

## SYLLABUS

**DIVISION:** Business and Engineering Technology

**REVISED:** Spring/2014

**CURRICULA IN WHICH COURSE IS TAUGHT:** Administrative Support Technology and Office Information Processing

**COURSE NUMBER AND TITLE:** AST 243 Office Administration I

**CREDIT HOURS:** 3 **HOURS/WK LEC:** 3 **HOURS/WK LAB:** N/A **LEC/LAB COMB:** N/A

**I. CATALOG DESCRIPTION:** This course develops an understanding of the administrative support role and the skills necessary to provide organizational and technical support in a contemporary office setting. The course also emphasizes the development of critical-thinking, problem solving, and job performance skills in a business office environment.

**II. RELATIONSHIP OF THE COURSE TO CURRICULA OBJECTIVES:**

- Demonstrate knowledge of various administrative support functions to perform satisfactorily in an office environment.
- Communicate effectively orally and in writing.

**III. REQUIRED BACKGROUND/PREREQUISITES:**

- AST 101 Keyboarding I (Co-requisite)

**IV. COURSE CONTENT:**

- Understanding the Changing and Challenging Office
- Developing Professional Skills
- Time Management
- Telecommunications
- Building Communication Skills
- Processing Mail

**V. THE FOLLOWING GENERAL EDUCATION OBJECTIVES WILL BE ADDRESSED IN THIS COURSE (Place X by all that apply)**

<b>x</b>	Communication	<b>x</b>	Personal Development
<b>x</b>	Critical Thinking		Quantitative Reasoning
<b>x</b>	Cultural and Social Understanding		Scientific Reasoning
<b>x</b>	Information Literacy		

## **VI. LEARNER OUTCOMES**

### **Learner outcome (starts with verb)**

- Describe how technology has changed today's office including skill requirements, career planning, work schedules, office equipment, and workforce diversity.

### **Learner outcome**

- Explain the role of the office professional and identify office support functions.

### **Learner outcome**

- Describe the professional skills needed to be successful in an office environment including personal qualities, interpersonal skills, stress management, and ethical behavior.

### **Learner outcome**

- Explain how to manage time in order to work effectively and efficiently on an individual and team basis.

### **Learner outcome**

- Demonstrate communication skills needed for effective use of telephone and voice mail.

### **Learner outcome**

- Discuss various communication methods and explain how to overcome barriers to the communication process.

### **Learner outcome**

- Discuss and demonstrate how to prepare the various written communications for which an office professional should develop excellent writing skills.

### **Learner outcome**

- Process incoming and outgoing mail and distinguish among the various classes of domestic mail and international mail services.

## **VII. EVALUATION**

### **Evaluation method**

Response to chapter discussion questions  
Workplace simulations  
Chapter test

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