



POFI 2386
Internship
Administrative Assistant and Secretarial Science, General

Credit: 3 semester credit hours (0 hours lecture, 9 hours lab)

Prerequisite: POFT 1329

Course Description

A work-based learning experience that enables the student to apply specialized occupational theory, skills and concepts.

Required Textbook and Materials: No text required

Course Objectives

Upon completion of this course, the student will be able to:

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 legal and ethical behavior, safety practices, interpersonal and teamwork skills.
3. Demonstrate appropriate written and verbal communication skills using the terminology of the occupation and the business/industry.

Course Outline

- A. The primary content of this course is comprised of the on-the-job application of office skills.
 1. Working in an office 15-20 hours per week during 15 weeks.
 2. Utilizing secretarial skills.
 3. Evaluation by supervisor.
 4. Evaluation by instructor.
- B. Meet with the instructor for additional development sessions and activities.
 1. Fill Information sheet. **(by 1st wk.)**
 2. Submit document listing your office responsibilities, supervisor, office, address, telephone, email of supervisor, and fax number. **(by 1st wk.)**
 3. E-mail your instructor stating that you have read the syllabus and have made a note on your calendar of all the required assignments and due dates. It is your responsibility to complete all assignments on time. **(by 1st wk.)**
 4. Submit a current resume (at the beginning and end of the semester), employment letters, references, etc. **(by 1st wk.)**
 5. Pick up any necessary materials.
 6. Get through an evaluation process

7. Participate in Project Interview/Job Fair (Mandatory).
8. Do an "Evaluation of the Firm."
9. Keep a *reflective diary/journal* during the semester. Do weekly postings. Typos will count against you.
10. Test your skills in an employment agency
11. Upload resume in at least two job websites (Work in Texas, Monster, or one of your preference).
12. Prepare an employment **portfolio**.
13. Read any requested material and prepare a paper about it.
14. Present an educational video clip related with the office job.
15. Make a presentation of your experiences in the office at the middle and end of the semester
16. Do any other activity assigned by instructor. (See Blackboard > Assignments)

Grade Scale

90 – 100	A
80 – 89	B
70 – 79	C
60 – 69	D
0 – 59	F

Course Evaluation

Final grades will be calculated according to the following criteria:

Evaluation	60%
Assignments, Paper, and Final Project	30%
Project Interview & Job Search Documents	10%

1. **Supervisor Evaluation – 60%**
2. **Assignments – 30%**
Readings, portfolio, reflective diary, special assignments, attendance to meeting, communication with instructor (emails & Blackboard), online resumes, employment agency evaluation, etc.
3. **Project Interview/Job Fair and Job Search Documents - 10%**
 - Resume, cover letter, follow-up letter, and reference documents
 - Sign in on the due date and attend the activity. Submit one-page paper explaining the experience and lessons learned. Include cards and/or flyers in your project. Student must dress appropriately for this activity.

Course Requirements

1. Attend job regularly and on time. (240 hours, 16 hours weekly)

2. Use reference books, journals, magazines, websites, and other resources efficiently.
3. Apply effective oral, verbal, and written communication techniques.
4. Provide **excellent** customer service.
5. Regular communication with the instructor, weekly meetings, emails, phone, and Blackboard®.
6. Attend meetings as requested by instructor.
7. Use Blackboard® to get information, key and upload assignments.
8. Use email to stay informed and communicate with instructor.
9. If you wish to drop a course, the student is responsible for initiating and completing the drop process. If you stop coming to class and fail to drop the course, you will earn an 'F' in the course.
10. A grade of "C" or better must be earned in this course for credit toward degree requirements.

Disabilities Statement

The Americans with Disabilities Act of 1992 and Section 504 of the Rehabilitation Act of 1973 are federal anti-discrimination statutes that provide comprehensive civil rights for persons with disabilities. Among other things, these statutes require that all students with documented disabilities be guaranteed a learning environment that provides for reasonable accommodations for their disabilities. If you believe you have a disability requiring an accommodation, please contact the Special Populations Coordinator at (409) 880-1737 or visit the office in Student Services, Cecil Beeson Building. You may also visit the online resource at <http://www.lit.edu/depts/stuserv/special/defaults.aspx>

Student Code of Conduct Statement

It is the responsibility of all registered Lamar Institute of Technology students to access, read, understand and abide by all published policies, regulations, and procedures listed in the LIT Catalog and Student Handbook. The LIT Catalog and Student Handbook may be accessed at www.lit.edu or obtained in print upon request at the Student Services Office. Please note that the online version of the LIT Catalog and Student Handbook supersedes all other versions of the same document.

Student Responsibilities

1. Students will work in an office approximately 15-20 hours per week for a total of 240 hours at the worksite during the semester. Students will need to participate in occasional meetings with instructor and the use Blackboard to discuss experience and assignments. All offices must be approved by instructor.
2. Students will perform office activities such as but not limited to
 - a. Keying documents such as letters, memos, tables, reports, etc.
 - b. Opening and sending correspondence.
 - c. Answering and originating calls.
 - d. Performing calculations.
 - e. Using diverse office machines.
 - f. Using a variety of software such as word processing, spreadsheets, and presentations.
 - g. Assisting customers and coworkers
 - h. Preparing conference room.
 - i. Organizing and filing documents.
3. Students must work with **accuracy** using the time wisely. Documents must be done properly in the least possible time and free of errors (include details in journal).
4. **Perfect attendance is essential.** If a student must be absent, she/he needs to inform the supervisor ahead of time. Work missed due to an absence must be made up. This rule also applies to tardies. Punctuality is expected every day.
5. **Students should dress appropriately and professionally in accordance with their placement.** Use good judgment and care in personal grooming.
6. Students must maintain conduct in accordance with the goals of the office and personal morals and ethics.
7. Students must follow instructions issued by the supervisor, related with job performance, and exercise care in performing assignments by maintaining department and personal conduct standards.
8. Students must not photocopy any documents not related to their position. Do not take office supplies.
9. Students should exhibit courtesy and respect with clients/patients and coworkers.
10. Students are not to sell products of any kind while working.
11. Students must not participate in any political/religious activity while working.
12. **Students should not access social networks, websites, text, or use cell phones during office hours. No personal calls unless there is a real emergency.**

Contact Information:

Instructor: Lizzette M. Rivera
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Telephone No.: 409-839-2082
Email: lrivera@lit.edu
Office Hours: MW 8:30-9:00, 1:10-3:30 p.m.
TR 8:30-9:30, 12:45-2:00 p.m.