

Syllabus: Internship—Medical Office Assistant

Course Number: POFM 2286 N1

SCH: 2

Prerequisite: Completed a minimum of 27 Semester Credit Hours in the Office Careers program with a 2.0 or C average or above

Semester & Year: Fall 2019

Instructor Information

Name: Lisa Bowen

Classroom: Business Computer Technology Building Room 19

Telephone: (903) 823-3063 E-mail: Lisa.Bowen@texarkanacollege.edu

Office Hours: Lisa Bowen—5:00 to 5:30 p.m., M, T, W, Room 19

Tutoring Time: 5:00 to 5:30 p.m., M, T, W, BCT Building Room 19

Textbook Information

*No textbook required. **Student will keep a Journal of Internship Experience.** See Instructor regarding current documentation required and scheduling of Internship Experience in an office environment on- or off-campus.*

Student Learning Outcomes for the Course

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

Upon completion of this course students should be proficient in:

1. Participating in a guided work experience, performing job duties assigned by the employer, and being evaluated in a positive light by the employer on performance.
2. Polishing and updating skills learned in the Office Careers program and adding on-the-job experience to these acquired skills.
3. Following directions and working independently in a job setting by completing assigned tasks in a timely manner. Discussing the meaning of business ethics and evaluating basic standards of ethical and unethical behavior in the office; analyzing ways of handling ethical conflicts.
4. Producing an updated resume that reflects current experience and education including the internship employer as a reference; composing an appropriate letter of application and a letter of resignation.

These objectives will be measured by completion of Daily Assignments, On-The-Job Training Duties, and evaluation by supervisors in the work environment.

Teaching Methods:

- **Assignments:** Complete Job Search Activities including producing an updated resume, completing application processes, and interviewing for the Internship Position. Complete Daily Assignments, Jobs, Projects, Work-Related Duties, and Skill Performance as assigned by supervisors in the work environment for a **minimum of 42 hours**. Maintain a journal of Internship Experience and submit to instructor upon completion of Internship.

Student Requirements for Completion of the Course (See Page 6)

Student Assessment & Grading Scale

Percentage	From	Final Grade	Average
80%	Varied Work Assignments and Evaluations by supervisors in the Work Environment as well as Instructor Observations of skills applied	A	90 - 100
20%	The Successful Intern	B	80 - 89
		C	70 - 79
		D	60 - 69
		F	59 - Below

Class Schedule

See Office Careers your instructor for specific assignment due dates and scheduling of on- or off-campus work experience.

ABSENTEE POLICY

Texarkana College's absentee policy allows instructors to withdraw a student from a course due to excessive absences. If a student leaves and returns during class or leaves the class before the class is over, he/she **may** be considered absent. Three tardies constitute one absence. It is the student's responsibility to check the syllabus for each instructor's tardy policy.

Faculty members **are not** obligated to provide opportunities for students to make-up missed assignments and tests as a result of a student's absence from class. The institution is not required to take attendance with the exception of workforce/vocational areas, where certification requirements require taking attendance. However, experience demonstrates that regular attendance enhances academic success. As such, students are expected to attend each meeting of their registered courses.

A student should not stop attending a class without formally withdrawing from the course by the institutions published Last Day for Students to Drop. If a student stops attending

class after the published Last Day for Students to Drop, the student may receive a grade of “F” in the class. The instructor will submit the last date of attendance for students receiving a grade of “F” or “W”.

Withdrawal from a course(s) **may** affect a student’s current or future financial aid eligibility. Students should consult the Financial Aid Office to learn both short and long term consequences of a withdrawal.

EXCUSED ABSENCES

A student’s absence due to school trips and/or school business will not be counted against a student’s allowable number of absences. Military duty and absences for Holy Days (FBD LEGAL) are covered in a separate section of the catalog and the student handbook. These are the only excused absences that are considered by Texarkana College. Responsibility for work missed for any absence is placed on the student. Instructors are required to allow students to make up work missed if the absence is due to military duty* or religious holy days when students follow the correct notification procedures. Instructors are not required to allow students to make up work for absences due to other reasons. Make-up policies are listed in each individual instructor’s syllabus.

MAXIMUM ALLOWABLE ABSENCES

After official registration, the following number of unexcused absences will be the maximum allowable before a student **may** be dropped from the class. Mandated program certification requirements detailed for certain programs regarding the maximum allowable unexcused absences takes precedence over the following information.

OFFICE CAREERS CLASS SCHEDULES

DAY CLASSES:

Monday-Friday, 9:00am-3:00pm (5 days per week)

NIGHT CLASSES:

Monday-Thursday, 5:30pm-9:00pm (4 days per week)

Make-up Policy

The student is responsible for work missed because of illness, school business, religious holidays, military service or other circumstances. **All incomplete work must be made up within two class days of the date of absence.** No incomplete grades will be given for failure to attend and participate. If you must quit, you should initiate an official withdrawal in the Admissions Office prior to the last date to drop courses: **See TC Website.**

Academic Integrity Statement

Scholastic dishonesty, involving but not limited to cheating on a test, plagiarism, collusion, or falsification of records will make the student liable for disciplinary action after being investigated by the Dean of Students. Proven violations of this nature will result in the student being dropped from the class with an “F”.

This policy applies campus wide, including TC Testing Center, as well as off-campus classroom or lab sites, including dual credit campuses. This information can be found in the Student Handbook at <https://texarkanacollege.edu>.

Cheating will not be tolerated. The instructor will drop any student involved in cheating from the course with a grade of “F.” All assignments must represent the student’s own work. A student may discuss assignments with other students to gain a better understanding of the problem. However, copying projects or assignments, in whole or in part, from ANY source, without explicit instructor direction, is considered plagiarism and will result in a failing grade for the course and possible college disciplinary action.

Students are required to originate, complete, and maintain their assignment documents in the network folders assigned to them using Texarkana College computer equipment. It is expected that students will conduct themselves with integrity. If you cheat or **assist others** in cheating, you violate a trust.

Cheating includes but is not limited to the following:

- copying files or lending your storage device to another student
- copying answers on exams or glancing at nearby exams
- printing work for someone else
- turning in assignments that have been used in other classes
- purchasing or selling assignments or exam materials
- using another student’s username and password or letting someone else use your login.

Classroom Rules of Conduct

You are to be respectful of your instructor and fellow classmates at all times. As a courtesy, please do not talk, type, or print while the instructor is talking to the class or when a student is asking a question which pertains to the class.

- You are to refrain from “surfing” the Web or accessing any social network sites during class, unless directed by your instructor.
- You are to turn off cell phones, pagers, and any type of audio players.
- You are to remove headphones or ear buds.

- You are encouraged to work together to solve problems; however, you must complete your own work. **Cheating will result in an F for all involved** in the act even if the person is in another class or previous semester.

Additional Classroom Policies

Students are not allowed to bring food or drinks into the classroom, lab, or the Testing Center. The cost of damage to computer equipment, carpet, and furniture can be significant due to a minor mishap. Students are not allowed to bring a cellular phone, pager, or other wireless communication device for use in a classroom, lab, or the Testing Center without prior written approval from the Dean of Enrollment Management.

The viewing of pornography is prohibited and will result in being dropped from class with the grade of "F", and the Dean of Enrollment Management will take disciplinary action. The use of student e-mail for obscene or pornographic purposes is prohibited. Any form of harassment will result in dismissal from class with the grade of "F", and the Dean of Enrollment Management will take disciplinary action. The Computer Lab is under camera surveillance.

Disability Act Statement:

Texarkana College complies with all provisions of the Americans with Disabilities Act and makes reasonable accommodations upon request. Please contact Larry Andrews at 903.823.3349, or go by the Recruitment, Advisement, and Retention Department located in the Administration building for personal assistance.

If you have an accommodation letter from their office indicating that you have a disability which requires academic accommodations, please present it to me so we can discuss the accommodations that you might need for this class. *It is best to request these changes at the beginning if not before the start of class* so there is ample time to make the accommodations.

Financial Aid:

Attention! Dropping this class may affect your funding in a negative way! You could owe money to the college and/or federal government. Please check with the Financial Aid office before making a decision.

Student EMAIL:

EMAIL: Texarkana College uses a Texarkana College created and maintained email account for every student. This email account is used for official correspondence, communication to and from faculty and staff, and may be the only email recognized by faculty, staff, and administrators. Student emails are firstinitial.lastname and last four digits of ID#. Example: John Student whose ID# is 45678 has the email address of j.student5678@texarkanacollege.edu.

POFM 2286 Course Specific Information

The Student participates in an Internship Experience gaining experience on the job in a **medical office** environment approved by the instructor for a minimum of **42 hours**. Credit will be granted for that work experience based on evaluation by the on-site supervisor and instructor evaluations. 90 percent of grade will be Internship Experience and 10 percent will be from the individualized course “The Successful Intern”

Documents on the following pages are examples of the **Internship Training Plan** to be completed by the student prior to beginning the Internship Experience, and the **Internship Progress Report** to be completed by the on-site supervisor on a monthly basis and returned to the Instructor. **These documents must be completed and submitted to the Instructor** in order for the student to earn credit for this course.

**Internship
Curriculum Semester Schedule**

Subject	Case Studies/Home work
Ch. 1 What am I learning?	
Polling Activity	
Exercises: The Big Picture	
Case Study: The Big Picture	
Ch. 2: How do I practice what I've learned	
Polling Activity	
Exercises: The Anticipation Stage: Venturing Forth	
Case Study: The Anticipation Stage: Venturing Forth	
Ch. 3: HQI Essentials	
Polling Activity	
Exercises: The Learning Contract, Supervision, the Seminar & Reflection	
Case Study: The Learning Contract, Supervision, the Seminar & Reflection	
Ch. 4: HQI Toolkit	
Polling Activity	
Exercises: Being Informed, Staying Engaged, & Becoming Professional	
Case Study: Being Informed, Staying Engaged, & Becoming Professional	
Ch 5: HQI Essentials	
Polling Activity	
Exercises: Self-Awareness as an Asset & an Outcome	
Case Study: Self-Awareness as an Asset & an Outcome	
Ch. 6: HQI Essentials	
Polling Activity	
Exercises: The Exploration Stage: Branching Out	
Case Study: The Exploration Stage: Branching Out	
Ch. 7: HQI: Resources	
Polling Activity	
Exercises: Working with Clients	
Case Study: Working with Clients	
Ch. 8: HQI: Took Kit	

Polling Activity	
Exercises: Advanced Strategies for Moving Ahead	
Case Study: Advanced Strategies for Moving Ahead	
Ch. 9: HQI: Resources	
Polling Activity	
Exercises: Widening the Context	
Case Study: Widening the Context	
Ch. 10: The Competence Stage: Soaring Upward	
Polling Activity	
Exercises: Soaring Upward	
Case Study: Soaring Upward	
Ch. 11: HQI Resources	
Polling Activity	
Exercises: Ethical & Legal Matters:	
Case Study: Ethical & Legal Matters:	
Ch. 12: The Culmination Stage:	
Polling Activities	
Exercises: Celebrating the Achievements	
Case Study: Celebrating the Achievements	

Quizzes

Subject	Grade
Ch. 1	
Ch. 2	
Ch. 3	
Ch. 4	
Ch. 6	
Ch. 7	
Ch. 8	
Ch. 10	
Ch. 11	
Ch. 12	

Homework 20%..... _____

Quiz 25% _____

Internship Evaluation: 55%... _____

Final Grade: _____

Student _____

ID# _____



INTERNSHIP PROGRAM PROGRESS REPORT
Business Office Technologies and Medical Office Procedures

TEXARKANA COLLEGE
2500 North Robison Road,
Texarkana, TX 75599
Phone (903) 823-3063

Instructor's Name: Lisa Bowen

Student Name: _____

Internship Location: _____

Internship Dates: From: _____ To: _____

Dates Absent: _____

Dates Late: _____

Please circle the most representative response for each behavior demonstrated by the student.

RATING CODE FOR FOLLOWING EVALUATION:

A-Excellent (90-100%)	B-Good (80-89%)	C-Average (70-79%)	D-Fair (60-69%)	F-Unsatisfactory (Below 60%)
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WORK HABITS

- | | | | | | | |
|--|-----|---|---|---|---|---|
| 1. Takes appropriate time for meals/breaks | N/A | A | B | C | D | F |
| 2. Respects rules of the organization | N/A | A | B | C | D | F |
| 3. Keeps work area neat and clean | N/A | A | B | C | D | F |

JOB PERFORMANCE

- | | | | | | | |
|--|-----|---|---|---|---|---|
| 1. Keyed documents accurately and neatly | N/A | A | B | C | D | F |
| 2. Exercises proper telephone techniques | N/A | A | B | C | D | F |
| 3. Understands assigned tasks | N/A | A | B | C | D | F |
| 4. Performs tasks well | N/A | A | B | C | D | F |
| 5. Completes tasks started | N/A | A | B | C | D | F |
| 6. Follows verbal instructions | N/A | A | B | C | D | F |
| 7. Works well independently | N/A | A | B | C | D | F |
| 8. Handles business equipment well | N/A | A | B | C | D | F |
| 9. Exercises good judgement | N/A | A | B | C | D | F |

PERSONAL QUALITIES

1. Dresses in a businesslike manner	N/A	A	B	C	D	F
2. Appearance is neat and clean	N/A	A	B	C	D	F
3. Has good hygiene	N/A	A	B	C	D	F
4. Respects supervisor	N/A	A	B	C	D	F
5. Respects Property	N/A	A	B	C	D	F
6. Works well with others	N/A	A	B	C	D	F
7. Takes initiative	N/A	A	B	C	D	F
8. Accepts Criticism	N/A	A	B	C	D	F
9. Displays an active interest in activities.						

Student's Overall Rating: Please Circle One

Above Average

Average

Acceptable

Unacceptable

Supervisor Comments (if any):

Supervisor Signature: _____

Student Signature: _____

Instructor Signature: _____