PELLESISSIPPI STATE TECHNICAL COMMUNITY COLLEGE
MASTER SYLLABUS

OST PRACTICUM LECTURE
OST 2300

Class Hours: 1.0 Credit Hours: 1.0
Laboratory Hours: 0.0 Date Revised: Spring 02

NOTE: This course is not designed for transfer credit.

Catalog Course Description:

Lecture series include interviewing skills, mock interviews, creation of a résumé and a professional portfolio, customer service skills, and promotion of work ethic.

Entry Level Standards:

Keyboarding speed of 45 wpm; two full semesters of word processing courses; filing of Intent-to-Graduate form; and a grade of “C” or better in prerequisite course(s) is advised.

Prerequisites:

OST 2120, and 2006, and minimum 2.5 GPA in OST courses; or department approval

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


I. Week/Unit/Topic Basis:

A series of lectures will be given.

II. Course Objectives*:

A. Produce documents using all features of word processing. I, II, III, VIII, X, XII
B. Exhibit skills relevant to accuracy, efficiency and meeting deadlines. II, III, X, XI, XII
C. Demonstrate and promote good work habits, and work ethics. VI, XI, XII
D. Maintain good attendance and punctuality. VI
E. Demonstrate good team and interpersonal skills. IV, V, VI
F. Demonstrate professionalism and a positive attitude. IV, VI, XI, XII
G. Prepare for interviewing and job search activities by using the knowledge and skills gained through lectures. IV, V, VI, VIII, IX, X, XIII

*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. 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*

5. Participate in group discussion on oral grammar and its importance; and practice using correct grammar when speaking with customers, co-workers, supervisors, etc. *Communication Outcome, Personal Development Outcome, Cultural Diversity and Social Adaptation Outcome*

6. 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*

7. Demonstrate positive attitude and professionalism. *Communication Outcome, Personal Development Outcome*

8. Participate in interviewing and job search skills through round-table discussion of interview questions and professional attire; creation of an updated resume; interfacing with Placement Office and other agencies; mock interviews (with evaluations and self-critiques), and internet searches. *Communication Outcome, Personal Development Outcome, Problem Solving and Decision Making Outcome, Technological Literacy Outcome, Information Literacy Outcome, Active Learning Strategy*

9. Learn from appropriate guest speakers about professional development opportunities, certifications, and professional associations available. *Personal Development Outcome, Problem Solving and Decision Making 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. Use WordPerfect or Microsoft Office software to produce, format, and revise a variety of documents. A

2. Use reference texts, when necessary, to verify correct grammar, punctuation, formatting, and capitalization. B
3. Accurately key documents with a minimum speed of 45-50 wpm. B
4. Proofread carefully. B
5. Complete assignments by a given deadline. B
6. Demonstrate a knowledge of and commitment to ethical office standards, and behave accordingly; in particular, avoid initiating or participating in office gossip. C
7. Practice regular and reliable attendance. D
8. Demonstrate commitment to punctuality in reporting to class at the scheduled time. D
9. Keep personal problems out of the classroom, and control any demonstration of frustration and/or unprofessional behavior. E,F
10. Interact with instructor in a clear, informative way to ensure active communication; read and respond regularly to email correspondence. E
11. Regularly practice problem-solving and decision-making skills. E
12. Adapt to change and new concepts. F
13. Exhibit positive attitude; display an interest and enthusiasm for work assignments. F
14. Stay calm and in control when working with tight deadlines and/or difficult tasks. F
15. Demonstrate self-confidence and pride in work. F
16. Recognize and accept the importance of professional attire and image. F
17. Produce an updated professional résumé and submit, along with placement documents, to the Placement Office. G
18. Develop a professional work-sample portfolio for use in interviewing. G
19. Participate in mock interviews on videotape; self-critique personal performance. G
20. Demonstrate good interviewing skills and a professional image and appearance. G
21. Be aware of the appropriateness and legality of certain interview questions; how to answer most frequently asked interview questions; what questions to ask at interview. G

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

V. Evaluation:

Evaluation Procedures:

The Practicum Lecture grade will be Pass/No Pass and based primarily on attendance, completion of a résumé, professional portfolio, and participation in mock interviews.

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.

Lecture Policy: There will be 15 lectures scheduled for the semester. More than two (2) unexcused absences will result in an automatic “NP” for the course.

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.