

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:**

Rankin/Shumack - Bundle: The Administrative Professional: Technology & Procedures, 15th + MindTap Office Technology, 1 term (6 months) Printed Access Card
| 9781337190510

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 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:
Chapter 2:
Chapter 3:
<i>TEST ON CHAPTERS 1—3</i>
Chapter 4:
Chapters 5:
Chapter 6:
Test Review for Chapters 4—6
<i>TEST ON CHAPTERS 4—6</i>
Chapter 7:
Chapter 8:
Chapter 9:
Test Review for Chapters 7—9
<i>TEST ON CHAPTERS 7—9</i>

Notes to Instructors

none