

Final Reflection Report

Gabrielle R. Burns

Department of English, Missouri State University

ENG 574: Technical Writing Internship

Dr. Rhonda Stanton

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Overview of Internship

About the Internship

Company: Missouri Association of Nurse Anaesthetists (MOANA)

Supervisor: Executive Director, Carol Kemna

Job Title: Social Media Director/Intern

Type of Work Completed

As the social media director, I became responsible for editing, designing, creating content, scheduling content, and posting the content. This felt like a big responsibility in the beginning, but I quickly adapted to the role. Board members sent in content ideas and upcoming events with content requests for me to bring to life. I often communicated with MOANA President, Amy Brown about her vision for the social media during her presidency. She and I came up with the idea of Meet Your Board Monday, a day dedicated to introducing a new board member each week. We did this as often as possible, and for the most part, it was successful. We also hosted a “We Love Our PAC Week”, a social media event dedicated to informing Missouri CRNAs about our PAC and encouraging them to contribute donations. This week consisted of making various flyers and a video. It was a successful week of promoting PAC donations, and I felt busy the entire time.

Successes in my Internship Experience

Meeting with Representative and Senators in the State Capitol

I accompanied MOANA to the state Capitol building in Jefferson City on January 20, 2026. This was my second year attending Advocacy Day with the organization, so I was familiar with how the meetings went. Last year, I attended the meetings to take photos of our members with the representatives and senators. Yet, I listened to the meetings and learned how legislation affects our state’s medical practices. I always attend the training

sessions, where members are informed about the bill they are advocating for, so I can feel prepared for the day in the Capitol.

This year, we had many SRNAs who attended (CRNA students), and they were not comfortable speaking in the meetings. I was pleasantly surprised when the group leads looked to me when wanting assistance in the meetings. I had one legislator remember me from last year and instantly support our bill. I captured many great photos for social media content, but I also gained confidence in myself this day. It felt nice to be valued for my abilities around such educated people. I learned more about my strengths on this trip than I ever expected to, as my purpose of attending was to take pictures.

Creating the "PAC Informative Video"

We wanted to post a video on our social media with our lobbyist, Chris Rope, explaining what a PAC is and why it is important for MOANA members to contribute to our PAC, but he was unable to capture the content. I did not learn that Chris was unable to complete the video until the day before we needed it. While I was informed of this, I was asked to create a video. I got to work immediately.

First, I had to properly educate myself on a PAC and its importance for the organization. Within six hours, the video was complete, and I had learned how to make a video in Canva, something I had never done before. I utilized the shapes and elements to animate the video, and after battling with the AI voiceover for over an hour, I decided to record my voice. This project stressed me to my core and felt impossible at times, but I was able to get it done. MOANA President, Amy Brown, commented on how quickly I was able to create the video, and it made me feel good that I was able to step up and get it done.

Struggles Faced in My Internship Experience

Meet Your Board Monday

As mentioned above, President Amy Brown and I created “Meet Your Board Monday” during a phone meeting I scheduled to discuss our goals for social media. She became the first featured member, and it was a great success. However, for the following three weeks, I was unable to get board members to respond to my content requests, and no “Meet Your Board Monday” was posted.

This pushed me to create a calendar for the board members to know in advance when their week is to be featured. I spoke on this in the board meeting and requested that when it was their turn, they send in a few pics and a brief statement. We had two successful weeks following the release of my calendar before board members began failing to respond to my requests again. However, I was able to get two more “Meet Your Board Monday” introductions posted, but they were not posted on Monday due to receiving the content late. I spoke on this issue again in the most recent board meeting, but I have not seen much improvement.

This was very difficult for me to battle throughout the internship because I felt that I was always holding up my end, and I got cut short at times. Yet, that is life. I learned that although I could be consistent with “Meet Your Board Monday” like I wanted to, I could still be consistent in creating quality social media content. I learned to focus on the aspects that I could control and continue to put my best foot forward.

Skills Strengthened

Throughout my internship experience I have increased my confidence and abilities in the following skills:

- Writing: Writing content for social media flyers taught me to be concise. There is no room for unnecessary details.

- Editing: I edited the brief statements of board members for their “Meet Your Board Monday” posts. I also had to be my own editor for all the social media content I created.
- Designing: I learned how to design different types of content from scratch and with templates.
- Diversity with Design Platforms: Throughout this internship, I have strengthened my ability to use various platforms such as Canva, CapCut, PowerPoint, and Word.
- Communication: I had to maintain strong communication with board members to remain knowledgeable on upcoming events and important updates within the organization.
- Adaptability: I learned to adapt to my surroundings and challenges.

Weak Skills

Throughout my internship experience I struggled with these skills:

- Organization: I would have liked to have been more organized with scheduled postings that did not require the participation of board members. I think had I been given more time, I would have created “Fun Fact Friday”, a day dedicated to informing CRNAs about their practice in Missouri.
- Assertiveness: There were times I wished I had advocated for myself and my work better.

Beneficial TPW Classes

I found several of my technical/professional writing courses to be beneficial throughout this semester. However, there were three courses that I feel best prepared me for this internship:

1. **ENG 477: Advanced Professional Editing** prepared me for this internship because it made me confident in my editing abilities. As mentioned, I had to act as my own editor during this internship, and I was able to trust the editing knowledge that was instilled in me through this course to succeed in this role.
2. **ENG 373: Writing with Technology** taught me how to use technology for various editing and design methods. In this course, we used Adobe Photoshop,

but since I no longer pay for the platform, I was able to integrate these skills while learning how to use new design platforms.

3. **ENG 422: Career Focus in Professional Writing** helped me feel confident in my ability to communicate with others professionally. Knowing how to write professional documentation has been important when communicating with board members.

The valuable skills learned in each of these courses benefited me in my internship experience and my confidence as an individual. I feel these courses provided a strong foundation of writing, editing, and design skills that I was able to utilize while working with MOANA.

Advice to Future Interns

I would tell future interns to walk into rooms like they deserve to be there, because they do. Everyone starts somewhere, and being at a different spot in the journey does not make you less valuable. While at the state Capitol advocating alongside MOANA, I received concerned comments from CRNAs, SRNAs, and even a handful of legislators about my choice to pursue a degree in writing, yet I do not doubt that I will be just as successful. I think it is important to be confident in yourself and learn as much as possible from the experience, even if it is learning the type of person you *don't* want to be like.

Concluding Statement

I am extremely grateful for the opportunity to be an intern for the Missouri Association of Nurse Anaesthetists (MOANA). My supervisor, Carol Kemna, is an admirable woman with an outstanding drive, carried with class, who taught me how to navigate the professional world and, most importantly, leave my mark on it. I have greatly strengthened my skills to become a more diverse writer, yet I feel the life lessons were much more valuable. I will forever cherish the MOANA board members who supported

me through this internship and encouraged my ideas. I am leaving this experience a more knowledgeable and confident woman.