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 (180-day) with Connect

  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.virginiawestern.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:	o Syllabus, Virtual Instructions, Introductory Participation Assignment ● *The Administrative Professional Technology and Procedures* textbook-- Chapter 1 Entering the Workplace with Activities and Chapter 2 Become a Professional with Activities
Week 2:	o *The Administrative Professional Technology and Procedures* textbook-- Chapter 3 Managing and Organizing Yourself with Activities o Test on Ch. 1 – 3 next week.
Week 3:	● ***Test on Chapters 1 – 3*** ● *The Administrative Professional Technology and Procedures* textbook-- Chapter 4 Working Ethically with Activities
Week 4:	o *The Administrative Professional Technology and Procedures* textbook-- Chapter 5 Understanding the Workplace Team with Activities o *The Administrative Professional Technology and Procedures* textbook-- Chapter 6 Developing Customer Focus with Activities o Test on Ch. 4 – 6 next week.
Week 5:	● ***Test on Chapters 4 – 6*** *The Administrative Professional Technology and Procedures* ● <mark>*(Switch to 2nd Textbook) Customer Service Skills for Success*</mark> ● Chapter 1 The World of Customer Service
Week 6:	● *Customer Service Skills for Success* textbook o Chapter 2 Contributing to the Service Culture o Chapter 7 Service Breakdowns and Recovery

Week 7:	• Chapter 8 Customer Service in a Diverse World • Final Exam Assigned
Final	• Final Exam Due

Notes to Instructors

None

ADA Statement (PDF)

Title IX Statement (PDF)