



SOLANO COLLEGE

OCCUPATIONAL & GENERAL WORK EXPERIENCE OCED 090/091

STUDENT HANDBOOK

Guidelines For Success Fall 2010

Office room 1811
debra.berrett@solano.edu

(707)864-7139

FAX (707)864-7165

Website: <http://www.sccworkexperience.com>

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About Work Experience

Unlike almost every other course at SCC students must qualify and be approved to enroll in Work Experience. Work Experience is a privilege and with all privileges come responsibilities. Students who are allowed to participate in the Work Experience program must show responsibility by knowing the handbook, maintaining communication with both the courseroom instructor and the work place supervisor, submitting all paperwork on time, and using the opportunity to show growth in the workplace. Because enrollment is limited, failure to live up to the obligations of this course can result in being dropped to make room for others.

Students should study this booklet very carefully. It delineates their responsibilities as participating students. It is important that students understand their responsibility for having the forms filled out, signed and turned in according to the schedule in this handbook. Other responsibilities are also listed herein.

Supervisors may also find this handbook interesting and useful in understanding the demands made upon all concerned. It will explain how the Work Experience program operates.

Student Learning Outcomes

1. Analyze, design, develop and record learning objectives that are specific, measurable, achievable, reasonable and time-oriented.
2. Productively work as a team member with people of diverse experiences and backgrounds in a workplace environment.
3. Demonstrate high and efficient qualities of self-management and self-awareness in terms of workplace responsibility and productivity.
4. Demonstrate effective communication skills and professional relationships in the workplace.

How many hours do I have to work?

To earn the following units, you must work the following hours. You may not enroll in more than one section of work experience during one semester and you may not enroll in both OCED 090 and OCED 091 concurrently. Not all unit counts may be offered in a given semester. Check the schedule of classes to see what is available.

Full Semester Sections				
Units	Hours Week PAID (15 weeks)	Total Hours	Hours Week UNPAID (15 weeks)	Total Hours
1 UNIT	5 hrs per wk	75	4 hrs per wk	60
2 UNITS	10 hrs per wk	150	8 hrs per wk	120
3 UNITS	15 hrs per wk	225	12 hrs per wk	180
4 UNITS	20 hrs per wk	300	16 hrs per wk	240
5 UNITS*	25 hrs per wk	375	20 hrs per wk	300
6 UNITS*	30 hrs per wk	450	24 hrs per wk	360

12 Week Sections				
Units	Hours Week PAID (11 weeks)	Total Hours	Hours Week UNPAID (11 weeks)	Total Hours
1 UNIT	7 hrs per wk	75	6 hrs per wk	60
2 UNITS	14 hrs per wk	150	11 hrs per wk	120
3 UNITS*	21 hrs per wk	225	17 hrs per wk	180

8 Week Sections				
Units	Hours Week PAID (7.5 weeks)	Total Hours	Hours Week UNPAID (7.5 weeks)	Total Hours
1 UNIT	10 hrs per wk	75	8 hrs per wk	60
2 UNITS*	20 hrs per wk	150	16 hrs per wk	120

* Indicates that this number of units may be earned for OCED 090 but NOT OCED 091

11/05/08

**Solano College
Work Experience Education**

Office: Room 1811 E-mail: debra.berrett@solano.edu Phone: (707) 864-7139 FAX: (707) 864-7165

Dear OCED 090/091 Student:

Welcome to the Solano College Work Experience Program! The Work Experience Program is designed to help you relate your college work to your eventual occupational/career goals through a working experience for an employer in the community. The coordinator and the resources of the Work Experience Education Office are available to help you obtain the maximum benefits of this experience.

This handbook has been prepared to provide you all forms and information necessary to meet the course requirements. **Please read this entire handbook carefully** as it contains pertinent information such as: examples, assignments, due dates, and the grading standards. The completed forms should be turned in to your coordinator by the listed due dates. If you need duplicate forms you may download them from my home page located at www.solano.edu. They are also located on our website at www.sccworkexperience.com.

Work Experience Education is extremely valuable and is a significant part of your college education. "Learn while you earn" approaches have long been a viable method for providing education. As the program coordinator, I will strive to help make this goal a reality. Please feel free to contact me at any time during the semester.

In this package, you will find a letter from my office to your employer/supervisor. Please remove this letter from the packet and give it to the supervisor who directly oversees your work.

Have a rewarding experience.

Debra Berrett

Debra Berrett
Work Experience Coordinator
Solano College

COURSE ASSIGNMENTS

Follow this simple checklist to keep track of the assignments you will be completing this semester. Note: failure to submit paperwork in a timely manner can result in failure of this course or being dropped. It is your responsibility to get all paperwork filled out and turned in according to posted due dates.

FIRST CLASS PERIOD (ORIENTATION):

- ❑ **STUDENT AGREEMENT.** New one every semester.

SECOND CLASS PERIOD:

- ❑ **SUBMIT COMPLETED APPLICATION/MAP.** New one every semester even if the job is the same. (You can earn extra credit if supervisor's business card is submitted with your name written on it as well.) Some jobs may also require an official pay stub (the part you tear off your check showing pay rate, hours worked, taxes paid, etc.) If you do in-home care you **WILL** be required to provide extra documentation.

THIRD CLASS PERIOD:

- ❑ **SUBMIT THE COMPLETED AND SIGNED OBJECTIVES WORKSHEET.** This form needs to be reviewed and signed by your work supervisor. This document has original signatures and may not be submitted via email. Must be done new every semester.
- ❑ **SUBMIT THE COMPLETED AND SIGNED SUPERVISORS STATEMENT OF UNDERSTANDING** – New one every semester.

LAST CLASS BEFORE FINALS:

- ❑ **TURN IN COMPLETED TIME SHEET.** This form needs to be reviewed and signed by your work supervisor. This document has original signatures and may not be submitted via email. New every semester.
- ❑ **SUBMIT AN INDIVIDUALIZED SEMESTER PROJECT.** First semester: a resume package. Second semester: expand the resume package into a Portfolio. Third semester: an informational interview project. Further continuing students will create a project related to their job. The semester project must be turned in with a 9x12 self-addressed stamped envelope (or box large enough to hold portfolio) with sufficient postage so the project can be returned by mail. – 5 points if envelope not included.
- ❑ **TURN IN EMPLOYER EVALUATION FORM.** You and your supervisor fill out this form at the **END** of the semester and rate your objectives. It will not be accepted more than 1 week earlier than the due date. It is your responsibility to make sure the form is signed and turned in to the Work Experience office. You may also be asked to submit an official pay stub. If you do in-home care you will be required to submit additional documentation.

FINAL EXAM DAY:

- ❑ **TAKE HOME FINAL – SELF ANALYSIS.** New one every semester.

DURING THE SEMESTER:

- ❑ **ATTEND WEEKLY SEMINAR THROUGHOUT THE SEMESTER.** As with your job, attendance in class is mandatory. You may attend any section offered during the week. Online students will log in to the online classroom and participate in a weekly threaded discussion. There are no "excused" absences. Extended illness will be handled individually. Schedule other activities around this class. Do not phone in absences. Failure to participate in weekly seminars will result in either being dropped from the course or failure of the course.
- ❑ **WORK A MINIMUM OF 75 HOURS PAID OR 60 HOURS UNPAID PER SEMESTER FOR EACH UNIT OF OCED 090 or 091 CREDIT.** Note the last day to add or drop units from a variable unit class. You must change CRN numbers if you need to add or drop units. You must notify the work experience office **BEFORE** changing jobs during the semester. Failure to properly notify instructor of job changes may result in failing the course.

SOLANO COLLEGE
Work Experience Education

Office: Room 1811 E-mail: debra.berrett@solano.edu Phone: (707) 864-7139 Fax (707) 864-7165

GRADING SCALE OCED 090 & 091

Total Points Earned:

90% and above
80% to 89%
70% to 79%
60% to 69%
59% or below

Letter Grade Awarded:

A
B
C
D
F

Work Experience is in some cases a California State University transferable course (up to 12 units), and a letter grade is issued. Up to 16 units of Work Experience may be earned.

ASSIGNMENT:	MAXIMUM POINTS:
Student Agreement *	10
Application/Map*	20
Objectives Worksheet (1 objective per unit of OCED, signed by supervisor and approved by instructor)*	40
Supervisors Statement of Understanding*	10
Time Card*	10
Individualized Project	50
Employer/Student Evaluation*	100
Take Home Final – SELF ANALYSIS*	50
Participation – 5 points possible per seminar Note: You must attend a minimum of 8 seminars to pass. <i>Online Sections – seminars are the online threaded discussions</i>	60 - 80
Total possible points:	350-370

Late, incomplete or messy paperwork will result in lowered points. Late application/map will result in 0 points – think of it as a job application. If you miss the deadline you don't get the job!

IMPORTANT NOTE: Failure to turn in * items will result in failure of the course.

Incomplete Policy: The grading policy requires that an Incomplete (“I”) grade be given only for satisfactory but incomplete work for an “unforeseeable emergency and justifiable reason” which occurs at the end of the semester. Supporting documentation from doctors, employers, etc. may be required. If this is not submitted to the OCED office, the student may receive an F or another letter grade as appropriate. **It is the student’s responsibility to contact the OCED office to complete an “Incomplete Grade Contract” form.**

GUIDELINE FOR WRITING OBJECTIVES

An objective is a planned, **measurable** outcome that results from new or expanded workplace-learning activity based around the 21st Century Work Skills and completed on the work-site during the current semester. Objectives are the foundation of this course and will be developed based on the 21st Century Skills Assessment you will do and through discussion with your supervisor. The number of objectives you will be required to do will depend on the number of units you wish to earn. **6 units = 6 objectives; 5 units = 5 objectives; 4 units = 4 objectives; 3 units = 3 objectives; 2 units = 2 objectives; 1 unit = 1 objective.**

Learning objectives must be realistic. Can they be achieved within the current semester? They must describe an action to be taken. For example: develop, implement, create, learn, build, explain, locate, perform, repair, solve, research, do, and write. Think of the acronym **SMART**.

- **Specific** – Make sure you state exactly what will be accomplished.
- **Measurable** – Set a definitive time or date when your objectives will be completed. Include quantitative statements such as: 95%, not more than once a day or within 20 minutes.
- **Action-Oriented** – Focus on action or **Achievable** – can you finish the objective in the time allowed.
- **Realistic** – Allow for your personal and professional constraints in accomplishing your objectives.
- **Time-Oriented** – Allow yourself a reasonable amount of time to complete an objective and have a definite finishing date within the current semester.

It must also be written down – that is where your worksheet comes into play as you write the objectives you plan to accomplish and identify which skill set(s) they belong to..

EXAMPLE

To meet my projected sales increase of 20 percent by April 10.

To	meet	my projected sales increase	of 20 percent	By April 10
<i>Action Word</i>		<i>Description</i>	<i>Measurement</i>	<i>Completion Date</i>

Skill Sets: Motivation, initiative, work ethic, and customer service. (Skill sets come from the 21st Century work skills defined on the next few pages).

ACTION WORDS

Activate Adjust Administer Analyze Arrange Articulate Assemble Assist Audit Build Calculate Categorize Change Chart Collect Combine Complete Compose Compute Conduct Consolidate	Create Construct Convert Coordinate Decrease Define Demonstrate Describe Design Develop Eliminate Establish Estimate Evaluate Examine Exhibited Expanded Expedited Explain Facilitate Formulate	Gather Illustrate Implement Improve Increase Initiate Introduce Investigate Limit List Maintain Market Merchandise Monitor Organize Perform Plan Prepare Produce Reconstruct Recruit	Reduce Remove Reorganize Repair Replace Report Reproduce Research Revise Rewrite Schedule Select Separate Set-up Structure Summarize Test Train Update Upgrade Utilize
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Sample Learning Objectives Based on the 21st Century Work Skills

COMMUNICATION

- To improve my verbal communication skills by accurately presenting 8 reports that detail my weekly sales totals, with my supervisor's feedback, by 3/4.
- To improve my writing and listening skills by attending 5 parent/teacher conferences and writing clear/accurate summaries for my supervisor, by 4/15.

CUSTOMER SERVICE

- To use effective customer service skills by clearly explaining proper oral hygiene to 10 new patients by 2/1.
- To increase customer service skills by greeting 15 regular customers by their names at the drive-in window by 4/14.

TIME MANAGEMENT

- To implement and synchronize my PDA with the daily office schedule, with daily tracking of attendance by 3/15.
- To speed up performance/efficiency of my back vs. front service duties including stocking, cleaning, food prep, every shift, to the satisfaction of my shift supervisor, by 4/1.

INTERPERSONAL SKILLS

- To improve my interpersonal skills by asking my coworkers their ideas on resolving bad credit accounts, then presenting them to the department for their feedback, by 4/21.
- To assist my shift co-workers with their jobs, when I have free time once a week, without being asked, to my supervisor's satisfaction, by 4/12.

HONESTY / INTEGRITY

- To improve honesty/integrity skills by creating a new confidential tracking system for 10 clients, with input from my supervisor and coworkers, by 3/10.
- To demonstrate increased responsibility and honesty by taking on new duty of balancing cash drawer correctly one night a week, by 4/12.

MOTIVATION / INITIATIVE

- To demonstrate more initiative by learning the new pipe cutting machine and practicing on 3 different lengths, with 100% accuracy, by 4/3.
- To sell 30% more oil products and services, using suggestive selling, by 4/1.

PROFESSIONALISM / WORK ETHIC

- To dress appropriately everyday for 30 days, to my supervisor's satisfaction, by 3/1.
- To demonstrate a positive work attitude by showing up on time and being professional and positive in my interaction with customers, to my supervisor's satisfaction, by 5/4.

TEAMWORK

- To demonstrate teamwork skills by presenting other managers with a video on new company account tracking system, collect their feedback, and present to my supervisor, by 4/20.
- To coordinate the up-sell of coffee products with other coworkers for a 20% sales increase, by 4/25.

Sample Learning Objectives Based on the 21st Century Work Skills

ANALYTICAL SKILLS

- To increase my analytic skills by making a checklist of 4 problem areas on the day shift and suggesting 1 cost effective solution for each problem by 3/12.
- To research the emotional state of 5 patients going through the rehab clinic, and discuss weekly with each one, with supervisor feedback, by 3/15.

FLEXIBILITY / ADAPTABILITY

- To outline a detailed plan for the upcoming dance at the teen center, including solution to 3 past problems, to my supervisor's satisfaction, by 4/24.
- To demonstrate my flexibility by cross training in two departments, at least one shift per week, to my supervisor's satisfaction, by 12/4.

TECHNOLOGY

- To improve technology skills by correctly operating the new print color copier without assistance, by 5/4.
- To create 4 new online credit card templates to be used by my department by 4/5.

JOB KNOWLEDGE

- To reorganize the current filing records and integrate the old ones into the archives correctly, by 3/2.
- To dispose of biohazard waste from the medical room, following correct hospital procedures, with 100% accuracy, by 3/15.

OTHER

- To develop five recommendations for reducing equipment failure rates by 4/12.
- To design an instrument for testing the quality of used spark plugs by 10/31.
- To devise a faster method for analyzing computer printouts by 12/6.
- To reduce my math errors on job tickets to not more than four per month by 5/10.
- To analyze safety practices and write a report detailing specific improvements by 3/12.
- To develop techniques for reducing wasted materials by 10% by 5/08.
- To increase production of gussets to 12 per hour with no loss of quality by 12/4.
- To increase my speed in minor engine tune-up by 10% without loss of efficiency by 5/5.
- To reduce down time by 5% through improved parts ordering procedures by 12/5.
- To increase my monthly sales totals by making five more calls per week by 5/6.
- To list names, uses, and dosages of 15 commonly used medications with no errors by 12/4.
- To compile a list of 10 customer relation techniques and practice them on customers to my managers satisfaction by 5/15.
- To correctly demonstrate range of motion on three different patients by 12/5.
- To read and summarize at least 3 articles on shoplifting prevention and discuss them with my supervisor by 5/10.

Please Note: The objectives must be finished during this semester!!!!

Optional Personal Skills Assessment

21st Century Work Skills Objectives

Student Name _____

Date _____

<p>This assessment is a guide to help you determine areas of weakness. It will not be submitted to the school but is a good tool to share with your supervisor as you work to set goals.</p> <p>Excellent: Exhibits excellent understanding of 21st Century Work Skills.</p> <p>Good: Has good work skills; works well with others or alone.</p> <p>Fair: Knows basic work skills but needs additional training.</p> <p>Needs Improvement: Lacking or poorly prepared in work skills area.</p> <p>Job title: _____</p> <p>Job Description/Responsibilities:</p>				
	Excellent	Good	Fair	Needs Improvement
1. COMMUNICATION – Reads, writes, speaks, and listens effectively so others understand.				
2. CUSTOMER SERVICE – Greets, listens, assesses needs, and attempts to solve concerns with a positive attitude.				
3. TIME MANAGEMENT – Meets schedules, demonstrates promptness, prioritizes tasks and achieves goals in a timely manner.				
4. HONESTY/INTEGRITY – Exhibits trustworthiness and ethical behavior, respects confidentiality.				
5. INTERPERSONAL SKILLS – Relates well with co-workers. Resolves conflicts and respectfully interacts with others from diverse backgrounds and experiences.				
6. MOTIVATION/INITIATIVE – Energetically performs assigned tasks with minimum supervision. Exhibits a positive attitude.				
7. PROFESSIONALISM/WORK ETHIC – Creates a positive impression through dress, conduct, and attitude. Demonstrates willingness to work, loyalty, and punctuality.				
8. TEAMWORK – Work effectively, positively and actively with others and is able to work with diverse teams, negotiate and manage conflicts.				
9. ANALYTICAL SKILLS – Assesses situations accurately, seeks multiple perspectives, and suggests solutions.				
10. FLEXIBILITY/ADAPTABILITY – Creatively problem solves, shows flexibility in changing work situations, multi-tasks and communicates effectively.				
11. TECHNOLOGY – Meets technical requirements including computer skills and understands trends and developments in the work field.				
12. JOB KNOWLEDGE – Acquires skills, follows procedures to accurately and efficiently perform job duties.				
13. LEADERSHIP – Leverages the strengths of others to achieve common goals; uses interpersonal skills to coach and develop others.				
14. OTHER -				

Following are some guidelines to help you when considering objectives.

1. Make sure each objective is achievable within the time frame (the length of the current semester) and is measurable.
2. Make sure the objective is specific enough for your supervisor to evaluate.
3. Some objectives may be more difficult or more valuable than others.
4. Objectives are to involve new learning, new growth, or improvement on the job. They are **not** to describe what you have already accomplished.
5. Make the objectives work for you. If there is an area in which you need to improve design an objective around that need.

TAKE HOME FINAL – FOR ALL STUDENTS

Self-Analysis (50 Points)

A Self-Analysis is a typed essay, describing and assessing your learning experiences accomplished while enrolled in Work Experience. Your self-analysis will address the following questions:

- Evaluate the orientation you attended at the beginning of the semester.
- Explain how using the 21st Century Work Skills helped you to develop your learning objectives.
- Compare and contrast your skill levels from the beginning of the semester to the end.
- Discuss your major accomplishments for each objective.
- Discuss any problems or challenges you encountered.
- Describe any changes in your working relationship with your supervisor as a result of the class and objectives.
- List some of the topics covered in the weekly seminars and discuss how they contributed to your growth in the specific 21st Century Work Skills.
- Identify one to two new goals you could develop at work for the future.
- Evaluate how this class relates to your current job, educational and career goals.
- Recommend any specific changes to the 21st Century Work Skills training that would help make it more effective for you and other students.

IMPORTANT:

- The analysis must include a title page with a title, your name, class name, and date.
- The analysis must be word processed, double-spaced, in **essay** format.
- 2-7 pages. Length determined by number of objectives. Approx 1 page per objective + 1 page for other discussion items as noted above.
- 1 inch margins. 12 point font in Times New Roman.
- Proofread your work.
- This is your final for this class and must be turned in on or before the day of your final.
- **Will not be accepted late.**

Self-evaluation Grading Rubric	Points
Content (addressed all areas of topic as outlined above)	20
Creativity (addressed effect on work and future goals)	10
Presentation and Organization	10
Grammar/Spelling	10
Total Points	50

Office: Room 1811 E-mail: debra.berrett@solano.edu Phone: (707) 864-7139 Fax: (707) 864-7165

First Time Student Semester Project

50 points total

Resume Package

If this is your first semester in OCED 090/091 your individualized project will be a resume package unless otherwise discussed with instructor. This package will contain 6 items.

1 Job Announcement - An actual job posting for a position you are qualified for. This could be from a newspaper, the Internet, your company bulletin board, etc. This is called an invitation to apply. You may also choose to apply to a company even though they have not put out an ad. This is an uninvited application. If you choose to use an uninvited application you need to write the equivalent of a job announcement telling me the name of the company, the position you are seeking, the requirements for the position and the name of the person you would want to contact – just as you would find in a job posting.

2 Company Profile (for the company you found in step #1). Be sure you choose a job announcement which has a company identifier. It is in your best interest to find out some information about the company. A company profile usually contains at least the following information.

- Company name
- Company location (headquarters and subsidiaries)
- Company's principle product
- Company's other products
- Hiring manager for the department you are interested in
- Annual revenue
- Customer demographics
- #1 competition
- Other useful information such as awards or problems

This profile can give you a wealth of information about the company and will help you create an informed cover letter. You must provide a written response to the question: "Why do you want to work here?"

3 Resume – for the position you found in step #1

4 Cover Letter - for the position you found in step #1

5 Create 5 Interview questions – an informed interviewee will have questions about the job that show they have a real interest. Avoid self-serving questions such as about pay or benefits.

6 Follow-up or Thank you letter. After an interview you should always send a follow-up note. Since you are not required to actually submit the resume to the company and do an actual interview – this is a creative writing assignment.

The resume package must be typed, checked for grammar and spelling, and be neat and clean. All 6 parts must be turned in together. Check due dates carefully as this assignment will NOT be accepted late!!! It must include a self-addressed stamped envelope (9x12) with sufficient postage to be returned to you so you can see the critique. – 5 points for no envelope. If you are taking this course online you may submit this project through the dropbox set up in the course room.

Note: You are a first time student if this is the first time you have taken OCED 090/091 or if you took it before and have not received a passing grade one time.

Second Time Student Semester Project

50 points total

Career Portfolio

Now that you have completed your Resume Project in your first semester of OCED it is time to take the next step.

This semester you will build on your resume package and create a Career Portfolio. This portfolio can go with you on job interviews and can help you in the future with resumes and job applications since all the information you need is right at hand.

The portfolio will contain **at least** the following items:

1. Title Page
2. Introduction
3. Resume
4. References
5. Personal Data Sheet
6. Letters of Recommendation
7. Transcripts
8. Selected Employer Evaluations
9. Work Samples and Miscellaneous Documents

You will be provided with a packet containing full directions and samples for this project. The information is also available on my home page at www.solano.edu click on faculty/staff or our web page at www.sccworkexperience.com.

This project is due the last week before finals but it can be turned in earlier if you wish. It must include a self-addressed and stamped envelope or box with sufficient postage to be returned to you. I would prefer that you not give me any original materials such as certificates, degrees, etc. This project can obviously not be submitted online.

Be sure you pick up the additional information package about this project!

Note: You are a second time student if you have taken OCED 090/091 one other time and received a passing grade.

Third Time Student Semester Project

50 points total

Informational Interview

Informational interviewing is talking with people in an informal way about what they do. Through informational interviewing you can find out about an area of work in general, about a specific industry or employer, and about positions in that industry or with that employer.

Although the main purpose of informational interviewing is to find out more about the particular area in which you are interested, it is also a means of starting a network of contacts that can ultimately help you in your job search. **An informational interview is not a job interview!** Job interviews are formal meetings for the purpose of evaluating and screening a candidate's qualifications for a job. Informational interviews are informal meetings to gather information that will lead you closer to your career goals.

Your project for the semester will be to set up an appointment preferably with someone you don't know at a company you have never been too. The intent is to explore the career field so sticking to places and people you already know kind of defeats the purpose!

After interviewing the person you will submit to the Work Experience office a 3-4 page typed paper discussing the interview. You will talk about how you set the interview up, what you expected the experience to be like, what the experience was actually like, what did you learn, were you surprised by what you learned, does what you learned make you more or less likely to want to follow this career path, etc.

Attach as an addendum (which does not count as part of your 3-4 pages) a copy of the questions you asked at the interview, a copy of the notes you took and if possible a copy of the business card of the person you interviewed.

This is due by the last class before finals but can be turned in at any time during the semester. Include a self-addressed stamped envelope with sufficient postage to return assignment to you. If you are taking this class online you may also submit it through the designated dropbox in the online course room.

Be sure you pick up the additional information packet about this project. The packet can also be found at my faculty home page at www.solano.edu or the Work Experience website at www.sccworkexperience.com .

Note: You are a third time student if you have taken OCED 90/91 two times before and received 2 passing grades.

4th Time + Student Semester Project
50 points

If you have completed the work experience class three times and received a passing grade on the resume package, portfolio and informational interview you are a 4+ time student.

Your project will be one that you choose or create. It might be a special project you are doing at your job or you can choose from the options on the project package your instructor will provide to you.

OFFICIAL FORMS AND PAPERWORK

Check due dates!
Paperwork must be
submitted complete
and on time!

To: Employer (Supervisor)
From: Work Experience Education Office

The employee who delivered this letter to you has demonstrated an interest in improving on-the-job skills by enrolling in the Work Experience Education Program at Solano Community College. The purpose of this program is to encourage the student to seek new or expanded learning opportunities on-the-job that will focus on learning and demonstrating 21st Century Work skills.

A major advantage of this program is that it gives you the opportunity to make a contribution to this employee's college education in a way that will also directly benefit you and your organization. National and local employers have identified the following skills as vital to success in any type of job. We believe these skills can significantly improve student workplace performance by participation in the structured process of this course. These 21st Century Work Skills are:

Communication	Customer Service	Time Management
Honesty/Integrity	Interpersonal Skills	Motivation/Initiative
Teamwork	Analytical Skills	Flexibility/Adaptability
Technology	Job Knowledge	Leadership
Professionalism/Work Ethic		

Your partnership in this program is critical. Your time is as valuable as your involvement and we have streamlined your participation to minimize your time commitment. We are asking for your cooperation in a three-step process:

- At the beginning of the semester, discuss with your student/employee the 21st Century Work Skills. If it is beneficial to you, you may complete the assessment on the back of this page to review the strengths and weaknesses of your student/employee. Your student/employee will present a draft of learning objectives possibilities from their own work skills assessment. Please help the student finalize these objectives or suggest other learning objectives that might be more relevant to your particular work situation. Sign and date the Learning Objectives Worksheet and complete the Employer's Statement of Understanding.
- During the semester, you will be contacted by our office to briefly discuss the student's progress. We have found that if you provide an email address for initial contact on the Employer's Statement of Understanding the process is much less time-consuming. Contact is made through a combination of a short site visit, email and/or phone.
- At the end of the semester you will be asked to sign a timesheet to verify hours worked by the student. You will also be provided with an "Employer Evaluation Form" where you will rate the student on completion of the Learning Objectives identified at the beginning of the semester.

Thank you for your cooperation. We look forward to working with you in helping your student/employee with his/her professional development and educational goals and creating a stronger workforce for your business.

Additional information about the program can be found at <http://www.sccworkexperience.com>.

Thank You

Debra Berrett

Debra Berrett
Occupational Education Coordinator
<http://www.sccworkexperience.com>
debra.berrett@solano.edu
707-864-7139 Fax 707-864-7165

08/09

Employer's Optional Intern/Employee Assessment

21st Century Work Skills Objectives

Student Name _____

Date _____

<p>This assessment is optional and is only intended as a guide if you need one. <i>It will not be submitted to the school</i> and shown only to the student employee at your discretion. Excellent: Exhibits excellent understanding of 21st Century Work Skills. Good: Has good work skills; works well with others or alone. Fair: Knows basic work skills but needs additional training. Needs Improvement: Lacking or poorly prepared in work skills area.</p> <p>Job title: _____ Job Description/Responsibilities:</p>				
	Excellent	Good	Fair	Needs Improvement
1. COMMUNICATION – Reads, writes, speaks, and listens effectively so others understand.				
2. CUSTOMER SERVICE – Greets, listens, assesses needs, and attempts to solve concerns with a positive attitude.				
3. TIME MANAGEMENT – Meets schedules, demonstrates promptness, prioritizes tasks and achieves goals in a timely manner.				
4. HONESTY/INTEGRITY – Exhibits trustworthiness and ethical behavior, respects confidentiality.				
5. INTERPERSONAL SKILLS – Relates well with co-workers. Resolves conflicts and respectfully interacts with others from diverse backgrounds and experiences.				
6. MOTIVATION/INITIATIVE – Energetically performs assigned tasks with minimum supervision. Exhibits a positive attitude.				
7. PROFESSIONALISM/WORK ETHIC – Creates a positive impression through dress, conduct, and attitude. Demonstrates willingness to work, loyalty, and punctuality.				
8. TEAMWORK – Work effectively, positively, and actively with others and is able to work with diverse teams, negotiate and manage conflicts.				
9. ANALYTICAL SKILLS – Assesses situations accurately, seeks multiple perspectives, and suggests solutions.				
10. FLEXIBILITY/ADAPTABILITY – Creatively problem solves, shows flexibility in changing work situations, multi-tasks and communicates effectively.				
11. TECHNOLOGY – Meets technical requirements including computer skills and understands trends and developments in the work field.				
12. JOB KNOWLEDGE – Acquires skills, follows procedures to accurately and efficiently perform job duties.				
13. LEADERSHIP – Leverages the strengths of others to achieve common goals; uses interpersonal skills to coach and develop others.				
14. OTHER -				

Following are some guidelines to help you when considering objectives.

6. Make sure each objective is achievable within the time frame (the length of the current semester) and is measurable.
7. Make sure the objective is specific enough for you to evaluate.
8. Some objectives may be more difficult or more valuable than others.
9. Objectives are to involve new learning, new growth, or improvement on the job. They are **not** to describe what the student has already accomplished.
10. Make the objectives work for you. If there is an area in which your employee/student needs to improve suggest the student design an objective around that need.

WORK EXPERIENCE EDUCATION APPLICATION

DUE 2nd CLASS MEETING _____ PLEASE PRINT OR TYPE LEGIBLY WITH BLACK OR BLUE INK (10 points. 0 points if late)

CHECK: Full Semester 12 Week 8 Week **CRN Number** _____

Check : OCED 90 OCED 91 **Online:** Y N Fall Spring 20_____

Mr/ Ms.

Last Name	First Name	Middle
Street Address	City	State
Home Phone	E-mail Address	

EMPLOYMENT INFORMATION

(Student is to complete this information – not the employer! Points deducted if employer fills this out!)

Company Name	Product or Service
Street Address	City
State	Zip

Mr./Ms

Supervisor Full Name _____ # of Hours Per Week (student) _____ Shift Time (student) _____

Supervisor e-mail Address _____ Supervisor Phone Number _____ Best Time to Contact Supervisor _____

Date First Employed (student) _____ Check one: Paid Unpaid Have you completed OCED before?__

Describe Job Duties: _____

CURRENT ENROLLMENT

Course	Units

Current College Major _____

Occupation or Career Goal _____

How Did You Hear About Co-op? _____

Be sure to make a copy to keep for your files before submitting original.

Solano College
Work Experience Education

Name: _____ CRN # _____

WORK SITE MAP

10 points. 0 points if late.

To enable me to visit you and your supervisor, I will need a good, functional map. Draw a detailed map of how to get to your work site from Solano College. Label freeways, off ramps, streets (especially the nearest cross street), points of interest, and building number or name. You may complete this as written directions as long as it is clear.

If directions are incomplete or incorrect, you will lose points. **NO INTERNET MAPS!**

BUSINESS NAME _____ SUPERVISOR _____

ADDRESS _____ PHONE _____

BUILDING # OR NAME _____ ROOM # _____

This document is due on the second class meeting of the semester!
Submit original and be sure to make a copy for your files.

Due: _____

OCED 90/91 LEARNING OBJECTIVES WORKSHEET

Due no later than the third week of the semester 40 points

Student's Name: _____ Company Name: _____

The objectives must be new and expanded learning experiences each semester. They must be **specific, measurable, and accomplished within the current semester**. They must be developed and written by the student with assistance, review and approval by the student's employment supervisor and approval of the Work Experience instructor/coordinator. **Create one (1) objective for each unit you wish to earn.**

You must complete this form – **you will need two if you are taking 5 or 6 units**, and obtain the required signatures no later than the third week of the semester to earn full points. You, your Coordinator, and your Supervisor will review this form. Your supervisor DOES NOT fill out the form – merely approves the form.

LEARNING OBJECTIVE #1

Write out the objective that includes: an action word, description, measurement, and completion date.

To				
	Action Word	Description	Measurement	Completion Date

Which 21st Century skill set(s) (pgs. 8-9) is being addressed? _____

LEARNING OBJECTIVE #2

Write out the objective that includes: an action word, description, measurement, and completion date.

To				
	Action Word	Description	Measurement	Completion Date

Which 21st Century skill set(s) is being addressed? _____

LEARNING OBJECTIVE #3

Write out the objective that includes: an action word, description, measurement, and completion date.

To				
	Action Word	Description	Measurement	Completion Date

Which 21st Century skill set(s) is being addressed? _____

LEARNING OBJECTIVE #4

Write out the objective that includes: an action word, description, measurement, and completion date.

To				
	Action Word	Description	Measurement	Completion Date

Which 21st Century skill set(s) is being addressed? _____

Agreement: The undersigned supervisor, student, and instructor agree with the validity of the objectives listed above. The supervisor and college agree to provide necessary supervision and counseling to insure maximum educational benefits to the student. The student agrees to abide by Work Experience guidelines.

Signatures: _____

Check One: 090

091

Student

Supervisor

Instructor

Obj 5/10 White to Instructor Yellow to Instructor Pink to Supervisor Gold to Student

Circle number of OCED units for the semester:
1 2 3 4 5 6 7 8

**SUPERVISOR'S STATEMENT OF UNDERSTANDING
SCC WORK EXPERIENCE PROGRAM**

Due no later than the 3rd week of the semester (10 points)

I understand that my employee, _____ is interested in participating in the Work Experience Program at Solano Community College. I have received and read the letter addressed to supervisor and other information regarding this Program and understand that I will be participating in the following way:

1. Help my student employee identify work objectives that will be challenging and achievable within the remaining weeks of the academic term.
2. Meet with an instructor (in person visit, email, and/or phone) from Solano Community College to discuss these objectives and discuss how student employee is progressing.
3. Sign my student employee's time card to verify the total amount of time he/she has worked during the designated period.
4. Monitor my student employee's performance in achieving the objectives.
5. Complete evaluation of my employee at the end of the academic term and submit it to the SCC instructor by the date requested. (Student is responsible for turning in all paperwork)

I can be reached by telephone from: _____ (am/pm) until _____ (am/pm)

on the following days: _____.

Supervisor's Signature

Date

Mr./Ms. _____

Please print name

Work Telephone #

Business Mailing Address

Business Physical Address

Supervisor's email Address

The student/employee is responsible for returning this completed form to his/her instructor.

White to Instructor Yellow to Instructor Pink to Student

Due: _____

Solano College Work Experience Education

Office: Room 1811 E-mail: debra.berrett@solano.edu Fax: (707) 864 – 7165 Phone: (707) 864-7139

TIME CARD – Fall 2010 (10 points)

PAID UNPAID #OCED Units: 1 2 3 4 5 6

STUDENT'S NAME: _____

STUDENT'S PHONE #: _____

COMPANY: _____

ADDRESS: _____

SUPERVISOR: _____

SUPERVISOR PHONE # : _____

Indicate total hours worked each week.

WEEK 1 8/16-8/22 _____

WEEK 10 10/18-10/24 _____

WEEK 2 8/23-8/29 _____

WEEK 11 10/25-10/31 _____

WEEK 3 8/30-9/5 _____

WEEK 12 11/1-11/7 _____

WEEK 4 9/6-9/12 _____

WEEK 13 11/8-11/14 _____

WEEK 5 9/13-9/19 _____

WEEK 14 11/15-11/21 _____

WEEK 6 9/20-9/26 _____

WEEK 15 11/22-11/28 _____

WEEK 7 9/27-10/3 _____

WEEK 16 11/29-12/5 _____

WEEK 8 10/4-10/10 _____

WEEK 17 12/6-12/12 _____

WEEK 9 10/11-10/17 _____

WEEK 18/19 12/13-12/19 _____

Week 1 - 9 Subtotal _____

Week 10 – 18 Subtotal _____

Total Hours for Semester: _____

SUPERVISOR'S SIGNATURE: _____

Supervisor Comments:

Make a copy of this time sheet before submitting to Work Experience Office. Credit cannot be issued if time sheet is not complete or not turned in.

OCED 90/91 EMPLOYER EVALUATION

100 points

Solano College Work Experience Education 4000 Suisun Valley Road, Suisun, CA 94585
Office: Room 1811 Phone: (707) 864-7139 Fax: (707) 864- 7165 E-mail: debra.berrett@solano.edu

Participating Student: _____ Student ID# _____
Evaluating Supervisor: _____ Student Phone# _____
Company: _____ Supervisor Phone # _____
Company Address: _____ City, ST Zip: _____

Objectives

Agreement: The undersigned supervisor and student agree with the validity of the objectives listed below and that the scores recorded reflect the true value and performance of the student at the work place.

Student - write your objectives from your objectives worksheet here.
You will need a second sheet if you are taking 5 or 6 units.

Objective Number		Supervisor Evaluation 0-10	Student Evaluation 0-10
1	_____		
2	_____		
3	_____		
4	_____		
	Comments: _____	Total Points	

Supervisor Comments: _____

Rating Scale
9-10 Excellent
6-8 Good
4-5 Fair
0-3 Needs Improvement

Supervisor Signature Student Signature Instructor Signature

Date Date Date

NOTE: This form is due at the END of the semester (the last week before finals). It will not be accepted more than 1 week early. This form is required to pass the course.

08/09 White to Instructor Yellow to Student Pink to Employer

Solano College Work Experience Education

OCED 090/091 Online Due Dates Calendar Fall 2010			
Unit	Opens	Closes	Due
Preview – Course Home	Aug 11	Aug 16	
Unit 1 All discussions are due by 11:59PM Pacific time by the close date for the unit.	Aug 16	Aug 29	
In Person Orientation. Choose one. The orientation is REQUIRED . Friday Aug 20 6-8 PM Room 812 OR Saturday Aug 21 12-2 room 812. If you are working both days and have documentation contact me ASAP to schedule meeting time.			Aug 20 or Aug 21
Student Agreement – turn in at required in person orientation.			Aug 20/21
Application/Map [required]. Supervisor's business card [extra credit] *May also be turned in at the orientation.			Wed. Aug 25 by noon*
Unit 2 Discussion	Aug 22	Sept 5	
Objectives worksheet, Supervisor's Statement of understanding			Wed Sept 1 by noon
Unit 3 Discussion	Aug 29	Sept 5	
Unit 4 Discussion	Sept 5	Sept 12	Drop date: not made up missing in person orientation Sept 8
Unit 5 Discussion	Sept 12	Sept 19	
Unit 6 Discussion	Sept 19	Sept 26	Drop date: Any outstanding paperwork Sept 22
Unit 7 Discussion	Sept 26	Oct 3	
Unit 8 Discussion	Oct 3	Oct 10	
Unit 9 Discussion	Oct 10	Oct 17	
Unit 10 Discussion	Oct 17	Oct 24	
Unit 11 Discussion	Oct 24	Oct 31	
Unit 12 Discussion	Oct 31	Nov 7	
Unit 13 Discussion	Nov 7	Nov 14	
Unit 14 Discussion	Nov 14	Nov 28	
Unit 15 Discussion	Nov 21	Dec 5	
Time Card/ Employer Evaluation/ Semester Project. Semester projects not accepted late!			Wed Dec 8 by noon!
Unit 16 Discussion	Dec 5	Dec 12	
Self-Analysis (this is your final!!!) If you are submitting it via the online courseroom dropbox you have until 11:59 on Dec 15. If you are dropping it off as a hard copy it must be in my office by noon on Dec 15. You will find the self-analysis on page 11 of the handbook.			Wed Dec 15

OCED 090/091
12 week FACE TO FACE
Due Dates Calendar
Fall 2010

Week	Date	Topic	Due
1	Sept 15	Orientation – review handbook	1. Student Agreement
2	Sept 22	Setting Objectives	1. Application/Map (0 points if late) 2. Extra credit -Supervisor's Biz Card
3	Sept 29	Netiquette	1. Objectives Worksheet 2. Supervisor's Statement of Understanding
4	Oct 6	Business Etiquette	
5	Oct 13	8 week start – no class for 12 week	
6	Oct 20	Intro Semester project. Check files.	Dropping 12 week students who have outstanding paperwork.
7	Oct 27	Networking/Company Profile	
8	Nov 3	Resume	
9	Nov 10	Cover Letter	
10	Nov 17	Interviewing	
11	Nov 24	Thanksgiving	
12	Dec 1	Follow-up Letter/Master Application	
13	Dec 8	Paperwork due	1. Time Card 2. Employer Evaluation 3. Semester Project (not accepted late!)
Final	Dec 15	Day class: Dec 15 10:30-12:30 Eve Class: Dec 15 5:30-6:30	1. Self-Analysis (this is your final!!!) You will find it on page 11 of your handbook!

OCED 090/091
8 week FACE TO FACE
Due Dates Calendar
Fall 2010

Week	Date	Topic	Due
1	Oct 13	Orientation – review handbook	1. Student Agreement
2	Oct 20	Introduce Semester project/ review objectives	1. Application/Map (0 points if late) 2. Extra credit -Supervisor's Biz Card
3	Oct 27	Networking/Company Profile	1. Objectives Worksheet 2. Supervisor's Statement of Understanding
4	Nov 3	Resume	
5	Nov 10	Cover Letter/file check	Dropping any 8 week student with outstanding paperwork.
6	Nov 17	Interviewing	
7	Nov 24	Thanksgiving	
8	Dec 1	Follow-up Letter/Master Application	
9	Dec 8	Paperwork due	4. Time Card 5. Employer Evaluation 6. Semester Project (not accepted late!)
Final	Dec 15	Day class: Dec 15 10:30-12:30 Eve Class: Dec 15 5:30-6:30	1. Self-Analysis (this is your final!!!) You will find it on page 11 of your handbook!