I. INTRODUCTION

A. A work-based learning experience that enables the student to apply specialized occupational theory, skills, and concepts. A learning plan is developed by the college and the employer.

B. This is a required course in the Medical Office Technology Specialist certificate and Medical Office Technology AAS degree plan.

Enrollment in this course is limited to students in Office Technology degree and certificate programs.

C. This course provides the student the opportunity to practice in an entry-level medical front office office skills and knowledge that are being taught in the classroom. The course helps prepare the student for employment in the Health Information Management, and Medical Records Clerk/Secretary fields.

D. Prerequisites for Medical Office Specialist student: Student must complete all courses in the program except the internship before enrolling for the internship. In some cases concurrent enrollment may be allowed. Departmental approval required.

E. Alphanumeric coding used throughout this syllabus denotes integration of SCANS occupational competencies (C1, etc.) and foundation skills (F1, etc.).
II. LEARNING OUTCOMES

Upon successful completion of this course, the student will:
A. As outlined in the learning plan, 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. (C1, C3, C4, C5, C6, C7, C8, C9, C10, C11, C12, C13, C14, C15, C16, C18, C19) (F1, F2, F3, F5, F6, F7, F8, F9, F10, F11, F12, F13, F14, F16, F17)
B. 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. (C4, C5, C6, C7, C9, C12, C14, C15) (F1, F2, F5, F7, F8, F9, F12, F15)

III. INSTRUCTIONAL MATERIALS

A. Instructional Materials for this course may be found at www.ctcd.edu/books

IV. COURSE REQUIREMENTS

A. Student will work at an office site approximately nine hours per week for a total of 128 hours at the worksite during the semester. The additional 16 hours will be used for completing written assignments required in the course.
B. Attendance at all work sessions is essential, and before absences occur they must be approved by the supervisor.
C. Student will perform those activities necessitated by the office situation and assigned by the supervisor.
D. Student will prepare weekly performance reports and memos to be evaluated by the supervisor on the basis of productivity, mail ability, and proper use of work time.

V. ASSESSMENTS

A. Student will be assessed periodically over office procedures, factual information, work site routines, textbook assignments, and word processing functions.
B. Student will be required to complete at least one significant project that will provide a portfolio assessment of the student’s ability to apply skills learned through the Office Technology course of study.
C. Each intern will be graded and evaluated weekly by the supervisor. Any absence or tardiness during a week will reflect on the intern's grade on the week's evaluation.

D. At the end of the semester, each supervisor will complete a final evaluation of each intern.

VI. SEMESTER GRADE COMPUTATION

With completion of the semester, students will have the following evaluations:

<table>
<thead>
<tr>
<th>Evaluation</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekly Time Logs</td>
<td>50%</td>
</tr>
<tr>
<td>Employment Documents</td>
<td>5%</td>
</tr>
<tr>
<td>Portfolio</td>
<td>40%</td>
</tr>
<tr>
<td>Evaluation and Exit Form</td>
<td>5%</td>
</tr>
</tbody>
</table>

In determining both the individual evaluations and semester grade, the following grading scale will be imposed:

- 300-270 - A
- 269-240 - B
- 239-210 - C
- 209-180 - D
- 179-0  - F

VII. NOTES AND ADDITIONAL INSTRUCTIONS FROM THE INSTRUCTOR

A. Withdrawal from course: It is the student's responsibility to officially drop a class if circumstances prevent attendance. Any student who desires to, or must, officially withdraw from a course after the first scheduled class meeting must file an Application for Withdrawal or an Application for Refund. The withdrawal form must be signed by the student.
Application for Withdrawal will be accepted at any time prior to Friday of the 12th week of classes during the 16 week fall and spring semesters. The deadline for sessions of other lengths is as follows.

- Friday of 3rd week for 5-week courses
- Friday of 4th week for 6-week courses
- Friday of 6th week for 8-week courses
- Friday of 7th week for 10-week courses
- Friday of 9th week for 12-week courses
- Friday of 12th week for 16-week courses

The equivalent date (75% of the semester) will be used for sessions of other lengths. The specific last day to withdraw is published each semester in the Schedule Bulletin.

Students who officially withdraw will be awarded the grade of "W", provided the student's attendance and academic performance are satisfactory at the time of official withdrawal. Students must file a withdrawal application with the college before they may be considered for withdrawal.

B. An Administrative Withdrawal: An administrative withdrawal may be initiated when the student fails to meet College attendance requirements. The instructor will assign the appropriate grade on the Administrative Withdrawal Form for submission to the registrar.

Under Section 51.907 of the Texas Education Code, “an institution of higher education may not permit a student to drop more than six courses, including any course a transfer student has dropped at another institution of higher education. “This statue was enacted by the State of Texas in spring 2007 and applies to students who enroll in a public institution of higher education as first-time freshmen in fall 2007 or later.

C. Incomplete Grade: In keeping with College policy, the instructor may grant an incomplete grade in cases in which the student has completed the majority of the course work, but because of extenuating circumstances, is unable to complete the requirements for the course. Prior approval from the instructor is required before the grade of “IP” is recorded. Deadline for changing the IP grade is 110 days after the scheduled end of the course. An IP grade can be replaced with the student’s actual grade, including an F; but it may not be replaced with a W. At the end of the 110 calendar days if the student has not completed the remaining coursework as required by the instructor, the “IP” will be converted to an “FI” and appear as an “F” on the student’s official transcript.
D. **Americans with Disabilities Act (ADA):** Disability Support Services provides services to students who have appropriate documentation of a disability. Students requiring accommodations for class are responsible for contacting the Office of Disability Support Services (DSS) located on the central campus. This service is available to all students, regardless of location. Review the website at [www.ctcd.edu/disability-support](http://www.ctcd.edu/disability-support) for further information. Reasonable accommodations will be given in accordance with the federal and state laws through the DSS office.

E. **Instructor Discretion:** The instructor reserves the right of final decision in course requirements.

F. **Civility:** Individuals are expected to be cognizant of what a constructive educational experience is and respectful of those participating in a learning environment. Failure to do so can result in disciplinary action up to and including expulsion.

G. **Scholastic Honesty:** All students of the Office Administration program are required and expected to maintain the highest standards of scholastic honesty in the preparation of all work and in examinations. Each student should avoid:

1. **Plagiarism**—the taking of passages or ideas from writings of others without giving proper credit to the source.
2. **Collusion**—working together with another person in the preparation of work unless such joint preparation is specifically approved in advance by the instructor. Students must do his/her own work.
3. **Cheating**—giving or receiving information on an examination or graded activity. Students should not allow information to be copied from another student's floppy disk. It is the student's responsibility to secure his/her floppy disk. Students found guilty of scholastic dishonesty will be administratively dropped from the course with a grade of "F" and are subject to disciplinary action.

**VIII. COURSE OUTLINE**

A. **Learning Outcomes:** Upon successful completion of this unit, the student will, as outlined in the learning plan, 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 through performing duties for 128 hours during the semester at a worksite with supervision by a person onsite and through the following evaluative processes:

1. Demonstrate proficiency in general office skills, oral communication skills, and written communication by generating a weekly time log and memo to specifications.
2. By the end of the semester, accomplish a variety of office tasks as documented by the supervisor on the Internship Activities Sheet provided. (See attachment to syllabus.)

3. Complete a portfolio assessment by demonstrating proficiency in skills and technologies taught in the Office Technology degree and certificate programs.

B. Learning Activities:

1. The student will experience at least one time during the semester all of the activities listed in the Activity Sheet attached to the syllabus. (C1, C2, C3, C4, C5, C6, C7, C8, C9, C10, C11, C12, C13, C14, C15, C16, C17, C18, C19) (F1, F2, F3, F4, F5, F6, F7, F8, F9, F10, F11, F12, F13, F14, F15, F16, F17)

2. The student will type weekly evaluations indicating how the office work relates to previous word processing classroom knowledge and documenting skills used in the internship activities. (C5, C7, C8, C15) (F2, F5, F7, F8, F10)

3. The student will demonstrate acquired skills in working efficiently in an office setting by completing tasks and projects in a specified time frame. (C5, C8, C15) (F1, F2, F6, F9, F10, F17)

Tasks and responsibilities will vary with different job situations. Generally, the intern should experience these duties during the internship:

- Keyboarding
- Document Production
- Word processing
- Document security
- Duplication
- Proofreading and Editing
- Reception functions
- Office Management
- Scheduling and prioritizing
- Files Maintenance
- Research
- Physical security
- Medical records
- Medical transcription
- Medical terminology
- Health data content
- Medical insurance
- Medical software applications