

CATALOG INFORMATION

Dept and Nbr: BOT 59.5

Title: CREATING VIRTUAL OFFICE

Full Title: Creating a Virtual Office

Last Reviewed: 3/28/2011

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	3.00	Lecture Scheduled	3.00	17.5	Lecture Scheduled	52.50
Minimum	3.00	Lab Scheduled	0	14	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	3.00		Contact Total	52.50
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 105.00

Total Student Learning Hours: 157.50

Title 5 Category: AA Degree Applicable

Grading: Grade or P/NP

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly:

Catalog Description:
There has been an increase in interest in using technology to work from home--telecommuting. Individuals may choose to work outside of their corporate/business office or may be entrepreneurs who wish to be self-employed. This course will explore issues that should be addressed when creating a virtual office. Topics will include managing your time, customizing your workplace, evaluating and buying technology, communicating with technology, and business ethics. The course is a requirement of the Business Office Technology Department's Virtual Assistant Certificate Program.

Prerequisites/Corequisites:

Recommended Preparation:
Eligibility for ENGL 100 or ESL 100.

Limits on Enrollment:

Schedule of Classes Information:
Description: Explore telecommuting--using technology to work from home. Topics covered: Managing your time, customizing your workplace, evaluating & buying technology,

communicating with technology, and demonstrating business ethics. Course is a requirement for the Virtual Assistant Certificate program. (Grade or P/NP)

Prerequisites/Corequisites:

Recommended: Eligibility for ENGL 100 or ESL 100.

Limits on Enrollment:

Transfer Credit: CSU;

Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	Area			Effective:	Inactive:
CSU GE:	Transfer Area			Effective:	Inactive:
IGETC:	Transfer Area			Effective:	Inactive:
CSU Transfer:	Transferable	Effective:	Fall 2000	Inactive:	Fall 2014
UC Transfer:		Effective:		Inactive:	

CID:

Certificate/Major Applicable:

Certificate Applicable Course

COURSE CONTENT

Outcomes and Objectives:

Students will:

1. Examine the evolution of the virtual office
2. Define terms that relate to telecommuting or virtual environments
3. Assess the skills and work habits for a virtual environment
4. Identify types of employment that lend themselves to virtual work
5. List ways to manage personal and business life
6. Design a virtual office for efficiency and comfort
7. Evaluate technology needed for a virtual office
8. Identify effective communication tools and techniques
9. Discuss business ethics

Topics and Scope:

1. Evolution of the virtual office
 - a. Mainstreaming of technology
 - b. Types of virtual offices
 - 1) Home offices
 - 2) Telecommuting centers
 - 3) Mobile offices
 - 4) Hoteling
2. Working for a business/corporation
 - a. Costs and benefits of telecommuting
 - b. Identify telecommuting tasks within the corporation
 - c. Common objections to telecommuting

- d. Selling telecommuting to management
- 3. Working for yourself
 - a. Researching business ideas
 - b. Home-based franchises
 - c. Creating a new business
- 4. Assessing skills and work habits
 - a. Time management skills
 - b. Ability to deal with challenges
 - c. Dealing with distractions
 - d. Motivation
 - e. Balancing work and personal life
 - f. Psychological issues of working alone
- 5. The emerging field of virtual assistants
 - a. Driving forces
 - b. Professional organizations
 - c. Samples of internet web sites
 - d. Articles and testimoniums
- 6. Personal and business life
 - a. Creating structureserving and creating balance
 - b. Common distractions
 - c. Avoiding overworkt in a virtual office
 - d. Managing stressssical space
 - e. Techniques for preserving and creating balance
 - f. Time management
- 7. Efficiency and comfort in a virtual office
 - a. Identifying physical space
 - b. Equipment placement
 - c. Organizing systems
 - d. Home office ergonomics
- 8. Virtual office technologys
 - a. Computers and services
 - b. Printers and copiers
 - c. Fax machine
 - d. Multi-function systems
 - e. Telephone and services
 - f. Personal communicators
 - g. Renting or leasing technology
- 9. Communication tools and techniques
 - a. Telephone techniques
 - b. Video conferencing
 - c. Cellular phones
 - d. Fax machines
 - e. Email
 - f. Groupware
- 10. Discuss business ethics
 - a. Ethical principles
 - b. Adopting a code of ethics
 - c. Exploration of ethical issues
 - d. Contractual obligations
 - e. Individual responsibility and accountability

Assignment:

Reading assignments from textbook, printed resource materials, and Internet Web sites
Research course topics on the Internet
Individual and group activities applying effective communication skills
Writing a variety of reports from one-page documents to research-based reports

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Written homework, Reading reports, Term papers, Projects

Writing
30 - 70%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Homework problems, Quizzes, Exams

Problem solving
10 - 30%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Class performances

Skill Demonstrations
10 - 20%

Exams: All forms of formal testing, other than skill performance exams.

Multiple choice, True/false, Matching items, Completion

Exams
5 - 10%

Other: Includes any assessment tools that do not logically fit into the above categories.

Attendance and participation

Other Category
5 - 10%

Representative Textbooks and Materials:

Bredin, Alice. The Virtual Office Survival Handbook. John Wiley & Sons, 1996.

Struck, Nancy. Working Smarter From Home. Crisp Publications, 1995.

Shaw, Lisa. Telecommute: Go to Work Without Leaving Home. John Wiley & Sons, 1996.