Catalog Course Description:

Provides on-the-job work experience in general office support skills and document production; also provides interviewing skills and promotes professionalism in the workplace. OST majors, in their last semester before graduation, will work on-site in the Center for Advanced Office Systems. Students will also participate in internships with area employers.

Entry Level Standards:

Keyboarding speed of 45 wpm; two full semesters of word processing courses; filing of Intent-to-Graduate form.

Prerequisites:

OST 2120, 2006, or department approval

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

*Corel WordPerfect 8*, Rutkowski, published by EMCPadigm.

I. Week/Unit/Topic Basis:

A variety of office work will be performed as needed in the on-site Center for Advanced Office Systems and in the Internship.

II. Course Objectives*:

A. Use all features of word processing in document production. I, II, III, VIII, X, XII

B. Exhibit skills relevant to accuracy, efficiency and meeting deadlines on work production. II, III, X, XI, XII

C. Demonstrate and promote good work habits, work ethics, and accurate records management. VI, XI, XII

D. Maintain good attendance and punctuality. VI

E. Demonstrate good team, interpersonal, 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 Business and Computer Technologies department.

**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. Accept responsibility for taking customers' work orders for document production, and making effective decisions regarding turn-around time, formatting, and cost. *Problem Solving and Decision Making Outcome, Numerical Literacy Outcome, Transisitonal Strategy*

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. Keep accurate and neat work log of completed work, as well as an accurate time card for tracking hours worked. *Communication Outcome, Personal Development Outcome, Numerical Literacy Outcome*

7. 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*

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. Gain on-the-job work experience by participating in internships with area employers. *Personal Development Outcome, Problem Solving and Decision Making Outcome, Technological Literacy Outcome*

10. 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 MS Word to produce, format, and revise a variety of documents. A
2. Use WordPerfect or MS Word for mail merges, sorting, and creating labels. A
3. Use WordPerfect or MS Word for accurate spelling, word-usage, grammar. A
4. Use WordPerfect or MS Word for copying or moving text. A
5. Use WordPerfect or MS Word with a variety of printers and fonts. A
6. Use WordPerfect, MS Word, and/or a Paint software to insert graphic images from Clipart, scanned images, the internet, or other software. A
7. Use WordPerfect or MS Word to incorporate advanced desktop publishing techniques. A
8. Use WordPerfect or MS Word in multi-tasking and integrating different types of documents, including spreadsheets, graphs, etc. A
9. Transcribe accurately from machine dictation. B
10. Use reference texts, when necessary, to verify correct grammar, punctuation, formatting, and capitalization. B
11. Accurately key documents with a minimum speed of 45-50 wpm. B
12. Proofread carefully. B
13. Complete work by a given deadline. B
14. Accurately maintain computer files as well as manual files. C
15. Keep accurate bookkeeping records of receipted cash. C
16. Handle the telephone with courtesy and professionalism while ensuring that complete and accurate messages are taken. C
17. Accept responsibility, work independently, and/or work unsupervised. C
18. Keep neat and thorough records of work completed using a personal work log; accurately track hours worked by filling out a weekly timecard. C
19. Demonstrate a knowledge of and commitment to ethical office standards, and behave accordingly; in particular, avoid initiating or participating in office gossip. C
20. Practice regular and reliable attendance. D
21. Demonstrate commitment to punctuality in reporting to work at scheduled time. D
22. Adhere to pre-set schedule of work hours. D
23. Notify supervisor prior to an absence, change of schedule, or tardiness. D
24. Make a conscientious effort to promptly (within two weeks) make up time missed. D
25. Interact with student and faculty customers in a friendly, informative but tactful manner. E
26. Cooperate in a spirit of teamwork with co-workers in a very close working environment. E
27. Keep personal problems out of the workplace, and control any demonstration of frustration and/or unprofessional behavior. E,F
28. Interact with supervisor in a clear, informative way to ensure open communication. E
29. Regularly practice problem-solving and decision-making skills. E
30. Adapt to change and new concepts. F
31. Exhibit positive attitude; display an interest and enthusiasm for work assignments. F
32. Cooperate with co-workers and supervisor. F
33. Stay calm and in control when working with tight deadlines and/or difficult tasks. F
34. Demonstrate self-confidence and pride in work. F
35. Make every effort to do the best job possible, without complaining. F
36. Recognize and accept the importance of professional attire and image. F
37. Participate in mock interviews on video tape; self-critique personal performance. G
38. Demonstrate good interviewing skills and a professional image and appearance. G
39. Produce an updated and/or current professional resume and other placement-related documents. G
40. 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 Lab will be graded over competencies presented by selecting daily work and monitoring performance levels. A point system of grading will be utilized with 5 being the highest possible point (representing outstanding performance) and 1 being the lowest (representing unsatisfactory performance). The final breakdown of points for a letter grade will be as follows:

<table>
<thead>
<tr>
<th>Points</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.50 - 5.0</td>
<td>A</td>
</tr>
<tr>
<td>4.25 - 4.49</td>
<td>B+</td>
</tr>
<tr>
<td>4.00 - 4.24</td>
<td>B</td>
</tr>
<tr>
<td>3.75 - 3.99</td>
<td>C+</td>
</tr>
<tr>
<td>3.50 - 3.74</td>
<td>C</td>
</tr>
<tr>
<td>3.25 - 3.49</td>
<td>D</td>
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</tbody>
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Below 3.25 F

The Practicum Lecture grade will be Pass/No Pass and based primarily on attendance (see Attendance Policy below). The Practicum Internship will also be graded on a Pass/No Pass basis. This grade will be based on attendance, evaluation by the internship supervisor, an end-of-term portfolio, a report about the internship experience, a student evaluation of the internship, and overall reliability and commitment to the work experience.

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. Practicum policy: notice must be given before missing a scheduled work hour or being tardy. All time missed must be made up. Absences with no notification will be unexcused, whether or not time lost is made up. More than two (2) unexcused absences will result in failure of the course. Additionally, 12 hours of absences will result in an automatic AF@ for the course. A semester total of 45 hours in Practicum, 15 hours in Lecture, and 45 hours of Internship is required.

B. Dress Code:

Appropriate dress is required while performing duties in the Center:
* Female personnel are asked to wear a suit, dress, skirt or pants suit for a professional look in the Center.
* 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. Work is accepted into the Center on a first-come/first-served basis depending on the workload at the time. Student customers are charged a nominal fee to have work processed in the Center; faculty and staff customers get their school-related work processed free of charge. The Center recycles all white paper. Center must be kept neat and orderly. Center must be kept locked when unattended by supervisor or student lab workers.