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.

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