Virginia Western Community College
AST 243
Office Administration I

Prerequisites
AST 101

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.

Semester Credits: 3 Lecture Hours: 3 Lab/Clinical/Internship Hours: 0

Required Materials

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 Intro to Computing print edition St. Paul, Minnesota, Paradigm Publishing Inc., 4th edition. ISBN: 978-076386-831-4. Ebook with one-year access: ISBN: 978-0-76386-833-8.
  Our Digital World is **NOT** available for rent as a digital textbook.

Other Required Materials:
none

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.

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
Test on Chapters 1 – 3
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
Test on Chapters 4 – 6
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
EXAM CHAPTERS 7 - 9

Notes to Instructors