South Central College

OTEC 2905  Internship

Course Outcome Summary

Course Information

<table>
<thead>
<tr>
<th>Description</th>
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<td>This course is designed to provide the student with a purposeful occupational experience in the Office Administration and Technology field. The internship is an individualized experience. A plan is created for each student in conjunction with the training site to provide experience related to the skills and knowledge acquired in the program. This plan is based on the college's and the program's core competencies. (Prerequisites: OTEC1822, OTEC 1860, OTEC 2820 or Internship Coordinator's approval.)</td>
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| Total Credits | 2 |
| Total Hours | 96 |

Types of Instruction

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<tr>
<th>Instruction Type</th>
<th>Credits/Hours</th>
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<td>Internship (One credit Internship equals 48 semester contact hours.)</td>
<td>2/96</td>
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Pre/Corequisites

OTEC 1822
OTEC 1860
OTEC 2820

Institutional Core Competencies

Civic Engagement and Social Responsibility - Students will be able to demonstrate the ability to engage in the social responsibilities expected of a community member.

Communication - Students will be able to demonstrate appropriate and effective interactions with others to achieve their personal, academic, and professional objectives.

Critical and Creative Thinking - Students will be able to demonstrate purposeful thinking with the goal of using a creative process for developing and building upon ideas and/or the goal of using a critical process for the analyzing and evaluating of ideas.

Cultural Competence - Students will be able to demonstrate an attitude of personal curiosity, a rising knowledge of cultures, and an evolving range of skills for living and working among others with other worldviews and ways of life.
Course Competencies

1. **Apply knowledge of office procedures**
   - **Learning Objectives**
   - Operate software including word processing, spreadsheets, presentations, databases, e-mail, and PDF files
   - Create and maintain electronic files
   - Utilize office equipment
   - Organize office records for efficient retrieval from a manual filing system
   - Describe office organizational structures

2. **Demonstrate business communication skills**
   - **Learning Objectives**
   - Create written communications such as e-mails, letters, memos, reports, etc.
   - Employ interpersonal skills to communicate effectively in the office

3. **Demonstrate professional office etiquette**
   - **Learning Objectives**
   - Make a good first impression
   - Identify the components of a professional appearance
   - Demonstrate e-mail rules and observe e-mail courtesy
   - Describe the characteristics that contribute to a positive, professional image

4. **Apply appropriate techniques for managing yourself in the work environment**
   - **Learning Objectives**
   - Apply and recognize appropriate techniques for managing stress
   - Describe strategies for managing your work

5. **Define customer service and explain the importance of an organization's commitment to customer service**
   - **Learning Objectives**
   - Develop skills for providing effective customer service
   - Describe strategies for delivering effective customer service
   - Describe how to handle difficult customer service situations

6. **Describe the qualities and strategies of an administrative professional who is an effective leader**
   - **Learning Objectives**
   - Define leadership
   - Discuss leadership theories, styles, and traits

**SCC Accessibility Statement**

South Central College strives to make all learning experiences as accessible as possible. If you have a disability and need accommodations for access to this class, contact the Academic Support Center to request and discuss accommodations. North Mankato: Room B-132, (507) 389-7222; Faribault: Room A-116, (507) 332-7222.

Additional information and forms can be found at: [www.southcentral.edu/disability](http://www.southcentral.edu/disability)

This material can be made available in alternative formats by contacting the Academic Support Center at 507-389-7222.