NOTE: This course is not designed for transfer credit.

Catalog Course Description:

This course is a supervised work experience for APT majors with a concentration in Health Care Office Administration to work with area employers in the medical office field. Individual conferences are arranged instead of class attendance.

Entry Level Standards:

All course work through the third semester must be completed and an Intent-to-Graduate form filed. The student must have completed an application process for the internship.

Prerequisite:

ADMN 2340, ADMN 2940; a minimum 2.5 GPA in ADMN courses and at least a 2.0 cumulative GPA; pursuit of an A.A.S. degree as an APT major; and a completed internship application submitted to the coordinator of BCT Internships prior to enrolling in the course and the beginning of the term. Application is available online at www.pstcc.edu/bct/internships.php.

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 135 hours on the job. 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 Goals*:

The course will:

A. Encourage a working knowledge of medical terminology and other medical office concepts. I, III, IV
B. Provide the opportunity to work in a professional medical environment. II, V
C. Increase the capacity to use good communication skills when working with other office support professionals (III, V)
*Roman numerals after course goals reference goals of the ADMN program.

### III. Expected Student Learning Outcomes*

The student will be able to:

1. Demonstrate a working knowledge of basic medical terminology and other medical office concepts. (A)
2. Exhibit the ability to work effectively as part of a team in the professional environment. (A,B)
3. Show good written and oral communication skills with team/co-workers and supervisors to ensure timely and accurate completion of work and to establish good human relationships. (A,B,C)
4. Prepare an application and resume for the search for an internship position in the administrative professional technology field. Participate in an interview with the Internship Coordinator in preparation for interviewing with potential employers. Actively participate in the search for an internship. (A,C)
5. Demonstrate a strong work ethic and positive attitude and professionalism by regularly attending and being punctual for the internship job. (A,B,C)
6. Demonstrate appropriate skill level in the area of networking, database management or programming. (C)

* Capital letters after Expected Student Learning Outcomes reference the course goals listed above.

### IV. Evaluation:

#### A. Testing Procedures:

1. The grade for this course is pass/no-pass. To pass the intern must meet all requirements as stated in this syllabus; verify completion of 135 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.

   The intern is responsible for enrolling in the course, paying all fees, and 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 including: application, resume, and transcript. Read everything under "Getting Started" online at www.pstcc.edu/bct/internships.php.

2. 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. Notify Coordinator immediately if phone numbers or emails change during internship.

3. The intern will notify the Internship Coordinator immediately upon accepting an internship position. At this time, or within one week of the internship starting date, the intern will submit pertinent employer information [such as supervisor's name, title, phone, email, fax].

4. Hours worked must be verified by the employer using either (1) time sheets signed by both the student and the supervisor, or (2) copies of official pay stubs that show a minimum of 135 hours worked. These must be submitted to the Coordinator by the last day of the enrolled term. All required hours MUST be completed with ONE employer.
5. The intern will submit to the Internship Coordinator a final evaluation form describing and evaluating the internship experience. This "Student Evaluation" form, along with a "Timesheet" form, is located on the Internship webpage: www.pstcc.edu/bct/internships.php.

6. This form must be submitted by the last day of the enrolled term. In some instances, where site visits cannot be accomplished, a written report is required in place of the evaluation form and the visit. (Discuss with Coordinator)

7. The student will organize and schedule with the Internship Coordinator 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 (not on webpage), and must be submitted by the last day of the enrolled term.

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.

V. Policies:

A. Attendance Policy:

Interns are to achieve 135 hours at the internship placement at times established with the placement supervisor.

Pellissippi State expects students to attend all scheduled instructional activities. As a minimum, students in all courses (excluding distance learning 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 Affairs, may have requirements that are more stringent. In very specific circumstances, an appeal of the policy may be addressed to the head of the department in which the course was taken. If further action is warranted, the appeal may be addressed to the vice president of Academic Affairs.

B. Academic Dishonesty:

Academic misconduct committed either directly or indirectly by an individual or group is subject to disciplinary action. Prohibited activities include but are not limited to the following practices:

• Cheating, including but not limited to unauthorized assistance from material, people, or devices when taking a test, quiz, or examination; writing papers or reports; solving problems; or completing academic assignments.

• Plagiarism, including but not limited to paraphrasing, summarizing, or directly quoting published or unpublished work of another person, including online or computerized services, without proper documentation of the original source.

• Purchasing or otherwise obtaining prewritten essays, research papers, or materials prepared by another person or agency that sells term papers or other academic materials to be presented as one’s own work.

• Taking an exam for another student.

• Providing others with information and/or answers regarding exams, quizzes, homework or other classroom assignments unless explicitly authorized by the instructor.

• Any of the above occurring within the Web or distance learning environment.

Please see the Pellissippi State Policies and Procedures Manual, Policy 04:02:00 Academic/Classroom Conduct and Disciplinary Sanctions for the complete policy.
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 127, 132, 134, 135, 131 or by phone: 539-7153 or TTY 694-6429. More information is available at http://www.pstcc.edu/sswd/.

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.