

**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****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****SUGGESTED HARDWARE FOR THIS COURSE:**

- 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:**

- 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 & Orientation
Chapter 1: The Workplace-Constantly Changing with Activities
Chapter 2: Your Professional Image with Activities
Chapter 3: Workplace Teams with Activities Test Review for Chapters 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 Chapters 4—6
<b>TEST ON CHAPTERS 4—6</b>
Chapter 7: Customer Service with Activities
TBD
Chapter 8: Written Communication with Activities
Chapter 9: Verbal Communication and Presentations with Activities Test Review for Chapters 7—9

***TEST ON CHAPTERS 7—9***

**Notes to Instructors**

none