

Date Prepared: July 13, 2000

COURSE OUTLINE

 New X Revised

Effective Date: Fall 2000

1. **COURSE PREFIX NUMBER:** AST 243 **CREDIT HOURS:** 3
2. **COURSE TITLE:** **Office Administration I**
3. **PREREQUISITE:** AST 101
4. **COURSE DESCRIPTION:** Develops an understanding of the administrative support role and the skills and knowledge 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. Prerequisite: AST 101. Lecture 3 hours per week.
5. **CONTENT:**
 - a. The role of the administrative employee in the modern business environment.
 - b. Public relations responsibilities, methods of scheduling appointments.
 - c. Time management and emphasis on efficiency as well as productivity.
 - d. The latest developments in office equipment, materials, and supplies.
 - e. Tasks related to handling incoming and outgoing mail.
 - f. Use of computer to perform simulated office tasks and responsibilities.
6. **GENERAL COURSE OBJECTIVES:**

Upon successful completion of the course, the student will be able to:

 - a. understand the challenges, concepts, and opportunities for careers in the office field.
 - b. understand the role of the administrative employee.
 - c. understand how computer technology enhances task performance.
 - d. perform simulated office tasks, incorporating critical thinking skills as well as computer technology.