Catalog Course Description:

Provides a practical work experience in general office support skills. OST majors, in their last semester before graduation, will work with local area employers to gain on-the-job training.

Entry Level Standards:

The student must have math, writing, verbal, and English language skills at the college level.

Prerequisites:

OST 2120, 2006, minimum overall GPA of 2.5 or department approval; prior to enrollment in the course and the beginning of the term, an application must be completed and approved by the Coordinator of BCT Internships.

Textbook(s) and Other Reference Materials Basic to the Course:

None required

I. Week/Unit/Topic Basis:

The Internship work schedule shall be determined between the employing supervisor and the student intern to afford a minimum of 45 hours on the job during the 15-week fall or spring semester (more hours may be worked, depending on arrangement between student intern and employer). Since the student is interning for academic credit, no remuneration is required; however, supervising offices may, at their sole discretion, elect to provide stipends, paid parking, mileage reimbursement or other benefits of employment. The intern shall observe all standards of legal ethics and confidentiality and comply with all office policies.

II. Course Objectives*:

A. Demonstrate a working knowledge of the most current hardware and software technology in personal computers and all peripherals (including, but not limited to, printers, scanners, transcription equipment, MS Office Suite, electronic mail, and the Internet). I, II, III, VIII, X, XII

B. Exhibit skills relevant to accuracy, efficiency and meeting deadlines. II, III, X, XI, XII

C. Demonstrate good work habits, work ethics, and accurate records management. VI, XI, XII

D. Maintain good attendance and punctuality. VI
E. Demonstrate good interpersonal, team, and customer service skills. IV, V, VI
F. Demonstrate professionalism and a positive attitude. IV, VI, XI, XII
G. Use knowledge and skills gained in preparation for job seeking and interviewing. IV, V, VI, VIII, IX, X, XIII

*Roman numerals after course objectives reference goals of the OST program.

III. Instructional Processes*

Students will:

1. Provide the employer with the expected work ethic, knowledge and skills expected of an entry level office support professional. *Technological Literacy Outcome, Information Literacy Outcome, Personal Development Outcome, Communication Outcome, Problem Solving and Decision Making Outcome, Transitional Strategy*

2. Keep accurate and neat work log of completed work, as well as an accurate time card for tracking hours worked. *Communication Outcome, Personal Development Outcome, Numerical Literacy Outcome*

3. Communicate effectively with team/co-workers to ensure timely and accurate completion of work and to establish good human relationships. *Communication Outcome, Problem Solving and Decision Making Outcome, Cultural Diversity and Social Adaptation Outcome*

4. Gain on-the-job work experience by participating in internships with area employers. *Communication Outcome, Personal Development Outcome, Problem Solving and Decision Making Outcome, Cultural Diversity and Social Adaptation Outcome, Technological Literacy Outcome, Numerical Literacy Outcome, Information Literacy Outcome*

*Strategies and outcomes listed after instructional processes reference Pellissippi State’s goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.

IV. Expectations for Student Performance*

Upon successful completion of this course, the student should be able to:

1. Complete an application, professional updated resume, and interview process. G
2. Exhibit skill in the use of the most current PC hardware and software technology (including, but not limited to, printers, scanners, transcription equipment, MS Office Suite, electronic mail, and the Internet). A
3. Practice and internalize the work ethic by regular attendance and punctuality, being dependable and performing in a professional manner. C, D, F
4. Regularly practice problem-solving and decision-making skills. E
5. Provide good customer service. E
6. Practice and use proof-reading skills, editing/revising skills, and bookkeeping skills. B, C
7. Keep accurate records, including tracking hours worked, document control, and records
management of hard copy and electronic records. A, C

8. Communicate effectively with team/co-workers and supervisors to ensure timely and accurate completion of work and to establish good human relationships. E, F

9. Adapt to change and new concepts. F

10. Demonstrate positive attitude and professionalism. F

11. Demonstrate self-confidence and pride in work. C, F

12. Recognize and accept the importance of professional and appropriate attire and image. F, G

13. Interface with the college Placement Office and other placement agencies, and perform Internet job searches. A, G

14. Demonstrate good interviewing skills and a professional image. G

15. Gain on-the-job work experience in office support working with area employers. A, B, C, D, F

*Letters after performance expectations reference the course objectives listed above.

V. Evaluation:

A. Evaluation Procedures:

1. Prior to enrollment in the course and the beginning of the term, an application process must be completed. This application process includes: a two-page application, a current resume, a copy of current transcript, copy of Intent-to-Graduate form, and the scheduling of an interview with the internship coordinator.

2. Regular communication with the internship coordinator by email or phone throughout the internship semester is required. Conferences may also be scheduled at any time during the semester on an as needed basis.

3. The intern will submit pertinent employer information [such as supervisor's name, title, phone, fax] along with the Job Verification/Agreement form within the first two weeks of the term. Intern should assure that all deadlines are being met throughout the internship.

4. The intern will work a minimum of 45 hours with one employer during the semester. Before these hours are completed, the intern will arrange with the internship coordinator a visit to the intern's work site.

5. The intern's employing supervisor will fill out an evaluation form rating his/her work performance during the semester and submit to the internship coordinator.

6. The intern will complete and submit to the internship coordinator an evaluation of the internship experience.

7. Hours worked by the intern should be verified by the employing supervisor using either (1) time sheets signed by both the student and the supervisor, or (2) copies of official pay stubs that show hours worked. This documentation will be submitted to the internship coordinator.

B. Grading Scale:

The grade for this course is Pass/No Pass. This grade will be based on attendance and verification of hours worked; evaluation by the employing supervisor; a student evaluation of the internship experience; an arranged visit to the student's work site; and overall reliability and commitment to the work experience. All required hours must be completed with one employer. Updated resume must be submitted and a Placement file completed. Tardiness, absenteeism, and/or general disciplinary problems will not be tolerated and can result in the failure of the
VI. Policies:

Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75 percent of their scheduled class and laboratory meetings in order to receive credit for the course. Individual departments/programs/disciplines, with the approval of the vice president of Academic and Student Affairs, may have requirements that are more stringent.