CENTRAL TEXAS COLLEGE
SYLLABUS FOR

POFM 2386
INTERNSHIP – MEDICAL ADMINISTRATIVE/EXECUTIVE ASSISTANT/SECRETARY

Semester Hours Credit: 3

INSTRUCTOR: ______________________

OFFICE HOURS: _________________

I. INTRODUCTION

A. 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 course may be repeated if topics and learning outcomes vary.

B. This is a required advanced course in the self-paced Medical Office Specialist, Health Information Management, Medical Secretary, and Office Information Management certificate programs and may be used in the Executive Assistant degree and certificates, and the Office Management degree and certificates.

This course in conjunction with other appropriate courses prepares students to enter the secretarial, office administration, word processing, office management, or health information management career fields.

C. This course provides the student the opportunity to practice in an office those word processing skills and knowledge that are being taught in the classroom. The course helps prepare the student for employment in the Administrative Secretarial, General Office Assistant, General Secretarial, and Word Processing fields.

D. Prerequisite: Successfully complete all courses leading to your specified certificate. Departmental approval required upon completion of certificate requirements.

E. Alphanumeric coding used throughout this syllabus denotes integration of SCANS occupational competencies (C1, etc.) and foundation skills (F1, etc.).

January 1, 2010
II. LEARNING OUTCOMES

Upon successful completion of this course, the student will:

A. As outlined in the learning plan, 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. (C1, C3, C4, C5, C6, C7, C8, C9, C10, C11, C12, C13, C14, C15, C16, C18, C19) (F1, F2, F3, F5, F6, F7, F8, F9, F10, F11, F12, F13, F14, F16, F17)

B. Demonstrate legal and ethical behavior safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry. (C4, C5, C6, C7, C9, C12, C14, C15) (F1, F2, F5, F7, F8, F9, F12, F15)

III. INSTRUCTIONAL MATERIALS

Instructional Materials for this course may be found at www.ctcd.edu/books

IV. COURSE REQUIREMENTS

A. Students will work at an office site for no more than 22 hours per week.

B. Attendance at all work sessions is essential, and before absences occur they must be approved by the supervisor.

C. Students will perform those activities necessitated by the office situation and assigned by the supervisor.

D. Students will prepare a task and objective list containing various duties. These duties must be satisfactorily performed during the semester and the checklist must be signed and dated by the supervisor.

E. Students will type weekly performance reports and journal article summaries to be evaluated by the supervisor on the basis of productivity, mailability, and proper use of work time.
F. Students will take periodic exams over medical office procedures, factual information, work site routines, textbook assignments, and word processing functions.

V. EXAMINATIONS

Students will take periodic exams over medical office procedures, factual information, work site routines, textbook assignments and word processing functions.

VI. SEMESTER GRADE COMPUTATION

With completion of the semester, students will have the following evaluations:

- Multiple Choice exams: 80%
- Performance exams: 100%

VII. NOTES AND ADDITIONAL INSTRUCTIONS FROM THE INSTRUCTOR

A. Withdrawal from course: It is the student's responsibility to officially drop a class if circumstances prevent attendance. Any student who desires to, or must, officially withdraw from a course after the first scheduled class meeting must file an Application for Withdrawal or an Application for Refund. The withdrawal form must be signed by the student. Application for Withdrawal will be accepted at any time prior to Friday of the 12th week of classes during the 16 week fall and spring semesters. The deadline for sessions of other lengths is as follows:

- Friday of 3rd week for 5-week courses
- Friday of 4th week for 6-week courses
- Friday of 6th week for 8-week courses
- Friday of 7th week for 10-week courses
- Friday of 9th week for 12-week courses
- Friday of 12th week for 16-week courses

The equivalent date (75% of the semester) will be used for sessions of other lengths. The specific last day to withdraw is published each semester in the Schedule Bulletin.

Students who officially withdraw will be awarded the grade of "W", provided the student's attendance and academic performance are satisfactory at the time of official withdrawal. Students must file a withdrawal application with the college before they may be considered for withdrawal.
A student may not withdraw from a class for which the instructor has previously issued the student a grade of "F" or "FN" for nonattendance.

B. **An Administrative Withdrawal:** An administrative withdrawal may be initiated when the student fails to meet College attendance requirements. The instructor will assign the appropriate grade on the Administrative Withdrawal Form for submission to the registrar.

Under Section 51.907 of the Texas Education Code, “an institution of higher education may not permit a student to drop more than six courses, including any course a transfer student has dropped at another institution of higher education.” This statue was enacted by the State of Texas in spring 2007 and applies to students who enroll in a public institution of higher education as first-time freshmen in fall 2007 or later.

C. **Incomplete Grade:** In keeping with College policy, the instructor may grant an incomplete grade in cases in which the student has completed the majority of the course work, but because of extenuating circumstances, is unable to complete the requirements for the course. Prior approval from the instructor is required before the grade of “IP” is recorded. Deadline for changing the IP grade is 110 days after the scheduled end of the course. An IP grade can be replaced with the student’s actual grade, including an F; but it may not be replaced with a W. At the end of the 110 calendar days if the student has not completed the remaining coursework as required by the instructor, the “IP” will be converted to an “FI” and appear as an “F” on the student’s official transcript.

D. **Cellular Phones and Beepers:** Cellular phones and beepers will be turned off while the student is in the classroom or laboratory.

E. **Americans With Disabilities Act (ADA):** Disability Support Services provides services to students who have appropriate documentation of a disability. Students requiring accommodations for class are responsible for contacting the Office of Disability Support Services (DSS) located on the central campus. This service is available to all students, regardless of location. Review the website at [www.ctcd.edu/disability-support](http://www.ctcd.edu/disability-support) for further information. Reasonable accommodations will be given in accordance with the federal and state laws through the DSS office.
F. Instructor Discretion: The instructor reserves the right of final decision in course requirements.

G. Civility: Individuals are expected to be cognizant of what a constructive educational experience is and respectful of those participating in a learning environment. Failure to do so can result in disciplinary action up to and including expulsion.

H. Scholastic Honesty: All students of the Office Administration program are required and expected to maintain the highest standards of scholastic honesty in the preparation of all work and in examinations. Each student should avoid:

1. Plagiarism--the taking of passages or ideas from writings of others without giving proper credit to the source.
2. Collusion--working together with another person in the preparation of work unless such joint preparation is specifically approved in advance by the instructor. Students must do his/her own work.
3. Cheating--giving or receiving information on an examination or graded activity. Students should not allow information to be copied from another student's flash/jump drive. It is the student's responsibility to secure his/her flash/jump drive. Students found guilty of scholastic dishonesty will be administratively dropped from the course with a grade of "F" and are subject to disciplinary action.

VIII. COURSE OUTLINE

1. Learning Outcomes: Upon successful completion of this unit, the student will, as outlined in the learning plan, 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 through performing duties nine hours a week at a worksite with supervision by a person onsite and through the following evaluative processes:

   (1) Demonstrate proficiency in general office skills, oral communication skills, and written communication by generating a weekly time log and journal article summaries to specifications.

   (2) By the end of the semester demonstrate, with a minimum of 80% accuracy on a multiple choice test, the knowledge of workplace practices and environment acquired from work experiences.
2. **Learning Activities:**

   a. The student will experience at least one time during the semester all of the activities listed in the task and objectives list. (C1, C2, C3, C4, C5, C6, C7, C8, C9, C10, C11, C12, C13, C14, C15, C16, C17, C18, C19) (F1, F2, F3, F4, F5, F6, F7, F8, F9, F10, F11, F12, F13, F14, F15, F16, F17)

   b. The student will type weekly evaluations indicating how the office work relates to previous word processing classroom knowledge and documenting skills used in the internship activities. (C5, C7, C8, C15) (F2, F5, F7, F8 F10)

   c. The student will use as is practical cassette tapes, transcribing machines, word processors, photocopy machine, and any other word processing equipment available in the office environment. (C1, C13, C15, C18) (F1, F2, F3, F5, F6, F7 F9, F13, F16)