

BOT 59.5 Course Outline as of Fall 2011

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	6	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:
This course is designed for students wanting to use technology to work from home, working virtually, or telecommuting. Individuals working outside of their corporate and business office or entrepreneurs who wish to be self-employed will explore issues when creating a virtual office. Topics will include understanding personal viability when working virtually, managing time, customizing the workplace, evaluating and buying technology, communicating with technology, governmental obligations, and business ethics. The course is a requirement of the Virtual Assistant Certificate Program.

Prerequisites/Corequisites:

Recommended Preparation:
Eligibility for ENGL 100 or ESL 100

Limits on Enrollment:

Schedule of Classes Information:
Description: This course is designed for students wanting to use technology to work from home, working virtually, or telecommuting. Individuals working outside of their corporate and business

office or entrepreneurs who wish to be self-employed will explore issues when creating a virtual office. Topics will include understanding personal viability when working virtually, managing time, customizing the workplace, evaluating and buying technology, communicating with technology, governmental obligations, and business ethics. The course is a requirement of 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:

Upon completion of the course, students will be able to:

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

Topics and Scope:

1. 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
2. Working for yourself
 - a. Researching business ideas
 - b. Home-based franchises
 - c. Creating a new business

3. 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
4. The emerging field of virtual assistants
 - a. Driving forces
 - b. Professional organizations
 - c. Samples of internet web sites
 - d. Articles
5. Personal and business life
 - a. Creating balance
 - b. Common distractions
 - c. Avoiding burnout in a virtual office
 - d. Managing work and life challenges
 - e. Techniques for preserving and creating balance
 - f. Time management
6. Efficiency and comfort in a virtual office
 - a. Identifying physical space
 - b. Equipment placement
 - c. Organizing systems
 - d. Home office ergonomics
7. Virtual office technologies
 - 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
8. Communication tools and techniques
 - a. Telephone techniques
 - b. Video conferencing
 - c. Mobile phones
 - d. Fax machines
 - e. Email
 - f. Groupware
9. 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:

1. Approximately 20 to 40 pages of reading assignments from textbook, printed resource materials, and web resources
2. Weekly research on course topics
3. Weekly writing assignments on course topics

4. Weekly activities applying effective communication skills
5. Development of a work plan
6. Creation of an Independent Contractor Agreement
7. Writing reports using annotated bibliography
8. Two to four exams

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, reports, work plan

Writing
50 - 70%

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

Homework problems; independent contractor agreement

Problem solving
10 - 30%

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

None

Skill Demonstrations
0 - 0%

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

Exams: multiple choice, true/false, matching items, completion

Exams
10 - 20%

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:

Virtual Assistant, The Series, by Diana Ennen and Kelly Poelker, 4th ed., Another 8 Hours Publishing Company, 2010.

Managing Electronic Records, by W. Saffady. Neal-Schuman Publishers, Inc., 4th ed., 2009.
The Virtual Assistant's Guide to Marketing, by M. Jamison. Word Association Publisher, 2nd ed., 2007.