

Revised Fall 2016

# **AST 243**

## **Office Administration I**

### **COURSE OUTLINE**

**Prerequisites:**  
**None**

#### **Course Description:**

Develops an understanding of the administrative support role and the skills necessary to provide organizational and technical support in a contemporary office setting. Emphasizes the development of critical-thinking, problem-solving, and job performance skills in a business office environment.

#### **Course Objective**

- A. You will develop the skills and knowledge needed for the twenty-first century office.
- B. You will learn to work effectively with teams while controlling time and stress.
- C. You will develop an understanding of the importance of verbal, nonverbal, and written communication.
- D. You will learn to effectively handle common office tasks.
- E. You will develop skills in acquiring employment and leadership opportunities.
- F. You will be exposed to new office technology and equipment.
- G. You will develop an understanding of the digital world and its impact on the office environment.

**Semester Credits: 3 Lecture Hours: 3 Lab/Recitation Hours: 0**

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## Course Outcomes

**At the completion of this course, the student should be able to:**

- A. To work effectively with teams while controlling time and stress.
- B. To demonstrate effective verbal, nonverbal, and written communication.
- C. To effectively handle common office tasks.
- D. To demonstrate the necessary skills in acquiring employment and leadership opportunities.
- E. To operate new office technology and equipment.

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## Required Materials:

Textbooks and USB external storage device

### Textbook:

- Stultz, Karin, Shumack, K. and Fulton-Calkins, Patsy. Procedures & Theory for Administrative Professionals, Seventh Edition, Cincinnati, Ohio, South-Western Cengage Learning, 2013. ISBN: 9781111575861.

*Procedures & Theory for Administrative Professionals* **IS** available for rent as a digital textbook. See the bookstore for additional information.

- Gordon, Jon et al. Our Digital World with SNAP and ebook. St. Paul, Minnesota, Paradigm Publishing Inc., 4th edition. ISBN: 978-076386878-9.
- SNAP 2016 plus ebook only: ISBN: 978-0763866570.

*Our Digital World* is **NOT** available for rent as a digital textbook.

The following supplementary materials are available:

- 1.
- 2.
- 3.

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Topical Description:

Syllabus
Chapter 1 The Workplace-Constantly Changing with Activities
Chapter 2 Your Professional Image with Activities
Chapter 3 Workplace Teams with Activities
Test Review for Ch. 1 -- 3
<b>Test on Chapters 1 – 3</b>
Chapter 4 Self-Management with Activities
Chapters 5 Ethical Theories and Behaviors with Activities
Chapter 6 Leadership with Activities
Test Review for Ch. 4 – 6
<b>Test on Chapters 4 – 6</b>
Our Digital World—Chapter 1 (Introduction) Digital Technologies: Exploring a Wealth of Possibilities
Our Digital World—Chapter 2 The Internet: Gateway to a World of Resources
Our Digital World—Chapter 3 Computer Hardware and Peripherals: Your Digital Toolbox
Our Digital World—Chapter 4 System Software: The Control Center of Your Computer
Chapter 7 Customer Service with Activities
Chapter 8 Written Communication with Activities
Chapter 9 Verbal Communication and Presentations with Activities
Exam Review Posted
<b>EXAM CHAPTERS 7 - 9</b>

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Notes to Instructors

(List information about optional topics, departmental exams, etc)

- 1.
- 2.
- 3.
- 4.

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