



Course Syllabus
SEMESTER
School of Business, Hospitality Management, and Public Safety

Course Name:	Office Administration Internship Experience
Course & Section Number:	OAD 293-XXX
Meeting Day(s) & Time(s):	
Credits:	2
Contact Hours:	1 Lecture, 1 Lab
Instructor's Name:	
Office Hours & Location:	
OCC Phone:	
OCC Email:*	
Additional Contact Information:	School of Business, Hospitality Management, and Public Safety 567-661-7280

*Please use only Owens email for course communications.

Catalog description:

Provides the student with an opportunity to put to use the knowledge and skills learned in the classroom. The experience is conducted under the supervision of a faculty member who assists the student in developing a work experience plan and who visits the student at the work site. Periodic reports are required. Students work a total of at least 150 hours (usually paid) over the course of the work experience at a position obtained through their own initiative and approved by the office administration co-op instructor. Required on-campus seminars (16 hours) are scheduled.

Prerequisites: None

Corequisites: OAD 102, OAD 110, OAD 140, OAD 270, IST 132

Course Materials: None

Professional Portfolio:

Students are introduced to the importance of a professional portfolio in OAD 135, Introduction to Office Administration, and add to their portfolio throughout the course of study. The portfolio is submitted for assessment in Office Administration Internship Experience (OAD293), during the student's final semester. Hooray! That's here!

CPR for Healthcare Providers

Certification is required in many medical offices. It is recommended you obtain this certification prior to graduation. A one-day course is available through Workforce and Community Services. For more

information go to OwensWorks.com or call 567-661-7357. Additional agencies that offer certification include the American Heart Association and the Red Cross.

What You Will Learn in the Course

Course Objectives:

1. This course provides opportunities to apply skills which have been learned in the classroom and to gain practical experience on the job at an approved work site.
2. This course requires a total of 150 work hours during the semester at the same approved cooperative experience employer.
3. This course requires a completed OAD Portfolio.

Student Learning Outcomes:

Outcome	Where Assessed
Demonstrate desirable work habits and practices including effective time management skills and techniques.	Employer Evaluation
Practice effective communication skills (verbal and written) at the work site and at co-op seminars.	Employer Evaluation, Mock Interview Assignment, Outcomes Projects
Prepare a project that will be of value to the employer at an acceptable level of performance.	Employer Evaluation
Submit the completed OAD portfolio earning 80% or better on the final evaluation.	Portfolio Project

Legal Assistant Technology Program Learning Outcomes:

Outcome	Where Assessed
Demonstrate competency in the use of computer application software	Word Assessment, Excel Assessment
Demonstrate effective communication	Proofreading Assessment
Apply workplace skills related to the field of office administration.	Employer Evaluation, Professional Portfolio
Demonstrate effective research skills and competencies related to the job.	Generations/Supervision Research Project
Demonstrate proficiency in the use of legal terminology.	Legal Terminology Assessment

Business Office Professional Program Outcomes

Outcome	Where Assessed
Demonstrate competency in the use of computer application software	Word Assessment, Excel Assessment
Demonstrate effective communication	Proofreading Assessment
Apply workplace skills related to the field of office administration	Employer Evaluation, Professional Portfolio
Employ appropriate customer service skills	Customer Service Assessment
Demonstrate proficiency in the use of medical terminology	Medical Terminology Assessment

Technology, Lab, and File Requirements:

You will need access to a computer with reliable Internet connection, and capability to create Microsoft Office documents. Please note Office 365 is available for free to students at www.owens.edu/office365 or may be accessed using computer labs on campus.

Academic Support

Disability Services Resource Center: If you have a disability or acquire one, you may be entitled to receive reasonable accommodations intended to assure you an equal opportunity to participate in and benefit from the program. To receive more information or to register for accommodations, please contact the Disability Resource Center at 567-661-7007, email disability@owens.edu, visit <https://www.owens.edu/disability/>, or stop by College Hall 124.

Tutoring Services: Owens Community College offers academic tutoring and assistance in a variety of subjects including accounting, computing, economics, mathematics, science, and writing. For more information go to: <https://www.owens.edu/successcenters/>.

Counseling Services: Counseling Services provides assistance to students experiencing personal, educational, interpersonal/relationship, family, social, or psychological difficulties. If you feel you may benefit from this service, please contact them at counselingservices@owens.edu. More information is at <https://www.owens.edu/counseling/>.

Campus and Community Connections: The Center for Campus and Community Connections (College Hall 123) is a walk-in office created to provide retention support through resource stability initiatives and community connections. Go here for more information: <https://www.owens.edu/connection/> or contact connections@owens.edu

Owens Library: The Owens Library offers two locations (Toledo and Findlay) as well as online resources. For more information visit <https://www.owens.edu/library/>.

Students can find more information on campus resources, student support, student life, and security at this [link](#).

General Information

Student Code of Conduct: All students are expected to follow Owens Community College's Student Code of Conduct, which includes academic honesty, encompassing plagiarism. See the Board Policy for more information.

Anti-Discrimination and Harassment & Title IX/Sexual Misconduct: All students, faculty, and staff are expected to follow Owens Community College's Anti-Discrimination and Harassment Policy and the College's Title IX Policy/Sexual Misconduct Procedures and Guidelines. The College strictly prohibits and will not tolerate harassment, discrimination, intimidation, or hostile/offensive working or learning environments.

Religious Accommodations: A student seeking an accommodation for an absence permitted under Ohio's Testing Your Faith Act must provide the instructor with a written email notice with the specific dates for an absence, and must do so not later than fourteen (14) days after the first day of instruction. Alternative accommodations are not retroactive, and no academic penalty will be imposed for an absence under the policy*. The request for an alternative accommodation will be kept confidential. Students with questions about a religious accommodation under Ohio's Testing Your Faith Act may contact the College's Office of Academic Affairs: provost@owens.edu. The policy may be found on the Owens website: 3358:11-2-63 Accommodation for a Student Absence for the Observance of Religious Beliefs and Practices Policy

Document Collection: Throughout the semester, your instructors may ask for a variety of assignments including tests and/or quizzes for student learning of institutional general education competencies or program assessment. Please save all your class materials until the end of the semester.

Classroom Admittance: OCC classes shall only be attended by the officially registered OCC students or prospective students, instructor of record, guest lecturer, or substitute. Visitors are not permitted to be in the classroom and should not be invited to attend or participate in the class. See [FERPA](#) regulations for more information.

Use of AI Tools: This course permits you to use artificial intelligence (AI) tools, such as chatbots, text generators, paraphraser, summarizers, or solvers, to get guidance on assignments, as long as you do so in an ethical and responsible manner. Essentially, you can think of these tools as ways to help you learn but not to entirely create work for assignments like discussion board posts, essays, presentation slides, and so on. AI is more like your tutor or TA, not a replacement for your independent thinking.

This means that you must:

- Not use AI tools to replace your own thinking or analysis or to avoid engaging with the course content.
- Cite or explain any AI tools you use. Provide the name of the AI tool, the date of access, the URL of the interface, and the specific prompt or query you used to generate the output.
- Be transparent and honest about how you used the AI tool and how it contributed to your assignment. Explain what you learned from the AI tool, how you verified its accuracy and reliability, how you integrated its output with your own work, and how you acknowledged its limitations and biases.

You are accountable for any mistakes or errors made by the AI tool. Always check and edit the output before submitting your work. If you discover any inaccuracies or inconsistencies in the output after submission, notify the instructor immediately and correct them as soon as possible.

Using AI tools in an unethical or irresponsible manner, such as copying or paraphrasing the output without citation or transparency, using the output as your own work without verification or integration, or using the output to misrepresent your knowledge or skills, is considered a form of academic dishonesty and will result in a zero grade for the assignment and possible disciplinary action. If you have any questions about what constitutes ethical and responsible use of AI tools, please consult with the instructor **before** submitting your work.

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Student Responsibilities & Instructor Expectations

Contact the Owens Help Desk **(567) 661-7120** if you are experiencing technical issues with your username and/or password or having navigational issues in Blackboard.

E-mail is the best method to contact me outside of student hours, which are listed above. I expect questions and that's okay. Don't hesitate! Reach out when you need to.

Email me with personal questions. You must use your Owens student email to ensure FERPA is followed.

*****I WANT YOU TO DO YOUR BEST IN THIS CLASS. IF YOU HAVE ANY QUESTIONS OR NEED ANY HELP, PLEASE CONTACT ME, SO I CAN ASSIST YOU. *****

Cheating will be governed under the provisions in the *College Catalog*.

Attendance Policy: Attendance for this course is based on your attending class sessions. In order to receive attendance verification for this class for financial aid purposes, you must have attend one complete class session.

Class work, Homework, and Quizzes: Various assignments will be assigned at the completion of each chapter and can be found under the Assignments link in Blackboard.

You must use the Blackboard website to submit your files electronically to me. Assignments must be submitted using the Assignments section of Blackboard (unless instructed otherwise).

Late Work & Make Up Policy: Any assignment turned in late will earn half credit. **No assignments will be accepted two weeks after the date in which they are assigned. No assignments will be accepted after the last day of classes.**

Assessments: These will be completed in Blackboard.

Work Hour Log: The four-week log should be filled out by the student and signed/approved by the student's supervisor. Work hour logs must be received by the faculty coordinator no later than the due date which is indicated on assignment calendar.

OAD ePortfolio: Your ePortfolio will be due. The ePortfolio will be evaluated based upon the required content and awarded points on a grading grid.

Electronic Portfolio: Upload all electronic documents to the file that is to be used for your ePortfolio. Create a QR code using QRCodeMonkey.com or similar. Below is a list of the documents that must be included:

Career Development—Current Resume, Letters of Reference (at least one)

Communications—Reflection and one project

Interpersonal Skills—Reflection and one project

Software Skills—Reflection and two projects

The portfolio will be evaluated by the OAD full-time faculty member. **Any late submissions receive a 10-point deduction.**

NOTE: **DATE is the last day students can drop the course without receiving an official letter grade.** Please consult with your academic advisor prior to end of semester to review options.

Grading assignments: Assignments that are submitted by the due date will be graded and returned/recorded in the grade center before the next due date (within one week). Assignments that are submitted after the due date *may take up to two weeks* before being graded.

Answering emails: The best way to contact me is via email at **EMAIL**. I will do my best to respond to your emails within 24 hours on weekdays and within 48 hours on weekends.

- I check my email several times a day. (I will post on the Announcements on Blackboard, if I am not going to be able to check my email for extended periods of time during a day or days.) Phone messages left on my voice mail (The number on the on the front page of the syllabus) may be delayed due to office hours. Please only use your Owens email account to contact me.

Student hours: These posted times are designated for me to be available to meet with and assist you, outside of normal class time, with any concerns/questions you may have regarding this course or program.

Facilitating successful completion of the course: I welcome questions, concerns and experiences relevant to the topic, course and/or professional field. We learn from each other. If appropriate, I encourage you to share and ask during class. If it is not, please don't hesitate to see me during student hours or email me. If I feel that there is a need, I will reach out to the student or class as a whole to address that need. I will make referrals to other campus resources as needed. I am aware that life is happening and this class is not the only thing you have going on.

Read through the material, watch the videos, and practice the activities in this class. If you need study tips, Owens has resources to help get you off to a great start!

How Grades are Determined and Major Assignments

Evaluation Measure	Outcomes Assessed	Value
Employer Performance Appraisal/Project	1-3	100 points (35%)
Generations/Leadership Research Report	2	110 points (15%)
On-Campus Attendance/Assignments/Outcome Assessments (6 assessments)	2	600 points (15%)
OAD Portfolio Evaluation	4	100 points (35%)

Grading Scale and Procedure:

Grades will be calculated using a weighted scale so points will not necessarily determine final grade.

90% and Above	A	Employer Performance Appraisal	35%
80% to Less than 90%	B	Generations/Research Project	15%
70% to Less than 80%	C	Attendance/Assignments/Assessments	15%
60% to Less than 70%	D	Portfolio	35%
Less Than 60%	F		

Important Dates to Remember

Please see <https://www.owens.edu/academics/academic-calendar/> for important dates in the semester.

Tentative Class Assignments:

Class Meeting Date	Assignment (See Blackboard Weekly Assignments link for specific assignment directions)
DATE	Discuss course requirements Review Blackboard Course Website Review interviewing information and generations project Introduce Assessment Tests
DATE	Mock Interviews
DATE	Work Forms Due Discuss Interviews Assessment Tests --Customer Service --Proofreading --MS Word --MS Excel

	--Medical Terminology or Typing Timings Review reflection statements
DATE	Portfolio work day Submit Generations/Leadership Project
DATE	OAD Survey Assessment Tests/ePortfolio Work Day
DATE	OAD ePortfolio due—submit electronically, No Class
DATE	Celebration! ePortfolios rubric returned
DATE	Work site visitations for Performance Appraisal and Project evaluation

Disclaimer: The instructor reserves the right to amend this syllabus as deemed necessary and will communicate such amendment to the students in the course. Please note that while unlikely, there is a possibility courses might need to change the delivery method due to external issues like public health concerns, weather issues, etc. If this happens, the college will communicate any changes via email and/or other communication methods.