

**Angelina College
Business Division
POFT 2364.I01 Job Practicum
Instructional Syllabus**

I. BASIC COURSE INFORMATION:

- A. Course Description: *(as stated in the bulletin, including necessary pre-requisite courses, credit hours)*
 Practical general workplace training supported by an individualized learning plan developed by the employer, college, and student. The college with the employer develops and documents an individualized plan for the student. The plan relates the workplace training and experiences to the student's general and technical course of study. The guided external experiences may be for pay or no pay. A participatory Online seminar is held in conjunction with student's job. Offered only during spring semester. Prerequisite: An accumulation of 30 hours of course work toward the A.A.S. Degree in Office Administration or permission of instructor.
- B. Intended Audience:
 Those students majoring in Office Administration who have accumulated 30 or more hours of course work toward the AAS Degree in Office Administration. Each student must also be employed in a paying or non-paying position in which he/she is working at least 20 hours her week.
- C. Instructor:
- | | | | |
|------------------|------------------------|---|--|
| Name: | Mrs. Kay Cummings | | |
| Office Location: | B102D | | |
| Office Hours: | M | 8:30 – 11:00 a.m. and 1:30 – 3:00 p.m. | |
| | W | 8:30 – 11:00 a.m. and 2:30 – 3:30 p.m. | |
| | TR | 8:30 – 9:30 a.m. and 1:30 – 3:00 p.m. | |
| | F | 8:00 a.m. – 12:00 p.m. (other times by appointment) | |
| Phone: | (936) 633-5434 | | |
| E-mail Address: | kcummings@angelina.edu | | |

II. INTENDED STUDENT OUTCOMES:

A. Core Objectives Required for this Course

1. **Critical Thinking:** to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
2. **Communication:** to include effective development, interpretation and expression of ideas through written, oral, and visual communication
3. **Empirical and Quantitative Skills:** to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusion
4. **Teamwork:** to include the ability to consider different points of view and to work effectively with others to support a shared purpose or goal

B. Course Learning Outcomes for all Sections

1. Apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry.
2. Demonstrate written and verbal communication skills using the terminology of the occupation and the business/industry.
3. Demonstrate legal and ethical behavior and safety practices of the occupation and the business/industry using the four goals as set by the student, supervisor, and instructor.
4. Demonstrate interpersonal and teamwork skills for the occupation and the business/industry of the office administration career.

III. ASSESSMENT MEASURES:

A. Assessments for the Core Objectives

1. **Critical Thinking:** The specific learning activity that will be utilized for official assessment purposes will be to write four specific, measurable goals on a two-page Job-Related Learning Objectives/Goals form. The student's performance of this specific learning activity will be assessed through utilization of the AC Critical Thinking Skills value rubric

2. **Communication Skills:** The specific learning activity that will be utilized for official assessment purposes is to demonstrate written and verbal communication skills by completing the four written goals (written by student and supervisor) on Job-Related Learning Objectives/Goals form using the terminology of the occupation and the business/industry. The student's performance of this specific learning activity, will be assessed through utilization of the AC Communication value rubric
3. **Empirical and Quantitative Skills:** The specific activity that will be utilized for official assessment purposes is to demonstrate legal and ethical behavior and safety practices of the occupation and the business/industry by completing the goals reporting document.
4. **Teamwork:** The specific activity that will be utilized for official assessment purposes is to demonstrate interpersonal and teamwork skills within the office setting of the occupation and the business/industry as reported on the Mid-Semester Evaluation Form. The student's performance of this specific learning activity, will be assessed through utilization of the Teamwork value rubric.

B. Assessments for Core Learning Outcomes

1. Students will identify and write specific, measurable goals on a two-page Job-Related Learning Objectives/Goals form.
2. Students will demonstrate their knowledge of the written and verbal communication skills by completing the four written objectives (written by student and supervisor) on Job-Related Learning Objectives/Goals form.
3. Student will demonstrate his/her ability to complete the goals within the workplace, using the Goals Report signed by the supervisor and instructor.
4. Student will demonstrate his/her ability to work as a team at the workplace and observed by immediate supervisor; reported on Mid-Semester Evaluation Form.

IV. INSTRUCTIONAL PROCEDURES:

A. Methodologies utilized in presenting course content (lectures, audio-visual presentations, discussions, examinations, student presentations, field trips, guest speakers, etc.)

The course is designed to recognize the value of learning that can take place when students work and train in actual job situations. One of the requirements of the Job Practicum is that a student must pursue a planned program of work (a training plan) achieved by following the goals and subsequent steps identified by the student and supervisor and acceptable by the instructor. Instructions will be given on writing the goals/training plan. These will be graded by the instructor. During the semester the student will attempt to accomplish these goals.

While the students are working (at least 20 hours average per week), they are concurrently completing a one-hour seminar class online. Assignments relevant to job goals and general office administrative duties will be made. The textbook for the course will be used to teach the students social etiquette.

B. Additional Methodologies that may be emphasized by the instructor

V. COURSE REQUIREMENTS AND POLICIES:

A. Required Textbooks, Materials, and Equipment –

1. **Textbook:** Bennett, Carole. *Business Etiquette & Protocol, Professional Development Series*. Cincinnati, OH: South-Western Educational Publishing, 2002.
2. Job Practicum Guide for Office Administration at Angelina College, 2017 - available on the course site on Blackboard. Assigned reading material to be posted on the on-line calendar

B. Course Policies – (This course conforms to the policies of Angelina College as stated in the Angelina College Handbook.)

1. **Academic Assistance** – If you have a disability (as cited in Section 504 of the Rehabilitation Act of 1973 or Title II of the Americans with Disabilities Act of 1990) that may affect your participation in this class, you should see Sellestine Hunt Associate Dean of Student Services, Student Center, Room 200. At a post-secondary institution, you must self-identify as a person with a disability; Ms. Hunt will assist you with the necessary information to do so.
2. **Discrimination** – Angelina College admits students without regard for race, color, creed, sex, national origin, age, religion, or disability. To report any complaints of discrimination related to disability, you should contact Mr. Steve Hudman, Dean of Student Affairs, in Student Center, Room 101, [\(936\)-633-5292](tel:936-633-5292) or by email shudman@angelina.edu.
3. **Veterans** - You must comply with your specific attendance requirements in addition to the attendance requirements specified in this syllabus.

4. **Attendance** –You are expected to participate in all assignments for attendance. **If two consecutive weeks of assignments (six grades) or 3 accumulative weeks of assignments are missed (nine grades) students will be dropped.** This is equivalent to Angelina College's policy: an instructor may drop a student after 3 consecutive or 4 accumulative absences, and if the student wishes to be readmitted, the approval must come from the Dean of Instruction. If you are unable to complete this course, you must **withdraw by April 3, 2017, to receive a grade of 'W'**.
5. **Additional Policies Established by the Individual Instructor** –

VI. COURSE OUTLINE Spring 2017:

A. Description of the Course Activities, including due dates, schedules, and deadlines.

January 17:	E-mail Orientation at kcummings@angelina.edu Textbook: <i>Pre-Assessment Activity</i> (page xiii in textbook) (Due Jan. 23) Internet Quiz Discussion (Due Jan. 23)
23:	Goals/Training Plan Overview; Goal-Setting Instructions. (Read Job Practicum Guide, if questions, e-mail instructor)
30:	General Purpose Fact Sheet Form Due; Discuss goals with job supervisor Textbook: <i>Chapter One: "Business Etiquette: The Basics"</i> (pages 1-8); and Quiz (Due Feb. 6) Corporate Culture Discussion and Review questions (Due Feb. 6)
February 6:	Job Analysis Form Due; Work on Goals with Job Supervisor and arrange for individual counseling session date with instructor (by phone or in my office) Chapter One Quiz and Corporate Structure Due Textbook: <i>Chapter Two: "Corporate Dress and Presentation"</i> (pages 9-14); and Quiz (Due Feb. 13)
13:	Casual Dress Code Discussion and Review questions (Due Feb. 13) Goal Setting Final Instructions and E-mailing of any questions relating to goals Chapter Two Quiz and Casual Dress Code Due Job Search Interview Discussion (Due Feb. 20)
20:	Completed Job Related Learning Goals/Training Plan Due (signed by student and immediate supervisor) <i>Chapter Three: "Interacting with People"</i> (pages 15-24); and Quiz (Due Feb. 27) Making Introductions Discussion and Review questions (Due Feb. 27)
27:	Chapter Three and Making Introductions Due <i>Chapter Four: "Office Etiquette"</i> (pages 25-31); and Quiz (Due March 6) Telephone Etiquette Discussion and Review questions (Due March 6)
March 6	Chapter Four Quiz and Telephone Etiquette Due
March 10-17:	SPRING BREAK (NO ASSIGNMENTS)
20:	<i>Chapter Five: "Meetings"</i> (pages 33-39); and Quiz (Due March 27) Facilitating Meetings Discussion and Review questions (Due March 27)
27:	Mid-Term Progress Report Due (Signed and completed by you and your supervisor) Chapter Five Quiz and Facilitating Meetings Due <i>Chapter Six: "Dining Etiquette"</i> (pages 41-49); and Quiz (Due April 3) Dining Etiquette Discussion and Review questions (Due April 3)
April 3:	Chapter Six Quiz and Etiquette Due <i>Chapter Seven: "Drinking and Eating Etiquette"</i> (pages 51-58); and Quiz (Due April 10) Eating Etiquette Discussion and Review questions (Due April 10)
April 10:	Chapter Seven Quiz and Eating Etiquette Due <i>Chapter Eight: "International Customs and Table Manners"</i> (pages 59-63); and Quiz (Due April 17) International Customs and Table Manners Discussion and Review questions (Due April 17)
17:	Chapter Eight and International Customs/Table Manners Due <i>Chapter Nine: "Other DO's and DON'Ts"</i> (pages 65-68); and Quiz (April 24) Gift Giving Discussion and Review questions (Due April 24)
24:	Chapter Nine Quiz and Gift Giving Due
April 24-May 1	Instructor will visit with supervisors
May 1-3:	Final Evaluation Form Due (Signed and completed by you and your supervisor)
May 4-8:	Final Exam (must turn in Final Employer Evaluation Form before you can take this test)

****THIS COURSE OUTLINE IS SUBJECT TO MODIFICATION AT THE DISCRETION OF THE INSTRUCTOR.**

COURSE CONTENT:

Required Content/ Topics –

- 20-Hour per week job in an office setting
- One-Hour per week Online assignments
- Office objectives
- Forms
- Business Etiquette

VII. EVALUATION AND GRADING:

A. Grading Criteria (percents, extra credit, etc)

Online Orientation at kcummings@angelina.edu.

On-line Group Discussions: Through the discussion feature of Blackboard, topics will be discussed that are pertinent to office administration in general, as well as individual job concerns. Students are instructed to participate and to contribute any ideas or questions that are of concern to them by posting to the discussion board. Each posting will have a point value assigned, which will be a factor in determining the final grade in the course. (See details later in this syllabus.)

Internet Research Assignments: Various research topics will be assigned for the student.

Textbook Assignments: The course textbook will be used for various areas of social etiquette important to those working in today's business world, both in the United States and other countries.

Goal Setting and Completion of a Job Project. Each student will set goals (in cooperation with his/her immediate work supervisor) to accomplish a task that will improve performance on the job.

Personalized Instruction: Students will meet individually with the instructor a minimum of once a semester to discuss progress of their goals/action training plan and/or course work. A time will be arranged for the student to visit the instructor in her office at a time convenient for both.

Job Visits: The instructor will make either one or two visits to each student's work site and will visit with the immediate supervisor concerning the practicum and the student's accomplishment of his/her job goals.

Make-up Work: All make-up work is at the discretion of the instructor. When such make-up work is allowed, it is the responsibility of the student to arrange for it with the instructor and to complete it within a reasonable time.

25 percent - writing of goals/action training plan - graded by instructor---250 points

35 percent – Forms, online assignments, tests, and quizzes---350 points

40 percent - accomplishment of goals/action training plan - graded by supervisor---400 points

B. Determination of Grade

The grade in the course will be based on the total number of points accumulated on all three types of grades. The total points earned will be compared to the 1000 points possible and rated:

90%=A (≥ 900 points)

80%=B (800 – 899 points)

70%=C (700 – 799 points)

60%=D (600 – 699 points). Less than 600 points will be recorded as an F.

The instructor may modify the provisions of the syllabus to meet individual class needs by informing the class in advance as to the changes being made.