

## 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 244 Office Administration II

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

**I. CATALOG DESCRIPTION:** This course enhances skills necessary to provide organizational and technical support in a contemporary office setting. Emphasizes administrative and supervisory roles of the office professional. Includes travel and meeting planning, office budgeting, and financial procedures, international issues, and career development.

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

- Demonstrate knowledge of various administrative support functions to perform satisfactorily in an office environment.
- Perform mathematical calculations to accurately complete financial and accounting functions used in an office environment.
- Communicate effectively orally and in writing.

**III. REQUIRED BACKGROUND/PREREQUISITIES:**

AST 101 Keyboarding I or instructor approval.

**IV. COURSE CONTENT:**

- Banking and Accounting Procedures
- Scheduling Appointments and Receiving Visitors
- Making Travel Arrangements
- Planning Meetings and Conferences
- Developing Effective Oral Presentations
- Professional Dress

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

x	Communication	x	Personal Development
x	Critical Thinking	x	Quantitative Reasoning
x	Cultural and Social Understanding		Scientific Reasoning
x	Information Literacy		

## **VI. LEARNER OUTCOMES**

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

- Perform general banking and accounting procedures

### **Learner outcome**

- Provide effective customer service skills in scheduling appointments and receiving visitors

### **Learner outcome**

- Plan, arrange, and follow-through in making travel arrangements

### **Learner outcome**

- Plan meetings and conferences and describe the various types of meeting formats including traditional and electronic meetings

### **Learner outcome**

- Plan, organize, develop, and deliver effective oral presentations

### **Learner outcome**

- Dress professionally for an interview

## **VII. EVALUATION**

### **Evaluation method**

Response to chapter discussion questions  
Workplace simulations  
Chapter tests  
Office Proficiency Assessment Center (OPAC) test

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### **Evaluation method**

Response to chapter discussion questions  
Oral presentations  
Chapter tests

### **Evaluation method**

Professional dress days