

COURSE OUTLINE

Internship
Course title

OA 222
Dept. & Course No.

I. COURSE DESCRIPTION: The course provides the student practical training in clerical and secretarial work. With the assistance of an instructor-coordinator, the student is assigned to work under a supervisor in a governmental department or a private business in order to learn through actual work experience.

II. SEMESTER CREDITS: 4

III. CONTACT HOURS PER WEEK: 0 12 12
 Lecture Lab Total

IV. PREREQUISITE: Program completion evaluation

V. STUDENT LEARNING OUTCOMES:

IV. COURSE CONTENT

Upon the completion of the training, the student will be able, with 65% accuracy, to:

1. Demonstrate proper employee behaviors and work habits

A. Behavior/Work Habits

- 1. Punctuality
- 2. Attitude
- 3. Dependability
- 4. Honesty
- 5. Personal Hygiene
- 6. Interpersonal Relations

2. Perform clerical and/or secretarial tasks as assigned by the site supervisor.

B. Task Application

VII. MATERIALS AND EQUIPMENT:
Will be provided by the site supervisor where applicable

VIII. TEXTS AND REFERENCES: None

IX. METHOD OF INSTRUCTION:
Students will perform assigned clerical and/or secretarial tasks under the supervision and training of a designated site supervisor.

X. METHOD OF EVALUATION:

The student will be evaluated based on the internship training rating sheet.

The transmutation of percent to letter grade is as follows:

90-100%.....	A
80-89%.....	B
70-79%.....	C
65-69%.....	D
0-64%.....	F

Palau Community College
Course Learning Outcomes
OA 222 Internship

During the course experience, the **course learning outcomes** (CLO) will be assessed through the use of signature assignments. A rating scale will be used to determine the students' proficiency level of each CLO using specifically aligned assignments. The numerical rating of 4,3,2 and 1 are not intended to represent the traditional school grading system of A, B, C, D and F. The descriptions associated with each of the numbers focus on the level of student performance for each of the course learning outcome listed below.

Course Learning Outcome 1: Demonstrate proper employee behaviors and work habits.

Punctuality	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)
Attitude	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)
Dependability	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)
Honesty	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)
Personal Hygiene	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)
Interpersonal Relations	4	Always (100% of the time)	2	Occasionally (75% to 89% of the time)
	3	Almost always (90% of the time)	1	Seldom (below 75% of the time)

Course Learning Outcome 2: Perform clerical and/or secretarial tasks as assigned by a site supervisor.

Task/Activity Name	Rating Scale			
1.	4	Outstanding (performs tasks / activities without assistance)	2	Developing (performs tasks / activities with regular assistance)
	3	Proficient (performs tasks / activities with minimal assistance)	1	Emerging (unable to perform tasks / activities even with regular assistance)
2.	4	Outstanding (performs tasks / activities without assistance)	2	Developing (performs tasks / activities with regular assistance)
	3	Proficient (performs tasks / activities with minimal assistance)	1	Emerging (unable to perform tasks / activities even with regular assistance)
3.	4	Outstanding (performs tasks / activities without assistance)	2	Developing (performs tasks / activities with regular assistance)
	3	Proficient (performs tasks / activities with minimal assistance)	1	Emerging (unable to perform tasks / activities even with regular assistance)
4.	4	Outstanding (performs tasks / activities without assistance)	2	Developing (performs tasks / activities with regular assistance)
	3	Proficient (performs tasks / activities with minimal assistance)	1	Emerging (unable to perform tasks / activities even with regular assistance)
5.	4	Outstanding (performs tasks / activities without assistance)	2	Developing (performs tasks / activities with regular assistance)
	3	Proficient (performs tasks / activities with minimal assistance)	1	Emerging (unable to perform tasks / activities even with regular assistance)

**Palau Community College
Internship Training Rating Sheet**

Student's Name: _____ Major: _____ Position: _____
 Employer: _____ Phone: _____
 Evaluator: _____ Duration of Training: (From) _____ (To) _____

Employer's evaluation of student's internship training performance:

Rating Scale: 4 – Excellent (A) 3 – Above Average (B) 2 – Average (C) 1 – Below Average (D) 0 – Poor (F)

Behavior/Work Habit	4	3	2	1	0	Comments (Strengths or area that needs improvements)
1. Punctuality						
2. Attitude						
3. Dependability						
4. Honesty						
5. Personal Hygiene						
6. Interpersonal Relations						
Task/Activity Name (List all tasks/activities performed by the student during the internship period with your rating. Comments should be provided for each task.)	4	3	2	1	0	Comments (Strengths or area that needs improvements)
1.						
2.						
3.						
4.						
5.						

Final Grade: _____

Evaluator: _____

Signature and Date

**PALAU COMMUNITY COLLEGE
INTERNSHIP TRAINING PROGRAM
PROGRAM EXPECTATIONS**

Site Supervisor (Evaluator): The site supervisor acts as the lead instructor. As such, it is his/her responsibility to assign tasks that are related to the student's major and to supervise as necessary such tasks. The level of supervision will depend on the task and the student's proficiency in that area. Tasks are to be recorded on the Internship Rating Sheet and the student will be rated according to the proficiency level he/she performed at during the time the student worked on such task. Comments should be provided for each completed task. Should there be any problems/concerns with the performance of the student intern, the site supervisor should contact and meet with the internship coordinator as soon as possible. A final grade will be given by the site supervisor based on the task ratings that the student earned through his or her performance of said tasks.

Student Intern: The student's responsibility as an intern is to successfully perform the necessary number of hours needed to complete the course requirement. As such, this student should have the attitude that this is his/her opportunity to practice his/her program learned skills in a work environment. He/she should perform the assigned tasks to the best of his/her ability, ask questions when necessary and seek assistance when needed. Should there be any problems/concerns with the site supervisor, the student intern should contact and meet with the internship coordinator as soon as possible.

Internship Coordinator: The internship coordinator is the liaison officer between the student and the site supervisor. It is his/her responsibility to place the student in an appropriate site location that best fits the student's program. In addition, the internship coordinator will conduct at least four (4) site visits during the internship duration. Any problems/concerns from either the site supervisor or student intern will be handled by the internship coordinator. In addition, the internship coordinator will be responsible for the assessments of both the course and the student. Assessment and grading will be based on the site supervisor's ratings and comments. The internship coordinator will submit both the final grade and the course assessment to the proper personnel.

OA 222 SUGGESTED TASK LIST

1: Clerical/Reception tasks

- Answer telephone calls
- Greet visitors
- Take messages
- Schedule appointments
- Copy files, minutes, etc.
- File folders, minutes, customer information, etc.

2: Assist with filing duties

- Log records
- Maintain files
- Update computer customer database file
- Prepare customer card files

3: Prepare routine business correspondence using Microsoft Word and Excel

- Prepare a business letter, a memo and a report
- Prepare and post a job announcement
- Prepare work related forms

4: Assist with administrative tasks

- Schedule, reschedule and cancel appointments
- Prepare and conduct a meeting
- Perform communication tasks (fax, email, telephone)

5: Assist with bookkeeping tasks

- Prepare billings and receipts
- Prepare financial statements
- Maintain cash control systems
- Prepare payroll records
- Balance ledgers