

# 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:**

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

- 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/Tentative Calendar

<b>Week of:</b>	<b>Tentative Calendar</b>
1	Review Syllabus Introductory Activity
	<i>Customer Service Skills for Success</i> activities Chapters 8 and 9
2	<i>Customer Service Skills for Success</i> Activities Chapter 10
3	<i>Customer Service Skills for Success</i> Assessment <b>Chapters 8 – 10.</b> <i>The Administrative Professional</i> Chapter 10 Planning Meetings
4	<i>The Administrative Professional</i> Chapter 11 Records Management/Intro to Microsoft Access
5	<i>The Administrative Professional</i> Chapter 12 Microsoft Access/Records Management <i>The Administrative Professional</i> Chapter 13 Coordinating Business Travel

<b>Week of:</b>	<b>Tentative Calendar</b>
6	<b>Chapters 10, 11, 12 and 13 Test</b> <i>The Administrative Professional</i> Chapter 14 Financial Documents
7	<i>The Administrative Professional</i> Chapter 15 Seeking Employment Chapter 16 Leadership
Final week	<b>FINAL ASSESSMENT ACTIVITY CHAPTERS: Chapters 14 - 16</b>

### **Notes to Instructors**

- None

[ADA Statement](#) (PDF)

[Title IX Statement](#) (PDF)