

# 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:**

Rankin/Shumack - *The MindTap Office Technology, 1 term (6 months) Printed Access Card for the Administrative Professional: Technology & Procedures, 15<sup>th</sup> (ebook)* 9781305581197

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:**

Access to a personal computer and internet are required for this online course. For information on the required minimum computer specifications visit: <https://www.viriniawestern.edu/online/computer-access/> This course may require proctored testing as described in the course syllabus. A student may request an alternative proctoring method, but the student will be responsible for any additional fees associated with the alternative method. In addition to a windows-based computer, Microsoft Office 2019/365 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 152 is a required course in almost all Virginia Western transfer programs.

## **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: **Rankin/Shumack - *Bundle: The Administrative Professional: Technology & Procedures, 15th + MindTap Office Technology***

Chapters 10 - 16

*Customer Service Skills for Success*

Chapters 8, 9, and 10

## **Notes to Instructors**

- none