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Fall 9-1-2018

# AMGT 298.01: Administrative Management Internship

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## Recommended Citation

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**MISSOULA COLLEGE  
THE UNIVERSITY OF MONTANA  
BUSINESS TECHNOLOGY**

- COURSE NUMBER AND TITLE:** AMGT 298 (HMR 290T)-AU18-Galipeau, Administrative Management Internship  
***and concurrent enrollment in:***  
COMX 102, Interpersonal Communication in the Workplace
- DATE:** Fall 2018, Mondays 2:00-2:50
- PROFESSORS:** Cheryl Galipeau, Administrative Management Program Director, AMGT 298 Internship Director  
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Office: MC 421
- OFFICE HOURS:** As posted, UM email, telephone, or by appointment
- CREDITS:** 2 credits – AMGT 298  
1 credit – COMX 102  
Successful completion of all three credits results in certificate of completion, “Professional Workplace Communication”
- CONTACT HOURS / SEMESTER:** 90
- PREREQUISITES:** Enrolled in final semester of program, minimum of “C” in all program specific courses, and recommendation of Administrative Management Program Director.
- COURSE DESCRIPTION:** On-the-job training in positions related to each student’s career goal in the administrative assisting field. This experience increases students’ skills, prepares them for initial employment, and increases occupational awareness and professionalism. Students work a minimum of six hours each week at an approved site and attend scheduled one-hour seminars. These seminars will review interpersonal communication theory that can be applied to a workplace environment. Students will learn effective communication strategies to interact with others in a more satisfying way. Learning how to interact in a healthy and

productive manner is paramount to success in all aspects of a person's career, as well as in their personal lives.

### COURSE GOALS:

Upon completion of this course, the student will:

1. Develop occupational preparedness and professionalism by crafting job-focused online and print employment materials, establishing personal brand, and applying communications strategically in the workplace.
2. Employ classroom skills in a 90-hour business environment.
3. Gain experience for initial employment and promotion.
4. Assess his/her internship position and present findings to peers and program director.

### COURSE OBJECTIVES:

1. Create, edit, and proofread a professional resume to communicate your skills, personality and values to fit the requirements of an internship or employment opportunity.
2. Create, edit, and proofread a professional cover letter to communicate your skills, personality and values to fit the requirements of an internship or employment opportunity.
3. Understand the use of and techniques employed with applicant tracking systems to modify resumes and cover letters to increase interview opportunities.
4. Interview successfully for internship or employment.
5. Understand and model positive professional business communication in the workplace; including appropriate nonverbal and verbal communication, active listening, perspective taking, positive workplace climates, emotional intelligence, and effective conflict management.
6. Understand and apply successful interviewing practices.
7. Submit required internship paperwork and meet course requirements as described in the next section.
8. Identify a communication challenge experienced during the internship experience and explain learned communication strategies that would best manage this challenge.
9. Write and present a summary of internship experience including learning agreement goals, description of how goals were met, and challenges, successes, and concluding thoughts.

### COURSE REQUIREMENTS:

1. Secure an internship position and submit completed "Learning Agreement", including Program Director approval. **No hours will be recorded until this is done.**
2. Submit completed and signed program objectives identified in "Learning Agreement Goals for Administrative Management Internship", within the first two weeks of employment.
3. Complete green colored paper time card, submitted weekly to Internship Director, totaling 90 hours. Incomplete card will not be accepted.
4. Submit Midterm Evaluation at 45 hours, (student responsibility) – Copy.
5. Complete 90 hours of supervised work at an approved internship site.

6. Attend scheduled workplace professionalism and branding sessions, participate in group discussions, and submit applied professionalism assignments.
7. Present an informal oral presentation to peers and program director during a scheduled internship seminar. This report will be based on the internship report described in attached document outlining portfolio requirements. Oral report presentations will be scheduled near the end of the semester. Some students will have completed the required 90 hours of internship, but students may present the report with at least 50% of the required hours complete. The report should be brief (2-5 minute) and describe and assess the effectiveness of the internship objectives and overall experience.
8. Prepare and submit documents to instructor as required for student portfolio described on attachment to syllabus.
  - a. Transcript review with program director
  - b. Resume final copy (final copy should be in student Internship folder)
  - c. Cover Letter final copy (final copy should be in student Internship folder)
  - d. Description of conflict or potential conflict in the workplace and learned communication strategies that would be most effective in handling this conflict (final copy should be in student internship folder)
  - e. Professional paper describing accomplishments/goals and objectives met by the student during the internship experience.
    - In this report, the student will directly and specifically reflect how objectives as defined and agreed upon by employer and student in “Learning Agreement Goals” were met during the internship.
    - Student will address objectives met that were not defined on learning agreement, and objectives defined on learning agreement, but not met, if any.
    - Student will include an analysis explaining actions the student could have taken to improve the internship experience, if any.
    - This report should be formatted appropriately in educational report format as follows: Attractive margins, double-spaced, citations used for direct quotes borrowed from another source in the report (internship supervisor said...), references given for any resources used in the report (used www. Web site to look up...), numbered pages, correct grammar, punctuation, and spelling, etc...
    - The report should be approximately 1-2 pages in length, with references, if used, listed on a separate page.
    - Overall, the report should include an introduction to define student objectives, the introduction should nicely transition to the body of the report detailing how the objectives were met, and include potential actions by student that could have improved the experience. The conclusion should summarize the importance and significance of the objectives to the internship experience. This paper should be an example of the student’s **best work** that represents research (if necessary) and writing capabilities to a potential employer.
  - f. Signed learning agreements (student, Internship Supervisor, Program Director, and ISS if applicable)
  - g. Signed timecards totaling required number of internship hours
  - h. Signed midterm evaluation (Internship Supervisor)
  - i. Signed final evaluation (Internship Supervisor)
  - j. Other – as assigned by program director

## INTERNATIONAL STUDENTS:

An internship (also called “CPT” or “Curricular Practical Training”) may be authorized for F-1 students only by the International Students and Scholars (ISS). All student interns are required to obtain permission from International Students and Scholars (ISS) prior to applying for any internship (paid or unpaid).

## EVALUATION:

Any missing projects and seminars will decrease the student overall grade. Students who miss a seminar may *not* make-up that topic.

Since students will be earning credit in both AMGT 298 and COMX 102, separate grades will be given for each of these courses.

AMGT 298 Grades will be calculated as follows:

- 60 points internship portfolio completion and submission – unofficial transcript, final resume, final cover letter, learning agreements, time cards documenting 90 hours of supervised work, midterm evaluation, final supervisor evaluation
- 10 points – final workplace/internship analysis presented orally and in formal typewritten report
- 30 points – Internship Supervisor evaluation

COMX 102 Grades will be calculated as follows:

- 75 points - Participation (completing group work and applied professional assignments during Monday seminars-each worth 5 points)
- 75 points - Completion of five self-assessment/self-reflection forms (each worth 15 points). Include identification of communication experiences in internship and skills that have been or could be most useful in dealing with these experiences

A traditional letter grade will be calculated using the following grading scale:

## Grade Scale:

94 – 100 = A

88 - 93 = B

80 - 87 = C

75 - 79 = D

Below 74= F

## ACADEMIC INTEGRITY:

All students must practice academic honesty. Academic misconduct is subject to an academic penalty by the course instructor and/or a disciplinary sanction by the University. All students need to be familiar with the Student Conduct Code. The [Student Conduct Code is available online](http://life.umt.edu/vpsa/student_conduct.php) for review at [http://life.umt.edu/vpsa/student\\_conduct.php](http://life.umt.edu/vpsa/student_conduct.php).

## DISABILITY ACCOMMODATION:

Eligible students with disabilities will receive appropriate accommodations in this course when requested in a timely way. Please contact me after class or in my office. Please be prepared to provide a letter from your DSS Coordinator. For more information, visit the [Disability Services for Students website](http://www.umt.edu/dss/) at <http://www.umt.edu/dss/> or call 406.243.2243 (Voice/Text).

## USE OF PERSONAL ELECTRONIC DEVICES:

As a general rule, cell phones are inappropriate during class times. However, to some students, unique circumstances require their use (i.e. emergencies, health, and absolute business necessity). If you absolutely require their use, you must adhere to the following criteria:

1. If they are not required, please turn them off, or on vibrate mode.
2. If receiving a call, leave the room quietly. Do not conduct your conversation in class. (You are responsible for notes missed)
3. There will be no use of cell phones or other tablets during the midterm or final exam. Due to testing standards, you may not leave the room during a quiz or exam and cell phones must be turned off.
4. You may bring an I-pod to class only during the days we are working on projects that do not include lectures.
5. Please be courteous of your classmates. Should this policy create routine distractions, I will ask you to leave the class. A positive learning environment will be maintained.

## INTERPERSONAL COMMUNICATIONS AND WORKPLACE ACHIEVEMENT:

Beebe, Beebe and Redmond (2014) write that “communication is at the core of our existence.... Most people spend between 80 and 90 percent of their waking hours communicating with others” (p.2). Beebe et al. explain that “it is through these interactions with others that we develop interpersonal relationships” (p.2). Our communication encounters create our identities. In addition, communication defines our relationships with friends, family, loved ones, and colleagues. Therefore, our understanding of interpersonal communication and the role we play in it will not only contribute to our sense of well-being and success in personal relationships, but to our success in work relationships as well. Furthermore, Beebe et al. (2014) write that communication affects the quality of our physical and emotional health. In fact, supervisors recognize the importance of considering the communication skills of prospective employees.

In a 2013 Job Outlook report, the National Association of Colleges and Employers lists the ability to communicate with people in and outside the organization as the top skill an employer considers when hiring an employee. Second on their list is the ability to work well in a team structure.

We are excited to present you with the opportunity to apply communication learning to your internship experiences as you develop your professional skills and set future career goals!

## FINAL NOTE:

1. Previous work experience cannot be accepted toward internship course.
2. Ideally, the required number of hours should be spread over the entire semester so that the student is able to experience the depth of a variety of tasks, circumstances, and solutions that likely will not occur in a condensed time-frame.
3. A No Grade, “N”, will be assigned until all internship requirements have been met. Students have one year to complete internship requirements before the "N" grade option reverts to an "F" grade.
4. All Internship positions must have prior approval from Program Director to assure qualification.