

# Internship Assessment Redesign: Design Brief

## Overview

This brief documents a proposed redesign of a clinical internship program's feedback and assessment system. It describes the current survey, explains the problems it creates, details the proposed solution, and provides the full text of all new survey instruments and associated emails.

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## Part One: The Current Survey

The existing assessment is a single exit survey given to interns at the end of their placement. It has **33 questions**, all optional, with an estimated completion time of **15–20 minutes**. It consists of 21 open-ended text boxes and 12 rating scales (one per seminar attended).

The survey covers a wide range of topics: supervision experiences (individual, group, and observation-based), seminar ratings, client services feedback, and interns' future career plans. It asks for the intern's name and date at the outset, making it identifiable rather than anonymous.

A representative sample of questions from the current instrument:

- *What was the most meaningful aspect of your supervision experience?*
  - *What do you think clients need more of?*
  - *How did clients respond to having you shadow/observe sessions?*
  - *What are your next professional steps?*
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## Part Two: Why the Current Survey Isn't Working

The existing survey has three core problems:

- 1. Low and unrepresentative completion rates.** A 15–20 minute survey with 33 optional questions — and no required fields — predictably produces low response rates. The data collected reflects only the interns motivated enough to finish, which skews results and reduces reliability.
- 2. Vague, hard-to-act-on feedback.** Open-ended questions like *"What are your thoughts on group supervision?"* generate narrative responses that are difficult to aggregate, compare across cohorts, or use to make specific program decisions. The data is rich but not strategic.

**3. No baseline measurement.** Because there is only an exit survey, there is no way to measure how much interns actually grew during their placement. Without a pre-placement snapshot, the program can document opinions but not outcomes. This limits its usefulness for grants, accreditation, and recruitment.

**4. Not fully anonymous.** Asking for an intern's name at the outset — even if labeled "optional" — discourages candid feedback, particularly about supervisors or program weaknesses.

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## Part Three: The Proposed Redesign

The redesign addresses each of these problems through a **pre/post assessment model**: a short survey completed before the internship begins, and a second survey completed at its conclusion. Both instruments are fully anonymous. Together they measure growth, generate usable data, and take a combined 13–15 minutes to complete.

### Design Principles

Feature	Rationale
Pre/post structure	Measures actual growth, not just end-state opinions
Full anonymity	Encourages honest feedback about supervision and program weaknesses
6–8 minutes per survey	Targets 90%+ completion rate for representative data
Required core + optional open-ended questions	Every required question serves a specific purpose
Digital form platform	Easy to build, distribute, and analyze

### What the New Design Produces

**Measurable proof of growth.** Both surveys use the same 12-item confidence scale covering core clinical competencies. Comparing pre- and post-scores shows exactly where interns grew — and where they didn't. Example output: *"Interns grew an average of 1.5 points in clinical confidence. Strongest growth area: crisis intervention (+2.2 points)."*

**Recruitment-ready content.** The exit survey includes a Net Promoter Score (NPS) question — an industry-standard metric on a 0–10 scale — and targeted open-ended prompts designed to surface quotable testimonials. Example output: *"9 out of 10 interns would recommend this program."* An NPS above 50 is considered excellent.

**Strategic resource allocation data.** A forced-choice question asks interns to identify the single program element most important to their development. This produces clear percentage

breakdowns (e.g., individual supervision: 45%, client experience: 30%) that can directly inform budget and scheduling decisions.

**Actionable improvement feedback.** Targeted questions about seminars and client services generate specific, usable suggestions rather than general impressions.

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## Part Four: Survey Instruments and Emails

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### Pre-Placement Email

#### Subject: Quick Survey Before You Start (5 min)

Hi [Intern Name],

Welcome! Before your first day, please take 5 minutes to complete this brief survey. It helps us understand where you're starting so we can better support your growth.

[Link to Pre-Placement Survey]

This survey is anonymous. We'll ask you the same questions at the end of your internship to see how you've grown.

Looking forward to working with you!

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### Pre-Placement Survey

*Thank you for joining us! This brief survey helps us understand where you're starting so we can better support your growth. It takes about 5 minutes and is fully anonymous.*

#### Part 1: Current Confidence Levels

Rate your current confidence in each area: **1** = Not at all confident | **2** = Slightly confident | **3** = Moderately confident | **4** = Confident | **5** = Very confident

1. Using micro-skills in session (reflecting emotion, asking open-ended questions, sitting with silence)
2. Conducting an intake session and gathering relevant client history
3. Recognizing when I'm pushing my own agenda vs. following the client's goals

4. Writing treatment plans with specific, measurable goals
5. Completing session notes in the electronic health record within 48 hours
6. Asking a client directly about suicidal ideation
7. Knowing when to file a mandated report (child or vulnerable adult abuse)
8. Starting and ending sessions on time
9. Describing my therapeutic approach to a client ("elevator pitch")
10. Discussing topics like race, class, gender, or identity when relevant to the client's concerns
11. Ending therapy humanely with clients (discussing termination)
12. Managing my own stress and knowing when I need support

## Part 2: Starting Points *(optional)*

- What are you most hoping to learn or develop during this internship? *(1–2 sentences)*
- What feels most daunting or uncertain to you right now about seeing clients? *(1–2 sentences)*

*That's it — thank you. We'll ask you these same questions at the end of your internship to see how you've grown.*

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## Exit Survey Email

### Subject: Final Survey — Your Feedback Matters (8 min)

Hi [Intern Name],

As you wrap up your internship, we'd love to hear about your experience. This 8-minute survey is anonymous and helps us improve the program for future interns.

[Link to Exit Survey]

Your honest feedback is invaluable. Thank you for your time.

*P.S. After completing the survey, you'll have the option to sign up for our newsletter or volunteer opportunities if you'd like to stay connected.*

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## Exit Survey

*Thank you for your time in the program! This survey helps us understand your experience and improve for future interns. It takes about 6–8 minutes and is fully anonymous.*

## Part 1: Current Confidence Levels

*(Same 12-item scale as the pre-placement survey — responses are compared to measure growth)*

Rate your current confidence in each area: **1** = Not at all confident | **2** = Slightly confident | **3** = Moderately confident | **4** = Confident | **5** = Very confident

1. Using micro-skills in session
2. Conducting an intake session and gathering relevant client history
3. Recognizing when I'm pushing my own agenda vs. following the client's goals
4. Writing treatment plans with specific, measurable goals
5. Completing session notes in the electronic health record within 48 hours
6. Asking a client directly about suicidal ideation
7. Knowing when to file a mandated report
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10. Discussing topics like race, class, gender, or identity when relevant
11. Ending therapy humanely with clients
12. Managing my own stress and knowing when I need support

## Part 2: Program Recommendation

How likely are you to recommend this internship program to a fellow student?

**0 — 1 — 2 — 3 — 4 — 5 — 6 — 7 — 8 — 9 — 10** *(Not at all likely → Extremely likely)*

- What's the main reason for your rating? *(optional)*

## Part 3: What Helped Most

Which ONE element was most important to your development as a clinician? *(select one)*

- Individual supervision
- Group supervision
- Seminar series
- Seeing clients
- Peer consultation
- Supervisor observation of sessions
- Other: \_\_\_\_\_
- If you could change one thing about the internship program, what would it be? *(optional)*

## Part 4: Seminar Feedback *(optional)*

- Which 2 seminars were most helpful? *(list titles or describe)*

- Which 1 seminar was least helpful?

#### **Part 5: Client Services** *(optional)*

- Based on your experience, what is one thing the program could do to better serve clients?

#### **Part 6: Looking Back** *(optional)*

- What is one meaningful moment or learning from your internship that you'll carry forward into your career?

#### **Part 7: Staying Connected**

Interested in volunteering or staying in touch? After submitting this survey, you'll have the option to provide your contact information in a **separate, unlinked form** — so your feedback remains fully anonymous.

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#### **Stay Connected Form** *(separate, not linked to survey responses)*

Would you be interested in volunteering in the future?

- Yes — please reach out
- Maybe — send me more info
- No

Would you like to receive our newsletter?

- Yes
- No

Your name: \_\_\_\_\_

Your email: \_\_\_\_\_