Course Description

Develops an understanding of the administrative support role and the skills necessary to provide organizational and technical support in a contemporary office setting. Emphasizes the development of critical-thinking, problem-solving, ethics, and job performance skills in a business office environment. Lecture 3 hours per week.

General Course Purpose

This is a course designed to develop skills in office organization and procedures, verbal, written, and electronic office communications, office administrative responsibilities, and office equipment technology. Business vocabulary, human relations, and time management for office administrators and support personnel will be elements of the course.

Course Prerequisites/Co-requisites

AST 101 or equivalent

Course Objectives

Upon completing the course, the student should be able to:

- Develop skills necessary to interact in person, on the phone, and in written communications with the public.
- Develop proficient applications of computer technology skills in word processing and other computer software applications such as desktop publishing, databases, graphics, spreadsheets, electronic communications and records management utility programs.
- Develop organizational skills to include time management; maintain tickler files, calendars, and schedules.
- Develop organizational skills to include work environment, prepare work area for the day's activities, coordinate priorities/tasks with supervisors, establish personal priorities/tasks, check for messages, maintain security.
- Develop skills in processing incoming and outgoing mail, to respond to mail, to create a reading file for supervisors.
- Have knowledge of mail systems.
- Develop an understanding of the application of equipment operation skills on a variety office equipment; such as the computer, printer, modem facsimile machine, and calculator.
- Prepare business documents, correspondence and forms, research and compilation of information for a document, composition of a draft, proofreading and copy/editing skills for accuracy of content, spelling and grammar, and preparation of electronic copy.
- Explain and demonstrate the importance of ethical behavior in the workplace.
- Understand the conventions of business etiquette.
- Demonstrate effectiveness in dealing with people from diverse backgrounds.

Major Topics to be Included

- Professional/organizational behavior
- Office etiquette, ethics, and professionalism
- Office applications of computer technology
• Time management and organizational skills
• Mail processing
• Concepts of data communications
• Document preparation
• Trends in office systems

EXTRA TOPICS (optional)

• Professionalism in appearance and actions
• Listening skills
• An understanding of budgets