

**PELLISSIPPI STATE COMMUNITY COLLEGE
MASTER SYLLABUS**

**RETAIL & CONSUMER SCIENCE INTERNSHIP
RCS 2420**

Class Hours: 1.0

Credit Hours: 3.0

Laboratory Hours: 0.0

Revised: Fall 2013

NOTE: This course is designed for transfer credit. (UTK's RCS elective)

Catalog Course Description:

Course provides actual work experience in the retail and consumer science field as an employee in a related environment.

Entry Level Standards:

The student is expected to be able to read and write at the college level and to utilize basic research techniques.

Prerequisites:

RCS 2210, RCS 2212, RCS 2214, RCS 2314, RCS 2418.

Textbook(s) and Other Course Materials:

As possibly required by employer.

I. Week/Unit/Topic Basis:

Week	Topic
-------------	--------------

1-15	Unit/Topic
------	-------------------

The student shall be responsible for selecting place of employment and seeking approval from assigned faculty member for internship credit. The student will also be responsible for scheduling meetings as necessary with the practicum coordinator to discuss progress, concerns, questions, and evaluations of the internship.

The student should serve in the practicum position (typically a paid position) a minimum of 135 hours. This translates to an average of 9 hours per week for 15 weeks during a semester. Documentation of service must be submitted and verified by employer per the internship documentation process.

The internship evaluation and verification of regular service should be completed by the internship employer and submitted to the assigned faculty member by the student at least one week before the end of the semester.

II. Course Goals*:

The course will

- A. Provide the student the opportunity to further embrace the broad knowledge of the profession of retail and consumer science through an in-depth participation in a particular area of retail through

work experience. (I, II, III, IV, V)

*Roman numerals after course objectives reference goals of the Retail and Consumer Science program.

III. Expected Student Learning Outcomes*:

Students will be able to:

1. Exhibit an understanding of retail organizations, store operations, employee relations, and customer relations. (A)
2. Demonstrate a comprehensive understanding of the relevancy of retail data and analytics for optimum business operations. (A)
3. Use appropriate terminology related to retail strategies, organizations, and analytics. (A)
4. Demonstrate skills attained in the workplace. (A)
5. Apply appropriate time management skills toward completion of assigned tasks. (A)
6. Demonstrate critical thinking skills and the ability to work independently. (A)
7. Exhibit an understanding of sources and resources pertaining to the field of retail operations. (A)
8. Demonstrate an understanding of the importance of working with professionals toward a common goal. (A)
9. Apply the necessary skills and working knowledge to the field of retail and consumer science. (A)

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

IV. Evaluation:

The Retail and Consumer Science Internship must meet the following criteria:

- A. Minimum of 135 hours/semester (typically a paid position)
- B. Must be at least one semester in length. The student may have been working in the job prior to the practicum and may continue in the job after the practicum. The idea of the practicum is to provide a training period in retail. **Continued employment may or may not result from the practicum.**
- C. Experience must be related to the profession of retail and consumer science.
- D. A portfolio is required from the student at the end of the practicum and should include samples and/or documentation of work done during the practicum.
- E. If the practicum coordinator deems necessary, an on-site visit may be set-up with the practicum supervisor (employer) at some point during the practicum for review and/or evaluation.
- F. Verification of time worked must be submitted to practicum coordinator at the end of the practicum.

- G. The Employee Performance Evaluation and verification of portfolio should be completed by the practicum supervisor (employer) and submitted to the practicum coordinator by the student at least one week before the end of the semester.

**SAMPLE EMPLOYEE PERFORMANCE EVALUATION
FOR RCS 2420 INTERNSHIP**

Student Name: _____
Employing Firm: _____
Semester: _____
Supervisor: _____

The student working for you is receiving credit in RCS 2420 (Retail and Consumer Science Internship). In order for the student to receive a grade, this evaluation form must be completed by the student's supervisor and returned prior to the end of the semester. This evaluation is **not** confidential, in that the student is allowed to see his/her evaluation in order to make changes which will benefit him/her in future career opportunities. Therefore, it would be most appreciated if you, as the employer/supervisor, could provide feedback which would assist the student in any way.

There is, however, a sheet provided for you that allows comments which are kept in strict confidence between you and the RCS faculty member to whom the student intern reports. This sheet and its contents **WILL NOT** be made available to the student.

Please be aware that the student's grade is based primarily on the comments which you as the employer/supervisor provide. At the end of the following evaluation, you will be given an opportunity to actually assign the student a grade. This grade and the written information that the student is required to submit to the RCS faculty member will determine the student's grade for the class.

Please rate the student as an employee in all categories below using the following scale.

5=Outstanding, 4=Above Average, 3=Average, 2=Below Average, 1=Poor

Rating

1. **Attendance** _____

Attends work regularly; contacts supervisor to report work absence (in advance, if possible), arranges "comp time" to make up time lost.

2. **Punctuality** _____

Is punctual in reporting to work; leaves work on time; advises supervisor as to any need to report late or leave early.

Rating

3. **Job Knowledge** _____

Proficient in basic skills required of position as previously identified by employer.

4. **Quality of Work** _____

Work is accurate, neat and thorough.

5. **Quantity of Work** _____

Completes work promptly and on schedule meets deadlines, able to complete quantity of work expected, meeting an average or above average output.

6. **Interpersonal Skills** _____

Ability to express information and/or opinions in a clear, concise and understandable manner to fellow employees and supervisor; is helpful but not "bossy" and is aware of needs and feelings of others; deals with others in a friendly, informative, honest, but tactful manner; keeps excessive personal conversations and/or problems out of the work place.

7. **Initiative** _____

Accepts responsibility; shows good judgment; thinks on feet/problem solving; prioritizes well and meets deadlines; works independently and needs little supervision; creates new or better ways of doing things when appropriate; seeks to learn new applications relevant to job; quick learner.

Rating

8. **Attitude** _____

Responds positively to work assignments and conditions; pleasant and non-complaining; displays interest and enthusiasm for job; accepts guidance or correction with a "learning" attitude; cooperates with and/or helps co-workers and supervisor.

9. **Ability to Follow Directions** _____

Readily understands and retains oral directions; reads and follows written directions carefully; knows when to ask for help to minimize wasted time, but does not require repeated instructions.

10. **Work Ethic** _____

Avoids CARELESSNESS, causing work to be redone by self or others; has commitment to completion of job; works to the best of his/her ability and takes pride in doing a thorough job; does not waste time (e.g.-- visiting/gossiping, running errands, personal use of telephone, etc).

11. **Attire/Professional Image** _____

Professional image to include: proper attire and demeanor appropriate to position; positive attitude; self-confidence; cooperativeness; ability to remain "unruffled" in pressure situations; putting "best foot forward" without letting personal life interfere with performance; showing a sincere desire to always do the best job possible and a keen interest in keeping abreast of professional developments.

12. **Additional Comments (not confidential)**

13. **I would award this student the following grade:** _____

A=Outstanding, B=Above Average, C=Average, D=Below Average, F=Poor

CONFIDENTIAL COMMENTS (not made available to student intern)

V. Policies:

A. Attendance Policy:

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 that 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 sending email to disabilityservices@pstcc.edu, or visiting Goins 127, 132, 134, 135, 131. More information is available at <http://www.pstcc.edu/sswd/>.