Summer 2019 Senior Project Section C of the Synthesis Papers, and set specific improvement goals for the academic year based on the data.

- Identify and share resources between students and LYHS faculty members to facilitate work on the goals.

AY 2020-2021, 2021-2022

Continue annual assessment process with the goal of continuous improvement of student learning. The LYHS faculty will identify one of the six LYHS Student Learning Outcomes to directly assess, as well as the artifact to assess and the assessment process, at the beginning of each academic year. As this is the initial attempt at direct assessment conducted by the LYHS faculty, the timeline is subject to amendment.
Appendix C – Copy of Assignment (Section C of the Synthesis Paper)

**Purpose**: The Section C of the Synthesis paper is intended to be an opportunity for you to reflect on the integration of your classroom learning with your practical experiences during internship. It is the culminating effort of your undergraduate career. The guidelines for Section C of the Synthesis Paper are outlined below.

**Leisure, Youth & Human Services Delivery Systems**

Resources: The practitioner understands and uses diverse community, institutional, natural, cultural and human resources to promote and enhance the leisure experience for multiple populations in a variety of settings.

Diversity: The practitioner understands the roles and interrelationships of diverse leisure, youth and human service delivery systems, personnel, and participants and utilizes inclusive practices in the design and operation of LYHS programs, services, and facilities.
Appendix D – Instrument/Rubric for Assessment

INSTRUCTION: Using this modified AAC&U Intercultural Knowledge and Competence VALUE rubric, score the 7 synthesis papers on a scale of 1 to 4 for each of the criteria.

## AAC&U INTERCULTURAL KNOWLEDGE AND COMPETENCE VALUE RUBRIC (MODIFIED)

<table>
<thead>
<tr>
<th>Knowledge</th>
<th>Capstone 4</th>
<th>Moderate 3</th>
<th>Benchmark 1</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cultural Self-Awareness</strong></td>
<td>Articulates insights into own cultural rules and biases (e.g. seeking complexity, aware of how her/his experiences have shaped these rules, and how to recognize and respond to cultural biases, resulting in a shift in self-description).</td>
<td>Recognizes new perspectives about own cultural rules and biases (e.g. not looking for sameness, comfortable with the complexities that new perspectives offer).</td>
<td>Identifies own cultural rules and biases (e.g. with a strong performance for those rules shared with own cultural group and seeks the same in others).</td>
</tr>
<tr>
<td><strong>Knowledge of cultural worldview frameworks</strong></td>
<td>Demonstrates sophisticated understanding of the complexity of elements important to members of another culture in relation to its history, values, politics, communication styles, economy, or beliefs and practices.</td>
<td>Demonstrates adequate understanding of the complexity of elements important to members of another culture in relation to its history, values, politics, communication styles, economy, or beliefs and practices.</td>
<td>Demonstrates partial understanding of elements important to members of another culture in relation to its history, values, politics, communication styles, economy, or beliefs and practices.</td>
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<tr>
<td><strong>Empathy</strong></td>
<td>Interprets intercultural experience from the perspectives of own and more than one worldview and demonstrates ability to act in a supportive manner that recognizes the feelings of another cultural group.</td>
<td>Recognizes intellectual and emotional dimensions of more than one worldview and sometimes uses more than one worldview in interactions.</td>
<td>Identifies components of other cultural perspectives but responds in all situations with own worldview.</td>
</tr>
<tr>
<td><strong>Verbal and nonverbal communication</strong></td>
<td>Articulates a complex understanding of cultural differences in verbal and nonverbal communication (e.g. demonstrates understanding of the degree to which people use physical contact while communicating in different cultures or use direct/indirect and explicit/implicit meanings) and is able to skillfully negotiate a shared understanding based on those differences.</td>
<td>Recognizes and participates in cultural differences in verbal and nonverbal communication and begins to negotiate a shared understanding based on those differences.</td>
<td>Identifies some cultural differences in verbal and nonverbal communication and is aware that misunderstandings can occur based on those differences but is still unable to negotiate a shared understanding.</td>
</tr>
<tr>
<td><strong>Attitudes</strong></td>
<td><strong>Curiosity</strong></td>
<td><strong>Openness</strong></td>
<td><strong>States minimal interest in learning more about other cultures.</strong></td>
</tr>
<tr>
<td>---------------</td>
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<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td>Asks complex questions about other cultures, seeks out and articulates answers to these questions that reflect multiple cultural perspectives.</td>
<td>Asks deeper questions about other cultures and seeks out answers to these questions.</td>
<td>Asks simple or surface questions about other cultures.</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Attitudes</strong></th>
<th><strong>Openness</strong></th>
<th><strong>States minimal interest in learning more about other cultures.</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiates and develops interactions with culturally different others. Suspends judgment in valuing her/his interactions with culturally different others.</td>
<td>Begins to initiate and develop interactions with culturally different others. Begins to suspend judgment in valuing her/his interactions with culturally different others.</td>
<td>Expresses openness to most, if not all, interactions with culturally different others. Has difficulty suspending any judgment in her/his interactions with culturally different others, and is aware of own judgment and expresses a willingness to change.</td>
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Appendix E – Section C of the Synthesis Paper Scores (Overall Faculty Average)

Paper #1 – 1.46
Paper #2 – 1.83
Paper #3 – 2.25
Paper #4 – 1.29
Paper #5 – 1.79
Paper #6 – 2.08
Paper #7 – 1.54
## Appendix F – Direct Assessment Scores (Individual Faculty)

### Rater #1

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Senior Synthesis Paper

Submitted to the Leisure, Youth, & Human Services Division

In Partial Fulfillment of the Requirements for the Course:

Senior Project

By Riley Godfredson

Jesi Wiltse, Agency Supervisor

Oksana Grybovych Hafermann, Ed.D. UNI Faculty Supervisor

Christopher L. Kowalski, Ed.D. UNI Faculty Advisor

University of Northern Iowa

Cedar Falls, IA

August 2019
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Introduction

Over the last fourteen weeks on my summer internship, I have seen how the leisure, youth, and human services profession is continually evolving each day. It seems as if every day technology, social trends, needs of the community and many more, are constantly changing. Everyone that is involved within this field of work needs to have the proper resources, skills, and overall knowledge behind the profession in order to move forward and maintain these consistent changes. Speaking from the standpoint of a future business and leisure, youth, and human services professional, I have realized how important it is to be able to identify the various competencies within the field. Comparing competencies that include the previous knowledge students learn in the classroom, combining them with their internship, then actually applying the competencies learned for the world to see their abilities is what’s most important.

The purpose of this paper is to connect the various competencies within the major of leisure, youth, and human services program to the many different core and elective classes that a student may take at a university. This paper is intended to be an opportunity for me to reflect on the integration of my classroom learning with my practical experiences during this past summer internship to show I have the current knowledge to become a LYHS professional. Overall my internship consisted of operations management, sales & service, planning, programming, events management, networking, and so much more. These last fourteen weeks have helped me understand what it takes to become an LYHS professional, and in moving forward I could thank and credit the University of Northern Iowa’s Department of Leisure, Youth, and Human Services and Lakeshore Cyclery for giving me the knowledge and experience that has helped me along the way to better myself as a young business professional.
Conceptual Foundations
**Historical/Cultural Foundations**

It is not any recent news that leisure has played a role in society for a very long time. Everyone may interpret leisure a little differently, but the purpose of the historical/cultural foundations is understanding the historical and cultural conceptual foundations of play, recreation, and leisure for all the populations and settings. There are many pieces of history one may reflect on, like how did “play” start, or who came up with the term leisure? One key piece of history in this topic that cannot be left out is Jane Addams. She played a large role in the history of leisure and play. Jane Addams was a social worker, settlement activist, author, and played many other roles in the United States including Hull House, which she co-founded in 1889 in the poorest part of Chicago. Jane Addams was just one of many people that are known as the founders of leisure.

When discussing the competency of historical and cultural foundations the one class that stand out to me was Philosophical Foundations. In this class we discussed how women and children were treated back in the 1800’s. Children were forced to work in factories for 12 hours a day and women did not have very many rights. This class helped me understand how things have changed over time and how they used to be to how they are today. I believe Jane Addams was the most influential person we learned about in this class because she stood up for all the people that were brought down by society and made a difference that played a huge impact on future generations.

As a result of taking Philosophical Foundations, I have found a better understanding for the term leisure and play, and how important it is to provide that to the youth of communities. To relate this competency to my internship this summer at Lakeshore Cyclery I can relate to a specific time. Across the street from Lakeshore Cyclery is King’s Pointe Waterpark Resort, and
in the hotel restaurant there is a Hispanic woman that works as a dishwasher. She has been there for many years and does not speak the best English, lives in a low-income neighborhood, and cannot afford a vehicle to get to work. This summer at Lakeshore Cyclery, we provided this woman with a bicycle as a form of transportation. After donating the bicycle to her she was so excited and appreciative of the gift it let her in tears and was extremely grateful. The point of this example is to show that it is important to help others in need, and take the extra step to make someone else's day, just like Jane Addams at Hull House.

**Psychological/Sociological/Physiological Foundations**

This competency reflects on our understanding of play, how recreation and leisure impacts your everyday behaviors, attitudes, outlooks, values, and use of resources. When discussing the major of Leisure, Youth, and Human Services psychological, sociological, and physiological foundations places a large role on individuals and their desire to engage in activities. Looking back to my Intro to Leisure class with Chris Denison, I learned about Nash’s Pyramid of Leisure. This pyramid helped identify how participating in recreational activities can play a role on an individual's psychological, sociological, and physiological state of mind. In Nash’s Pyramid of Leisure there are different states of leisure that identify one's level of interest in leisure. There are positive activities such as biking, hiking, swimming, etc. that all benefit your psychological, sociological, and physiological state of mind along with reducing stress levels. On the other hand, there are also activities that can negatively affect one’s health such as vandalism, substance abuse, etc. these activities can potentially play roles on an individual's mental and physical state of mind.

Working in the bicycle business I was able to easily apply the knowledge I have learned in the classroom and implement it into my work during my internship. One of my many goals
during this internship was to educate our new and existing customers on the benefits of bicycling, not only about the model, style, or price point, but about the physical and long-term benefits of purchasing a bicycle that will last. I have learned in this business that not everyone is fortunate enough to enjoy this leisure activity, but that is why we accommodate to anyone we can, no matter the price range. Other than the whole business perspective of things, I have taken what I have learned in class about the benefits of leisure and worked them into my workday the best I can. It is important to make a living and work for your money, but you also need to make time for leisure. Chris Denison and Rod Dieser both talked about in their classes how important it is to do stuff for yourself sometimes. Whether that is a hobby you enjoy or just hanging out with friends and make some time to participate in something leisure.
Leisure, Youth, and Human Services Profession


**Trends and Issues**

The purpose of the trends and issues competency is to understand and identify contemporary professional issues and trends that affect leisure, youth, and human service agencies. This is a very broad topic to discuss but when specifically talking about leisure, there are some key points to discuss. To some people today they think that there is either no such thing as leisure, or that nothing can affect leisure because leisure is just “something you can do in your free time”. When realistically there are a lot of things that can affect leisure. Realistically professionals in this field run into issues constantly. When I took the course Human Resource Management with Luke Barlett, we discussed many issues and trends in the field of leisure. One specifically I remember was discussing how some of these organizations are not taken seriously enough and do not have enough funding because people think that these are useless programs and are a waste of time. When these programs are designed to help society out. Another topic discussed was how many employers and employees must follow certain guidelines as trends change, for example labor laws, or non-discrimination situations. They topics can change and in some workplaces you may have certain employers or employees dealing with these issues. That is why it is important as a professional in this field to be observant of the constant trends and change in society and make sure that you have the proper education and knowledge to better yourself and everyone around with so you can eliminate the issues.

During my internship I have seen some trends change and some issues occur as a result of these changes. One issue I have seen customers talk about coming into Lakeshore Cyclery or just the bicycle industry talking about are recreational or bicycle trails. Many people are discouraged on riding their bicycles because there are not enough safe traveling trails for individuals or families to use. In Storm Lake, IA (where Lakeshore Cyclery is currently located) we only have
about 6 complete miles of trail, which is not enough to accommodate to the city’s population or tourist population. Currently the bicycle trail only runs the north shore of the lake, and if you want to complete the loop around the lake, then you must take a busy highway on the southside. This makes it extremely dangerous for tourists that are unaware of our current trail situation. In general, there are some surrounding cities that have much more of a trail system, for example, Des Moines, Cedar Falls, Carroll, Lake View, etc. The biggest issue I have seen this summer is that more and more people are wanting to visit Storm Lake because of the lake, waterpark resort, or the University (Buena Vista University), but then get discouraged and will not come to bike here due to the lack of trail systems. In the long run that may play an effect on business at Lakeshore Cyclery. I remember learning about bicycle trails and funding of National Parks in my intro to leisure class with Chris Denison. More and more people are not wanting to use these parks as a place of leisure, so they are slowly disappearing and being turned into urban development locations. This is an issue that I have thought about this summer and wondering the overall impact that these continuously changing trends are doing to the field of leisure and what issues are a result of these trends.

**Professionalism and Ethics**

The purpose of the professionalism and ethics is to understand the ethical principles and professionalism as it is applied to all professional practices, attitudes, and behaviors in leisure, youth, and human services delivery. Personally, I think that this a competency that is important to understand throughout any field of profession or even just in one’s everyday life. There are a few different ways to define the word ethics. In a broad definition ethics, are the lessons or morals that control one's behavior. Now not everyone is perfect, but a good way to have advocate positive ethics is to do the right thing. Sometimes we can get lazy and not always to
what we are supposed to be doing but these are usually the principles that determine who you are, which can say a lot. When discussing professionalism, it means that you are acting presentable, respectable, and of course professional in various situations. Specifically speaking in the workplace setting, it is crucial to be as professional as possible, this includes how you dress, act, talk, etc. One class that helped me get a better understanding of this topic was in Emily Hanson’s Seminar class. I remember learning all the do’s and don’ts of the workplace that included ethics and professionalism, some of the examples are listed above. Other key professionalism tips we discussed involved writing letters, email, filling out resumes, interviews, and so much more. This competency is one that is important to understand no matter which profession one decides on.

At Lakeshore Cyclery we stand out amongst the other area dealers, because of our professionalism, our service, our guaranteed satisfaction, kind and generous staff, and the list goes on. To start off, showing up to work on time with a smile, clean uniform, and proper hygiene is already a given sign of professionalism when entering the building. Having the proper education and knowledge on various topics to help a customer who is unsure about a certain product is extremely important to us. Lakeshore Cyclery has been around for over 35 years, and that doesn't just happen by selling the product. That is a result of professionalism at its finest, we are not your average bicycle store that is just looking to sell you a product to sell a product. The team at Lakeshore Cyclery and I strive every day to implement professionalism and proper ethics throughout the workday, we do not cut corners and slack off, we are on top of everything and work as professional as possible in a timely matter. One of the many things I have learned about professionalism in the workplace is that in a retail business like Lakeshore Cyclery, you do not want to be known as “that salesman” to me, that is not professional, and that person is just at a
job to get paid for the time they have worked and then go home. It is about educating the customer on product knowledge and suiting them with the product that they are looking for. If you must pressure someone into a sale, I believe that is wrong and unprofessional. I was taught that it doesn't matter what price level of bicycle a customer buys, whether it is a $200 or $10,000 bicycle, you treat the customer the same way. Professionalism and Ethics is something that is demonstrated in any field, but to properly understand how to execute the competency is what is key for success.

**Professional Growth**

The purpose of the professional growth competency is to understand the importance of maintaining professional competence and actively seek resources for professional development. Like many of the last few competencies, this is one that no matter what profession you are going into, it is important to demonstrate, this goes to say for both your personal and professional growth. Professional growth helps individuals stay motivated and continue to strive for goals. You will never be a professional in anything if you quit trying. That is why it is important to set goals for yourself to meet, then continue to make more and more, the sky's the limit. Doing this will make you a better person overall and will obviously make you much more successful.

The one class that really helped me on this topic way Seminar with Emily Hanson. She was very stern with her directions and was adamant about being as professional as could be and always pushing us to do the best we can. We had an assignment that were we were told to come up with goals to accomplish before the end of the semester, then when that time came, we looked back on them to see how many we had accomplished. This assignment really helped some students understand how important it is to continue to better yourself, be creative, and step out of your comfort zone a little bit to work towards different goals.
Professional growth for me during my internship was huge. I accomplished everything if not more than what I expected to do this summer. Although this is a family business and I have worked here for several years, I am continuously seeing myself grow more professionally each day. One big example of professional growth I experienced was flying out to Irvine, California to become a Certified Shimano Technician. Shimano is the leading parts company in the world for bicycle components. So, before I was just an average bicycle mechanic, but not I am certified by several different companies including Bosch E-Bikes, SRAM, Cannondale, Shimano, and more. Each day during my internship, I looked for more and more ways to better myself as a young professional and just bettering myself in general. I have a strong passion for this business and the industry, so it is not very hard for me to work harder towards a goal that will benefit me. I’m proud of what I have accomplished so far, and I look forward to seeing what the future brings my way.
Resources

The purpose of the resource’s competency is to understand and uses diverse community, institutional, natural, cultural, and human resources to promote and enhance the leisure
experience for multiple populations in a variety of settings. Resources work as tools you can use to better yourself and grow or to help others that need assistance. The key to using resources properly is making sure you have the right knowledge about the specific resource and whether it available for you to use. I remember learning about a program that the University of Northern Iowa offered in Chris Denison’s Intro to Leisure, Youth, and Human Services class my first semester in this program. He talked about Camp Adventure and how it was an opportunity for students to travel overseas and live on military bases to help parents who are serving our country by watching their little ones. I never realized how many different resource programs The University of Northern Iowa had to offer to students. Chris explained how he was a part of Camp Adventure and has traveled all over the world as an Advisor for this program. Before taking this class I would have never been aware of this resource. I do not plan on joining the military, but this is a resource I will pass on to fellow friends or family looking to join.

At Lakeshore Cyclery this summer I have been equipped with several resources to use as a tool to benefit others. Whether that is educating them on brand of bicycle they were unaware of or the styles of bicycles that are available to them as a consumer. One resource was that Lakeshore Cyclery donated one hundred rear flashing taillights to the Storm Lake Police Department to distribute to riders on the trail that were riding at night with no safety lighting. The police officers would kindly stop individual riders at night and provide them with a taillight for their bicycles free of charge. This is an example of implementing a resource to individuals who are unaware of the dangers of riding a bicycle at night without the proper safety equipment. Another example of providing people with the proper resources this summer at Lakeshore Cyclery is educating individuals on the alternative to riding a two wheeled bicycle. Recumbent trikes have been crazy popular over the last four or five years. The advantage people have with
riding a strike is that they no longer must deal with balance or even the idea of riding a bicycle. It is as simple as sitting down into a complete seat with a backrest, extending your feet forward and pushing forward. This summer we have customized these recumbent trikes to all ages of people no matter the size.

One fit was to a 14-year-old boy with several issues that limited his ability to pedal a two-wheel bicycle. He then walked into the store and we showed him that it was possible for him to go out and ride just like anyone else. We custom fit a three wheeled trike to his size and provided this boy with all the education needed to ride the trike. The boy and his mother walked into the store unsure whether there was an option for him, but I was able to professionally fit and inform him on everything he needed to know. Providing people with the proper resources is extremely important in any profession, but overall as a professional you need to have the proper background knowledge to profess your resources to others.

**Diversity**

The purpose of the diversity competency is to understand the roles and interrelationships of diverse leisure, youth, and human service delivery systems, personnel, and participants and utilizes inclusive practices in design and operation of LYHS programs, services, and facilities. Diversity has recently and will always be a topic talked about nationwide in the news. The topic of diversity is different for everyone and everyone handles the topic differently. No matter who you are, it is important to understand diversity in various settings, whether it is the workplace, at home, school, or throughout the community, you need to be aware. The class that taught me the most about diversity in professional setting was taught by Heather Olsen and was LYHS 2020 Leadership in Leisure, Youth, and Human Services. She taught us that being culturally competent means that you understand and respect others that are different than yourself. In the
past there were times where diversity and discrimination was okay. Things have changed even over the last 10 years. Diversity is something that no matter what the profession is, you need to be culturally sensitive. Dr. Olsen taught us that no matter the disability, religion, race, social class, gender, ethnicity, etc. you need to be open minded and respect everyone because no matter what happens, diversity will always be present. Sometimes we may not always agree with other beliefs or actions, but to me, diversity is just something that everyone needs to understand or comprehend because diversity helps generate new ideas and perspective on many things.

To my knowledge, growing up I did not recognize how much diversity was in my community. I grew up in Storm Lake, Iowa in Buena Vista County, not realizing until about 8th grade that I was in one of the most diverse communities in the state of Iowa. We have two different meat packing plants that have attracted hundreds of people from many different races, religions, ethnicities, etc. Looking back, I think the diversity I grew up around played a positive impact on my childhood development. It has opened me to see how diversity is portrayed in various ways. Growing up in the family business, I have had my fair sure of seeing diversity in the business. It does not matter who walks through the door, me and the team at Lakeshore treat everyone the same. Another thing I have learned about being in the leisure/retail business related field is that you will constantly deal with people that are different from yourself and you just must accommodate to their need’s no matter what. They are coming to you for advice, knowledge, or help and we are here to cater to those needs or wants. Even working with others, it is something that we all learn at a young age, so it should not matter the differences we have between each other, it is just important to all get along. Our country would not be where it is today if we didn't all work together to live peacefully in this great nation. There will always be
some differences between certain groups or individuals, but it is just important to reflect and be respectful and open minded to all types of diversity no matter the profession.
Programming Strategies

Program Design and Planning
The purpose of this competency is to understand and develop, implement, and evaluate successful leisure, youth, and human service programs that meet the needs and goals of diverse individuals and groups in diverse settings. When discussing this competency, it is very important to stay open minded when it comes to ideas. It is also important to be respectful of everyone no matter the age differences, ethnic differences, etc. Program designing and planning in the leisure field plays many different roles. There are many different groups to design, and there are many different planning strategies, but the key is to include everyone. If there is a hand full of individuals that do not fit in with a program, then as a leisure, youth, and human services professional, it is your responsibility to design and plan a program that will accommodate those needs of others.

In the spring semester I was enrolled in a class taught by Rod Dieser, it was called Programming for Leisure, Youth, and Human Services, and in this class we were all divided up into groups depending on our major’s emphasis. I was in the tourism group, and our goal was to design and plan an event/trip to Des Moines in efforts for people to explore the states capitol city. The event was directed more towards younger children of lower income families that were unable to take their children on trips. This was designed to help students explore the state that they live in and see what it has to offer.

At Lakeshore Cyclery an example of a program that I put together was a local Tuesday night bicycle ride. This weekly event was meant to gather local cyclist to come out and ride every Tuesday night in the summer at 6 p.m.. Anyone was welcome to ride along and ride at whatever pace they felt most comfortable with. This weekly ride has turned into quite a success, bringing in on average about 15 to 20 riders a week. The riders ages would vary from low 20’s to 50’s year old of all experience levels. Most weeks the ride would total about 15 miles or so along
with stopping at a few bars and the local marina. My objective for this program was to get out there and help others that struggled or had issues with their bicycles. I enjoyed going out and educating people on proper fit and riding techniques. The turnout of this weekly ride has not only attracted more riders each week, but it has also brought more people into Lakeshore Cyclery to shop products.

**Leadership**

The purpose of the leadership competency is to understand group dynamics and can use various leadership techniques and strategies to enhance participants recreation experiences. One of the many things I have learned about leadership at UNI is that it is important to listen to other opinions and be open to new ideas. It is all about seeing the bigger picture and how you can effectively coordinate directions others while maintaining organization and patience throughout the process. Dr. Heather Olsen taught me Leadership in Leisure, Youth, and Human Services and I could not be more thankful for this opportunity. The class started off a little intimidating and I was not sure about many things, but by the end of the course, I realized that she just pushed me a little bit more out of my comfort zone each day to better myself. I really enjoyed this class and many of the assignments, as it continued to increase my knowledge on leadership in general. Each morning we would start the class out with an icebreaker and each day a different student would have to come up with a game that got the whole class involved, then present it to the class. The idea of this assignment was to get students to work on their leadership skills and direct the class in an activity with clear instructions and a meaning behind the activity.

There were many opportunities this summer that I could elaborate on how I used my leadership skills effectively at Lakeshore Cyclery. I oversaw the service center or repair area at the store. This is where all the bicycle repairs are handled. Some of my general responsibilities
included estimating customers bicycles and diagnosing the issues with their bicycle, ordering new product, instructing other employees what needs to be accomplished checking over new bicycle assembly, and much more. Some other examples of my leadership that stood out the most this summer was organizing and operating multiple events throughout the summer, including the 4th of July Parade, Lakeshore Cyclery’s 25th Annual B-4 Bike Ride, and RAGBRAI preparation. These are all very large and important events for Lakeshore Cyclery each year and this year I was lucky enough to be strongly involved on every event. I learned that communication and leadership go hand and hand and that is it is so important to make sure that everyone is on the same page as you, so you do not have to back track your steps. Without my background knowledge of leadership and how-to formal address others, I do not think that I would be up for the task, so thank you Dr. Olsen for providing me with such a great gift that I enjoy so much.
Assessment, Planning, & Evaluation

**Needs Assessment**

The purpose of the need’s assessment competency helps show the ability to analyze programs, services, and resources in relationship to participation requirements. When I think of
the term needs assessment I can't help to think about my Areas and Facilities class taught by Dr. Olsen. This class was by far the most rewarding class I have taken in my college career. Our semester-long assignment involved designing researching and implementing an area or facility that would benefit a certain community. My group and I designed a 45-page proposal to construct a bicycle/recreational trail around the lake in Storm Lake, Iowa. One of the pieces of this proposal included a needs assessment section that covered the population, supply, and demand analysis of community members throughout the community. We discussed trends that were relevant to the Storm Lake population as well as discussing popular locations that attracted patrons and tourists.

As I came back to Storm Lake this summer to start my internship I brought along my proposal from my areas and facilities class and sat it on the front counter of the store so customers could view my image of what the trail system could be in Storm Lake. This quickly brought attention around the community, and before I knew it, I was on the front page of the paper “Plan A: Loop the Lake”. After this hit the papers I had several people come in just to glance over the proposal and ask me questions about my plans. I would have never had the knowledge to construct such a large detailed plan without the help of Dr. Olsen and her Areas and Facilities class.

**Planning Analysis and Evaluation**

This competency is designed to make sure you have the proper understanding of the principles and procedures for planning leisure, youth, and human services and can assess and
evaluate resources, programs, areas and facilities. I remember in Andy Martin’s Outdoor Recreation class talking about surveys and how they are so important for the longevity of programs. He explained to us that, for example, when Camp Adventure at the University of Northern Iowa plan a trip, that ask the participants to take a survey at the beginning and at the end of the trip and to reflect on what they liked and didn't like. This is a good strategy to see the overall results of the program and to see what they can do better next time to keep the program alive. I also learned in my Seminar class with Emily Hanson all the different forms of surveys and how they can be distributed and what works best. It is important to understand the planning, analysis, and evaluation of the leisure field because there are many people out there that are unaware of the programs that the leisure field provides people to participate in. It is also important to understand the demographics of the area you may be planning to start a program in, so you know the approximate numbers of people that are interested, and they are existing programs that are currently in place.

The last few years Lakeshore Cyclery has been trying to be more involved with the social media side of things as much as possible, this includes Facebook, Snapchat, and Instagram primarily. This summer I have been heavily involved with the content that is posted to these three media outlets. I never really realized how much people appreciate looking at post that interest them. The more people are viewing our post, the more comments, likes, and shares we are getting on each post. This summer I have taken my evaluation, and assessment skills and put them to work. I have recognized over a period what are followers enjoy seeing posted by Lakeshore. These people are leaving reviews, opening messages to ask questions, and have just became more involved with our media pages overall. This is important because it gives you a different perspective on how to view customers reactions. Looking back at the reviews and
comments made by people will help us see all the things they really enjoy and some things that need to be worked on. Overall our social media has boosted many aspects of the business and I am glad that I was able to help with all the activity that pieced our successful pages together.

**Research Skills**

The overall purpose of the research competency is to know the purpose, basic procedures, interpretation, and the application of research and evaluation methodology related to leisure, youth, and human services. The competency does not just relate to the leisure field, it can be addressed to any topic. The importance of this competency is to make sure you understand and have accurate knowledge on a certain topic before moving forward. This process usually takes time but is well worth it in the long run. I learned in my Research and Evaluation class with Kathleen Scholl that you must be precise with your research in order to receive positive results. Research on any topic or in any field for the matter must be precise otherwise you are wasting time. It is important to analyze all the different options for coming to a solid conclusion.

An example from this summer where I used the research competency was at the end of June. I began planning for the Annual B-4 Bike Ride that was going to be on July 14th. I used my research skills to look back on old records for previous attendees to identify a few key things including, the number of participants, the cost, how much supplies was bought, and what route showed the most attendance. I spent days looking back on many different things to see what needed to be changed for this year’s ride. In conclusion, I decided that this year’s ride, being the 25th annual, needed to be beefed up a little bit. So, what I did was hire a band for Wayne, Nebraska to play for 3 hours at the store after the ride, I hired SingleSpeed Brewery out of Cedar Falls, and included 2 more stops along the route for riders to take a break. As a result of these changes this year, the ride ended up being one of the most attendees we have had in 25 years.
with over 175 riders. It was a very successful ride, and I could not have organized and planned out everything if I did not have the knowledge on how to properly research and evaluate an event like this. This was probably one of the most fun events that I have been a part of at Lakeshore Cyclery. And I can only hope that in upcoming years the ride will continue to grow and bring more people every year.
Administrative/Management

**Administrative Skills**

The purpose of the administrative/management competency is that you understand the concepts of organizational behavior, accountability, interpersonal relations, and decision-making strategies. Being organized in the workplace is extremely important no matter what field you are
in. In order to be a professional in any field you must know how to adapt to new technology, be organized, have effective time management and understand strategic planning. Many of the things listed above I learned in my Seminar class. One of our assignments we had to come up with goals and objectives and how to follow them properly. Another useful skill that we acquired during this class was how to effectively write resumes and cover letter for employers. I learned so many ways to search for jobs and how to professionally contact employers. This class was extremely useful and was very interesting.

At Lakeshore Cyclery it is a must that you understand how to use technology. There are several times a day you will be dealing with some form of technology, whether that be the Point of Sale system, the iPad, Smart Tv. etc. these things are used daily. Having the ability to quickly resolve issues that can occur with these systems is very important. It is also your responsibility to be accountable for your own actions. Throughout the summer it was my responsibility to make sure customers were receiving their bicycle back in a timely matter, along with purchasing/ordering new product, dealing with sales and service, helping post material for social media, and so much more. When dealing with all these tasks it is so important to stay organized and provide clear instructions to those that are helping you. I have learned many of these skills required throughout my time at UNI and can thank my Management, Seminar, and Leadership classes for helping me understand these concepts.

**Personnel Management**

This competency relates to the understanding and can apply appropriate personnel management techniques, including job analysis, recruitment, selection, training, supervision, career development, and evaluation of staff, volunteers, and interns. These are all items that help
programs and business operations. Having someone in charge that has this kind of knowledge is very important to the program or business of any field. When you use the term personnel management and apply it to your job, you are pretty much saying that you oversee someone else within the organization. When someone is recruiting, training, or evaluating staff members, it is important to make your they have the proper background knowledge to execute his/her authority.

An example this summer at Lakeshore Cyclery when I applied the skills of personnel management to my internship was handling the training of a new employee. Joe has only been working at the store for about 6 months or so. Coming into the job, Joe had no understanding of how to service bicycles or sell product in a retail store. This is when I applied my knowledge of this competency and put it work. I began working with Joe more and helping him step by step along the way. I eventually trained him to the point where he could assemble bikes without much of my help. This is when I began to evaluate his progress, and once he started to get the hang of things, I started to time him to see how quickly he could complete a bicycle service properly. Overall Joe is doing very well for only being a senior in high school, I will continue to evaluate and supervise his performance, to guarantee everything is operating smooth as could be.

**Operations**

The operations competency to make sure the practitioner understands and can implement principles and procedures related to operations and care of resources, areas, and facilities. The class that taught me the most about this topic was Areas and Facilities taught by Dr. Olsen. We covered many topics throughout this course, but our main objective was to come up with a
proposal to create or renovate an area or facility with then leisure field. This was no quick assignment; we spent the semester long working on this project. It included everything from needs, activity, and site analysis to site drawings, materials, equipment, expense chart, and more. There were many useful topics that were talked about throughout this course that have benefited my understanding of operations in an organization. In order to become a professional in any field you must understand all the necessary requirements to operate a facility. This includes general maintenance, organization, daily procedures and more. Having the knowledge to properly present these skills in professional and organized manner will benefit the organization greatly.

This summer I quickly jumped into the operational side of things. This means I was overseeing the whole operation of the store on multiple different occasions. This included the daily opening and closing procedures, writing up; deposits, checking emails, and more. It had become a routine for me as I would start to open the store each day and do the same thing in the exact same order each day. Daily operations I also oversaw was maintaining an organized showroom floor and that the service area was well kept. One improvement we made this summer to the store was that we seal coated our front parking area with black top. This provides our customers with a much nicer place to park. Then we added to parking blocks across the entire lot. This made the entire property look much nicer. That is an example of how procedures related to the operation and care of the facility where implemented.

**Fiscal Management**

This competency shows that as a professional you understand the various techniques of financing, budgeting, and fiscal accountability within an organization. This is usually one of the most important parts to understand as a professional within an organization that is higher up in command. If you are a general manager, CEO, or owner, this is vital information that you need
to be aware of and know how to handle. For businesses this is what is going to keep your business alive. One key skill that helps with this competency is being well organized and knowing where your company standings financially. Before I was a leisure, youth, and human services major I was a business major for three years, so I have taken many courses that relate to accounting, principles of micro and macroeconomics, money & banking, business statistics and more. I understand the overall concept of fiscal management regarding a business operation.

This summer I spent part of my time working in the office dealing with ordering new product, checking inventory numbers, writing up deposits for the business, and pay bills. For me to be capable to handle these tasks I need to understand where everything was financially within the business. This is important because if something happens or changes dramatically It is important for me to catch on to these issues to correct them. One of the best things I have learned in this area was learning how to deal with accounts receivable and accounts payable, it has made it easier for me to see what is coming and going out of the business. An example of budgeting and financial techniques I used this summer involved our annual bike ride. My job was to look back on previous years to see how much we spent on t shirts, food, drinks, entertainment, etc. then compare it to where we were sitting with our total expenses this year. The goal of s ride though is not to make a bunch of money. It is to bring everyone in the bicycling community together for a fun organized bike ride. When you look at everything for the bike ride, we about break even with the cost to revenue. It is very expensive for us to put on this ride each year, but the business we get in return from the ride help makes up for the overall expenses.

**Promotion and Marketing**

The competency sounds straight forward, but the purpose is that the practitioner can promote the agency, it services, and the profession through appropriate marketing, public
relations, and promotion strategies. There are many forms to promote and market your organization, you can use anything from newspaper articles, radio ads, television commercials to social media outlets, brochures, and of course, word of mouth. Every organization may use a different method of promoting and marketing, but the objective is to advertise the organizations services in the most effective and affordable way possible. In Chris Kowalski’s management class, we had an assignment where we had to go around the Cedar Falls Waterloo area and visit several different organizations and take notes on how they were promoting/marketing their business or organization. The objective of this assignment was to compare how these places used different styles of promoting and marketing. Then we had to pick one organization or business that we thought promoted the best and why. The assignment was something that I thought helped the whole class get a first-person view of how marketing really works. Advertising and marketing is not something that is inexpensive, that is why it is recommended to use social media platforms to help boost promotional ideas since it is practically the only form of advertising that is essentially free.

This summer I was able to have the opportunity to travel to Sioux City, Iowa and visit KTIV News Station. The owner and I were involved in a two-minute television commercial call the Siouxland Business Spotlight. This was an opportunity for us to demonstrate some of the new product that was available for the summer. I demonstrated the brand-new E-Bike (Electric Bike) by Cannondale, called the Mavaro. It is equipped with a Bosch pedal assist unit. It is a comfort style bicycle that includes fenders, headlight and taillight, gel seat, and more. We did three separate commercials this summer that were aired for a month at a time. This was a great resource to help promote Lakeshore Cyclery. Another form of promotion I was heavily involved with this summer was our social media outlets, including Facebook, Instagram, and Snapchat. I
helped with promotion ideas, event planning, and customer appreciation post all summer long that was posted on our social media networks.

**Communications**

The idea of this competency is simple, it is to ensure that as a professional in this field you can effectively utilize communication tools, including computer technology, written and oral communication skills, and audio-visual techniques. Communication is a skill that is important in any situation, it can sometimes take some time to acquire good communication skills. Many jobs require this skill. The class that I learned the most about communication was Leadership with Dr. Heather Olsen. She stressed this topic heavily on class explaining the importance of this skill plays in your everyday life. There are many different styles of communication that can be used and depending on the individual or situation you may use the various types of communication. There is verbal and nonverbal, visual and written communication are the main four types. This is a skill that is important to continuously work on as a professional in the workplace. Learning how to communicate with others will help you deal with bigger situations and move you farther in life.

Working a retail store there is clearly a lot of communication that can occur. Out on the sales floor this summer I found myself speaking with hundreds of new and current customers about product. A lot of the communication I used was verbal and it was to educate the customer on their options of products and what their needs were. Another example of communication I used this summer was working with employees to make sure the staff was all on the same page each day as there were many tasks that needed to be completed. Learning how to talk with other employees is essential to having a successful team. It is also important to be social, reach out and
shake hands with customers and create a relationship whenever you can. This shows your confidence level and will create a less stress fill conversation with one another.
Legal Issues and Risk Management

Regulatory Standards

Regulatory standards is a competency that ensure the understanding of regulatory agents and processes and can demonstrate how to comply with professional, legal, and regulatory standards. No matter what the business is, there are always guidelines that need to be followed. This includes proper records financial statements, tax information and more. Over the past decade or so the government has been cracking down on the requirements for business
operations, the reason being is that there are some people who start their one small business and begin to break the law by doing things outside the regulatory guidelines. The main purpose of these guidelines is to make it fair for anyone to start a business and to ensure the facility is safe. Every operation may do things differently or have different policies to follow, but overall, any organization, business, or program needs to be aware of the current regulatory policies to ensure you are not breaking the law.

In my Intro to leisure, youth, and human services class with Chris Denison, we discussed that depending on the organization or the number of employees, certain places will have less or more strict guidelines. I discovered this summer at Lakeshore Cyclery that because of our location in Storm Lake we must follow some certain guidelines with city policy. We are located on E. Lakeshore Dr. which is across the street from King’s Pointe Waterpark and Resort which is owned by the city of Storm Lake. One of the policies that we must follow at Lakeshore Cyclery is the appearance of our building on the outside. We can paint our building any color on the outside if it is like King’s Pointe. This policy applies to anyway on E. Lakeshore Dr. and its purpose is to make sure everything looks uniform along one of the busiest roads through the city as it goes by one of the largest tourist attractions for Storm Lake.

Risk Management

Risk management is a competency that can apply to any organization no matter what field their in. The purpose of this competency is to make sure the professional understands the principles and practices of safety, emergency and risk management, and can develop and implement risk management plans that ensure the health and safety of participants and staff. No matter what the organization is what it involves, it is so important to understand the risk management measurement that need to be taken to ensure the safety of the workers along with
anyone that enter the doors to your establishment. Unfortunately, this competency can sometimes be taken for granite and that is when issues can occur. It is also important to prepare for anything to happen, you cannot plan accidents, they just happen, and when they do you are going to want a well-established plan. In my Areas and Facilities class, we had an assignment where individual groups were assigned a location within the Cedar Valley to visit. Upon arrival to the site we were supposed to identify the precautionary risk management strategies used. This included proper signage, emergency exits, emergency contact numbers, fire extinguisher, and more. This helped me recognize how important is to have a structured plan for risk management.

Lakeshore Cyclery underwent a renovation a few years back by installing new ceiling, lights, flooring, and displays throughout the entire store. Along with this renovation they added new signage above all the exits that light up and they also added new fire extinguishers plus much more. As part of another risk management procedure we have at Lakeshore Cyclery is that when customers come to try out new bicycles and test ride them, instead of putting them out in front of our store in our busy parking lot with the highway 30 feet from the front door, we have provided our customers with a big open lot next to our building that a zero traffic for our customers to ride it. One top of some of those risk management procedures we have at Lakeshore, we strongly push bicycle safety, this may seem obvious as I talk about working at a bicycle store, but we cannot stress enough about how important it is to have the right riding gear to protect yourself out on the road or on the trails. Our goal is to educate people on the proper safety techniques while riding and what gear is necessary. We stress the use of helmets, bar end mirrors, headlights, and taillights are just naming a few.
Area of Professional Interest

**Tourism**

Although my emphasis is tourism, I didn't not specifically take a course that was strictly based on tourism. However, a lot of different classes touched on the topic of tourism. The class that I think was most related to my emphasis of leisure was LYHS 2010 Intro to Leisure, Youth, and Human Services with Chris Denison. He explained how important tourism is to the leisure field and how it plays specific roles in different communities. There is so much that can be talked about with tourism and leisure combined. I chose the emphasis of tourism because I already have an Associate of Arts degree for Hawkeye Community College in Business Administration and am now going to receive a bachelor’s degree in Leisure, Youth, and Human Services from the...
University of Northern Iowa. I like the combination of the two because they are both something that I can take to various locations and hopefully be successful. Tourism is an interest of mine because I enjoy traveling to new places and exploring what is out there in this big world. After traveling abroad in May of 2018 with the Study Abroad program at UNI, it really caught my attention of tourism program. I never realized UNI had a leisure department until I investigated it the summer of 2018 and then I knew where I needed to go.

Reflection

After transferring from Hawkeye Community College to the University of Northern Iowa I had full intentions of continuing my path in the business field. I then decided to major in Business administration for a year at UNI and then decided that the College of Business wasn't for me. I have a close hometown friend that was a year older than me and was majoring in the exact same thing. We both went Hawkeye and transferred over to business, shortly after is when he introduced me into the Leisure, Youth, and Human Services Department. I never know this great department even existed on UNI’s campus but looking back this was by far the best college decision I could make. Once I started in the leisure department in the Fall of 2018 My advisor
Heidi Seeger and Christopher Kowalski were right on top of everything for me and directed me perfectly in the classes that I needed in order to be done in a year. The first impression I had of the Leisure Department overall blew me away with their kindness and respect.

Then I started classes, I wasn't sure what I was getting myself into, but I just took week by week. Each week I began to learn more and more about all the different departments that make up the LYHS major. All my professors were extremely caring and willing to help me anyway they could. This major has helped structure me personally and more professionally in many ways. I have experienced so much about LYHS in just one short year. The time went by so fast and I cannot believe it is over. Looking back, I do not think I would have changed anything about my college career other than not discovering this department sooner.

**Future Steps**

My future include continuously using my skills and knowledge learned from the University of Northern Iowa in the departments of business and leisure to better myself professionally, and personally. Since I have collegiate experience in both field I will hope to continuously see myself grow personally also. Each of the classes I have taken at UNI I believe will benefit me one way or another in the long run. I have had a long complex four years of college, looking for the best possible solution to fit what I plan to do in the future. Things began to smooth out and make more sense once I decided to move into the leisure department. I am extremely fortunate to have found this amazing major, and I am even more fortunate to have the professional and knowledgeable staff teach me along the way.
As I plan to continue my position at Lakeshore Cyclery I hope to one day move up into an ownership position and open a second store in a new location. Undetermined where I will live will be decided on what is the best location for the business. I am excited to see where the future goes with myself and the business. My goal is to remain in the bicycle industry and retail business side of things if possible. I am excited to see what this industry has in store in the future.

Conclusion

This final internship report has reflected the competencies and skills I have acquired, not only at the University of Northern Iowa, but throughout my entire college career. I could not thank the Leisure, Youth, and Human Services department enough for all their strong efforts to help me in any way possible this past year. I have met some amazing people at this university and most of them coming from this department. As I continue to grow personally and professionally I will cherish all the skills, knowledge, techniques, and of course all the people that have helped me along the way. My entire experience at the University of Northern Iowa is one I will never forget. Through all the long assignments, projects, papers, and tests, I believe
this university has developed a well skilled and proud alumni. Thank you to the University of Northern Iowa, it has been a great ride and I will always be proud to be a Panther, Go Cats!
Appendix G – Sample of Student Work (Moderate Level – Highlighted Text is Artifact for Assessment)

MY SENIOR SYNTHESIS

A PAPER

SUBMITTED TO THE LEISURE, YOUTH, AND HUMAN SERVICES DIVISION

IN PARTIAL FULFILLMENT OF THE REQUIREMENTS

for the Course:

SENIOR PROJECT

by

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CEDAR FALLS, IA

AUGUST, 2019
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Introduction

The leisure, youth, and human services profession is one that requires tremendous skill and knowledge to be able to adhere to the needs of the community. As a future nonprofit professional, I have been learning about what it takes to meet societal demands and how I can make the best change possible to meet them. I have been able to do this by identifying the various competencies and matching them with my classroom knowledge, as well as my internship experience.

The purpose of this paper is to match the leisure, youth, and human services competencies to the many classes that I have taken throughout the duration of my college career, as well as the experience I have gained throughout the few months of my internship. After engaging in core classes and the required internship, I have found out how important it is to identify these competencies, so I can be prepared to step into the nonprofit field.

Conceptual Foundations

Historical/Cultural Foundations

As I went through my internship process at the YMCA, I have been able to understand the historical and cultural conceptual foundations of play, recreation, and leisure, not just for the YMCA, but for all populations and settings. Throughout my internship, I did many things that introduced me to new people and settings, which allowed me to better understand the foundations of why kids play the way they do and why it is important for everyone to have recreation and leisure.

I learned this specific competency from my Philosophical Foundations course back in the fall of 2017. During this class, we spent a lot of time learning about play, recreation, and leisure, which helped me to put it into practice throughout my internship. An assignment where I learned about these things, included writing a paper about the leisure perspective at Mayo Clinic. Many hospitals do not have the entertainment some patients need to keep their stress levels low and keep them entertained. While some
hospitals have small things to help patients keep entertained; there are many patients who have to stay in their beds most of the time and feel like they are not in control of anything happening to them. Because of taking this course and being able to step into an internship where I am required to put my knowledge to the test, I have been able to incorporate this learning into all of the child care programs I have worked in. When working with children, I have had to find new games and activities to keep their interest peeked because, I have noticed, it does not take them long to get bored of an activity. Every child needs to have play, recreation, and leisure incorporated into their daily schedules to be able to properly function.

**Psychological/Sociological/Physiological Foundations**

While working for the before and after care school program and the summer academy program, I have been able to learn the significance of play, recreation, and leisure throughout the life cycle, relative to attitudes, values, behaviors, and use of resources. When thinking back to my college classes, I recall learning this competency from my Intro. to Youth Development course. Many things we covered in that class included mentoring youth, the history of youth development, play, and their moral identity development. We did not have many assignments within the class, except for the two articles we had to find and write a summary and review about. However, when children are in environments where it involves play, they have to be prepared psychologically, sociologically, and physiologically to step into that kind of environment. We have to let children make their own decisions when playing and give them different choices they can make, so the children can be challenged, while enhancing their understanding.

I have put my learning into practice by consulting with my other team members to create new schedules for the children and allow them to engage in different activities. Since the children at summer academy were getting bored with the same old routine, we were able to modify our schedule to keep everyone’s interest peeked. While it can be difficult to keep everyone engaged, my team and I were able to put together high to low activities for the children, including gym and outside time, mindfulness, where
we put on relaxing music while the children lie down, and activities, such as picking up trash outside and helping teachers with small tasks.

**Leisure, Youth, and Human Services Profession**

**Trends and Issues**

When thinking about trends and issues the Y has had to deal with, I realize how it can affect leisure, youth, and human services agencies. Any nonprofit agency has the issues of dealing with how to keep their donors, unsatisfied members, how to keep programs running, and how well staff within the office communicate with one another. As I went through most of my internship, I learned how much the Y struggles with keeping up satisfactory communication and keeping programs organized.

I learned this competency from my Principles of Nonprofit Organizations course. In my Principles of Nonprofit Organizations class, I was able to go out and volunteer at the Food Bank and participate in many activities. I was able to learn all about the issues nonprofits can go through and how difficult it truly can be to keep a nonprofit organization financially stable. Also, I participated in an assignment where I was able to interview the Executive Director of the YWCA. In this interview, I was able to ask her various questions about her organization and some things that her organization was maybe struggling with. Since I was able to learn about certain trends and issues, I have been able to apply this knowledge to my internship. When I have noticed the communication issues other staff members would be having, I would be able to intervene and try to help the situation in any way I can. While I have not had a lot of practice with helping in fundraising and keeping their organization stable; I have been able to participate in community events, where I have been allowed to help serve the YMCA population.

**Professionalism and Ethics**

While having to work with many different people within the Y, I learned more about the ethical principles and professionalism as it applies to all professional practices, attitudes and behaviors in leisure,
youth, and human services delivery. When thinking about this competency and relating it back to my courses, I realize that I learned it from many courses. I gained this knowledge from Principles of Nonprofit Organizations, Nonprofit Leadership Practicum, Levels I and II, Human Identity and Relationships, and Leadership in Leisure, Youth, and Human Services. Some certain assignments I did, included doing service projects within our community for my Leadership in Leisure, Youth, and Human Services, Principles of Nonprofit Organizations, and Human Identity in Relationships classes. I was able to walk into these organizations and learn about their professionalism, when it comes to their certain attitudes and behaviors and how they deliver those to people who walk through their doors.

Not only did I notice these things, but I noticed their professionalism when it came to the decency of their building and how they held themselves as professionals. In addition, I have been able to take these observations and apply them to my internship. I notice that each Y staff members carries themselves differently and how they choose to represent the Y. Since I have worked with many different people, I have learned how I should and should not act towards others. People do remember how you treat them and others around you, which is why it is important to remember the principles the organization has.

Professional Growth

Throughout my time at the YMCA of Black Hawk County, I was constantly seeking resources for my own professional development. The course I learned this the most, was from my Nonprofit Leadership Practicum, Levels I and II. While attending conferences, such as the Alliance Management Institute and the Civic Action Academy, and doing service projects for these two courses, I was able to learn what my passion is and how I should be maintaining my professionalism. I should always be wearing nice clothing, speaking politely, and getting along with others, no matter what, because you will gain more respect when you are looking professional and having a professional attitude towards them.

I have been using this new knowledge in my internship by continuously asking questions when I do not understand something and making sure I am doing what I can to gain people’s respect. Not just
throughout my internship but through others jobs I have held, I have constantly been noticing how people hold themselves professionally. My site lead for summer academy was using foul language with me the first time I ever sat down with her. On the other hand, I have had people who are almost too professional with me and do not try to make small talk with me. This internship was great for me to understand other people’s professionalism and how I want to maintain mine.

**Leisure, Youth, and Human Services Delivery Systems**

**Resources**

A class where I have learned this competency was in my Planning Strategies course. In this course, we spent a lot of time with learning about how to create a good experience for a diverse population and how to work with diverse types of people. One assignment included working with a partner to go visit a program within an organization to see who they were teaching and what the program was about. During this experience, I was able to learn how to accommodate to everyone’s needs, no matter who they were and what type of environment I was in. Furthermore, because of learning how to accommodate to everyone, I was able to use this knowledge and incorporate it into my internship. Since I have had a lot of experience with working with diverse communities, I was able to bring in new and different activities and games to use within the kids programs I helped to lead. I was able to help create a new schedule for the academy program and help teach the other staff members how to communicate with the children who had behavioral issues, or had intellectual differences. The children had a lot more fun towards the end of the program because of knowing how to use the different resources and applying them into the program.

**Diversity**

Throughout my internship, I was able to further understand the roles and interrelationships of diverse leisure, youth, and human service delivery systems, personnel, and participants, which allowed
me to utilize inclusive practices in the design and operation of LYHS programs, services, and facilities. When recalling back to my college courses, I remember learning this competency from my Principles of Therapeutic I course. I have learned this from many courses, but this is the course I remember learning it from the most because of how it focused on mentally disabled individuals. I remember doing some volunteer assignments, where I helped to facilitate the soccer and bowling events for some mentally disabled people. There, I was able to learn the most about diversity and how things need to be modified for different types of people. When applying this knowledge to my internship, I realize how much I had to modify certain activities for some kids I worked with. There was one kid in the summer academy program who struggled with ADHD and autism, and my team and I were constantly having to do one-on-ones with him and figure out how to get him to easily transition from one activity to another. Furthermore, I helped him by making sure he was being included in all aspects. I wanted everyone to let him play games with them, but I also wanted him to know that he does have consequences like anyone else. While he has these special needs, he should always be treated like a normal human being.

**Programming Strategies**

**Program Design and Planning**

While I have not yet planned a whole program, I was able to help others develop, implement, and evaluate successful leisure, youth, and human service programs that met the needs of diverse individuals and groups. A course where I learned about program design and planning, was in my Programming for Leisure, Youth, and Human Services class. At the end of this course, everyone had to participate in a program proposal group assignment. We had to pick an organization where we wanted to implement a program or big event, pick when we wanted to have it start and end, and figure out all the small details to make it run smoothly. This assignment took a lot of planning to make a budget, figure out the food for each day, and plan for the daily schedule and items needed. This course and assignment helped me greatly to know how to develop and implement a successful program. When I started my internship, I almost
immediately started helping my summer academy site lead to plan for the daily schedule. Eventually, I took on my own duties like going shopping for needed items and planning for my own club to facilitate when academy started. As summer academy went on, I helped my team to plan the daily schedule each day and make sure we were mixing up our activities and making modifications as needed. Thankfully, I had my programming course and other relevant experience to help me know what needs and goals needed to be met for the academy program.

**Leadership**

Over the course of my college career and internship experience, I have been able to better understand group dynamics and how to use different techniques to enhance participants’ recreation experiences. A course I learned a lot about leadership was in my Leadership in Leisure, Youth, and Human Services course. During my time in this class, I participated in a couple different assignments that helped me to gain more knowledge on this competency. These assignments included the Special Event Project and the Song and Activity Leading project. During these two assignments, I had to take the lead and make sure certain parts of the projects were getting done. I lead my own song in front of the entire class, which included giving thorough instructions beforehand and making sure all participants had a fun time. In the other project, I was in a group, where we all had different roles to play. Since we had to go and lead an activity at an organization, it took a lot of time and planning on our part to make sure we had everything we needed.

The ways in which I put this learning into my internship experience, included leading my own family group during summer academy and taking the lead on the parent involvement night event. For this event, I had to send out a flyer to parents with the needed information, find who could come and cater the event, keep in contact with the summer camp staff for various things, make an event program, buy items for the craft activity, and buy sides for people to enjoy with their main course. Everything that I did to
lead the parent involvement night event and my ten kids at academy, took a lot of time and effort to make sure nothing went sideways.

**Assessment, Planning, & Evaluation**

**Needs Assessment**

As I went through my internship, I had to analyze certain programs, services, and resources the YMCA would offer to participants. I had to take a step back and realize what the Y was wanting participants to do, when it came to engaging in the games and activities provided, so I could properly plan for each day. When it comes to thinking back to my college courses, I realize that my Research and Evaluation and Areas and Facilities courses are where I learned this specific competency. In my research class, I participated in creating a survey to distribute out to college students around campus. Afterwards, I brought my data back to class to analyze it with an online system. Doing this assignment helped me to learn how to analyze certain programs and services that are offered to participants, which helped me to use this knowledge in my internship. In addition, in my Areas and Facilities class, I had a few assignments where my group and I would go and visit nearby facilities to learn about what they offer and view their building structure. This course also helped me greatly to analyze a building’s structure to see if it can appropriately do what it should be doing for their members.

Throughout my internship, I had to help plan for the summer academy program and analyze it daily to make sure staff members, and the program itself, were doing what it was supposed to. There were times some staff members were not serving the children the way they should have been, and I have been able to report these issues to my supervisor and discuss them with her. While the academy program is a wonderful program, there were many times it was hurting the children more than helping them because of how unstructured it was.
Planning Analysis and Evaluation

This specific competency is one I learned greatly about in my Areas and Facilities course. During this class, I spent a lot of my time going to facilities and touring them and doing my own project, where my group and I decided to create a whole new Ankeny YMCA. My group and I spent a lot of time figuring out what the need was, where exactly the building would go, the layout of the Ankeny YMCA, and what programs and services we wanted our members to have. Our group had to also take time to assess and evaluate resources that would be given to our members and where we would place emergency exits signs and other safety signs to keep our members aware and safe, in case of an emergency. When it comes to my internship, I was able to use this competency knowledge by keeping aware of any signs that were in the building of the YMCA and Becker Elementary. I was always on the lookout for anything that would pose a threat to other people around me and, if there were any threats, to get rid of them as soon as possible. In addition, I was able to help plan certain services to the members of our community by putting on community events and helping to lead summer academy. I now better understand how to get the appropriate services for the members of our community.

Research Skills

The course where I was able to first learn this competency, was in my Research and Evaluation course. Not only was I able to participate in creating a survey, distributing it out to students around campus, and analyzing the data I gathered, but I was also able to participate in small classroom activities that helped me to better understand how to analyze data and then use that data to enhance leisure, youth, and human services within an organization. Analyzing the data I gathered through an online system also helped me to better understand how to use advanced systems on a computer, which, therefore, helped me to expand my computer-based knowledge within my internship. During my internship experience, I was on my computer a lot doing online trainings and helping to do small administrative tasks for my
supervisor. While doing my computer-based tasks, I was able to increase my statistical techniques by viewing and working on the youth development department budget.

**Administration/Management**

**Administrative Skills**

The course where I learned about this competency the most, was in my Seminar in Leisure, Youth, and Human Services class. Some assignments that helped me to understand organizational behavior, accountability, and decision-making strategies included my goals and objectives, philosophy paper, professional skills and competencies narrative, and my portfolio. All four of these assignments required me to keep my thoughts organized while writing these papers, hold myself accountable for writing the truth, and be serious about getting an internship for the summer term. During my internship, I also had to hold myself accountable for staying on top of my tasks and completing them in a timely manner. Towards the beginning of my internship, I had my supervisor and her assistant ask me to do small administrative tasks for them. I helped to file the summer camp and summer academy’s staff important information into folders on my email and manila folders. I also had to make my own decisions on a daily basis with how to make the best use of my time. There were many days I was not sure what tasks they had for me to do, so I had to do my best to go through my organized folders and find things to keep me busy. While I had to hold myself accountable, keep organized, and make my own decisions, I also had to maintain relationships with everyone in the office, even if we did not get along the best. I was able to set myself aside from that and use everyone as a positive resource.

**Personnel Management**

When reflecting back on my college courses, I remember learning this competency from my Management of Leisure, Youth, and Human Services class. During every class period, we would go over more slides in our PowerPoints and discuss with a partner some questions our professor would give us.
While I do not remember a specific assignment that had to do with this competency, I do remember having to constantly discuss with our partners the information we just went over and why the recruitment, selection, training, supervision, and evaluation of staff is so important. When referring back to my internship, I realize how important it is to supervise and evaluate all staff members. There are some staff members who may look great on paper and who are great interviewers, but, when it comes to actually working, they slack off and do not do what they are supposed to do. From my short amount of time being with the Y, I have noticed some staff members who are not great at providing consequences and establishing boundaries with children. The leadership team, as well as other staff members, need to be aware of what other staff members are doing to prevent any serious issues from arising, which could result in crisis emergencies.

**Operations**

When I look back on my college courses, I remember learning this specific competency from my Areas and Facilities class. During my time taking this course, I was able to participate in some big assignments, such as going to different facilities to tour them and seeing what they do to take care of their resources and my project proposal, where my group and I created a whole new Ankeny YMCA. I learned the importance of placing things strategically within a building, so that, it is modified to benefit the people in the safest way possible. When relating this course back to my internship, I was able to notice where everything is placed in a building and if it is benefitting the customers or not. For example, I was able to look for emergency exit signs in Becker Elementary and things that could possibly harm the children. When noticing possible issues around a building, I would take precautions by removing the harmful objects, so others would not get hurt. At first, I did not think my Areas and Facilities course would come in handy, but, ever since taking this class, I look at a building much differently every time I walk into one. Because of this course, I am able to implement the necessary principles and procedures to make sure the care of resources, areas, and facilities are of most importance.
Fiscal Management

After going through my internship experience, I am able to relate this competency back to my Financial Resource Management course. While taking this class, I participated in some budget making assignments that helped me to learn about various techniques of financing, budgeting, and fiscal accountability over the course of my internship. While I am not the best when it comes to numbers, I was able to learn about how to shop for needed items within the youth development department and why it is important to keep track of how much you are spending. During my internship experience, I bought items for summer academy and the parent involvement night, which made me be careful not to spend too much on items for these occasions. Also, I was shown the youth development department budget, where my supervisor discussed it with me and why things were the way they were within it. I was able to ask many questions about the budget, so I could better understand how one works when it comes to having to create my own one day within my future job.

Promotions and Marketing

During my college career, I learned a lot about promotions and marketing in my Introduction to Leisure, Youth, and Human Services course. The only assignments we did within this course had to do with writing up reflections about the tours of facilities we went on. During these tours, our guides were able to teach me how to appropriately promote an agency and the services it offers. I was able to look at the buildings and certain promotional signs around it to see if it was attracting customers or not. I was also able to learn this competency from my Human Resource Development course. While attending this class, we spent a lot of time going over PowerPoint slides and having speakers come in to talk to our class. I was able to learn how to use various marketing tools to promote events, which I was able to use this knowledge for the parent involvement night event that I held. I sent out a detailed flyer to all the parents to help promote the YMCA and the event we were going to be holding. Also, at the end of June, I helped to promote the Y by volunteering at the lemonade stand at the Sturgis Falls Celebration. Here, I
was able to communicate with community members about what the Y does and how we benefit the whole community. I was grateful to have various events, where I was able to learn about marketing, public relations, and promotional strategies.

**Communications**

The course where I learned the most about utilizing communication tools was in both of my Nonprofit Leadership Practicum classes. I was able to participate in fundraising efforts, where I would make phone calls and do in person asks to local donors. In addition, I went to a couple conferences, where I worked on my communication skills to gain relationships with other Nonprofit Leadership Alliance (NLA) members and speakers who came to the conference. This course provided me with so many opportunities to practice my communication skills, as well as my written communication skills because of how many assignments I would have to do over the computer. When I went through my internship, I was given many opportunities to communicate in different forms. I helped to lead interviews, where I communicated with the person being interviewed about the questions he/she was being asked, and I also sent many emails out to Y staff members and community members about certain events going on. Finally, I was able to participate in the summer academy program and before and after school care, where I communicated with many different children and parents in hoping I would create relationships with all of them.

**Legal Issues and Risk Management**

**Regulatory Standards**

The course in which I learned the most about regulatory standards was my Human Resource Development for Leisure, Youth, and Human Services class. We took a lot of time in this course to talk about the professional, legal, and regulatory standards within an organization. An assignment where I was able to learn about this competency was an extra credit opportunity I decided to take, which included
attending a city council meeting and writing a reflection about it. During the city council meeting, I was able to learn the professional and legal standards that city council members have to constantly comply with. They have to deal with many people during these meetings who maybe do not comply with their rules, which makes it difficult for them to address everything on their agenda. Because of this assignment and this course, I have been able to learn how to comply with the standards at the YMCA. I am constantly having to make sure I am doing what I am supposed to, which means speaking to everyone in the right way, dressing appropriately, and working in a way that compliments the Y and their standards. I am not able to pick out one thing in my internship where I was able to learn about this because I was able to learn about it throughout my entire internship. My supervisor did an amazing job in helping me to maintain my professionalism and making sure I knew what was going on at all times, so I could practice the standards held at the Y.

**Risk Management**

The first class in which I learned about this certain competency was my Leadership in Leisure, Youth, and Human Services course. During my time attending this class, we took a couple weeks to go over risk management and how to implement risk management plans. An assignment where I learned about risk management was the Special Event Leadership Activity that we had to do within our community. My group went to a nursing home to do a Halloween activity with the elderly, which included choosing the appropriate tools and the room to use to keep the patients safe. We made sure the tables were spaced out enough for people in wheelchairs to maneuver around safely and that the activities we provided them with were easy for the patients to do by themselves. Also, we made sure that any harmful, or bothersome, items were out of the way for when we had many people in the same room at once. On the other hand, when it comes to my internship, I have been able to take that knowledge from this course, and apply it into the summer academy program. At the beginning of each day, I would make sure each room being used that day would be cleared out of all harmful objects. My team and I would be careful to prepare each activity and make sure the children are as safe as possible when engaging in high
and low activities. The summer academy program helped me to learn a lot from many different areas, especially when it came to risk management and implementing safety procedures.

**Area of Professional Interest Competencies**

**Introduction to Youth Development**

My Intro. to Youth Development course is one I have pulled a lot from throughout my entire internship process. One key concept I learned from this course was giving children less guidance as they grow and the collaboration between adults and youth. When it comes to guiding youth less as they continue to grow, we need to do it in a different way. We do not need to hold their hand through everything, but we can be there as they are going through a conflict they cannot solve, or are unable to do something for themselves. We should not be there to solve every little problem of theirs, but we can always guide them in a positive direction in hoping they can figure most of it out on their own. I was able to grow in this area through summer academy and learn what I should do for them and what I should not. There were times that maybe I overstepped, but I was able to learn from that and figure out what the children needed help with and what they could do on their own. When it comes to the collaboration between adults and youth, there should always be a balance. Adults need to do their best to scaffold youth’s understanding and decision making. When doing this, adults should remember their organizations policies and be able to remain playful when doing so. We should be striving to build relationships with the children to make them feel more comfortable, but we should know our boundaries. Adults should not be getting too close to the children, so they do not grow attached, where it is difficult for that child to detach from the adult. When working with children, adults need to be careful about what types of relationship they are building.
Nonprofit Leadership Alliance

One key concept I learned from my Nonprofit Leadership Alliance’s courses, is how important it is to network with people and create relationships with them. During the Alliance Management Institute and the Civic Action Academy, I did a lot of networking with nonprofit professionals and other NLA members. Both of these conferences lasted for a couple days, and I was able to learn from many different speakers about nonprofit organizations and what we can do to help change the world for the better. I did my best to make sure I was communicating with others and trying to establish solid relationships to help myself to get a job in the future. When it comes to working at the Y, I have done the same thing in trying to create solid relationships with all the staff members and the children whom I worked with during this summer. Because of the knowledge I learned from NLA and the relationship I made with my supervisor, I was offered a job at the Y by my supervisor. I was able to grow in my leadership skills tremendously because of this internship and all the knowledge and experience I gained from it. I am thankful for the NLA courses I took and what the people at the Y have done to help me succeed.

Principles of Nonprofit Organizations

One key concept I learned from my Principles of Nonprofit Organizations course was the three levels of planning. These levels included organizational, program, and individual planning. Organizational planning is long range and involves strategic planning, program planning includes only staff and volunteers, and individual planning includes work plans and schedules between oneself and their supervisor. I was able to learn a lot about all of the types of planning when planning within my internship, which is why this course has related so well to my internship experience. During my internship, I helped other staff members to plan for the summer academy program, but I also planned individually within the program and outside of it. I planned my own club for a few weeks for the children to engage in, and I also planned a parent involvement night completely by myself for the summer camp children and their parents. The planning of a program, or event, takes a lot of time and effort to be able to pull it off successfully,
but, with my prior knowledge from this course, I was able to take the lead on these assignments with little assistance.

**Reflection**

As I reflect on the integration of my classroom learning and the practical experience from my internship, I have been able to grow professionally and personally. Throughout my time of being a student, I have noticed how much my self-confidence has grown because of the hands-on experience and the people I have been given the opportunity to work with. My whole life, I was never that confident in the work I was doing, or anything I would do for that matter. However, because of my core classes and the opportunities I was given within them, my self-confidence has boosted tremendously. I now take on assignments by myself and am not afraid to take the lead on them, like I used to be.

When it comes to my professional life, I have noticed how much I have grown in my leadership and conflict resolution skills. Before all of my classes and my internship, I was the person to let other people take the lead on pretty much everything. I was never comfortable being the leader because I feared that I would mess something up and would not do things how other people would want them done, so I always stepped back from that position. In addition, I was not that great at solving problems and making changes to my schedule, or to something I was working on. Yet again, I would let other people make the decisions about something that needed to be changed, or a problem that needed to be fixed between people. As I have went through my internship, I have noticed myself taking the lead on every assignment given to me, confronting problematic situations, and being able to easily change things that need to be changed. My supervisor has complimented me many times throughout the last month of my internship, saying how much I have grown from the beginning of my internship, to the end. Without the experience I have received from my college classes and my internship, I would not have experienced this personal and professional growth that I have.
Future Steps

I intend to apply what I learned during my college career by holding myself accountable for my personal and professional growth and making sure I continue to grow in a way that reflects what I learned in my college classes and my internship. At the beginning of my internship experience, I was not sure how I felt about it and was honestly nervous for how it was going to go. I feared it would not help me to grow in the way I wanted to, but I was wrong. My internship helped me to grow in the most amazing way possible because of the opportunities my supervisor gave me. Furthermore, I will remember what my professors taught me about the nonprofit sector, myself, and life. Many of my professors spoke a lot of truth into me about how much I will succeed in my future jobs, and I will do my best to look back on the information I learned from those classes and the words spoken to me by my professors.

Not only was I able to learn valuable information from my classes, but I was able to learn about life and the hardships that come with it as well. My professors were more than just professors to me; they were someone I could depend upon for many things. Not only could I go to them about problems that were going on within their class, but I could go to them about some of my life problems as well. I was always lifted up because of how compassionate all my professors were, which is something I will be able to carry with me in my future jobs. I learned a lot from my classes and my internship, such as communication skills, leadership skills, conflict resolution skills, building relationships with everyone, and many more things that I will be able to practice every day of my personal and professional life.

Conclusion

The classes and required internship the leisure, youth, and human services students participate in help to shape us into the people we should be when going into such a field. This field requires a person to have a lot of prior knowledge, instead of stepping into it without knowing what should be done and how you want to make positive changes within your community. Not only do these competencies help to prepare young professionals for the workforce, but it teaches them how to grow professionally and...
personally and how to use newfound skills in a job setting. Now, because of the experience gained from my courses and my internship, I better understand how to meet community needs and what I can do to make sure my organization is doing what it should be doing. After understanding the competencies of the leisure, youth, and human services profession and engaging in many different activities within my internship, I am ready to step into the nonprofit field as a true professional.