

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:

MindTap Office Technology, 1 term (6 months) Instant Access for the Administrative Professional: Technology & Procedures, 15th; Rankin/Shumack

TEXTBOOK REQUIREMENT TWO:

- Lucas, Robert W. Customer Service Skills For Success, Eighth Edition, McGraw-Hill; Instant Access

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 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/Tentative Schedule

Start of Week 1:	<ul style="list-style-type: none"> ○ Syllabus, Virtual Instructions, Introductory Participation Assignment <ul style="list-style-type: none"> ● <i>The Administrative Professional Technology and Procedures</i> textbook-- Chapter 1 Entering the Workplace with Activities and Chapter 2 Become a Professional with Activities
Week 2:	<ul style="list-style-type: none"> ○ <i>The Administrative Professional Technology and Procedures</i> textbook-- Chapter 3 Managing and Organizing Yourself with Activities ○ Test on Ch. 1 – 3 next week.
Week 3:	<ul style="list-style-type: none"> ● Test on Chapters 1 – 3 ● <i>The Administrative Professional Technology and Procedures</i> textbook-- Chapter 4 Working Ethically with Activities
Week 4:	<ul style="list-style-type: none"> ○ <i>The Administrative Professional Technology and Procedures</i> textbook-- Chapter 5 Understanding the Workplace Team with Activities ○ <i>The Administrative Professional Technology and Procedures</i> textbook-- Chapter 6 Developing Customer Focus with Activities ○ Test on Ch. 4 – 6 next week.
Week 5:	<ul style="list-style-type: none"> ● Test on Chapters 4 – 6 <i>The Administrative Professional Technology and Procedures</i> ● (Switch to 2nd Textbook) <i>Customer Service Skills for Success</i> ● Chapter 1 The World of Customer Service
Week 6:	<ul style="list-style-type: none"> ● <i>Customer Service Skills for Success</i> textbook ○ Chapter 2 Contributing to the Service Culture ○ Chapter 7 Service Breakdowns and Recovery ○ Chapter 8 Customer Service in a Diverse World
Week 7:	<ul style="list-style-type: none"> ● Switch back to <i>The Administrative Professional Technology and Procedures</i> textbook ○ Chapter 8 Written Communication with Activities ○ Chapter 9 Verbal Communication and Presentations with Activities ● Final Exam Assigned

Final	<ul style="list-style-type: none"><li data-bbox="430 262 625 294">• Final Exam
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Notes to Instructors

None

[ADA Statement](#) (PDF)

[Title IX Statement](#) (PDF)