

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 - The MindTap Office Technology, 1 term (6 months) Printed Access Card for the Administrative Professional: Technology & Procedures, 15th (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:

- 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 (Example: May vary for 8-week and 16-week sections.)

Syllabus & Orientation
Chapter 1:
Chapter 2:
Chapter 3:
TEST ON CHAPTERS 1—3
Chapter 4:
Chapters 5:
Chapter 6: Test Review for Chapters 4—6
TEST ON CHAPTERS 4—6
Chapter 7:
Chapter 8:
Chapter 9: Test Review for Chapters 7—9
TEST ON CHAPTERS 7—9

Notes to Instructors

none