## COOPERATIVE WORK EXPERIENCE IN OFFICE SYSTEMS
### COURSE SYLLABUS

<table>
<thead>
<tr>
<th>Date:</th>
<th>1/7/13</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>COURSE NUMBER:</strong></td>
<td>CWE 123</td>
</tr>
<tr>
<td><strong>PREREQUISITE(S):</strong></td>
<td>AOT 133, 141, 142, 253 or 254, CPT 270 and/or instructor approval</td>
</tr>
<tr>
<td><strong>CO-REQUISITE(S):</strong></td>
<td>None</td>
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<tr>
<td><strong>COURSE DESCRIPTIONS:</strong></td>
<td>This course includes cooperative work experience in an approved setting. The student must work at the internship site or in job related activities off-site, for a minimum of 240 paid/unpaid hours.</td>
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<tr>
<td><strong>TEXTBOOK(S):</strong></td>
<td>Textbook information can be found on the Book Inn web site at <a href="http://www.sccsc.edu/resources/bookstore">http://www.sccsc.edu/resources/bookstore</a>. It will also be included on the course syllabus addendum distributed by the instructor.</td>
</tr>
<tr>
<td><strong>REFERENCE(S):</strong></td>
<td>None</td>
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<tr>
<td><strong>OTHER REQUIRED MATERIALS, TOOLS, AND EQUIPMENT:</strong></td>
<td>Computer with Internet access, Internet Explorer 5.0 or higher or other current browser, Java, word processing software (must be able to save Word format), and anti-virus software.</td>
</tr>
<tr>
<td><strong>METHOD OF INSTRUCTION:</strong></td>
<td>Direct experience in a business or legal office.</td>
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### D2L CLASSROOM:
Desire2 Learn (D2L) is considered the classroom, through which all course information and assignments should be posted and submitted. However, forms that require a signature must be faxed or hand-delivered (i.e. Time Sheets, Forms, Evaluations, etc.). Assignment due dates, course information and campus news will be posted on the D2L course calendar. Also, check your SCC portal email often for course updates and/or correspondence. Finally, it is recommended that students visit D2L at least twice per/week to complete assignments, particularly class discussion topics.
**GRADING SYSTEM:**

<table>
<thead>
<tr>
<th>Score Range</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>90 - 100</td>
<td>A</td>
</tr>
<tr>
<td>80 - 89</td>
<td>B</td>
</tr>
<tr>
<td>70 - 79</td>
<td>C</td>
</tr>
<tr>
<td>60 - 69</td>
<td>D</td>
</tr>
<tr>
<td>Below 60</td>
<td>F</td>
</tr>
</tbody>
</table>

Completion of the registered internship hours and a satisfactory Employer Evaluation are mandatory to receive academic credit for the course. No late or make-up assignments will be accepted without prior permission from the Internship Instructor. All grades will be posted in the SCC Portal Grade Book. The standard mathematical procedure of rounding will be applied to arrive at a whole number percentage in final grade calculation.

Unsatisfactory performance in the workplace area will constitute an “F” in the course. Examples of unsatisfactory performance include, but are not limited to:

1. Personal phone calls and visits during internship hours
2. Poor phone techniques
3. Inaccurate/unprofessional work
4. No initiative
5. Abuse of lunch hour/breaks
6. Failure to adhere to **ALL** class/lab procedures
7. Failure to adhere to attendance policy
8. Consistently inappropriate dress

If the sponsoring company contacts the college co-op faculty advisor of unprofessional behavior, the advisor will issue a written warning letter to the student. If the issues are not resolved within **ONE** week, the student will be withdrawn from the co-op site and will receive a grade of “WF” in the course.

**GRADE CALCULATION METHOD:**

<table>
<thead>
<tr>
<th>Component</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evaluations (Instructor)</td>
<td>20%</td>
</tr>
<tr>
<td>Evaluations (Preceptor)</td>
<td>40%</td>
</tr>
<tr>
<td>*Documentation</td>
<td>20%</td>
</tr>
<tr>
<td>*Discussion participation</td>
<td>20%</td>
</tr>
</tbody>
</table>

\[ \text{Total} = 100\% \]
* Required to pass class

**CONFIDENTIALITY:** All students’ e-mail addresses may be available to other students in the class. Although some assignments in an online course may encourage or require peer communication, the instructor will make every effort to protect the confidentiality of any personal communication (for example, grades). However, you should recognize that e-mail and other electronic media are not secure; there is no guarantee of the privacy of your e-mail or other personal information.

**APPROPRIATE ONLINE BEHAVIOR:** The use of Spartanburg Community College’s website, e-mail service or course management software for creation and/or distribution of material not pertaining to course participation is prohibited and is grounds for dismissal according to College policy under “disruptive behavior.” Such actions, include, but are not limited to:

- Inappropriate use of email and discussion boards for:
  - Harassment
  - Unlawful solicitation
  - “Spamming”
  - “Flaming”
- Use of online editing tools within the course management software to:
  - Create offensive material
  - Link to inappropriate materials

**ATTENDANCE POLICY:** Students must have logged into and actively participated in the online course by the end of the drop/add period, as indicated by posting to an online discussion, submitting an assignment, taking an assessment, communicating with the instructor, or completing other activities as designated by the instructor. Students who fail to meet this attendance requirement by the end of the drop/add period will be dropped from the class by the instructor.

Instructors maintain attendance records. However, it is the student’s responsibility to withdraw from a course. A student who stops attending the online class and fails to initiate a withdrawal will remain on the class roster. With this in mind, for every assignment, test or exam not completed while still enrolled in the course the student will receive a grade of zero and the final course grade will be calculated accordingly.
Withdrawal Policy: During the first 75% of the course, a student may initiate withdrawal and receive a grade of W. A student cannot initiate a withdrawal during the last 25% of the course. Extenuating circumstances require documentation and approval by the appropriate department head and academic dean.

CLASSROOM CONDUCT:

ACADEMIC DISHONESTY: Students are expected to uphold the integrity of the College’s standard of conduct, specifically in regards to academic honesty. All forms of academic dishonesty including, but not limited to, cheating on assignments/tests, plagiarism, collusion, and falsification of information will call for disciplinary action. Disciplinary action imposed may include one or more of the following: written reprimand, loss of credit for assignment/test, termination from course, and probation, suspension, or expulsion from the College. For further explanation of this and other conduct codes, please refer to the Student Handbook.

CELLULAR PHONES AND PAGERS/BEEPERS: Cellular phones, pagers and beepers are not permitted to be turned on or used within the classroom. Use of these devices during classroom time will be considered a violation of the student code as it relates to “disruptive behavior.”

CLASS/LAB PROCEDURES:

Tardy: A tardy is defined as any student who is more than 5 minutes late to the workplace. The preceptor, according to the workplace policies and procedures, will document tardy students. A copy of the documentation will be provided to the course instructor and will be a factor in the evaluation of grade for the course. If a student is tardy during this training opportunity, the student must call the assigned work preceptor and the course instructor prior to the arrival time. Do not send messages by other students. If the student does not talk directly to the workplace preceptor regarding the tardy, the student must leave a voice mail message at that time. If the student fails to do this, they will be warned verbally and written up for the first offense and dropped from the class after the second offense.

Absences: An absence is defined as any student who is not physically located at the workplace as scheduled and has surpassed the period of “tardiness”. If the student is unable to work on a day that has been scheduled, the student must call the assigned work preceptor and the course instructor prior to the arrival time. Do not send messages by other
students. If the student does not talk directly to the workplace preceptor regarding the absence, the student must leave a voice mail message at that time. If the student fails to do this, they will be warned verbally, and written up for the first offense and dropped from the class after the second offense.

**Planned Absences:** Discuss the situation with the workplace preceptor and the course instructor and provide written notice at least one week prior to the absence(s). In addition, you will develop (in writing) an instructor-approved plan, which outlines the make-up of activities and assignments.

Because of the nature of the work experience, a student who is absent more than 5% of the work time (12 hours) for any reason will receive a written and verbal warning. If absent more than 10% of the work time (24 hours) for any reason, the student will be dropped from the course with a grade of WF. Even though all missed work time must be made up, make-up time is not considered an equivalent experience to the regularly scheduled work assignment.

Any days missed will be made up at the convenience of the workplace preceptor in agreement with the course instructors. Any exceptions to this must be a joint decision between the participating workplace preceptor and the course instructor. No degree will be awarded until all time is made-up and all requirements met. The scheduling of make-up time for missed workdays will be at the discretion of the workplace preceptor and may require scheduling at semester breaks.

If the student fails to perform at an acceptable level during these additional “makeup” days, the student will not meet the requirements of the work practicum phase for the course and will receive an “F” in the course.

**Unsatisfactory performance in the workplace area will constitute an “F” in the course.** Any student who has outstanding work hours to makeup will receive a grade of “I” (Incomplete) in the course with a written deadline by which all work hours must be completed.

All students enrolled in the AOT program are required to complete CWE 123, a cooperative work experience course. Students currently working in a position (35 to 40 hours a
week full time) performing duties related to his/her curriculum may use this employment to satisfy the entire 240 hours of cooperative work experience provided the following requirements are met:

1. Approval must be received from the AOT faculty and department head

2. The current employer/supervisor must agree to participate in the cooperative work experience program, including completing all required paperwork

3. The current employer/supervisor must provide documentation, in writing, concerning additional duties/objective that will be assigned to the student to satisfy the requirements of the cooperative work experience program

**Dress Code:** As introduced in previous courses, a workplace dress code will be followed throughout workplace assignment. The student may dress in support of the workplace environment. However, the following list of items are considered inappropriate and may result in removal from the worksite and re-evaluation of completion of the AOT program:

- Bare midriffs
- Low-cut blouses
- Shorts
- Skirts 2” higher than your knees
- Excessive pierced-body jewelry
- Tattoo’s must not be exposed

**Discussion:** During the semester, the student will participate in a discussion case study each week. The student will respond to a weekly case study with answers supported by research and personal insight or experience. The student will also respond to two other students’ responses with
comments on the other students’ opinions. This will foster a cooperative learning environment and provide support for on the job situations. All work must be done with correct spelling, grammar and punctuation. A five-point deduction will result for each error in grammar or spelling.

**Professional Attitude:** If a student does not follow through on contacting the preceptor and instructor when late or absent from a worksite, grades will be lowered in the instructor’s evaluation segment of the grade or 20% of the grade. Lack of follow-up will result in a one point deduction for each violation. A professional grade will be assigned to each student in relation to their conduct in dress, verbal and written communications and attendance. Infractions will result in a deduction of points your grade.

**Co-op Forms:** Students are expected to completely fill out all the Co-op forms in a timely manner. If this is not done to the instructor’s satisfaction, the students’ evaluation will be affected.

**TIME SHEETS**

**PURPOSE OF TIME SHEETS:**

The purpose of the time sheet is to help monitor the student’s contact hours at the internship site. The more contact that you have at the internship site; there is a greater opportunity for you to learn more about the organization, industry, and/ or career field.

**GUIDELINES FOR THE TIME SHEETS:**

The following guidelines will be strictly enforced. The student will receive a 5 point deduction for every day that the Time Sheet is late.

It is the student’s responsibility to keep an accurate account of the time spent at the job site or in job related activities. Travel time to and from the internship is not to be included in the hours. Generally, lunches are not included, however, if the lunch is a “working” lunch, then the student may report those hours. The Time Sheet form must be signed by both the student and the Site Supervisor and submitted (faxed or hand-delivered) by Noon on the due dates. All required internship hours must be **completed by Noon, April 29th.** If the required internship hours are completed prior to the end
of the semester, the student is still responsible for completing the academic assignments by the due dates.

Please make certain that the Internship Instructor receives the Time Sheet no later than by Noon on April 29th.

Tip: It is recommended that you keep a daily log that documents your internship hours.

GRADING OF TIME SHEETS:
The Time Sheet(s) are part of your Internship Performance measure, which is worth 25% of your grade. The Time Sheets are required to receive credit for the course, and are worth a total of 50 points.

- Satisfactory assessment of the Time Sheet is based on:
- Overall completion of internship hours based on course registration;
- Adherence to the Time Sheet guidelines.

CLASS DISCUSSION TOPICS
PURPOSE OF CLASS DISCUSSION TOPICS:
The Class Discussion Topics provide an opportunity for fellow interns to collaboratively reflect on and explore in depth various topics relating to the professional work environment. The goals of the Class Discussion Topics are:

To provide a forum for interns to learn about each other’s internship sites and work-related projects;

To provide an opportunity for interns to synthesize and connect various theories and concepts to their experiences (i.e. effective communication, leadership, initiative, ethics in business, etc.);

To provide an opportunity for the Internship Instructor to coach, advise, facilitate problem-solving, and inspire critical / creative thinking.

GUIDELINES FOR WRITING CLASS DISCUSSION THREADS:
The following guidelines will be strictly enforced. The
discussion topic will be locked after the deadline, and no late postings will be allowed.

Students are required to start a “New Thread” when answering the Class Discussion Topic, and must “Reply” to at least 2 original threads of your classmates. Some discussion topics may require you to read an article that relates to the topic. In an effort to help facilitate a meaningful discussion, all postings (new threads or replies) must be a minimum of 4 sentences. Also, your “reply” must be a substantive response. You cannot simple state that you agree/ disagree and just reiterate what the originator wrote. Furthermore, please remember to keep your postings professional and be respectful of each other's experiences. This is not a forum for you to slam the organization, co-workers, or career field. Finally, check for spelling and grammatical errors, and avoid using “texting” jargon. The Internship Instructor reserves the right to not accept inappropriate or inadequate postings.

**GRADING OF CLASS DISCUSSION TOPICS:**
The Class Discussion Topics are part of the Internship Learning Assignments measure, which are worth a total of 20% of your grade. Each Discussion Topic is worth 10 points for a total of 60 points.

Satisfactory assessment of the Class Discussion Topic is based on:

- Written responses to discussion topics that convey understanding, application, and thoughtful reflection;
- Engaged participation in discussion, which not only shares insights and observations from own experience, but also explores issues presented by other classmates;

**SITE VISIT**

**PURPOSE OF SITE VISIT:**
The Site Visit allows you to introduce the Internship Instructor to the work environment, and gives you an opportunity to reexamine your course progress and express any concerns. The goals for the Site Visit are:

- To gather systematic feedback on the progress of the internship to date from the perspective of all three parties in the partnership (i.e. feedback from the
Student, Site Supervisor, & Internship Instructor);

- To reassess and plan for the second half of the internship;
- To provide an academic presence in the workplace, and gathering needed information for continued development of the program.

GUIDELINES FOR SITE VISIT:
The following guidelines will be strictly enforced:
It is the student’s responsibility to schedule a 30 – 45 minute site visit meeting with the site preceptor/supervisor, Internship Instructor, and yourself. The Site should be scheduled March 11 – March 29. If for some reason a site visit cannot be conducted, you should request that your Site Supervisor complete a Mid-term Performance Evaluation to provide feedback. The Mid-term Performance Evaluation form is located at the D2L course site, and a copy must be submitted to the Internship Instructor by April 29th.

GRADING OF SITE VISIT:
The Site Visit is part of your Internship Performance measure, which is worth 20% of your grade. Satisfactory assessment of the Site Visit is based on adherence to the Site Visit guidelines documented above.

EMPLOYER & STUDENT EVALUATIONS
PURPOSE OF THE EVALUATIONS:
The evaluations are assessment tools for the Site Supervisor and Student to provide their feedback regarding the internship experience. The Site Supervisor is strongly encouraged to discuss the evaluation with the student.

GUIDELINES FOR THE EVALUATIONS:
The following guidelines will be strictly enforced. It is the student’s responsibility to request an Employer Evaluation prior to the conclusion of the internship. Your request for the Employer Evaluation should coincide with when you provide your 2-3 weeks’ notice of your last day at the internship site. Both of the Employer & Student Evaluation forms are available at the D2L course site and must be submitted no later than April 29, 2013 by Noon. Please remember that you must receive an overall satisfactory evaluation to receive academic credit for the internship course. Finally, it is strongly encouraged that you write a “Thank You” letter to your Site Supervisor for the
internship experience. Please contact your Internship Instructor or the Office of Career Services if you need information on how to write a “Thank You” letter.

Appreciation Certificates will be prepared for your Site Supervisor before the conclusion of your internship. If your Site Supervisor changes during the semester, please provide the name of the new Site Supervisor at the time of the change via e-mail. It is your responsibility to pick the certificate up from your Internship Instructor.

**GRADING OF EVALUATIONS:**
The Employer Evaluation is part of your Internship Performance measure, which is worth 40% of your grade. A satisfactory rating from your Site Supervisor is required to receive credit for the course. Satisfactory assessment of the Evaluation is based on adherence to the evaluation guidelines documented above.

**ACCOMMODATIONS:**
Students who need special accommodations in this class because of a documented disability should notify Student Disability Services by calling (864) 592-4818, toll-free 1-800-922-3679; via email through the SCC web site at www.sccsc.edu/resources/disabilities; or by visiting the office located in the East Building Room 30-B on the SCC Central campus. Contacting Student Disability Services early in the semester gives the College an opportunity to provide necessary support services and appropriate accommodations.

**The Learning Center**, located in the rooms E-2 & E-5 of the East Building, provides computers for your use. Check the website http://www.sccsc.edu/resources/tutoring/tlc or call 592-4968 for current semester operating hours.

**Inclement Weather Schedule:**
• Check SCC Web Site: www.sccsc.edu
• Tune to Channel-7 Local T.V. Station (CBS)
• Tune to an FM/AM Local radio station

**Program Director**
Mrs. Renee Trammell
592-4607
trammellr@sccsc.edu


**Program Department Chair**
Mrs. Karen Ravan  
592-4840  
ravank@sccsc.edu

**COURSE OUTCOMES & OBJECTIVES:**
This course integrates office skills within an approved Site related to Office Systems Technology.

Upon satisfactory completion of this course, the student will be able to:

I. Student will be able to articulate and apply principles learned in and outside of the classroom.

II. Student will complete assignments that encourage in-depth reflection of the internship experience.

III. Student will gain self-understanding, self-confidence, and interpersonal skills.

IV. Student will develop work competencies for a specific profession or occupation.

V. Student will explore career options, and gain general work experience.