



WACO, TEXAS

INTERNSHIP ADMINISTRATIVE ASSISTANT
POFT 2486
COURSE SYLLABUS

REVISED: 09-10

INTERNSHIP ADMINISTRATIVE ASSISTANT

POFM 2486

Course Description:

Establishes a work-based learning experience that enables the student to apply specialized occupational theory, skills and concepts. A learning plan is developed by the college and the employer. This may be a paid or unpaid experience. Course covers interpersonal and job-related skills. Prerequisite: An approved workstation and consent of program director; POFT 1309, ITSW 1301, POFI 2340, POFT 2301 with a minimum grade of C. Semester Hours 4 (1 lec/15-20 lab)

External Learning Experience

The student should gain practical on-the-job experience in business, industry, or other clinical environment (includes MCC work study assignments which qualify). The student must be an Office Technology Careers student taking at least one other subject matter course and have an approved work station which will provide work experiences directly related to the major (Exception: A student who has completed or will complete in the current semester all courses listed in the semester of the course of study).

Capstone Course For Certificates

Capstone Course Explanation: Office Technology Careers Internship is a capstone course for Office Technology Careers Degrees which brings together skills and knowledge learned in other classes and applies them in decision-making situations and in completing job tasks on the job. This course brings together all of the courses taught because the student is working doing the very tasks they were taught in their classes. Composition skills learned in Business English and /or Technical Communication are used to create documents and to check the grammar, punctuation, and completeness of those documents. Keyboarding II taught formatting documents (letters, tables, manuscripts), punctuation spacing, proofreading, content reliability, and page layout. These skills are used in creating documents on the job. Word Processing I and II taught the functions for word processing for different types of documents that the students must apply to the documents they create on the job.

Required Text & Material:

Principle-Centered Leadership, Steven R. Covey
Professional Portfolio

Course Objectives or Competencies:

COMPETENCY #1: DEVELOP PROFESSIONALLY AND PERSONALLY

1. Given an Employer's Evaluation, the intern must score a minimum of 70% on professionalism. (Workplace Competencies: Resources A & C; Interpersonal A,C,E.&F; Information A,B,C,& D; Systems A. Foundation Skills: Personal Qualities A,B,C,D,&E)
2. Given weekly attendance requirements in a one-hour seminar, the student will faithfully attend at least 80% of the seminars and actively participate in seminar activities. (Workplace Competencies: Resources A; Interpersonal A. Foundation Skills: Personal Qualities A & D)
3. Using information from reading, audio tapes and class discussion on *Principle-Centered Leadership* (Section 1), the student will answer questions on the assignment sheets to show that he/she understands the content of the information and submit to the instructor at least 70% complete. (Workplace Competencies: Information A,B & C. Foundation Skills: Basic Skills A,B & D)
4. Using information from reading, audio tapes and class discussion on *The 7 Habits of Highly Effective People* Part 2, Habit 1 (Be Proactive), the student will answer questions on the assignment sheets to show that he/she understands the content of the information and submit to the instructor at least 70% complete. (Workplace Competencies: Information A,B & C. Foundation Skills: Basic Skills A,B & D)
5. Using information from reading, audio tapes and class discussion on *The 7 Habits of Highly Effective People*, Habit 2 (Begin with the End in Mind), the student will answer questions on the assignment sheets to show that he/she understands the content of the information and submit to the instructor at least 70% complete. (Workplace Competencies: Information A,B & C. Foundation Skills: Basic Skills A,B & D)
6. Using information from reading, audio tapes and class discussion on *The 7 Habits of Highly Effective People*, Habit 3 (Put First Things First), the student will answer questions on the assignment sheets to show that he/she understands the content of the information and submit to the instructor at least 70% complete. (Workplace Competencies: Information A,B & C. Foundation Skills: Basic Skills A,B & D)
7. Using information from reading, audio tapes and class discussion on *The 7 Habits of Highly Effective People* Part 3, Paradigms of Interdependence, Habit 4, (Think Win/Win), the student will answer questions on the assignment sheets to show that he/she understands the content of the information and submit to the instructor at least 70% complete. (Workplace Competencies: Information A,B & C. Foundation Skills: Basic Skills A,B & D)
8. Using information from reading, audio tapes and class discussion on *The 7 Habits of Highly Effective People*, Habit 5 (Seek First to Understand, Then to be Understood), the student will answer questions on the assignment sheets to show that he/she understands the content of the information and submit to the instructor at least 70% complete. (Workplace Competencies: Information A,B & C. Foundation Skills: Basic Skills A,B & D)

9. Using information from reading, audio tapes and class discussion on *The 7 Habits of Highly Effective People*, Habit 6 (Synergize), the student will answer questions on the assignment sheets to show that he/she understands the content of the information and submit to the instructor at least 70% complete. (Workplace Competencies: Information A,B & C. Foundation Skills: Basic Skills A,B & D)
10. Using information from reading, audio tapes and class discussion on *The 7 Habits of Highly Effective People* Part 4, Habit 7 (Sharpen the Saw) the student will answer questions on the assignment sheets to show that he/she understands the content of the information and submit to the instructor at least 70% complete. (Workplace Competencies: Information A,B & C. Foundation Skills: Basic Skills A,B & D)
11. After being given information and the format of a portfolio, the student will produce a portfolio for use in his/her career with 70% accuracy. (Workplace Competencies: Information A,B & C. Foundation Skills: Basic Skills A,B & D)

COMPETENCY #2: DEVELOP GOOD WORK HABITS AND ATTITUDES

1. Given an Employer's Evaluation, the intern must score a minimum of 70% on work habits and attitudes. (Workplace Competencies: Resources A & C; Interpersonal A,C,E.&F; Information A,B,C,& D; Systems A. Foundation Skills: Personal Qualities A,B,C,D,&E)
2. Given the instructor's evaluation of work habits and attitudes, the student will exhibit good attendance, punctuality, and positive attitude in attending 80% of the one-hour seminars each week. (Workplace Competencies: Systems A. Foundation Skills: Personal Qualities A,B,C,D,&E)

COMPETENCY #3: DEVELOP PROBLEM-SOLVING/DECISION-MAKING SKILLS.

1. Given an Employer's Evaluation, the intern must score a minimum of 70% on ability to make sound decisions. (Workplace Competencies: Resources C; Information A&B Systems A. Foundation Skills: Thinking Skills C&F)

COMPETENCY #4: DEVELOP BUSINESS ETIQUETTE SKILLS

1. After viewing a video about proper business etiquette for business dinners, the student will demonstrate these etiquette skills at a business dinner/luncheon with 70% accuracy. (Workplace Competencies D; Basic Skills D, E; Foundation Skills: Personal Qualities B, C, D.

Course Outline:

Principle-Centered Leadership Concepts
 The Art of Non-Verbal Communication
 Mastering Business Etiquette
 Preparing a Professional Portfolio
 Preparing for the Job Interview
 Work Practicum through Internship Workstation

MCC Attendance Policy:

Regular and punctual attendance is expected of all students, and each instructor will maintain a complete record of attendance for the entire length of each course, including online and hybrid courses. Students will be counted absent from class meetings missed, beginning with the first official day of classes. Students, whether present or absent, are responsible for all material presented or assigned for a course and will be held accountable for such materials in the determination of course grades. In the case of online and hybrid courses, attendance will be determined in terms of participation, as described in the course syllabus.

Absence from 25 percent of scheduled lecture and/or laboratory meetings will be taken as evidence that a student does not intend to complete the course, and the student will be withdrawn from the course with a grade of W. The instructor may reinstate the student if satisfied that the student will resume regular attendance and will complete the course. If the student's 25 percent absences are reached after the official drop date, the instructor may assign a W, if the student is passing and requests to be withdrawn. However, if a student who is not passing reaches the 25 percent point after the official drop date, the student will receive an F. In extenuating circumstances, the instructor may assign a W to a student who is not passing.

Each absence will count toward attendance requirements in each course.

Students will be permitted to make up class work and assignments missed due to absences caused by (1) authorized participation in official College functions, (2) personal illness, (3) an illness or a death in the immediate family, or (4) the observance of a religious holy day. Also, the instructor has the prerogative of determining whether a student may make up work missed due to absences for other reasons. It is the student's responsibility to inform the instructor of the reason for an absence and to do so in a timely fashion.

Note: Students interested in seeing the class attendance policy in its entirety should check the Highlander Guide or the MCC policy manual.

Student Absences on Religious Holy Days

McLennan Community College shall excuse a student from attending classes or other required activities including examinations for the observance of a religious holy day, including travel for that purpose. Students are required to file a written request with each instructor for an excused absence. A student whose absence is excused for this observance may not be penalized for that absence and shall be allowed to take an examination or complete an assignment from which the student is excused within a reasonable time after the absence. Religious holy day means a holy day observed by a religion whose places of worship are exempt from property taxation under the

Texas Tax Code. McLennan Community College may not excuse absences for religious holy days which may interfere with patient care.

ADA Statement:

In accordance with the requirements of the Americans with Disabilities Act (ADA) and the regulations published by the U.S. Department of Justice 28 C.F.R. 35.107(a), MCC's designated ADA coordinators, Mr. Gene Gooch, Vice President, Finance and Administration and Dr. Santos Martinez, Vice President, Student Services, shall be responsible for coordinating the college's efforts to comply with and carry out its responsibilities under ADA. Students with disabilities requiring physical, classroom or testing accommodations should contact Marc Sweatt, Disability Specialist, at 299-8122 or msweatt@mclennan.edu.

APPENDIX A

WORKPLACE COMPETENCIES: Effective workers can productively use:

Resources: Identifies, organizes, plans, and allocates resources

- A. *Time*--Selects goal-relevant activities, ranks them, allocates time, and prepares and follows schedules
- B. *Money*--Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives
- C. *Material and Facilities*--Acquires, stores, allocates, and uses materials or space efficiently
- D. *Human Resources*--Assesses skills and distributes work accordingly, evaluates performance and provides feedback

Interpersonal: Works with others

- A. *Participates as Member of a Team*--contributes to group effort
- B. *Teaches Others New Skills*
- C. *Serves Clients/Customers*--Works to satisfy customers' expectations
- D. *Exercises Leadership*--communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies
- E. *Negotiates*--Works toward agreements involving exchange of resources, resolves divergent interests
- F. *Works with Diversity*--works well with men and women from diverse backgrounds

Information: Acquires and uses information

- A. *Acquires and Evaluates Information*
- B. *Organizes and Maintains Information*
- C. *Interprets and Communicates Information*
- D. *Uses Computers to Process Information*

Systems: Understands complex inter-relationships

- A. *Understands Systems*--knows how social, organizational, and technological systems work and operates effectively with them

- B. *Monitors and Corrects Performance*--distinguishes trends, predicts impacts on system operations, diagnoses deviations in systems' performance and corrects malfunctions
- C. *Improves or Designs Systems*--suggests modifications to existing system and develops new or alternative systems to improve performance

Technology: Works with a variety of technologies

- A. *Selects Technology*--chooses procedures, tools or equipment including computers and related technologies
- B. *Applies Technology to Task*--Understands overall intent and proper procedures for setup and operation of equipment
- C. *Maintains and Troubleshoots Equipment*--Prevents, identifies, or solves problems with equipment, including computers and other technologies

FOUNDATION SKILLS (BASIC SKILLS COMPETENCIES): Competent workers in the high-performance workplace need:

Basic Skills: Reads, writes, performs arithmetic and mathematical operations, listens and speaks

- A. *Reading*--locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules
- B. *Writing*--communicates thoughts, ideas, information, and messages in writing; and creates documents such as letters, directions, manuals, reports, graphs, and flow charts
- C. *Arithmetic/Mathematics*--performs basic computations and approaches practical problems by choosing appropriately from a variety of mathematical techniques
- D. *Listening*--receives, attends to, interprets, and responds to verbal messages and other cues
- E. *Speaking*--organizes ideas and communicates orally

Thinking Skills: Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons

- A. *Creative Thinking*--generates new ideas
- B. *Decision Making*--specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative
- C. *Problem Solving*--recognizes problems and devises and implements plan of action.

- D. *Seeing Things in the Mind's Eye*--organizes, and processes symbols, pictures, graphs, objects, and other information
- E. *Knowing How to Learn*--uses efficient learning techniques to acquire and apply new knowledge and skills
- F. *Reasoning*--discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem

Personal Qualities: Displays responsibility, self-esteem, sociability, self-management, and integrity and honesty

- A. *Responsibility*--exerts a high level of effort and perseveres toward goal attainment
- B. *Self-Esteem*--believes in own self-worth and maintains a positive view of self
- C. *Sociability*--demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings
- D. *Self-Management*--assesses self accurately, sets personal goals, monitors progress, and exhibits self-control
- E. *Integrity/Honesty*--chooses ethical courses of action

SCANS MATRIX

SCANS	Covered in the
Workplace Competencies: Resources	
A. Time	X
B. Money	
C. Material and Facilities	X
D. Human Resources	
Workplace Competencies: Interpersonal	
A. Participates as Member of a Team	
B. Teaches others new skills	X
C. Serves Clients/Customers	
D. Exercises Leadership	
E. Negotiates	
F. Works with Diversity	
Workplace Competencies: Information	
A. Acquires and Evaluates Information	X
B. Organizes and Maintains Information	X
C. Interprets and Communicates Information	X
D. Uses Computers to Process Information	X
Workplace Competencies: Systems	
A. Understands Systems	X
B. Monitors and Corrects Performance	
C. Improves or Designs Systems	
Workplace Competencies: Technology	
A. Selects Technology	
B. Applies Technology to Task	X
C. Maintains and Troubleshoots Equipment	
Foundation Skills: Basic Skills	
A. Reading	X
B. Writing	X
C. Arithmetic/Mathematics	
D. Listening	X
E. Speaking	X
Foundation Skills: Thinking Skills	
A. Creative Thinking	X
B. Decision Making	X
C. Problem Solving	X
D. Seeing Things in the Mind's Eye	X
E. Knowing How to Learn	X
F. Reasoning	X
Foundation Skills: Personal Qualities	
A. Responsibility	X
B. Self-Esteem	X
C. Sociability	X
D. Self-Management	X
E. Integrity/Honesty	X

POFT 2486 Internship Administrative Assistant

Course Competencies	Workplace Competencies												Foundation Skills																										
	Resources				Interpersonal				Information				Systems				Technology			Basic Skills					Thinking Skills						Personal Skills								
	A	B	C	D	A	B	C	D	E	F	A	B	C	D	A	B	C	A	B	C	D	E	A	B	C	D	E	F	A	B	C	D	E						
Develop professionally and personally	X		X		X		X		X	X	X	X	X	X	X								X	X											X	X	X	X	X
Develop good work habits and attitudes	X		X		X		X		X	X	X	X	X	X	X																				X	X	X	X	X
Develop problem-solving/decision-making skills			X								X	X			X																X			X					
Develop business etiquette skills																																				X	X	X	