

PELLISSIPPI STATE COMMUNITY COLLEGE
MASTER SYLLABUS

**OST INTERNSHIP
OST 2302**

Class Hours: 0.0

Credit Hours: 2.0

Laboratory Hours: 0.0

Revised: Fall 09

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:

Must be an OST major seeking an A.A.S. degree; completion of 15 hours of OST courses, with a minimum 2.5 GPA in OST courses; an internship application must be submitted to and approved by the Coordinator of BCT Internships prior to the beginning of the enrolled term. Application is available on the Web: www.pstcc.edu/departments/bctpi.

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. No pay from the employer is required; however, supervising offices may 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 office software applications and hardware technologies. (I, II, III, VIII, X, XII)
- B. Exhibit skills relevant to records management, accuracy, efficiency and customer service. (II, III, X, XI, XII)
- C. Demonstrate good communication skills when working with other office support professionals. I, III, X
- D. Exhibit ability to effectively work in a professional environment. I, II, III, IV, V, VII

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

III. Instructional Processes*:

Students will:

1. Prepare an application and resume for the search for an internship position in the office administrative field. Participate in an interview with the Internship Coordinator in preparation for interviewing with potential employers. This meeting should take place prior to the beginning of the enrolled term. Actively participate in the search for an internship. *Communication Outcome, Technological Literacy Outcome, Transitional Strategies*
2. Provide the employer with a strong work ethic by regularly attending and being punctual for the internship job. *Social/Behavioral Sciences Outcome*
3. Communicate regularly and effectively with team/co-workers and supervisors to ensure timely and accurate completion of work and to establish good human relationships. *Communication Outcome, Social/Behavioral Sciences Outcome, Transitional Strategies*
4. Demonstrate positive attitude and professionalism. *Social/Behavioral Sciences Outcome, Transitional Strategies*

*Strategies and outcomes listed after instructional processes reference TBR'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. Actively participate in the job search for an internship. (A, B, C)
2. Gain valuable work experience in the office support/administrative field. (A, B, C, D, F)
3. Secure an edge on the job market by gaining actual work experience. (A, B, C)
4. Increase knowledge, experience, and self-confidence. (A, B, C)

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

V. Evaluation:

A. Testing Procedures:

N/A

B. Laboratory Expectations:

N/A

C. Other Evaluation Methods:

1. **The grade for the internship is Pass/No Pass.** To pass, the intern must: meet all requirements as stated in this syllabus; submit all required documentation in a timely manner; verify completion of the required hours; arrange and schedule 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 prior to the beginning of the enrolled term, and bringing to the interview all completed initial application paperwork. (Read everything under “Students” on the internship webpage: <http://www.pstcc.edu/departments/bctpi/>).
3. Progress conferences with the Internship Coordinator are not required but may be scheduled at any time during the semester on an “as needed” basis. However, interns are expected to check student and personal email accounts on a regular basis throughout the semester to maintain regular communication with the Coordinator.
4. 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, and fax].
5. Regularly review the syllabus to assure all requirements are being met.
6. 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. These must be submitted to the Coordinator. All required hours MUST be completed with ONE employer.
7. 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. In some instances, where site visits cannot be accomplished, a written report is required in place of the visit and the evaluation form. (Discuss with Coordinator)
8. The student will arrange and schedule with the Internship Coordinator a site visit to the Intern’s workplace sometime prior to the completion of the required hours.
9. 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 (not on the webpage).
10. Tardiness, absenteeism, and/or general disciplinary problems will not be tolerated and can result in the failure of the internship course.
11. 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 Online Catalog*)

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 Online Catalog*)

C. Accommodations for disabilities:

Students who need accommodations because of a disability, have emergency medical information to share, or need special arrangements in case the building must be evacuated should inform the instructor immediately, privately after class or in her or his office. Students must present a current accommodation plan from a staff member in Services for Students with Disabilities (SSWD) in order to receive accommodations in this course. Services for Students with Disabilities may be contacted by going to Goins 134 or 126 or by phone: 694-6751 (Voice/TTY) or 539-7153. More information is available at www.pstcc.edu/departments/swd/

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 Online Catalog*)