Catalog Course Description:

Provides on-the-job work experience in general office support skills and document production. OST majors in their last semester before graduation will work on site in the Center for Advanced Office Systems.

Entry Level Standards:

Keyboarding speed of 45 wpm; two full semesters of word processing courses; filing of Intent-to-Graduate form; minimum overall GPA of 2.5 or department approval, and a grade of “C” or better in pre-requisite courses is advised.

Prerequisites:

OST 2120, OST 2006, or department approval

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


I. Week/Unit/Topic Basis:

A variety of office work will be performed as needed in the on-site Center for Advanced Office Systems. The work schedule shall be determined between the coordinator and the student to afford 45 hours of on-site training during the 15-week fall or spring semester.

II. Course Objectives*:

A. Use all features of word processing in document production. I, II, III, VIII, X, XII

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

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

D. Maintain good attendance and punctuality. VI

E. Demonstrate good team, interpersonal, and customer service skills. IV, V, VI

F. Demonstrate professionalism and a positive attitude. IV, VI, XI, XII

*Roman numerals after course objectives reference goals of the OST program.
III. Instructional Processes*:

Students will:

1. Operate the most current technology in personal computers and all peripherals (including, but not limited to, printers, scanners, and transcription equipment). *Technological Literacy Outcome*

2. Practice and internalize the work ethic by regularly attending class, being punctual (including notification of supervisor when absence or tardiness is necessary), being dependable and performing in a professional manner. *Personal Development outcome; Problem Solving and Decision Making Outcome, Transitional Strategy*

3. Use computer software technology to promote objectives of the course; specifically, WordPerfect, Word, Excel, PowerPoint, Internet, Electronic Mail. *Technological Literacy Outcome*

4. Accept responsibility for taking customers’ work orders for document production, and making effective decisions regarding turn-around time, formatting, and cost. *Problem Solving and Decision Making Outcome; Numerical Literacy Outcome*

5. Answer telephones; provide customer service and receipt monies as part of the duties of working the front desk/reception for the Center. *Personal Development Outcome; Problem Solving and Decision Making Outcome; Numerical Literacy Outcome*

6. Practice and use proof-reading skills, editing/revising skills, and run spell-check on all documents produced. *Communication Outcome, Problem Solving and Decision Making Outcome, Active Learning Strategy*

7. 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*

8. 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*

9. Demonstrate positive attitude and professionalism. *Communication Outcome, Personal Development 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. Use WordPerfect or Microsoft Office software to produce, format, and revise a variety of documents. *A*

2. Transcribe accurately from machine dictation. *B*

3. Use reference texts, when necessary, to verify correct grammar, punctuation, formatting, and capitalization. *B*
4. Accurately key documents with a minimum speed of 45-50 wpm. B
5. Proofread carefully. B
6. Complete work by a given deadline. B
7. Accurately maintain computer files as well as manual files. C
8. Keep accurate bookkeeping records of receipted cash. C
9. Handle the telephone with courtesy and professionalism while ensuring that complete and accurate messages are taken. C
10. Accept responsibility, work independently, and/or work unsupervised. C
11. Keep neat and thorough records of work completed using a personal work log; accurately track hours worked by filling out weekly timecards for the CAOS hours. C
12. Demonstrate a knowledge of and commitment to ethical office standards, and behave accordingly; in particular, avoid initiating or participating in office gossip. C
13. Practice regular and reliable attendance. D
14. Demonstrate commitment to punctuality in reporting to work at scheduled time.
15. Adhere to pre-set schedule of work hours. D
16. Notify coordinator prior to an absence, change of schedule, or tardiness. D
17. Make a conscientious effort to promptly (within two weeks) make up time missed. D
18. Interact with student and faculty customers in a friendly, informative but tactful manner. E
19. Cooperate in a spirit of teamwork with co-workers in a very close working environment. E
20. Keep personal problems out of the workplace, and control any demonstration of frustration and/or unprofessional behavior. E,F
21. Interact with coordinator in a clear, informative way to ensure active communication; read and respond regularly to e-mail correspondence. E
22. Regularly practice problem-solving and decision-making skills. E
23. Adapt to change and new concepts. F
24. Exhibit positive attitude; display an interest and enthusiasm for work assignments. F
25. Stay calm and in control when working with tight deadlines and/or difficult tasks. F
26. Demonstrate self-confidence and pride in work. F
27. Make every effort to do the best job possible, without complaining. F
28. Recognize and accept the importance of professional attire and image. F

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

Evaluation Procedures:

The Practicum Lab will be graded by: competencies presented in attendance, job knowledge, quality of work, quantity of work, initiative, attitude, following written and oral directions, record keeping, interpersonal skills, work ethic, attire and image, performance levels, and completion of required exercises. A 5-point grading system will be utilized /with 5 being the highest possible point (representing outstanding performance) and 1 being the lowest (representing unsatisfactory performance). The final breakdown of points for a letter grade will be as follows:

<table>
<thead>
<tr>
<th>Points</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.50 - 5.0</td>
<td>A</td>
</tr>
<tr>
<td>4.25 - 4.49</td>
<td>B+</td>
</tr>
<tr>
<td>4.00 - 4.24</td>
<td>B</td>
</tr>
<tr>
<td>3.75 - 3.99</td>
<td>C+</td>
</tr>
<tr>
<td>3.50 - 3.74</td>
<td>C</td>
</tr>
<tr>
<td>3.25 - 3.49</td>
<td>D</td>
</tr>
<tr>
<td>Below 3.25</td>
<td>F</td>
</tr>
</tbody>
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VI. Policies:

A. 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. Practicum Lab Policy: Notice must be given to the coordinator before missing scheduled work or being tardy. ALL missed work time must be made up. Absences with no notification will be unexcused, whether or not time lost is made up. More than two (2) unexcused absences will result in failure of that course. A total of 45 hours in Practicum Lab is required.

B. Dress Code:

Appropriate dress is required while performing duties in the Center:
* Female personnel are asked to wear a suit, skirt or pants suit for a professional look.
* Male personnel are asked to wear a shirt and tie for a professional look.
* NO JEANS, SWEATS, OR TENNIS SHOES ALLOWED.

C. Other Policies:

No smoking at any time; food and beverages allowed only in designated areas, away from computer work stations, keeping areas neat, clean and orderly.