

Internship

Course Outcome Summary

Course Information

| | |
|---------------------------------------|--------------------------------|
| Organization | Madison Area Technical College |
| Developers | Paula Suominen |
| Development Date | 10/3/2000 |
| Course Number | 10-106-195 |
| Instructional Level | Associate Degree |
| Potential Hours of Instruction | 1 |
| Total Credits | 1 |

Description

Students complete a 72-hour internship in an office setting supervised by a cooperating employer. The office setting is a business office, medical office, or legal office depending on the student's program. Must be taken in the last year of the program.

Target Population

Students in the last year of the Administrative Assistant program.

Types of Instruction

| Instruction Type | Contact Hours | Credits |
|-------------------------------------|----------------------|----------------|
| Simulated or Actual Work Experience | 1 | 1 |

Prerequisites

Must be taken in last year of program.

Exit Learning Outcomes

Core Abilities

- A. Communication
- B. Critical thinking
- C. Science and Technology
- D. Social interaction

Competencies

- A. **Summarize student roles and responsibilities**

Linked Core Abilities

Social interaction

Competence will be demonstrated:

- A.1. by completing Administrative Assistant Internship Agreement

Criteria - Performance will be satisfactory when:

- A.1. you acquire appropriate internship assignment
- A.2. you have assignment approved by Teacher/Coordinator via an Internship

Agreement before starting the job

A.3. you complete the Administrative Assistant Internship Agreement

A.4. you have employer complete Final Evaluation

A.5. you have employer verify 72 work hours

A.6. you ask for help from Teacher/Coordinator when needed

A.7. you submit all documentation to Teacher/Coordinator

B. Summarize employer's and supervisor's roles and responsibilities

Linked Core Abilities

Social interaction

Competence will be demonstrated:

B.1. by completing Employer Evaluation form

Criteria - Performance will be satisfactory when:

B.1. you request meaningful work experience from the employer

B.2. you request adequate supervision

B.3. you request adequate training

B.4. you request appropriate supervisors to provide positive role models

B.5. you request employer/supervisor Employer Evaluation

B.6. you request employer/supervisor verify 72 hours of work experience

B.7. you request employer/supervisor contact Teacher/Coordinator when problems arise and before any termination notices are issued

B.8. you request employer/supervisor discuss Employer Evaluation with you

C. Demonstrate customer service skills

Linked Core Abilities

Communication

Social interaction

Competence will be demonstrated:

C.1. in on-the-job performance

Criteria - Performance will be satisfactory when:

C.1. you provide customer service in person

C.2. you provide customer service via telephone

C.3. you demonstrate courteousness

C.4. you provide customer service electronically

C.5. you receive information (such as messages)

C.6. you provide information (such as deliver messages)

C.7. you provide technology support

D. Demonstrate software skills

Linked Core Abilities

Science and Technology

Competence will be demonstrated:

D.1. in on-the-job performance

Criteria - Performance will be satisfactory when:

D.1. you use basic word processing software features

D.2. you use advanced word processing software features (macros, merge, charts, columns, binders, linking, embedding, html)

D.3. you use basic spreadsheet software features

- D.4. you use basic database software features
- D.5. you use basic desktop publishing software features
- D.6. you use basic desktop presentation features
- D.7. you use email features
- D.8. you use operating systems features
- D.9. you maintain a web site

E. Demonstrate communication skills

Linked Core Abilities

Communication

Social interaction

Competence will be demonstrated:

E.1. in on-the-job performance

Criteria - Performance will be satisfactory when:

- E.1. you communicate information electronically
- E.2. you proofread documents
- E.3. you edit documents
- E.4. you compose documents in a clear, concise, logical, and effective manner
- E.5. you use correct spelling
- E.6. you use correct grammar
- E.7. you use correct punctuation
- E.8. you prepare correspondence from written material
- E.9. you prepare correspondence from dictation
- E.10. you prepare presentations
- E.11. you deliver presentations
- E.12. you follow written directions
- E.13. you follow oral directions

F. Demonstrate math skills

Linked Core Abilities

Science and Technology

Competence will be demonstrated:

F.1. in on-the-job performance

Criteria - Performance will be satisfactory when:

F.1. you use basic math functions

G. Demonstrate time management skills

Linked Core Abilities

Critical thinking

Science and Technology

Competence will be demonstrated:

G.1. in on-the-job performance

Criteria - Performance will be satisfactory when:

- G.1. you work under pressure to meet deadlines
- G.2. you prioritize multiple tasks to achieve appropriate results efficiently and effectively

H. Demonstrate organizational skills

Linked Core Abilities

Critical thinking

Science and Technology

Social interaction

Competence will be demonstrated:

H.1. in on-the-job performance

Criteria - Performance will be satisfactory when:

H.1. you schedule meetings

H.2. you prepare meeting agendas and materials

H.3. you attend meetings

H.4. you take minutes at meetings

H.5. you perform follow-up activities for meetings

H.6. you maintain office supply inventory

H.7. you coordinate travel arrangements

H.8. you prepare necessary travel documents

I. Demonstrate effective social interaction

Linked Core Abilities

Critical thinking

Social interaction

Competence will be demonstrated:

I.1. in on-the-job performance

Criteria - Performance will be satisfactory when:

I.1. you conduct yourself in a professional manner

I.2. you work independently

I.3. you behave appropriately in a variety of situations, circumstances, and roles

I.4. you work effectively in pairs and small and large groups

I.5. you demonstrate awareness of and respect for differences

I.6. you recognize conflict and uses conflict resolution skills when appropriate

J. Demonstrate office management skills

Linked Core Abilities

Science and Technology

Competence will be demonstrated:

J.1. in on-the-job performance

Criteria - Performance will be satisfactory when:

J.1. you file alphabetically and numerically

J.2. you maintain paper files

J.3. you maintain electronic files

J.4. you review, screen, prioritize, and distribute mail

J.5. you perform calendaring tasks

J.6. you perform miscellaneous clerical duties such as filing, photocopying, collating, faxing, scanning, and distributing materials

J.7. you maintain office equipment, hardware, and software

J.8. you comply with company and department procedures

K. Demonstrate appropriate personal qualities

Linked Core Abilities

Social interaction

Competence will be demonstrated:

K.1. in on-the-job performance

Criteria - Performance will be satisfactory when:

K.1. you maintain information with appropriate confidentiality

K.2. you are honest

K.3. you are punctual

K.4. you are ethical

K.5. you are cooperative

K.6. you are willing to learn

K.7. you dress in an appropriate manner

L. Demonstrate problem-solving skills

Linked Core Abilities

Communication

Critical thinking

Science and Technology

Social interaction

Competence will be demonstrated:

L.1. in on-the-job performance

Criteria - Performance will be satisfactory when:

L.1. you use appropriate software to produce documents

L.2. you research and summarize data

L.3. you use appropriate reference sources

L.4. you use reasoning skills

L.5. you make intelligent decisions