



# 2024-25 Broncos Lead Intern Survey Report

**October 2025**

Lori Wingate\*

Executive Director—The Evaluation Center, Western Michigan University

This and other reports related to the evaluation Empowering Futures Gift initiatives at Western Michigan University are available from [wmich.edu/evaluation/](http://wmich.edu/evaluation/)

\*See [Appendix A](#) for a full list of contributors to this report.



# 2024-25 Broncos Lead Intern Survey Report

## Executive Summary

About two-thirds of the Western Michigan University students (102/157; 65%) with Broncos Lead internships in the 2024-25 academic year (fall, spring, summer) completed a survey about their experience in the program.

**Respondents reported several positive experiences and outcomes.** About three-fourths of the interns reported that they engaged in meaningful work (77%), developed a stronger connection to the community (74%), and worked with people with diverse identities (72%). Between half and two-thirds said they learned or improved soft skills (66%), used something they learned in their classes (66%), expanded their professional networks (64%), developed a relationship with a mentor (60%), and learned or improved technical skills (50%). Some clarified their plans for after graduation (29%) and received a job offer from their internship employer (18%).

Respondents' open-ended comments revealed that **the program's single biggest impact was the opportunity to gain professional experience and build their resumes.** Other key impacts include making interpersonal and community connections, developing confidence, gaining clarity about future careers, being paid, and developing specific skills.

**Nearly all respondents (87%) said they would recommend their internship to other students.** Their main reasons included supportive people and positive environments, the opportunity to learn new skills, engaging in meaningful work, gaining work experience, and engaging with the community. Only five people said they would not recommend their internship, with the most common reason being that the work wasn't meaningful.

**Responses to questions about the professional development workshops were mixed.** Most respondents said they attended "most" (44%) or "all" (47%) of the workshops. About half described the workshops as "moderately" (31%) or "very" (36%) valuable, with only a few reporting more favorable (13%) or less favorable (19%) opinions. When asked to identify the most valuable aspect of the workshops, the most common response was (1) the people and networking opportunities, followed by (2) learning about their Clifton strengths and other self-reflection activities, and (3) soft skill development. When asked what was least valuable, some respondents noted that the content was too basic or redundant with what they had learned elsewhere. Others said some sessions were not engaging, that they would have preferred to spend that time on the job, and the ice-breaker activities were not valuable.

# 2024-25 Broncos Lead Intern Survey Report

## Background

The Broncos Lead internship program supports WMU students to explore their career options through internships at nonprofits, small businesses, and start-ups that might not otherwise be able to offer a paid internship. Participation in the program is need-based for employers but not for students. Kalamazoo, Grand Rapids, and Detroit are the program's focus areas.

Broncos Lead staff members work with employers to create job postings and recruit students. WMU reimburses employers for the cost of student wages (\$17.50/hour) plus FICA. The program's design includes an employer orientation led by Broncos Lead staff to clarify expectations and processes, with additional monitoring to ensure placements are mutually beneficial to students and employers.

Broncos Lead internships last about 12 weeks, with interns working a maximum of 240 hours, which includes their participation in 12 hours of paid professional development to support their continued growth. After completing their internships, Broncos Lead staff invite students to record a video in which they reflect on their experience (videos are available from <https://www.youtube.com/@WMichCareer>).

Near the end of session, program staff requested that all interns complete the Broncos Lead Intern Survey. Across all three sessions, the overall response rate was 65%. The survey questions are in [Appendix B](#).

## Demographics

The Broncos Lead program does not prioritize specific types of students. Instead, it is intended to engage a wide spectrum of students in internships. Compared with the general population of WMU students, Broncos Lead interns include a larger proportion of Black or African American students, who account for 18% of Broncos Lead interns, compared with 8% of all WMU undergraduate students.

Table 1 displays demographic information for all 2024-25 Broncos Lead interns, along with information about the subset of the survey respondents only. The comparison shows that the makeup of the survey respondents is similar to that of Broncos Lead interns, aside from some differences in student classifications.

**Table 1. Respondent Demographics Compared With All Fall and Spring Broncos Lead Interns**

| Variable                        | Response Categories                         | All Broncos Lead Interns (N=157) | Respondents (N=102) |
|---------------------------------|---------------------------------------------|----------------------------------|---------------------|
| Gender Identity                 | Female                                      | 72%                              | 70%                 |
|                                 | Male                                        | 28%                              | 30%                 |
|                                 | Nonbinary or transgender                    | <1%                              | <1%                 |
| Racial/Ethnic Identity          | American Indian or Alaska Native            | <1%                              | <1%                 |
|                                 | Asian                                       | 2%                               | 2%                  |
|                                 | Black or African American                   | 18%                              | 20%                 |
|                                 | Hispanic or Latino/a/e/x                    | 6%                               | 6%                  |
|                                 | White                                       | 52%                              | 52%                 |
|                                 | More than 1 racial/ethnic identity          | 6%                               | 5%                  |
|                                 | International                               | 14%                              | 13%                 |
|                                 | Other or no response                        | 3%                               | 3%                  |
| Classification                  | Freshman                                    | 1%                               | 1%                  |
|                                 | Sophomore                                   | 9%                               | 10%                 |
|                                 | Junior                                      | 31%                              | 28%                 |
|                                 | Senior                                      | 47%                              | 49%                 |
|                                 | Graduate (Master's and Doctoral)            | 13%                              | 13%                 |
| College (associated with major) | College of Arts and Sciences                | 36%                              | 35%                 |
|                                 | College of Aviation                         | 3%                               | 2%                  |
|                                 | College of Education and Human Development  | 8%                               | 6%                  |
|                                 | College of Engineering and Applied Sciences | 4%                               | 6%                  |
|                                 | College of Fine Arts                        | 14%                              | 15%                 |
|                                 | College of Health and Human Sciences        | 6%                               | 7%                  |
|                                 | Haworth College of Business                 | 25%                              | 25%                 |
|                                 | Other (Graduate, Merze Tate)                | 3%                               | 3%                  |

## Internships

The Broncos Lead survey includes a series of questions to learn about the internships and what students gained from their experiences. Interns specialized in various

types of work utilizing a variety of skills. The findings show they highly valued the opportunity to gain professional, real-world experience and engage in meaningful work.

### Interns' Job Responsibilities

From a preset list of types of responsibilities, survey respondents were asked to select the one category that best represented the nature of their work. Table 2 shows that responsibilities varied widely across internships, rather than being concentrated in just a few areas.

Table 2. Main Internship Responsibilities (N=102)

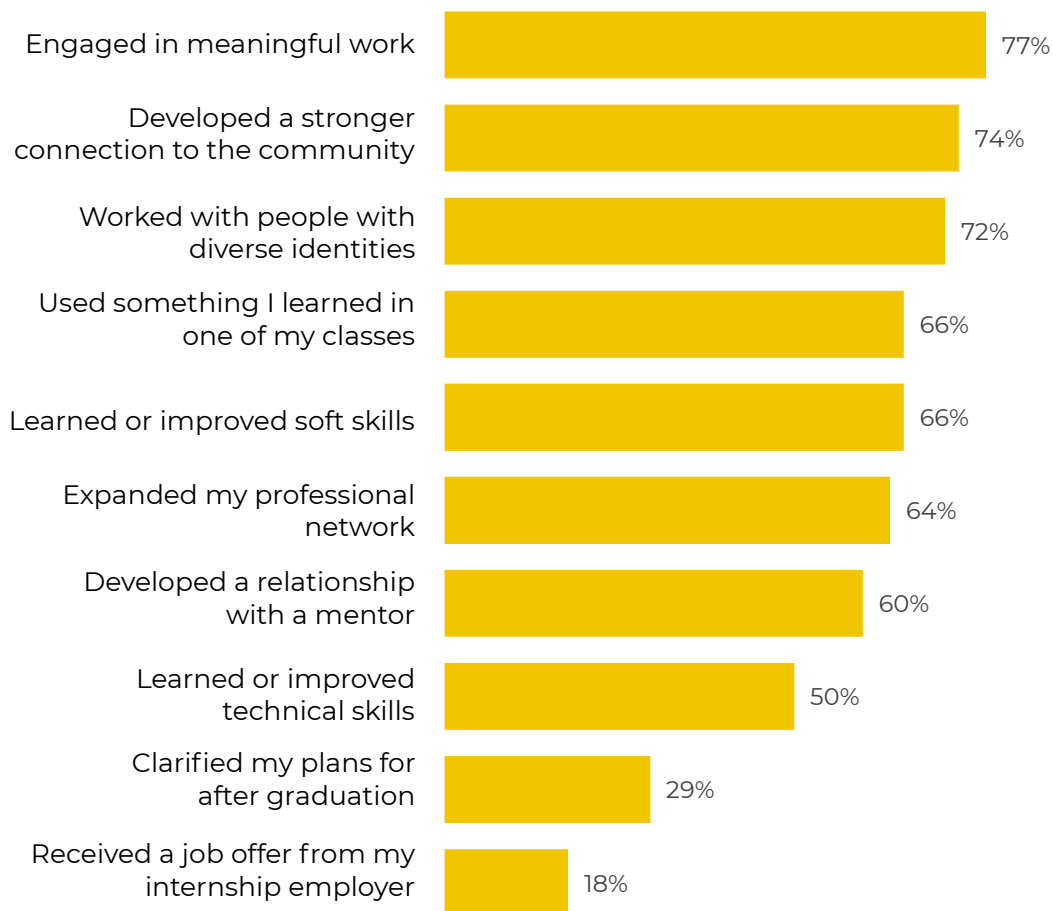
| Responsibility Category                                                                                                                     | Percentage |
|---------------------------------------------------------------------------------------------------------------------------------------------|------------|
| <b>Creative:</b> Graphic design, visual communication, visual and performing arts                                                           | 19%        |
| <b>Sales and Marketing:</b> Lead generation, pitch development, market research, advertising, social media campaigns, branding              | 17%        |
| <b>Social Service and Advocacy:</b> Program development, implementation, outreach, fundraising                                              | 16%        |
| <b>Education:</b> Curriculum development, teaching, training                                                                                | 11%        |
| <b>Agriculture:</b> Crop production, food distribution, care of livestock                                                                   | 12%        |
| <b>Business Operations:</b> Accounting, finance, human resources, customer service                                                          | 9%         |
| <b>Research and Analysis:</b> Data collection, experimentation, research analysis, reporting                                                | 8%         |
| <b>Legal and Policy:</b> Legal research, case preparation, contract review, preparing legal documents, policy development, advocacy efforts | 3%         |
| <b>Engineering:</b> Design, development, analysis, testing, documentation, or implementation of engineering solutions                       | 2%         |
| <b>Information Technology:</b> Software development, coding, system testing, IT support, troubleshooting hardware/software issues           | 2%         |
| <b>Other</b>                                                                                                                                | 3%         |

The three respondents who selected “other” reported responsibilities that didn’t fit the presented categories, including drain maintenance, manufacturing, and office support.

## Experiences and Outcomes

The survey presented respondents with a list of possible internship experiences and outcomes and asked them to identify which applied to them. The least common impacts were receiving a job offer (18%) and clarifying plans for after graduation (29%). Half or more reported that they experienced of the other positive effects listed. Figure 1 shows the percentage of respondents who selected each option (percentages sum to more than 100% because it was a select-all-that-apply question).

**Figure 1. Internship Experiences and Outcomes (N=102)**



Because Broncos Lead is intended to enhance students’ career readiness, the survey asked for details about interns’ development of soft and technical skills. Respondents who said they learned or improved their soft skills ( $n=67$ ; 66%)

and/or technical skills ( $n=51$ ; 50%) were asked, in an open-ended format, to describe the most valuable skills they enhanced through their internship.

### Soft Skills

Regarding soft skills, respondents reported development in the areas of **communication, problem-solving and critical thinking, time management, cultural competence and inclusion, and teamwork**. Table 2 displays an illustrative quote from each theme with five or more responses.

**Table 3. Interns' Soft Skill Development**

| Themes                                                 | Illustrative Quotes                                                                                                                                                                                                                               |
|--------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Communication<br>( $n=29$ )                            | <i>I'd say I've definitely been learning more about communication, especially since a lot of the work needs to be approved and discussed almost daily. I now understand just how important communication is for this type of work.</i>            |
| Problem Solving<br>and Critical<br>Thinking ( $n=17$ ) | <i>One of the most valuable soft skills I developed during my internship was adaptability in fast-paced environments. I learned to think quickly and make informed decisions under pressure, which strengthened my problem-solving abilities.</i> |
| Time<br>Management<br>( $n=10$ )                       | <i>I believe I have practiced my time management as well as discipline because of my internship. Juggling work and school can be rough, and through this experience I am able to master this skill.</i>                                           |
| Cultural<br>Competence and<br>Inclusion ( $n=6$ )      | <i>Inclusion since we strive to make sure we create a community where everyone feels safe and accepted; we have a focus on making sure we get out the representation of every culture/identity with our inclusivity calendar.</i>                 |
| Teamwork ( $n=5$ )                                     | <i>Teamwork. I've previously held rather anti-social traits that were lessened by working with others. I've gained the capacity for patience that's necessary when working within a team structured environment.</i>                              |

[Appendix C](#) lists all the respondents' verbatim answers regarding soft skill development.

## Technical Skills

Regarding technical skill development, several respondents ( $n=18$ ) reported learning **specific software applications** such as Adobe Illustrator, Canva, Excel, Qualtrics, QuickBooks.

Others reported developing skills in the following areas:

- data analysis and management skills ( $n=9$ )
- creative, design, and artisan skills ( $n=8$ ) such as graphic design, book binding, and throwing pottery
- agricultural skills ( $n=7$ ) related to animal and plant care as well as machinery operation

[Appendix D](#) lists all the respondents' verbatim answers to the question about technical skill development. They are not listed here because they typically were limited to briefly naming a skill or software, without elaboration,

## Compensation

Sixty-seven percent of respondents ( $n=69$ ) indicated they had another job before or concurrently with their Broncos Lead internship. Among these respondents, their non-internship wages ranged from \$10.75 to \$30 per hour, with an average of \$16.21 and a median of \$18, which was close to the Broncos Lead internship pay rate of \$17.50 per hour.

## Biggest Impacts

Respondents were asked to identify the biggest impact that Broncos Lead had on them. By far, the most common response was the **professional and resume-building experiences** that the internships provided. Respondents also mentioned **interpersonal and community connections, increased confidence and personal growth, career clarity, financial compensation, and skill development**. Table 4 includes an illustrative quote from each salient theme.

**Table 4. Biggest Impacts of Broncos Lead Internships**

| Themes                                                   | Illustrative Quotes                                                                                    |
|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Professional and Resume-Building Experiences ( $n=31$ )  | <i>It will give me a lead above others while trying to get my first job out of college.</i>            |
| People, Connections, and Community Engagement ( $n=20$ ) | <i>The people I met in this program -- I will continue to keep in touch with and learn from after.</i> |

| Themes                                | Illustrative Quotes                                                                                                                                                                                                                          |
|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Confidence and Personal Growth (n=14) | <i>The single biggest impact that Broncos Lead has had on me is helping me build confidence in myself both personally and professionally by showing me that I have the potential to lead, grow, and make a real difference.</i>              |
| Career Clarity (n=11)                 | <i>My internship encouraged me to think about my career direction in a new light, and I have become inspired to aim for a leadership role in my field or even start my own business/nonprofit.</i>                                           |
| Financial Compensation (n=10)         | <i>Allowed me to keep my position as an RA because the compensation balanced out with my financial needs.</i>                                                                                                                                |
| Skill Development (n=9)               | <i>I've been excited to further my knowledge in an area of sustainability that I previously held little to no experience in. I've gained further technical skills to incorporate into future jobs that correlate with my field of study.</i> |

Although it did not align with the dominant themes, one respondent's comment stands out because of its depth and distinct perspective:

*The single biggest impact that Broncos Lead has had on me is the sense of community and the strong support network that WMU provides to its students, even as they transition into alumni. It really reinforced the "Bronco Spirit" and showed me how much the university values and invests in its students' growth. Through this experience, I've gained a deeper appreciation for WMU's commitment to fostering leadership, connection, and success long after graduation. It has been motivating to know that, as an upcoming alumnus, I'm part of a community that truly cares.*

[Appendix E](#) lists all the respondents' verbatim answers about the program's biggest impact on them.

## Overall Satisfaction

Most respondents said they would recommend their internship to other students (87%; n=89). Five people said they would not, and eight weren't sure.

### Reasons Students Would Recommend Their Internships

When asked why they would recommend their internships, respondents said they especially appreciated the **supportive people and environments, the opportunity to develop new skills, engaging in meaningful work, general experience, and community engagement**. Table 5 shows a quote from each

salient theme to provide a sense of how the interns described why they valued their internship experiences. [Appendix F](#) lists all verbatim answers about why they would recommend their internships to others.

**Table 5. Reasons for Recommending Internships**

| Themes                                             | Illustrative Quotes                                                                                                                                                                                                                             |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Supportive People and Positive Environments (n=40) | <i>The employer is very calm and willing to help you learn. This is an amazing first internship experience, where it felt rewarding to put effort into my work. I was given encouragement when progressing in my learning and capabilities.</i> |
| Skill Development and Learning (n=25)              | <i>I would recommend it because while it gives you great experience in accounting, it also teaches you important technical skills and teaches you how to work in a team.</i>                                                                    |
| Meaningful Work and Impact (n=16)                  | <i>The work is very meaningful; you can watch the difference it makes over the course of the internship.</i>                                                                                                                                    |
| Experience (n=10)                                  | <i>It has been the best experience this year, and it is hands-on experience with lots of individual and teamwork to bring others together.</i>                                                                                                  |
| Community Engagement and Service (=7)              | <i>It's given me the opportunity to be creative in promoting something I think is important to the community.</i>                                                                                                                               |

The five people who said they would not recommend their internship explained that the work was not meaningful. The snippets below provide a sense of their disappointment with their internship experiences. All comments are listed in [Appendix G](#).

*I don't feel my time was spent well.*

*I am now filing and doing mail.*

*Shortly after beginning, I found myself confused about my role, I was mostly performing basic office tasks and not engaging in anything directly related to my field.*

*Management doesn't communicate anything openly and they see the intern not as an addition to team but ... as a tool that they are [being lent] for some time from another company.*

*Lack of leadership and vision ...often affects the internship experience of gaining real-world experience and being hands-on.*

Respondents who said they were “not sure” if they would recommend their internship were not asked to explain their answers.

At the survey's close, respondents were invited to share additional comments about their overall Broncos Lead experience. Forty respondents (39%) offered additional remarks. They mainly expressed **appreciation for the overall experience, for program staff, and for the opportunity to engage with peers and the community.**

**Table 6. Additional Comments About the Broncos Lead Experience**

| Themes                                               | Illustrative Quotes                                                                                                      |
|------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| Overall Positive Experience and Gratitude (n=26)     | <i>It's been fantastic! I can't thank everyone involved enough for providing me an amazing opportunity in my field.</i>  |
| Appreciation for Program Staff (n=6)                 | <i>The engagement and responsiveness of the [Broncos] Lead leaders was unmatched.</i>                                    |
| Appreciation for Peer and Community Engagement (n=5) | <i>I got the opportunity to meet different people and learn about their experiences, which made me more experienced.</i> |

Additionally, seven respondents offered critiques or suggestions for improvement related to program administration, including policies for meeting attendance and vetting organizations. Four were specific to the respondent’s internship placements. All verbatim comments are in [Appendix H](#).

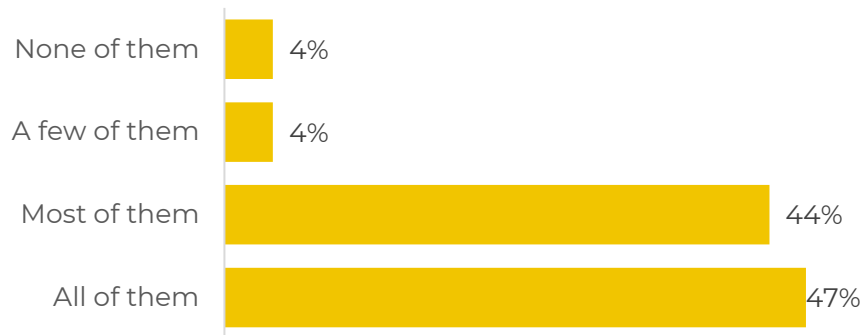
## Professional Development Workshops

Broncos Lead interns are required to attend 12 hours of paid professional development, organized by the Broncos Lead program. The survey asked about their attendance and opinions regarding the value of the sessions.

### Attendance

Respondents were asked how many of the professional development workshops they attended. As illustrated in Figure 3, most respondents said they attended “most” or “all” of the workshops.

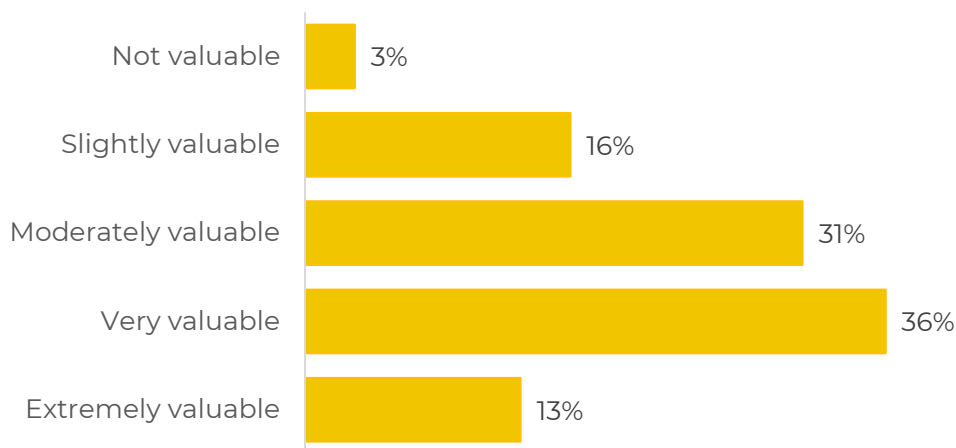
**Figure 3. Self-Reported Frequency of Workshop Attendance (N=101)**



### **Value**

Respondents who attended any workshops ( $n=98$ ) were asked how valuable they were for their career or professional development. As shown in Figure 4, the most common responses were that they are “moderately” (31%;  $n=30$ ) or “very valuable” (36%  $n=35$ ). Relatively few (13%) described them as “extremely valuable.” (One person didn’t answer the question.)

**Figure 4. Perceived Value of Professional Development Workshops (N=97)**



Respondents who reported attending any workshops were asked to identify the most and least valuable aspects of the workshops.

### **Most Valuable**

Eighty-four respondents commented on the most valuable aspects of the workshops. They highlighted **connecting with people and the community, learning about Clifton Strengths and other opportunities for self-reflection, and developing soft skills**. Table 6 presents an illustrative quote from themes

with five or more responses. [Appendix I](#) lists all the respondents' verbatim answers about the most valuable aspects of the workshops.

**Table 6. Most Valuable Aspects of Professional Development Workshops**

| Themes                                                                          | Illustrative Quotes                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| People (Students, Staff, and Community Professionals) and Networking (n=32)     | <i>The most valuable aspect is getting to know other students at Western. As a business major, most of the people I meet are also in the business college, so it was valuable to meet students in different fields than me and learn from them.</i>                                                                                                                                                                                                                 |
| Clifton Strengths Assessment and Other Opportunities for Self-Reflection (n=16) | <i>The most valuable aspect of the workshops was that they helped me recognize my strengths and better understand how I can apply them in a professional setting.</i>                                                                                                                                                                                                                                                                                               |
| Soft Skills Development (n=15)                                                  | <i>Even though we covered basic knowledge topics, diving deeper into them made me realize that they might not be as commonly understood as I had thought. One workshop that really stood out to me was the discussion on workplace manners. Learning how to appropriately respond to others, especially colleagues, intrigued me because it directly impacts how you're perceived in the workplace. I now understand how important it is to be mindful of that.</i> |

### Least Valuable

Fifty-two respondents identified a least valuable aspect of the workshops when prompted. They commented that some of the workshops' content was **too basic or redundant** with information they received elsewhere. The second most common themes were about the **time required or scheduling** and that the sessions were **unengaging**. A few respondents said the icebreakers and game-like activities were not valuable. Table 7 presents an illustrative quote from these themes. [Appendix J](#) lists all the respondents' verbatim answers about the least valuable aspects of the workshops.

**Table 7. Least Valuable Aspects of Workshops**

| Themes                            | Illustrative Quotes                                                                                                                                                                                                                                                                                            |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Redundant or Basic Content (n=19) | <i>While the workshops offered valuable content, I felt some of the material covered was already familiar to me due to my prior experiences in various roles at WMU. As a senior with considerable hands-on experience, I was hoping for more advanced guidance that aligned with my current career stage.</i> |

| Themes                                      | Illustrative Quotes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Unengaging (n=8)                            | <i>Could have hit topics more in-depth, include resume/elevator pitch. Some were long-winded, hard to focus.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Time and Scheduling (n=8)                   | <i>Missing time with the organization with whom we are interning.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Ice-breakers and game-like activities (n=6) | <i>The icebreakers at the beginning were mostly awkward and nobody seemed to know what to say because we didn't really have anything to talk about. During the presentation when we would discuss in groups we had a unifying thing to talk about. But when we had an icebreaker of "2 truths, 1 lie" it was hard because none of us know each other so it's basically just guessing the lie and then being wrong and parting ways - no real connection forming. I think more group discussion will make real connections between students.</i> |

## Recommendations

The Broncos Lead staff may wish to consider revising the structure, content, or purposes of professional development workshops. Interns seem to highly value the work they do in their internships. In contrast, they reported uneven opinions of the value of the sessions. Given that many appreciated the chance to connect with other students, there may be an opportunity to enhance peer connections while also maximizing the value of the professional development offerings by a few high-impact sessions.

It is important to continue to **thoughtfully select and engage Broncos Lead employers to help ensure that future interns have positive experiences**. The quality of these placements plays a key role in shaping the program's impact.

Finally, we believe it would be valuable to **survey Broncos Lead employers**. An employer survey would likely reveal opportunities to further strengthen the program and the University's relationships with local employers. (As with the intern survey, a modification of an existing employer survey may be in order.)

## Appendix A: Contributors

Members of the Empowering Futures evaluation workgroup designed the Broncos Lead survey, with input from Andrea Page, Assistant Director of Internships at WMU.

Workgroup members include:

Will Stutz

Associate Director—Institutional Research

Brad Watts

Assistant Director—The Evaluation Center

Lori Wingate

Executive Director—The Evaluation Center

Lenore Yaeger

Director of Assessment, Marketing, & Communications—Student Affairs

Brandon Youker

Director—Evaluation Lab

Additionally,

- Archer Lee-Easton, Senior Research Associate at The Evaluation Center, assisted with data analysis.
- Will Stutz and Ewa Urban, through the Office of Institutional Research, provided demographic data about Broncos Lead interns.
- Brad Watts and Brandon Youker reviewed and provided valuable feedback on drafts of this report.

## **Appendix B: 2024-25 Broncos Lead Intern Survey**

### **Broncos Lead 2024-25**

The purposes of this survey are to (1) to learn about your experiences as a Broncos Lead intern, (2) determine program impacts, and (3) identify opportunities for program improvement. Your responses will be kept confidential: They will not be shared with your internship employer and will only be reported to Broncos Lead program staff in aggregate form. If you have questions about this survey or how the information will be used, contact Lori Wingate, Executive Director of The Evaluation Center, at WMU at [lori.wingate@wmich.edu](mailto:lori.wingate@wmich.edu).

#### **What is your name?**

First \_\_\_\_\_

Last \_\_\_\_\_

#### **What is your Western Identification Number (WIN)?**

\_\_\_\_\_

#### **What is the name of the business or organization where you are a Broncos Lead intern?**

\_\_\_\_\_

#### **What is your job title with this employer?**

\_\_\_\_\_

**Which of the following best describes the *primary* activity of your internship?**

(Please respond based on your main responsibility, not the type of employer or your major. Select *one answer* that best describes your role.)

- ☐ **Agriculture:** Crop production, food distribution, care of livestock
- ☐ **Business Operations:** Accounting, finance, human resources, customer service
- ☐ **Clinical:** Patient care and support, testing, diagnosing, treating, and managing patients; supporting clinical providers
- ☐ **Creative:** Graphic design, visual communication, visual and performing arts
- ☐ **Education:** Curriculum development, teaching, training
- ☐ **Engineering:** Design, development, analysis, testing, documentation, or implementation of engineering solutions
- ☐ **Legal and Policy:** Legal research, case preparation, contract review, preparing legal documents, policy development, advocacy efforts
- ☐ **Product Design or Development:** Conceptualization, product prototyping, market feasibility studies
- ☐ **Production and Warehouse Support:** Packaging, logistics, supply chain management, quality assurance, customizing products
- ☐ **Research and Analysis:** Data collection, experimentations, research analysis, reporting
- ☐ **Sales and Marketing:** Lead generation, pitch development, market research, advertising, social media campaigns, branding
- ☐ **Social Service and Advocacy:** Program development, implementation, outreach; fundraising
- ☐ **Information Technology:** Software development, coding, system testing, IT support, troubleshooting hardware/software issues
- ☐ **Other** (describe) \_\_\_\_\_

**Which of the following things have you experienced because of your internship?** (Select all that apply.)

- ☐ Used something I learned in one of my classes
- ☐ Worked with people with diverse identities
- ☐ Clarified my plans for after graduation
- ☐ Developed a stronger connection to the community where my internship took place
- ☐ Developed a relationship with a mentor
- ☐ Engaged in meaningful work
- ☐ Expanded my professional network
- ☐ Received a job offer from my internship employer
- ☐ Learned or improved soft skills
- ☐ Learned or improved technical skills
- ☐ Other (describe) \_\_\_\_\_

Display this question:

If Which of the following things have you experienced because of your internship? (Select all that a... = Learned or improved soft skills

Soft skills include things like communication, critical thinking, inclusion, problem-solving, cultural competence, time management, and teamwork. **What is the most valuable soft skill that you developed because of your internship?**

---

*Display this question:*

*If Which of the following things have you experienced because of your internship? (Select all that a... = Learned or improved technical skills*

Technical skills include things like using specialized software or equipment and engaging in complex tasks like coding, data analysis, or website development. **What is the most valuable technical skill that you developed because of your internship?**

---

**Would you recommend this internship to other students?**

- ☐ Yes
- ☐ No
- ☐ Not sure

*Display this question:*

*If Would you recommend this internship to other students? = Yes*

**Why would you recommend it?**

---

*Display this question:*

*If Would you recommend this internship to other students? = No*

**Why wouldn't you recommend it?**

---

**As a Broncos Lead intern, you were expected to participate in a series of workshops. The questions on this page are about those workshops.**

**About how many of the workshops did you attend?**

- ☐ All of them
- ☐ Most of them
- ☐ A few of them
- ☐ None of them

*Display this question:*

*If About how many of the workshops did you attend? != None of them*

**How valuable were these workshops for your career or professional development?**

- ☐ Not valuable
- ☐ Slightly valuable
- ☐ Moderately valuable)
- ☐ Very valuable
- ☐ Extremely valuable

*Display this question:*

*If About how many of the workshops did you attend? != None of them*

**What was the most valuable aspect of the workshops?**

---

*Display this question:*

*If About how many of the workshops did you attend? != None of them*

**What was the least valuable aspect of the workshops?**

---

**Did you have another job before you started your Broncos Lead internship or while you were in your Broncos Lead internship?**

- ☐ Yes
- ☐ No

*Display this question:*

*If Did you have another job before you started your Broncos Lead internship or while you were in you... = Yes*

**What was your hourly pay rate in that job?** (If you had more than one, report the highest pay rate.)

\$ \_\_\_\_\_

**Overall, what has been the single biggest impact that Broncos Lead has had on you?**

\_\_\_\_\_

**Is there anything else you'd like to share about your Broncos Lead experience?**

\_\_\_\_\_

## Appendix C: Soft Skill Development

Respondents who said they developed soft skills because of their internships were asked, “**What is the most valuable soft skill that you developed because of your internship?**”

Note: For responses that touched on more than one theme, the portion of the comment relevant to the theme heading is in italics.

### Communication (n=29)

- Learned how to communicate
- I think my most valuable soft skill I learned was how to communicate within a non-profit organization.
- I think that inclusion/communication have equally been developed. Inclusion since we strive to make sure we create a community where everyone feels safe and accepted; we have a focus on making sure we get out the representation of every culture/identity with our Inclusivity Calendar. *I also feel like my communication got better with working on [event] and working with a curator who was not in the same space, but in a different state.*
- I utilized communication a lot during events through the [organization]. Often visitors would have questions and it was sometimes my responsibility to talk with them.
- I learned how to communicate well and get my point or idea across. I can now better articulate my thoughts and communicate with others.
- The most valuable soft skill I have developed from my internship is communicating with other artists about their projects and being engaged and invested in their story/work.
- Taking criticism and communicating when others have made a mistake without coming off unpleasantly
- Communication—I had to communicate in ways that I didn’t have much experience with (professionally, with lots of different people in different fields).
- Developing my communication within a nonprofit organization further
- Communication was the most valuable skill that I developed
- I'd say I've definitely been learning more about communication, especially since a lot of the work needs to be approved and discussed almost daily. I now understand just how important communication is for this type of work.
- Effective communication
- *Communication*, problem solving, cultural competence, time management
- The most valuable soft skill I learned would have to be persistence and *communication*.

- Being able to communicate with others that have more knowledge than me and making phone calls to ask people to donate to our auction.
- *Communication* and problem-solving
- *Communication* and teamwork
- Communication was the most valuable skill I developed at my internship. It was useful in dealing with customers and is very easy to transfer between job opportunities.
- *Communication*, critical thinking, problem-solving, cultural competence, time management, and teamwork
- *Communication*, problem-solving, Critical thinking
- *Communication*, professionalism, time management, discipline
- I developed my time management and *communication*
- I further developed my *communication* and problem-solving skills.
- The most valuable skill I developed was communication. I found it hard to communicate valuable skills like listening, understanding, right from wrong etc. when it came to working with kids. So over the last couple of weeks, I've had to use through communication a lot.
- The ability to effectively communicate with my employers and mentors in the program.
- I've gained lots of interpersonal skills in terms of communicating as a team to accomplish tasks as well as understanding the social climate of the workplace and internalizing their core values to help with their mission.
- I have improved a lot of my soft skills that I already had. I just worked to make them even better. I think my biggest improvement was in problem-solving and *communication*. And I think those are the most important soft skills to have because they can be applied at work and in general life but there won't ever be a day that you don't have to problem-solve with *communication*.
- I feel I have strengthened my *communication* skills, specifically email communication and self-advocacy.
- The most valuable skill I developed was communication. As part of my social media strategy I interviewed different employers each week and made a reel about it allowing me to learn how to communicate with others and engage.

### **Problem Solving and Critical Thinking:**

- Problem solving
- Communication, *problem solving*, cultural competence, time management
- *Problem Solving* and Time management/consistency
- *One of the most valuable soft skills I developed during my internship was adaptability in fast-paced environments. I learned to think quickly and make informed decisions under pressure, which strengthened my problem-solving*

*abilities*. Navigating unexpected challenges helped me become more resourceful and confident in my decision-making. *This experience has enhanced my ability to remain composed and solution-oriented in dynamic professional settings.*

- Critical thinking
- Critical thinking and problem-solving, knowing when to ask my boss versus not needing my hand held through everything.
- Problem solving
- problem solving with data
- I further developed my communication and *problem-solving skills*.
- Critical thinking
- How to think quick to bring clarity and comfort to a child in different circumstances
- *Problem solving*, teamwork, and time management.
- Communication and *problem-solving*
- Collaboration, or looking for unique solutions to problems
- Communication, *critical thinking*, *problem-solving*, cultural competence, time management, and teamwork
- Communication, *problem-solving*, *critical thinking*
- I have improved a lot of my soft skills that I already had. I just worked to make them even better. I think my biggest improvement was in problem-solving and communication. And I think those are the most important soft skills to have because they can be applied at work and in general life but there won't ever be a day that you don't have to *problem-solve* with communication.

### **Time Management:**

- The most valuable soft skill I learned was prioritization and time management skills. As an organization, we work with a lot of clients, so the most important skill is learning when to prioritize certain clients over others based on important and time commitment or necessary deadlines. For example, for certain clients, they're an S-Corp, which means they have to file taxes by March 15th instead of April 15th, so we would complete those tasks first.
- Problem Solving and *Time management/consistency*
- I believe I have practiced my time management as well as discipline because of my internship. Juggling work and school can be rough, and through this experience I am able to master this skill.
- Communication, problem solving, cultural competence, *time management*
- *Teamwork* and time management

- The most valuable soft skill I have developed is time management because all the plants are fragile and needy. Therefore, the correct things need to be done each day, or the plants will die.
- Problem solving, teamwork, and *time management*.
- Communication, critical thinking, problem-solving, cultural competence, *time management*, and teamwork
- Communication, professionalism, *time management*, discipline
- I developed my *time management* and communication

### **Cultural Competence and Inclusion**

- I think between cultural competence, problem-solving, and teamwork, I was able to develop my cultural competence skills the most.
- I think that inclusion/communication have equally been developed. *Inclusion since we strive to make sure we create a community where everyone feels safe and accepted; we have a focus on making sure we get out the representation of every culture/identity with our Inclusivity Calendar.* I also feel like my communication got better with working on [event] and working with a curator who was not in the same space, but in a different state.
- Communication, problem solving, *cultural competence*, time management
- I think between cultural competence, problem-solving, and teamwork, I was able to develop my cultural competence skills the most.
- Inclusion
- Communication, critical thinking, problem-solving, *cultural competence*, time management, and teamwork

### **Teamwork**

- *Teamwork* and time management
- Working with a team to help market and promote our upcoming shows.
- Problem solving, *teamwork*, and time management.
- Teamwork. I've previously held rather anti-social traits that were lessened by working with others. I've gained the capacity for patience that's necessary when working within a team structured environment.
- Communication and *teamwork*

### **Confidence and Self-Advocacy**

- Learning to follow up with leads instead of just reaching out a single time is something I would not have known if I hadn't taken this internship.
- I think being able to reach out through canvassing, cold calls, and having the confidence to put yourself out there.
- Asserting programmatic needs that are out of line with the original plan. Most specifically, the needs of the organization grew so much within the scope of

my internship that it was imperative I ask for more responsibility in order to best serve the needs of the project.

- \*One of the most valuable soft skills I developed during my internship was adaptability in fast-paced environments. I learned to think quickly and make informed decisions under pressure, which strengthened my problem-solving abilities. *Navigating unexpected challenges helped me become more resourceful and confident in my decision-making.* This experience has enhanced my ability to remain composed and solution-oriented in dynamic professional settings.

### **Other**

- Office etiquette
- I went through a number of trainings and meetings where I sharpened my professional skills and learned more about systemic barriers put on people in my community from working with people in my community.
- Communication, professionalism, time management, discipline

## Appendix D: Technical Skill Development

Respondents who said they developed soft skills because of their internships were asked, “**What is the most valuable technical skill that you developed because of your internship?**”

Note: For responses that touched on more than one theme, the portion of the comment relevant to the theme heading is in italics.

### Specific Software Skills

- I learned how to use Adobe Illustrator and different parts of the platform.
- Working more with WeVideo
- Website management, data analysis, and use of specialized software (meta business, jot forms, and Canva)
- Canva
- Before, I had used Canva a lot, but I started exploring more creative ways to use the program and looked into other options for making logos, such as AI software.
- Using canva, give butter, Jackrabbit, and developing social media content
- Used a lot of Google Docs and Excel
- Improved Excel skills
- Specialized software
- QuickBooks certification
- Learning to use QuickBooks
- I will be QuickBooks certified by the time I finish my internship, so that is the most valuable technical skill that I can add to my resume which will make me stand out to future employers.
- Qualtrics
- Learned company platform Placer.ai
- I think the most valuable technical skill I learned is how to use Adobe Cloud. Before this internship I new the basic idea of how to use the different apps. Now I can use the different apps in the cloud effectively and make content within the apps.
- Formulated *Excel* and website development
- Excel
- Assessment tool development using Qualtrics

### Data Analysis and Management Skills

- *Data analysis* and media development were the top technical skills I had the opportunity to refine.

- The most valuable technical skill that I have learned has been data analysis. I am now able to implement data into platforms and analyze what comes from it.
- Organizing data
- I learned a lot about data analytics from social media.
- I have become very good at creating and managing spreadsheets.
- During my time doing this internship I am more focusing on database problem by organizing large data and help create new data (or Query) I learned so much from that.
- Data collection and management
- Data and budget analysis is something that was scary at first, but my employer walked me through the process, and it became a project I could understand without direction.

### **Creative, Design, and Artisan Skills**

- Bookbinding and Letterpress operation
- Motion graphic work
- Graphic Design and Branding
- Data analysis and *media development* were the top technical skills I had the opportunity to refine.
- Throwing pottery on the wheel, applying glaze to bisqueware
- The most valuable technical skill(s) I have learned from my internship are how to set California type, hanging shelves, making handmade paper, and making books.
- Most if not all of the work we would do at [Organization] was hands on, and having a background in graphic design, many of the technical skills was something I had learned in my classes. One example being the use of leading in printing presses.
- I developed my ability to bind books

### **Agricultural Skills**

- How to operate small machinery such as a portable winch.
- Technical skills I learned revolve around the practice of sustainable agriculture. These different skills include composting knowledge, plant identification, and the understanding and application of various methods required to plant, grow, and harvest in an environmentally ethical manner.
- I've learned a lot about the different needs of different vegetables and about the daily tasks involved in keeping a farm running.
- Farm equipment and animal engagement
- Driving animals to do work in fields like plowing and mowing

- Crop rotations, planting, planning considerations for crops
- Crop rotation and agricultural tool use

### **Website and App Development Skills**

- Web, Android, and iOS development
- Website development using high-level software
- I learned how to use word press to make websites which was completely new to me. It pushed me outside of my comfort zone, but I learned a very valuable skill that I will be able to use in the future.

### **Other Skills**

- The most valuable technical skill I developed would be using finite element analysis and other engineering analysis methods on multiple different computer programs
- Product design
- I think it was something I wasn't expecting and it was being apart of the pilot program they were starting. Which was very interesting because it started to make me want to get into the drone program
- Getting more experience with creating systems for an actual business.
- Event planning
- Curriculum design and organization
- Asking for help from the experts!
- A valuable technical skill I was able to develop is how to manage the different systems of casework and how I would be able to get information within the legal system.

## Appendix E: Biggest Program Impacts

Respondents were asked to identify the single biggest impact that Broncos Lead had on them.

Note: For responses that touched on more than one theme, the portion of the comment relevant to the theme heading is in italics.

### Professional Experience and Resume Development

- I learnt how actual corporate system in US looks like and I learnt to track each and every task irrespective of size of task
- Allowing me to work in a very different environment and gaining knowledge about an industry I originally knew very little about.
- I got paid to *work in a field I was interested in. So, I learned a little bit about non-profits*, but I am not sure my placement was a good example.
- Opening my eyes to how much students really need good, reliable teachers.
- Giving me the chance to experience a business environment and making my internship an easy and fun opportunity.
- Learning about agriculture has been an amazing experience that I'd never even thought of trying before Broncos
- Learning how difficult organic farming can be.
- Getting into the professional world!
- Learning more about the field of marketing in my career.
- Gave me an opportunity to work somewhere I never would have worked.
- It will give me a lead above others while trying to get my first job out of college.
- Built out the portfolio
- It furthered prepared me for the job force
- Increased network value and expansion of workplace logistics have allowed me to approach job interviews, opportunities, etc., from a more appropriate and flexible attitude.
- Engaging in the artistic community in Kalamazoo has been especially rewarding, and *learning more about how to be prepared for the workforce*
- It gave me a chance to learn in a professional setting
- The opportunity to gain experience in my chosen field off campus.
- experience
- Learning experience
- Broaden my education
- Work experience.

- It helped me get work experience
- Applied work experience
- Professional experience and development, resume builder
- Getting the experience I was looking for
- It has given me valuable experience in my major and field of work.
- Experience
- Building up my experience and working in a field that I plan to work in the future.
- I get to have an internship experience and it very amazing opportunity for me as an international student to experience it.
- Not only did I meet great people and have good professional connections, *but I also got first hand experience and had to apply what I have learned in the classroom.*
- The biggest impact that Broncos Lead had on me was teaching me how to be a more productive and efficient employee. *It also taught me skills to stand out as a candidate when it comes to interviews and promotions.*
- *The biggest impact was my overall professional experience that I gained so that I can use some of the marketing skills I obtained and be able to show previous work to future employers.* It allows me to have a job outside of a minimum wage, "normal" college job and expand my knowledge of what my career may look like post-graduation.

### **People, Connections, and Community Engagement**

- *The Bronco lead has helped me to have a valuable experience of working in the U.S. I have the opportunity to connect with colleagues at work thereby improving my networks.* I was also able to earn as it is paid.
- *Not only did I meet great people and have good professional connections, but I also got first-hand experience and had to apply what I have learned in the classroom.*
- The people from the Kalamazoo symphony orchestra
- The single biggest impact is the connections I made.
- The realization that other people my age are as passionate about helping others as I am.
- *Opening the door to networking opportunities in my field of choice.* Strengthening my conviction in choosing my field.
- *It had allowed me to broaden my network, use my creativity, and learn how to communicate with others both personally and professionally.*
- The relationship I built with my employer.
- The community I've built

- The workshops and my coworkers
- Networking with interns my age. Looking at different situations from an outside perspective.
- The people I met in this program I will continue to keep in touch with and learn from after.
- Networking.
- The support systems that have been created throughout this program.
- The biggest impact is getting to know clients in the Kalamazoo community. As someone who didn't grow up around here, it has been valuable to get to know and learn about those who've started businesses here and help them do their accounting practices.
- *Inspired me to seek out mentorships* and buy my full 34 strengths
- My knowledge of kzoo
- Getting to interact with the Kalamazoo community!
- Community engagement.
- *Engaging in the artistic community in Kalamazoo has been especially rewarding*, and learning more about how to be prepared for the workforce.

### **Confidence and Personal Growth**

- The biggest impact Broncos Lead has had on me is to advocate for my professional growth and development in the workplace.
- My professional mindset
- It made me a better person in my professional life.
- Encouragement in professionalism in the workplace.
- Confidence in what I have to bring to the table.
- Even though I already consider myself a good employee, attending these workshops has given me a deeper understanding of myself and how I can succeed even more in the workplace. Listening to the guest speakers truly inspired me to keep improving and reinforced the idea that anything is possible if I work hard for it.
- It has allowed me to become more confident in myself and in my skills
- The single biggest impact that Broncos Lead has had on me is helping me build confidence in myself both personally and professionally by showing me that I have the potential to lead, grow, and make a real difference.
- It taught me to keep trying even if an experience is new or scary. You never know what you could learn, experience or find out about yourself if you don't try.
- Broncos Lead boosted my leadership confidence, especially through using Qualtrics for data-driven decision-making.

- Confidence in myself and my ability to learn
- To advocate for myself
- The biggest impact Broncos Lead had on me was showing me that I can adapt to any environment. No matter the setting or situation, I learned how to adjust, stay focused, and still grow even when things didn't go as planned.
- This internship has given me a lot of confidence to move at my own pace in my workplace.
- It made me feel more confident in my ability to work professionally. It gave me the skills that I might have already had before but do a check in on if I was actually applying these skills or ways I can adapt them.

### **Career Clarity**

- *I feel like I learned a lot about the field that I was interested in. Having this opportunity has also helped me determine what I want to continue in the future.* I also didn't have to get a third summer job.
- It helped me finally decide what I wanted to do for a career and gave me the opportunity to fully explore it.
- The bronco lead program has strengthened my passion for this career and my decision to pursue it.
- It has opened my eyes to possibilities after college and reshaped how I approach situations.
- It has given me a chance to showcase all that I learned and gave me a stronger foundation in what I feel like is best for my career.
- My internship encouraged me to think about my career direction in a new light, and I have become inspired to aim for a leadership role in my field or even start my own business/nonprofit.
- Overall, the single biggest impact that Broncos Lead has had on me is helping me clarify and define my future career path. The program provided valuable guidance and insight, enabling me to better understand my strengths and goals, and giving me the confidence to pursue my professional aspirations with greater focus and direction.
- It's allowed me to realize I want to work with nonprofits after graduation and how to deal with coworkers I dislike.
- Determining future plans
- The biggest impact was my overall professional experience that I gained so that I can use some of the marketing skills I obtained and be able to show previous work to future employers. It allows me to have a job outside of a minimum wage, "normal" college job and *expand my knowledge of what my career may look like post-graduation.*
- Opening the door to networking opportunities in my field of choice. *Strengthening my conviction in choosing my field.*

## Skill Development

- The things I am going to take away from the workshop and apply to the work world.
- Gave me another avenue to use my skills in a professional setting
- Hard skill development
- I've been excited to further my knowledge in an area of sustainability that I previously held little to no experience in. I've gained further technical skills to incorporate into future jobs that correlate with my field of study.
- *The biggest impact that Broncos Lead had on me was teaching me how to be a more productive and efficient employee.* It also taught me skills to stand out as a candidate when it comes to interviews and promotions.
- Learning how to advocate for myself when something isn't working and learning to deal with professional tasks one at a time.
- Improve leadership skill
- *I feel like I learned a lot about the field that I was interested in.* Having this opportunity has also helped me determine what I want to continue in the future. I also didn't have to get a third summer job.

## Financial Compensation

- I got paid to work in a field I was interested in. So, I learned a little bit about non-profits, but I am not sure my placement was a good example.
- The pay rate!
- Allowed me to work 20 hours a week with a flexible schedule and manage my school schedule
- It has made a huge financial impact in my life.
- It has allowed me to work while also attending school.
- Allowed me to keep my position as an RA because the compensation balanced out with my financial needs.
- This program helps me in many aspects. Financially, intellectually, and psychologically. Financially, because as an international student, it is hard to find a high-paying job and get an internship, and rely on a campus job that only pays \$10.50.
- I feel like I learned a lot about the field that I was interested in. Having this opportunity has also helped me determine what I want to continue in the future. *I also didn't have to get a third summer job.*
- The biggest impact was my overall professional experience that I gained so that I can use some of the marketing skills I obtained and be able to show previous work to future employers. *It allows me to have a job outside of a minimum wage, "normal" college job* and expand my knowledge of what my career may look like post-graduation.

- The Bronco lead has helped me to have a valuable experience of working in the U.S. I have the opportunity to connect with colleagues at work thereby improving my networks. *I was also able to earn as it is paid.*

### **Appreciation for WMU**

- Broncos Lead gave me an idea of how WMU operates and how organized they are.
- Overall, the Broncos Lead has impacted me in a way that I will be forever grateful for. Finding an internship as an engineer is so intimidating, especially if you are not the "cream of the crop" so to speak. However, Bronco Leads stepped into my life through employer connections at just the right time. That intimidation was taken away when I was offered an internship through this program. I think that the backing of WMU when applying for these internships absolutely makes a world of difference.
- The single biggest impact that Broncos Lead has had on me is the sense of community and the strong support network that WMU provides to its students, even as they transition into alumni. It really reinforced the "Bronco Spirit" and showed me how much the university values and invests in its students' growth. Through this experience, I've gained a deeper appreciation for WMU's commitment to fostering leadership, connection, and success long after graduation. It has been motivating to know that, as an upcoming alumnus, I'm part of a community that truly cares.

### **General and Other Impacts**

- Building a small business and networking.
- Being able to see what something as small as getting together on a Saturday can do for the girls.
- Workshops
- I think the biggest impact Broncos Lead has had on me is just giving me the opportunity to be in the program and be an intern at my company. I enjoyed my internship and the fact that this program gave me the opportunity to have it was very rewarding.
- I felt that I enjoyed what I did at [Program] and value what I learned there.
- Being very memorable
- Provided me with a great opportunity with [Organization's programs]

## Appendix F: Reasons for Recommending Internship

Respondents who said they would recommend their internship to other students were asked to explain why.

Note: For responses that touched on more than one theme, the portion of the comment relevant to the theme heading is in italics.

### Supportive People and Positive Environment

- The environment was incredible, seeing women all of different backgrounds and expertise in positions of power. very inspiring and empowering.
- [Organization] is a wonderful organization, the staff is welcoming, accommodating, personal, they are flexible but still hold you to a standard of doing good work and making improvements. The organization truly cares about the wellbeing of their staff.
- *Great team and energy*, and a solid place for skills development and go beyond your comfort zone
- I would recommend it because not only do you get professional experience, you meet great people, and the professional development workshops are like coaching sessions on how to further improve not only your professional life but also academic and personal.
- Startup and work environment
- I would recommend this internship as [Organization] is super flexible with your schedule as well as wants to make sure you are learning. They were super helpful throughout this entire internship and always made me feel welcome and excited to go to work!
- I would recommend this position to someone else due to the way the staff makes you feel. They take you in like a family. You learn so many things while you are there as well. They teach you life skills and ways you can use animals in your daily life that you have never thought of!
- *This internship is led by a very experienced, supportive, and engaging team.* The job position itself was very beneficial with building my professional skills in this field. The environment was very positive and eager to teach us something new which is sometimes not always common
- I recommend it because interns can find a new community to work with, develop soft skills, *find a good mentor.*
- *Great culture, great co-workers* and meaningful work
- Various work experiences in different settings, great supervisor
- The employer is very calm and willing to help you learn. This is an amazing first internship experience, where it felt rewarding to put effort into my work. I was given encouragement when progressing in my learning and capabilities.
- *Good energy, useful skills*

- *The interpersonal support I received from both the Lead leaders and my peers was unique and beyond the scope of what I expected.* The guidance and comprehensive approach to soft skills training is invaluable.
- *The community at [organization] is truly something that you don't find anywhere else. Everyone is there to help you and in return you do valuable work to improve the organization and make an impact.*
- *It is a very welcoming place to work and you do many different jobs that offer a variety of skills.*
- *Nice environment*
- *Inviting workplace, collaborative, respectful environment.* Meaningful work with instant payoff.
- [Person] is an exceptional teacher with both the understanding necessary to convey information to interns, as well as an educational background to demonstrate and explain the work involved.
- It's a unique experience that you don't find everywhere, and the staff and community is very welcoming to all types of people. They are very patient and understanding and want the best for you and your time here.
- [Organization] is an amazing organization that is striving to do amazing things, and you learn a ton and meet a lot of great people
- Very rewarding and incredible group to work with.
- *Great culture in the office. Received lots of help.* Developed many skills.
- [Organization] is an exceptional organization for anyone dedicated to preserving and advancing traditional farming methods in today's rapidly evolving agricultural landscape. Beyond maintaining an impressive collection of historic farming tools, Tillers International actively engages in researching and improving traditional farming techniques to make them more effective and sustainable for modern use. The organization fosters an inclusive and collaborative work environment where every team member is valued and involved in each stage of projects and initiatives. Employees are encouraged to contribute their ideas and expertise, promoting continuous learning and innovation grounded in respect for agricultural heritage. Working at Tillers International offers a unique opportunity to be part of a community committed to sustainable agriculture, cultural preservation, and practical innovation. It is an inspiring place for those who are passionate about honoring the past while cultivating the future of farming.
- *All of the people working for the city are great to work with.* The work is very fulfilling and I have gotten the chance to develop several skills working there
- [People] are awesome employers and make my job easy, I have learned a lot of gardening skills, and I have made several meaningful connections!
- [Person] is one of the nicest people I have met. She is very professional, thoughtful, hardworking and passionate. You can tell she loves her business which makes the environment and work nicer.

- I learned a lot from everyone in the office, and they are all super smart and helpful and made my time great.
- It's a fun environment to work in
- [Organization] is a lovely place to work, everyone there is incredibly kind and willing to be open.
- *Great atmosphere* and working for a good cause
- *I loved the people I worked with*, and I got many opportunities to expand my skills.
- It is a great opportunity to work with kids and encourage them to stay in school. I have created meaningful relationships and have enjoyed working my mentors.
- The people at [organization] are kind and passionate about what they do and will listen to your ideas
- The people there are incredible. They are friendly, endlessly helpful, and they care about forming connections. The work itself is very interesting and satisfying.
- The team is so great
- Working with [Person] and all the other amazing ladies that help with [organization] is amazing. I have loved every minute of what I have done. Working side by side with the girls as well has been amazing. I have been able to give them advice as well for when it comes time for when they apply to college or if they want to transfer to Western Michigan in the future.
- They are like a family but also professional. They don't judge they help and the believe in so much great work.
- The ways in which [organization] interacts with the communities within Detroit was very inspiring & uplifting. *The staff are very well in tuned with one another, almost like a family.*
- It is *wonderful work environment* where you learn how to manage an art school and be some a part of a bigger art community

### **Skill Development and Learning**

- I believe you learned more of what they offer, but you also learn more of your soft skill. I personally learned how a Gannt Chart works, and I was able to apply it in my classes and projects due to the major field I was going into. But like I said, I learned more of my soft skills, which I think is more important to acquire besides that "technical work" that you do.
- It has given me valuable experience working with data, and [Person] gives feedback that is helpful to build skills in the workplace.
- I would recommend it because while it gives you great experience in accounting, it also teaches you important technical skills and teaches you how to work on a team.

- *This program not just helped grow my knowledge with the hands on activity from what I learnt in classes or events at school, but also this program helps me to earn extra money.*
- I would recommend it for those who have an interest in graphic design or digital marketing as it is a lot of social media and coming up with strategy to engage audiences
- This job really prepares you for effectively sharing ideas and visions with your boss. There have been many situations where I've been given tasks with specific instructions based on my boss's preferences since it's her business. Learning how to adapt by combining my own knowledge with her vision has been crucial, especially in the marketing field.
- There's plenty of ways to practice what is learned in class.
- It's a good opportunity to gain job experience while also getting adequate payment for the work you do.
- Development of technical skill in ceramics in a repetitious, production capacity is unparalleled. If someone is interested in using their hands in their career, this experience hones material sensitivity.
- The skills I learned (especially hard skills) will be very valuable to me when working in Galleries/Museums in the future. The conversations had about art and the behind the scenes was also extremely valuable and interesting.
- *I would recommend it because you learn to think on your feet as well as get a closer connection with the overall community.*
- It made me learn the deeper meanings of teaching skills and strategies.
- I enjoyed what I worked on. [Person] gave me a task/goal so I could put something substantial on my resume - not just that I worked here but a project I could refer back to. Justin also set me up with another coworker and I got to work on different things in my downtime (when I was waiting on replies to my emails).
- I think I learned valuable skills within the performing arts in relation to marketing, festival curating, and how professional companies work. It is a community of super supportive people who want nothing but the best for you and I truly believe that type of environment is one where you can learn the most.
- Because it very helpful for developing my communication and creativity skills.
- Good opportunity to learn about organic, regenerative farming.
- The interpersonal support I received from both the Lead leaders and my peers was unique and beyond the scope of what I expected. *The guidance and comprehensive approach to soft skills training is invaluable.*
- [Organization] is a great way to learn new technical skills related to graphic design and to express my creative energy in a productive way.

- Great team and energy, and a *solid place for skills development* and go beyond your comfort zone
- This internship is led by a very experienced, supportive, and engaging team. *The job position itself was very beneficial with building my professional skills in this field.* The environment was very positive and eager to teach us something new which is sometimes not always common
- I recommend it because interns can find a new community to work with, *develop soft skills*, find a good mentor.
- good energy, *useful skills*
- Great culture in the office. Received lots of help. Developed many skills.
- All of the people working for the city are great to work with. The work is very fulfilling and *I have gotten the chance to develop several skills working there*
- I loved the people I worked with and *I got many opportunities to expand my skills.*

### **Meaningful Work and Impact**

- The work is very meaningful, you can watch the difference it makes over the course of the internship
- It's an amazing internship you get you learn about your self as well as be able to be apart of the younger community and try to help guide them into a better future. I seen a lot of my self in the kids I was also able to connect with the kids so we can have a relationship afterwards so I can still try and be a good influence in their lives
- I would recommend the [organization's] internship because it offers real-world experience, *strong community impact*, and personal growth.
- I would recommend this program to other students because of the impact you make on your community. I am really big on giving back to the places that have poured so much into me, so this is something that has shaped me into who I am today. You also get a hands on experience that may not have been possible otherwise.
- All of the people working for the city are great to work with. *The work is very fulfilling* and I have gotten the chance to develop several skills working there.
- Great culture, great co-workers and *meaningful work*
- The community at [Organization] is truly something that you don't find anywhere else. Everyone is there to help you and *in return you do valuable work to improve the organization and make an impact.*
- Inviting work place, collaborative, respectful environment. *Meaningful work with instant payoff.*
- Great atmosphere and *working for a good cause.*
- All of the people working for the city are great to work with. *The work is very fulfilling* and I have gotten the chance to develop several skills working there.

## Community Engagement and Service

- *It's given me the opportunity to be creative in promoting something I think is important to the community.* The environment is really good and has taught me what this career could look like.
- *The ways in which [Organization] interacts with the communities within Detroit was very inspiring & uplifting.* The staff are very well in-tune with one another, almost like a family.
- This internship involves working with the community to identify a problem and coming up with solutions that would lead to a community project for the good of the community. This internship is recommended for those who are interested in development, policy making and helping solve the problems that faces differences community. It is also an opportunity to see how community-driven solution can help to solve the problems that we face.
- It has shown me the city of Kalamazoo and talk to many different people
- [Organization] is an amazing organization and it helped me feel more connected to my community and allowed me to gain professional experience
- It opens up your eyes on how much more you can provide to the Black and Brown community in Kalamazoo.
- It is wonderful work environment where you learn how to manage an art school and be some a *part of a bigger art community*

## Experience

- Very useful for accounting students
- Great learning experience looks great on resume
- I believe that this opportunity that I got would be very helpful for other student to experience it as well as I am. They will also learned how to become more professional in the work environment
- I learned so much about myself and the field of law. Although I do feel this is a very specific internship, I bonded with the team and learned so much that many undergraduate students studying law don't have the opportunity to get to experience.
- It has been the best experience this year, and it is hands-on experience with lots of individual and teamwork to bring others together.
- Its a great, flexible learning opportunity that has really brought me out of my shell.
- This workspace was the best I've ever had. Big thumbs up to [people] for creating a safe space for us and teaching us to be better in our careers.
- It helps accounting students gain experience for those who are struggling to get an internship.

- It's given me the opportunity to be creative in promoting something I think is important to the community. The environment is really good and *has taught me what this career could look like*.
- I would recommend the [Organization] internship because *it offers real-world experience*, strong community impact, and personal growth.

### Other

- It allows employees to work independently.
- They give a good amount of projects that you have freedom to build out to a certain extent.
- I would recommend this internship because it gives valuable insight to the importance of exchange and can help students grow their global perception.
- It is an inclusive environment that emphasizes the importance of regenerative community, agriculture, and professionalism. The employers allow us too cohesively integrate ourselves into the local agricultural community. The warm, educated, and disciplined nature of organic practices expands our understanding of clean eating and food production. Anyone interested in expanding their understanding related to these fields, should most definitely apply.
- I would recommend my job placement to anyone interested in working with kids because it was a joy experiencing their personalities and thought processes but also form connections.
- It changed my life! I had no idea what I wanted to do after graduating but getting to intern in arts administration helped me discover that this was something I absolutely loved and wanted to make a career out of. I didn't know hardly anything about this field beforehand.
- I would support this program because it gives you a safety net of a learning environment.
- Very useful for accounting students

## Appendix G: Reasons for Not Recommending Internship

Respondents who said they would not recommend their internship to other students were asked to explain why.

- There are many reasons, but mainly because I don't feel my time was spent well. There was very little work to do, but lots of confusion for how to properly use the interns they have.
- I wouldn't recommend [Organization] because since I have switched to a different area within my internship I am now filing and doing mail. Before the branch that I was working in closed down I was helping students with schoolwork, creating course work for a college preparedness program, and gaining skills working with people. Since the switch I do not feel as though my skills are being fully utilized I am mostly trying to stick it out since it is only once a week. I don't recommend this to other students because they wouldn't be doing social justice type things because [Program] is no longer a thing and their skills would not be properly put to use instead they would be doing what I would think of as receptionist type work.
- I would not recommend [Organization] as an internship site for another student, especially those in the Exercise Science field, based on my own experience. When I initially agreed to the internship, I was under the impression that I would be helping to lead an exercise program for children, which aligned well with my major and professional goals. However, shortly after beginning, I found myself confused about my role, I was mostly performing basic office tasks and not engaging in anything directly related to my field. It wasn't until later that I was informed the program I had signed up to support had lost funding. Rather than being offered an alternative that still connected to Exercise Science, I was essentially kept around to be busy until summer camp started. While I do have experience working with children and am comfortable in that environment, I would not have intentionally chosen an internship through my university just to work a general summer camp, especially when the experience did not support my academic or career trajectory. Additionally, from an intern's point of view, there was very little guidance or mentorship. I often had to take initiative without clear instruction, which at times meant managing chaotic situations with little support. There were also moments where I became aware of internal, personal conflicts that, as an intern, I believe I should not have been exposed to. Ultimately, while I tried to make the most of the opportunity, I don't feel that it fulfilled the purpose of an internship, which is to learn, grow, and gain experience in a specific field. For that reason, I would not recommend [Organization] as a professional internship site for students pursuing careers in Exercise Science or similar areas.
- Management doesn't communicate anything openly and they see the intern not as an addition to team but they look intern as a tool that they are lending for some time from another company. They don't even bother to ask whether

to ask if work is done is or not they act on their own instincts and stop they pay of intern and will not even care to respond to the emails. NOT A GOOD ENVIRONMENT TO ANY STUDENT WHO WANTS TO GROW OR LEARN

- I would not recommend it because there is a lack of leadership and vision when it comes to [Organization]. This often affects the internship experience of gaining real-world experience and being hands-on.

## **Appendix H: Other Comments About Interns' Broncos Lead Experience**

Respondents were invited to share other comments about their Broncos Lead experience.

### **Overall Positive Experience & Gratitude**

- Very enjoyable.
- Thank you so much! This was by far the best experience I've had at WMU thus far.
- Thank you for the amazing opportunity!
- Overall, I think it was a very positive experience and have already recommended and spoke very highly about it to family, friends, and other students.
- Overall I will recommend every Western student to take advantage of this opportunity.
- I am glad I expose myself to this opportunity. I am happy that I got this experience and met new people along the way.
- It's been fantastic! I can't thank everyone involved enough for providing me an amazing opportunity in my field.
- It was a very beneficial experience and I think everyone should try to take advantage of this opportunity!
- It was a great opportunity to get to know everyone and learn.
- It was a great opportunity to be apart of.
- It was a great experience and I am so grateful for the opportunity! It is a great addition to my resume and will help me greatly after I graduate.
- It has been filled with lot of learning experiences.
- If I could do this experience again I would! I truly value this experience and I am very thankful for the team I got to be apart of.
- I really enjoyed being a part of this program! I've gotten so much amazing insight.
- I loved working at [Organization]!
- I loved the experience from both the workshops and my internship! Would definitely recommend!
- I love this program and wish I could participate again.
- I have loved it!
- I am very grateful for this opportunity! Thank you!
- Great program for students and the Kalamazoo Community.

- Best program I ever got into.
- Very enjoyable.
- Farming is fun and the chickens are endlessly hilarious.
- Everyone on the [Organization] team was a joy to work with!
- I really enjoyed being a part of this program! I've gotten so much amazing insight, and I feel like I'll be looking at the workplace differently now.
- I loved the experience from both the workshops and my internship.

### **Appreciation of Program Staff**

- The initiative of BL program is amazing, I really amazed and happy by the guidance and leadership of Mo throughout the program.
- The engagement and responsiveness of the Lead leaders was unmatched.
- I think Mo and Andrea are great.
- I have enjoyed learning from Mr. Mo Brooks; he has an infectious passion for what he does that inspires me.
- Great time working with Mo Brooks and Andrea. Great people to work with!
- Even though I got super sick in the middle of the program, the people who run this program were able to help me get through it.

### **Appreciation of Community & Peer Engagement**

- It was a great opportunity to get to know everyone and learn.
- Everyone on the [Organization] team was a joy to work with!
- Great program for students and the Kalamazoo Community.
- I got the opportunity to meet different people and learn about their experiences, which made me more experienced.
- *Broncos Lead gave me a strong sense of community* and practical skills that I'll carry forward in my academic and professional journey.

### **Suggestions for Improvement or Critique**

- The only thing I would say is that there needs be a little more leniency on missing the professional development meetings.
- [It] would have been amazing if internship company people would have communicated with me more openly and resolved the issue more professionally rather than not paying me on time and searching for lamest excuses for their actions.
- I think there should be more of a checklist for businesses to participate.
- I had a difficult time as I am a hands-on and visual learner. My original mentor was fired in the beginning of summer camp so I was going into the next three weeks with zero training.

- I am disappointed in what ended up happening with my employer change as my role changed exponentially and I feel like I no longer am gaining the same things that I did at the beginning of the year.
- There are lots of people working many different internship positions, and I know it's hard to manage all of them, but it's important to hear them all and listen to their needs.
- Farming is fun and the chickens are endlessly hilarious. *I'd rather be in the sun than in a meeting though -- not to sound cynical.*

### **Appreciation of Learning & Professional Growth**

- It has been filled with lot of learning experiences.
- Broncos Lead has strengthened my leadership skills and provided me with valuable tools to navigate challenges in both my academic and professional journey. It also deepened my understanding of how to effectively collaborate with diverse groups, preparing me for future team-oriented roles.
- Broncos Lead gave me a strong sense of community and *practical skills that I'll carry forward in my academic and professional journey.*

### **Appreciation for Compensation**

- Very happy this was able to be a paid opportunity
- *The pay has been very motivating* and Mo is really awesome.

## Appendix I: Most Valuable Aspects of Professional Development Workshops

Respondents who attended any of the Broncos Lead professional development workshops were asked to identify the most valuable aspects of them.

Note: For responses that touched on more than one theme, the portion of the comment relevant to the theme heading is in italics.

### Soft Skills

- Teamwork and problem solving tasks.
- Learning soft skills
- The workshop about how we present ourselves.
- I think that the workshop that talked about workplace etiquette was refreshing knowledge that I already had and reminded me how important it is to carry yourself in the workplace.
- Learning how to expand my soft skills.
- The conversations involving skill & morals needed within a workspace. The presentations make it very easy to consume & remember, it serves as a great visual for the conversations.
- Even though we covered basic knowledge topics, diving deeper into them made me realize that they might not be as commonly understood as I had thought. One workshop that really stood out to me was the discussion on workplace manners. Learning how to appropriately respond to others, especially colleagues, intrigued me because it directly impacts how you're perceived in the workplace. I now understand how important it is to be mindful of that.
- The most valuable aspect of the workshops was being able to recognize appropriate and professional skills as well as further develop them when it comes to future employment opportunities.
- Learning better ways of communication and also how it is important to be your own person in a professional setting while still maintain professionalism. You do not want to sacrifice your morals and qualities for the sake of someone else. We also were exposed to more resources that can be beneficial to us on campus.
- Just being able to gain insight on so many skills that are extremely valuable to both your personal and professional growth.
- Professionalism
- Learning about how to work with different types of people in a team.
- Reminders of etiquette and expectations.
- One aspect of the internship that I did find useful was the professional development workshops we participated in. These sessions offered

opportunities to reflect on our strengths, practice goal-setting, and build soft skills like communication, collaboration, and leadership. While they didn't directly relate to Exercise Science, they helped me grow in areas that are still important for any future career especially when working with people, whether in a clinical, educational, or team-based setting. These workshops were one of the few structured components of the internship and allowed for some intentional growth, even though the core experience did not align with my academic and professional goals.

- Building connections and *focusing on strengths*

### **People or Networking**

- Getting to hear from professionals who have the knowledge and experience of what the working world is like.
- I really enjoyed the different speakers that came in, and the way I always left inspired or ready to take on something new at my job.
- The most valuable aspect of the workshop was the opportunity to engage with professionals and hear firsthand insights on career development. It gave me a clearer understanding of how to navigate the professional world, refine my networking skills, and tailor my career trajectory
- The guest speakers, because I am gaining new knowledge every time; for example, at the last meeting I learned about teamwork and thinking outside the box
- Collaborative work with other students. Transparency from the Branco Lead directors.
- Meeting with other students and getting an understanding of how their internships worked.
- practical tools for nonprofit management
- The ice breakers and skills test.
- Hearing from people about skills we haven't mastered yet
- Group activities
- Learning something from the workshop and was able to apply it in real world.
- The most valuable aspect is getting to know other students at Western. As a business major, most of the people I meet are also in the business college, so it was valuable to meet students in different fields than me and learn from them.
- Meeting with other people in the program.
- I enjoyed meeting other students in this program. The speakers we had were also very good. Most of them knew how to engage a group of students that didn't necessarily want to be engaged so that was nice.
- Networking with other students, exercises.
- The most valuable aspect was making connections with other interns.

- Getting to know fellow interns in the same boat as you.
- I just connecting with peers
- The experience and different perspectives of knowledge. Meaning the broad range of experience that the facilitators bring from their experience in their backgrounds and profession.
- I get to learn a new skill and meet people with diverse backgrounds, which I find interesting.
- Getting to meet people in the program
- The networking and connecting with other interns and professionals
- Being able to hear about the experiences other interns are having.
- Networking
- Good networking and it is always good to keep the concepts fresh even if I was already aware of them.
- The workshop provided me with the opportunity to network with people. I enjoyed all the activities that we did in the workshops which made it fun while also learning valuable career lessons. It was also nice having people from different career space coming to lecture us.
- *Building connections* and focusing on strengths
- The most valuable aspect of the professional development workshops was the opportunity to gain practical skills and knowledge directly applicable to my work. *Additionally, the workshops fostered meaningful interactions with industry peers, allowing for the exchange of ideas and best practices, which enriched my understanding and inspired new approaches in my professional role.*
- The Lead leaders, their honesty and engagement on a variety of issues which often go unaddressed during early employment - from general work appearance and timeliness to cultural respect and email punctuation. Also, that they were a paid and therefore seen and valued part of the program for the employers.
- I liked the experience that Andrea and Mo exhibited when doing the workshops I could tell they truly care about our internships and are passionate about what they are doing.
- Every meeting was like a coaching session not only for us to take and apply at our internships or for the future but also for our academic life and our personal life. *I think the most valuable aspect was how open and welcoming Mo was to every single person it made it feel like you could come to him with anything good or bad. He also made it feel real and not forced and he made it fun and relatable making it much more enjoyable to come to campus in the summer.*
- The engagement but mostly would be the leader of the class and Mr. Mo made the class very enjoyable very relatable to real world problems.

- What was most valuable to me about the workshops was getting to hear Mo's insight. I feel he has so much knowledge and experience that we all got to benefit from.
- The guest presenters coming in with diverse ideas and topics to learn about

### **Clifton Strengths Assessment and Other Opportunities for Self-Reflection**

- strengths tests, working with other students.
- The most valuable aspect was learning more about Clifton Strengths session.
- I had to make up some of the workshops because of my class schedule, but the Strengths assessment was the one I was able to meet with Mo to discuss, and I found it very relatable to how I was acting in the workplace.
- The most valuable aspect of the workshops was that they helped me recognize my strengths and better understand how I can apply them in a professional setting.
- The Clifton Strengths Assessment
- Clifton Strengths
- When we would discuss how to place and think about your own value in relation to your work
- Learning about my Clifton strengths and how I can use them to my advantage
- Learning my 5 strengths related to my personality.
- I really liked the Clifton Strengths Workshop.
- Clifton Strengths Test and Interpretation
- Clifton Strengths, understanding yourself to be able to do your best work, learning how to navigate situations
- How to make good use of our strength
- The most valuable aspect of the workshops has been hearing how important your strengths can be in a professional setting and how we can hone our strengths.
- The Clifton Strengths workshops.
- Learning about Clifton strengths

### **Diversity, Equity, and Inclusion (DEI)**

- DEI course and activities.
- I learned about professional development and DEI
- I developed an understanding and compassion for others with different ideological backgrounds than my own.
- Learning professionally DEI all the workshops were valuable that has made me a better professional and better person.

## Other

- I think one of the workshops I thought was the most valuable was the third one because I liked the activities that we did and I felt like they were effective after hearing the message behind it.
- Collaboration with others
- New learning
- team building
- Community
- In depth understanding of employer logistics and expectations.
- Seeing how your personality meshes with others
- I enjoyed the budgeting workshop
- The AI one.
- hands-on experience
- The workshops encouraged me to think about presenting myself as a unique candidate in job interviews/on my resume.
- The inputs that I got from Mo are very useful and valuable
- All of them learn a lot
- I think they served as good checkpoints for the experience. I felt safe going to the workshops and I found that everyone was in a good mood and excited to share about their internships. I really appreciate that I was provided a virtual option as well.

## Appendix J: Least Valuable Aspects of Professional Development Workshops

Respondents who attended any of the Broncos Lead professional development workshops were asked to identify the least valuable aspects of them.

Note: For responses that touched on more than one theme, the portion of the comment relevant to the theme heading is in italics.

### Redundant Information

- The teamwork, just because we do it in so many other things as well.
- I think that a lot of the information is common knowledge for me. I feel like we could have hit topics more in-depth or talked about how to make the internship look good on a resume, and work on elevator pitches.
- Work place etiquette, but only because I have a lot of experience in the work place already. I can see how it is very helpful to those who do not have a lot of experience in the work place.
- Some of the information taught feels like common sense
- The least valuable aspect has been how to act in professional settings because it all seemed like common knowledge. However, I do understand that other people might have needed it.
- None I can name off the top of my head. I've worked in a variety of fields since I was 15, including some corporate environments. Things sited in the workshops were often things I learned on my own.
- Sometimes some of the material seems a be redundant, I would have really enjoyed getting to connect more with the other interns for every workshop for a longer period of time
- While the workshops offered valuable content, I felt some of the material covered was already familiar to me due to my prior experiences in various roles at WMU. As a senior with considerable hands-on experience, I was hoping for more advanced guidance that aligned with my current career stage.
- The least valuable aspect was learning things that seemed like common knowledge. For example, needing good communication and teamwork to be more efficient.
- Sitting through a few presentations that felt like things I've already heard before
- As a student of the business college, we receive many of the same lessons in our general curriculum. I can see the benefit to students who are unaware of these programs that the Uni. has to offer.
- The least valuable aspect of the workshops was that some sessions felt a bit too general and didn't fully address specific challenges relevant to my role. A

more tailored approach or deeper focus on certain topics would have made those parts more impactful.

- Employer etiquette - only because I personally knew a lot of the information.
- Some of the messages felt repetitive, and my age being greater than that of other interns may have hindered any significant developmental change or growth.
- Although we did go into various topics to a depth I had never understood before, a lot of the information was not novel.
- Some of the talks covered things that I personally didn't think needed covering
- If this is an elite group of students, then it would be more beneficial to have more workshops or lectures based on more advanced topics. Students should not be learning how to write an email, or that the internet is not a safe place. Lessons on handling workplace issues, like being underpaid and underappreciated, or conflict resolution, would be much more valuable.
- I've heard about the techniques we cover many times
- The time and *I have been through Clifton strengths before*

### **Time and Scheduling**

- I think they could be closer to 1 hour or 1.5 hours instead of 2.
- I was unable to attend most because of scheduling.
- For all the workshops I have attended, there was only one where I was able to finish the whole session due to class conflict with my schedule. However for me personally, it was the time frame of the workshops was the least valuable.
- Time away from work.
- The workshops being mid-day during the week makes scheduling difficult. I would recommend a virtual option with mandatory camera on etc. to hold those joining virtually accountable.
- The time
- Missing time with the organization with whom we are interning.
- *The time* and I have been through Clifton strengths before

### **Unengaging**

- can be kinda boring
- Maybe the lack of workshops, I believe that each workshop meeting just feels like a check in - rather than a meeting to improve.
- The least valuable part of the workshop is that I felt that some of the things that we stayed for could be a teams meeting.
- some were very hard to focus on, and long winded
- Lack of engagement in some parts

- I think that some of the content was kind of filler. That was not a bad thing, but just the least valuable aspect.
- I don't really enjoy just being talked at for a period of time especially because we do that in classes often. So I would say and leadership where we were just being talked at wasn't one that I enjoyed.
- I don't think I would deem anything as "least valuable", but I think it would be more beneficial to have an opportunity to actually meet and speak with the other members of our cohort. It allows you to establish those professional connections and helps you to connect with others that are going through the same thing you are.

### **Ice-Breakers and Game-Like Activities**

- Ice breaking activities
- I thought the telephone game was a little pointless. With all due respect.
- The least valuable aspect of the workshops might have been the ice-breakers at the beginning. I know this might be contradictory of what I found valuable but I'll explain. I enjoyed when us students got to group up and discuss what the presenter was talking about like when the DEI speaker made us pair up and play word association basically - that was an effective way of learning other students. The ice-breakers at the beginning were mostly awkward and nobody seemed to know what to say because we didn't really have anything to talk about. During the presentation when we would discuss in groups we had a unifying thing to talk about. But when we had an ice-breaker of "2 truths, 1 lie" it was hard because none of us know each other so it's basically just guessing the lie and then being wrong and parting ways - no real connection forming. I think more group discussion will make real connections between students.
- The ice breakers
- The near constant collaboration with other students. Sometimes it is valuable to just sit and listen to the presenter but it felt like they were on the backburner to student interaction
- I thought the ice breaker/game-like exercises were unhelpful in demonstrating broader points.

### **Specific Topics**

- Personally, I didn't find the Gallop poll helpful, but I see why corporations would use it.
- The strengths assessment.
- professional wear I guess
- When we learned about ai

### **Nothing – All Valuable**

- I will have to think about that.

- Don't have one
- Nothing
- I believe everything I've learned has been valuable!
- I didn't really find any part of the workshops not valuable, they were a good use of time and energy.
- I don't think there was a least valuable aspect for any of the workshops I've attended.
- There is no less valuable aspect. Each workshop has their own purpose.
- The least valuable aspect was that there could have been more workshops, as I felt there was still more I could've learned.
- I don't think there was one that was not valuable.
- I think every bit of it was valuable
- Nothing – I thought that they were all valuable
- Honestly, nothing for me. I enjoyed the empowering uplifting workshops.
- I thought they were very valuable! Some of the speakers we had I've already heard their presentations in student organizations or classes on campus, but they were still useful to hear again.
- Unsure.
- Every aspect of the workshop was valuable. I do not have any least
- I didn't have a problem with the workshops
- I felt my experience with the workshops did not have an invaluable aspect.
- I thought all workshops were valuable. I know one of the guest speakers did not show up, however Mo did a great job sharing some valuable information about money.
- Nothing
- N/A

### **Other**

- Ambition and initiative related to my internship.
- The lack of spring water :(
- Consistency