

Course Syllabus

NOTE: This syllabus is subject to change during the semester. Please check this syllabus on a regular basis for any updates.

Department :Office Systems Technology

Course Title :Practicum – Medical/Administrative /Executive Assistant and Medical Secretary

Section Name :POFM 2364

Start Date :08/22/2011

End Date :12/08/2011

Modality :Self-Paced

Credits :3

Instructor Information

Name : Sandie Graves

OC Email : sgraves@odessa.edu

OC Phone # : 432.335.6426

MW 8:00am to 9am and 10 am to 12 pm

T TH 9:30 am to 12 pm

Friday by Appointment

Monitored and open labs available daily. Help from the instructor is available at your request. Appointments can be set up or you may contact instructor during office hours. Tutoring is available through the LRC.

Course Description

Practical, general workplace training supported by an individualized learning plan developed by the employer, college, and student. General training and experiences take place in a workplace. The college along with the employer develops and documents an individualized plan for the student. The plan relates the workplace training and experiences to the student's general and technical course of study.

Prerequisites/Corequisites

Sophomore standing and consent of the department chair.

Scans

1,5,6,7,9,10

Course Objectives

1. *Create documents following directions in manuals. (4)
2. Demonstrate use of correct language art skills, grammar, and punctuation. (2)
3. Format/Transcribe documents. (6)
4. *Proofread documents. (2)
5. *Verify calculations made by others. (3)
6. Distribute documents. (4)
7. *Use and store reference and other materials. (4)
8. Project positive attitude. (5)
9. Interact with others professionally. (5)
10. Follow protocol. (5)
11. Maintain confidentiality. (10)
12. Meet the needs of clients/customers. (5)
13. Work within the organization to meet the demands of supervisors and other co-workers. (5)
14. *Use persuasive and expository communication techniques to demonstrate leadership skills. (5)
15. *Negotiate with supervisor and supervising faculty member on goals to be accomplished during the cooperative experience. (5)
16. Work effectively with clients/customers and co-workers who are of a different gender, age, religious, socioeconomic. (5)
17. Work as a member of the corporate organizational team.(7)
18. Monitor and correct performance when counseled by the supervising employer or supervising faculty member. (7)
19. Suggest improvements to existing systems during the evaluation phases of the cooperative experience. (7)
20. *Use critical thinking skills in dealing with clients/customers. (9)
21. Make timely decisions under minimal supervision. (9)
22. *Solve problems posed by client/customers and co-workers. (9)
23. Dress appropriately/professionally. (10)

24. Demonstrate appropriate business etiquette. (10)
25. Demonstrate initiative. (10)
26. Demonstrate dependability. (10)
27. Demonstrate punctuality by coming to work on time. (10)
28. Adapt to change. (10)
29. Demonstrate/accept responsibility. (10)
30. Come to work every day that is scheduled. (10)
31. Demonstrate pride in work accomplishments. (10)
32. Work cooperatively with clients/customers and co-workers. (10)
33. Express a pleasant personality when dealing with clients/customer and co-workers. (10)
34. Maintain emotional self-control. (10)
35. Demonstrate honesty and integrity when dealing with clients/customers and co-workers. (10)
36. *Perform decision-making activities. (9)
37. Prepare and deliver oral presentations. (11)
38. Gather information. (6)
39. *Examine career opportunities. (6)
40. *Identify employment sources, both traditional and not.(6)
41. Investigate interview procedures. (6)
42. *Design a resume. (6, 9)
43. *Create and process job application forms. (6,9)
44. Demonstrate interviewing skills. (9)

Required Readings/Materials

None

Course Requirements (Lectures, Assignments and Assessments)

| Assignment | Due Date |
|----------------------------|--------------------|
| 352 Hours Worked | |
| Training Station Agreement | September 5 2011 |
| Timesheet-August | August 31, 2011 |
| Timesheet-September | September 30, 2011 |

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| Timesheet-October | October 31, 2011 |
| Timesheet-November | November 30, 2011 |
| Supervisor Performance Evaluation | November 28, 2011 |
| Luncheon/ bring your supervisor | November 16, 2011 11:30-1 Odessa College Saulsbury Room Room 130 |

Grading Policy

| GRADING SCALES | GRADING PERCENTAGES |
|-----------------------|----------------------------|
| A = 90-100 | Contract 10% |
| B = 89-80 | Timesheets 60% |
| C = 79-70 | Employer Evaluation 20% |
| D = 69-60 | Instructor Evaluation 10% |
| F = Below 59 | |

Special Needs

Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If you have any special needs or issues pertaining to your access to and participation in this or any other class at Odessa College, please feel free to contact me to discuss your concerns. You may also call the Office of Disability services at 432-335-6861 to request assistance and accommodations.

Learning Resource Center (Library)

The Library, known as the [Learning Resources Center](#), provides research assistance via the [LRC's catalog \(print books, videos, e-books\)](#) and [databases \(journal and magazine articles\)](#). [Research guides](#) covering specific subject areas, [tutorials](#), and the "[Ask a Librarian](#)" service provide additional help.

Student E-mail

Please access your [Odessa College Student E-mail](#), by following the link to either set up or update your account: <http://www.odessa.edu/gmail/>. **All assignments or correspondence will be submitted using your Odessa College email.**

Student Portal

Please access your [Odessa College Student E-mail](#), by following the link to either set up or update your account: <http://www.odessa.edu/gmail/>. **All assignments or correspondence will be submitted using your Odessa College email.**

Technical Support

For Blackboard username and password help and for help accessing your online course availability and student email account contact the Student Success Center at 432-335-6878 or online at https://www.odessa.edu/dept/ssc/helpdesk_form.htm.

Important School Policies

For information regarding student support services, academic dishonesty, disciplinary actions, special accommodations, or student's and instructors' right to academic freedom can be found in the [Odessa College Student Handbook](#).