



Western Technical College

10106137 Administrative Professional Field Study

Course Outcome Summary

Course Information

Description	Students work in an office directly related to their educational training for a minimum of 72 hours under direct supervision of their internship instructor and internship site supervisor. Students share workplace experiences and discuss related office topics.
Career Cluster	Business Management and Administration
Instructional Level	Associate Degree Courses
Total Credits	1
Total Hours	72

Pre/Corequisites

Prerequisite	10106151 Business Procedures
Prerequisite	10106188 Managing Office Finances

Textbooks

No textbook required.

Learner Supplies

Webcam and headset with microphone. **Vendor:** To be discussed in class. Required.

Success Abilities

1. Cultivate Passion: Enhance Personal Connections
2. Cultivate Passion: Expand a Growth-Mindset

3. Cultivate Passion: Increase Self-Awareness
4. Live Responsibly: Develop Resilience
5. Live Responsibly: Embrace Sustainability
6. Live Responsibly: Foster Accountability
7. Refine Professionalism: Act Ethically
8. Refine Professionalism: Improve Critical Thinking
9. Refine Professionalism: Participate Collaboratively
10. Refine Professionalism: Practice Effective Communication

High Impact Practices

1. Work-Based Learning: this course applies your learning to your desired profession by working in industry placements such as internships, practicums, clinicals, or co-ops.

Program Outcomes

1. Demonstrate effective workplace communications
2. Apply technology skills to business and administrative tasks
3. Perform routine administrative procedures
4. Manage administrative projects
5. Manage internal and external relationships
6. Model professionalism in the workplace

Course Competencies

1. Demonstrate effective workplace communications.

Assessment Strategies

- 1.1. On-the-job Performance
- 1.2. Reflection

Criteria

You will know you are successful when

- 1.1. you format documents correctly.
- 1.2. you edit and proofread documents.
- 1.3. you demonstrate attention to details.
- 1.4. you create accurate business communications.
- 1.5. you write effectively (clearly, concisely and professionally).
- 1.6. you speak effectively (clearly, concisely and professionally).

Learning Objectives

- 1.a. Follow oral and written directions and ask questions for clarification
- 1.b. Apply word processing and formatting skills to products.
- 1.c. Use correct grammar and English conventions in written documents.
- 1.d. Communicate in both written and oral forms appropriately.
- 1.e. Proofread.

2. Apply technology skills to business and administrative tasks.

Assessment Strategies

- 2.1. On-the-job Performance
- 2.2. Reflection

Criteria

You will know you are successful when

- 2.1. you select appropriate technology.
- 2.2. you apply technology to accomplish tasks.
- 2.3. you integrate multiple resources when appropriate.
- 2.4. you troubleshoot and solve problems in technology and systems.

Learning Objectives

- 2.a. Identify office hardware and software used at placement setting.
- 2.b. Use office hardware and equipment as designed.
- 2.c. Implement software technologies to complete tasks.

3. Perform routine administrative procedures.

Assessment Strategies

- 3.1. On-the-job Performance
- 3.2. Reflection

Criteria

You will know you are successful when

- 3.1. you process documents and correspondence.
- 3.2. you demonstrate professional telecommunication techniques.
- 3.3. you manage filing systems in accordance with standards (i.e. ARMA).
- 3.4. you maintain electronic records and security.
- 3.5. you record minutes.
- 3.6. you use calendaring and scheduling tools.

Learning Objectives

- 3.a. Organize own work schedule.
- 3.b. Demonstrate effective telecommunications etiquette.
- 3.c. Become familiar with office protocols (i.e. filing systems, organizational charts, electronic records, meeting attendance, etc.) within current placement.
- 3.d. Transfer skills learned in the program to current placements calendar and scheduling tools and other software used.

4. Manage administrative projects.

Assessment Strategies

- 4.1. On-the-job Performance
- 4.2. Reflection

Criteria

You will know you are successful when

- 4.1. you organize items dependent on placement (events, files, meetings, schedules, etc.)
- 4.2. you coordinate external items as needed (i.e. travel).
- 4.3. you manage projects in a timely manner.
- 4.4. you conduct research efficiently.

Learning Objectives

- 4.a. Identify a short-term project for the placement setting.
- 4.b. Establish goals and action plan to complete project.
- 4.c. Determine resources needed to complete project.
- 4.d. Coordinate project completion with others.

5. Manage internal and external relationships.

Assessment Strategies

- 5.1. On-the-job Performance
- 5.2. Reflection

Criteria

You will know you are successful when

- 5.1. you apply customer service skills.
- 5.2. you resolve conflict.
- 5.3. you work effectively with diverse populations.
- 5.4. you demonstrate awareness of global business relationships.

Learning Objectives

- 5.a. Identify who the external clients are for current placement.
- 5.b. Introduce yourself to internal staff.
- 5.c. Work harmoniously with others.
- 5.d. Use interpersonal skills.
- 5.e. Analyze behavioral patterns that promote/hinder working relationships.

6. Model professionalism in the workplace.

Assessment Strategies

- 6.1. On-the-job Performance
- 6.2. Reflection

Criteria

You will know you are successful when

- 6.1. you demonstrate punctuality.
- 6.2. you demonstrate ethical principles in the workplace.
- 6.3. you solve problems.
- 6.4. you apply team-building techniques to accomplish goals.
- 6.5. you present a professional image.
- 6.6. you develop personal and professional goals.
- 6.7. you demonstrate initiative.
- 6.8. you maintain confidentiality.
- 6.9. you accept constructive feedback.

Learning Objectives

- 6.a. Attend weekly class meetings on time and report to the internship site punctually and consistently.
- 6.b. Demonstrate respect for and knowledge of office protocol.
- 6.c. Display ability to work independently and in teams.
- 6.d. Recognize the importance of completing activities efficiently and timely
- 6.e. Analyze ethical issues such as honesty, integrity, dependability, confidentiality, and adherence to company policies.
- 6.f. Recognize the value of accepting challenges, assuming responsibility, and demonstrating initiative.