

PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE  
MASTER SYLLABUS

**OST INTERNSHIP  
OST 2302**

**Class Hours: 0.0**

**Credit Hours: 1.0-3.0**

**Laboratory Hours: 3.0**

**Revised: Fall 04**

**Internship Hours: 45-  
135**

NOTE: This course is not designed for transfer credit.

**Catalog Course Description:**

This course is a supervised work experience for OST majors to gain office support skills working with area employers. Individual conferences are arranged instead of class attendance.

**Entry Level Standards:**

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

**Prerequisites:**

Completion of 15 hours of OST courses, with a minimum 2.5 GPA in OST courses; seeking an A.A.S. degree in Office Systems Technology; and a completed internship application submitted to the Coordinator of BCT Internships prior to the beginning of the enrolled term. Application is available on the Web: [www.pstcc.edu/departments/bctpi/documents.html](http://www.pstcc.edu/departments/bctpi/documents.html).

**Textbook(s) and Other Course Materials:**

None required. Handouts will be provided.

**I. Week/Unit/Topic Basis:**

The internship work schedule shall be determined between the work supervisor and the intern to afford a minimum of either 90 or 135 hours on the job (depending on the credits being earned). If the job is paid, intern may work as many hours as school schedule permits. Since the student is interning for academic credit, no pay is required; however, supervising offices may, at their sole discretion, elect to provide stipends, paid parking, mileage reimbursement or paid 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. 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, Active Learning Outcome, Communication Outcome, Problem Solving and Decision Making 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. Demonstrate good interviewing and resume-writing skills. G
2. Exhibit skill in the use of the most current PC software applications for office use, as well as varied office equipment. 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. 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. Read and respond regularly to email correspondence. C
10. Adapt to change and new concepts. F
11. Demonstrate positive attitude, pride in work, and professionalism. C, F
12. Recognize and practice the importance of professional image and appropriate attire. F, G
13. Interface with the college Placement Office and other placement agencies. A, G
14. Demonstrate good interviewing skills and a professional image. G
15. 14. Gain on-the-job office support experience working with area employers. A, B, C, D, F

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

### V. Evaluation:

Evaluation Procedures:

1. The grade for the internship is pass/no pass. To pass the intern must: meet all requirements as stated in this syllabus; verify completion of the required hours; arrange a site visit for the Internship Coordinator; submit a completed student evaluation form; pass the employer evaluation; and complete an updated resume and other paperwork for the Placement office

2. The intern is responsible for scheduling an initial interview with the Internship Coordinator and completing all initial application paperwork prior to the beginning of the enrolled term. Progress conferences with the Internship Coordinator may be scheduled at any time during the semester on an "as needed" basis. Interns are expected to check student and personal email accounts on a regular basis throughout the semester to maintain regular communication with the Coordinator.
3. The intern will notify the Internship Coordinator immediately upon accepting an internship position. At this time, or within one week of the internship start date, the intern will submit pertinent employer information [such as company name, supervisor's name, title, phone, email, fax).
4. Regularly review the syllabus to assure all requirements are being met.
5. Hours worked must be verified by the employer using either (1) time sheets signed by both the intern and the intern's supervisor, or (2) copies of official pay stubs. All required hours MUST be completed with ONE employer in order to receive a passing grade.
6. The intern will submit to the Internship Coordinator a final evaluation form describing and evaluating their internship experience. This "Student Evaluation" form is located on the Internship webpage: [www.pstcc.edu/departments/bctpi/documents.html](http://www.pstcc.edu/departments/bctpi/documents.html).
7. The student will work with the Internship Coordinator to arrange a site visit to the Intern's workplace sometime prior to the completion of the required hours.
8. The intern's work supervisor will submit a final evaluation form to the Internship Coordinator indicating the tasks assigned and rating the intern's performance. This form will be provided directly to the supervisor.
9. Tardiness, absenteeism, and/or general disciplinary problems will not be tolerated and can result in the failure of the internship course.
10. The intern will be responsible for handling all software/hardware and other types of equipment provided by the employer in a responsible and ethical manner.

## **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. [NOTE: No differentiation is noted for excused/unexcused absences. These will be treated as an absence.] (Pellissippi State, 2004-2006 Catalog, page 83)

### **B. Academic Dishonesty:**

Plagiarism, cheating, and other forms of academic dishonesty are prohibited. Students guilty of academic misconduct, either directly or indirectly through participation or assistance, are immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions which may be imposed through the regular Pellissippi State procedures as a result of academic misconduct, the instructor has the authority to assign an F or a zero for the exercise or examination or to assign an F in the course. (Pellissippi State, 2004-2006 Catalog, pages 62-63)

### **C. Accommodations for disabilities:**

If you need accommodation because of a disability, if you have emergency medical information to share, or if you need special arrangements in case the building must be evacuated, please inform the instructor immediately. Privately after class or in the instructor's office.

To request accommodations students must register with Services for Students with Disabilities:

Goins 127 or 131, Phone: (865) 539-7153 or (865) 694-6751 Voice/TDD.

D. Other Policies:

Computer Usage Guidelines:

College-owned or –operated computing resources are provided for use by students of Pellissippi State. All students are responsible for the usage of Pellissippi State’s computing resources in an effective, efficient, ethical and lawful manner. (Pellissippi State, 2004-2006 Catalog, pages 67-70)