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 <u>Administrative Professional: Technology & Procedures</u>, 15th; Rankin/Shumack

TEXTBOOK REQUIREMENT TWO:

- Lucas, Robert W**.** <u>Customer Service Skills For Success</u>**,** Eighth Edition, McGraw-Hill; 180-day Instant Access 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:

- Use the skills and knowledge needed for the twenty-first century office.
- Describe the different types of record storage systems and create an Access table and report.
- Define the processes for records retention, transfer, and disposal.
- Identify steps for financial planning and budgeting.
- Apply technical skills to work successfully with computer hardware and software, reprographics, and virtual situations.
- Handle international travel plans.
- Coordinate event planning and meetings.
- Review steps in acquiring a job and define leadership skills.
- Use Microsoft Office software to complete projects.

Topical Description/Tentative Calendar

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

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

Notes to Instructors

- None

ADA Statement (PDF)

Title IX Statement (PDF)