



South Central College

OTEC 2905 Internship

Course Outcome Summary

Course Information

Description	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.)
Total Credits	2
Total Hours	96

Types of Instruction

Instruction Type	Credits/Hours
Internship (One credit Internship equals 48 semester contact hours.)	2/96

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 courtesies
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

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