Virginia Western Community College
AST 244
Office Administration II

Prerequisites
AST 243 or equivalent

Course Description
Enhances skills necessary to provide organizational and technical support in a contemporary office setting. Emphasizes administrative and supervisory role of the office professional. Includes travel and meeting planning, office budgeting and financial procedures, international issues, and career development.

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

Required Materials

REQUIRED TEXTBOOKS (2):

TEXTBOOK REQUIREMENT ONE:

- 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. However, the rental is only good for 180 days. If your program of study requires you to also complete AST 244, you will need access to this same textbook. See the bookstore for additional information.

TEXTBOOK REQUIREMENT TWO:

- Lucas, Robert W*.* Customer Service Skills For Success*,* Seventh Edition, Custom, McGraw-Hill, 2017. ISBN: 9781307451610. Ebook ISBN: 9781307451603.

PLEASE NOTE: AST 243 and 244 are separate courses; however, the same textbook materials are presently used for both courses.

Other Required Materials:
- In addition to a windows-based computer, Microsoft Office 2019/365 (VWCC free full online version located here) is required to complete these courses. Chromebooks and Apple MacBooks are not compatible with the software required in these courses. Note: AST/ITE courses are required in all

[Business and Professional Services programs](#) and ITE 115 is a required course in almost all Virginia Western transfer programs.
- USB/Flash Drive

Course Outcomes

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

- Use the skills and knowledge needed for the twenty-first century office.
- Describe the different types of record storage systems and apply alphabetic filing rules.
- Define the processes for records retention, transfer, and disposal.
- Identify steps for financial planning and budgeting.
- Describe payroll taxes and deductions.
- Explain the differences in organizational financial statements.
- Apply technical skills to work successfully with computer hardware and software, reprographics, and virtual situations.
- Handle international travel plans.
- Coordinate event planning and meetings.
- Show skills in acquiring a job and demonstrate leadership skills.
- Use Microsoft Office software to complete projects.

Topical Description

Textbook: *Procedures and Theory for Administrative Professionals*

Chapter 11   Managing Records

Chapter 12   Managing Electronic Records

Chapter 13   Personal Finance and Investment Strategies

Chapter 14   Meeting and Event Planning

Chapter 15   Travel Arrangements

Chapter 16   Workplace Mail and Copying

Chapter 17   Job Search and Advancement

Customer Service Skills for Success

Chapters TBD by Instructor (New Textbook)

Notes to Instructors

- none