University of Hawaii Maui College
BUSN 159 - Creating and Managing the Virtual Office

1. **Course Alpha. Please click on the ? to the right for help.**

   BUSN

2. **Course Number. Please click on the ? to the right for help.**

   159

3. **Course Title/Catalog Title. Please click on the ? to the right for help.**

   Creating and Managing the Virtual Office

4. **Number of Credits. Please click on the ? to the right for help.**

   3

5. **Contact Hours/Type. Please click on the ? to the right for help.**

   - Hour lecture (3)

6. **Course Description. Please click on the ? to the right for help.**

   Explores concepts and issues involved in establishing a virtual assistant business. Students apply integrated software applications to complete assignments, create projects, conduct research, and prepare a basic business and marketing plan.

7. **Pre-Requisites. Please click on the ? to the right for help.**

   BUSN 123, BUSN 150 or ICS 101, and BUSN 164 all with grade C or better and ENG 22 with grade C or better, or placement at ENG 100.

8. **Co-requisites.**

   None

9. **Recommended Preparation.**

   Basic computer, Internet, and keyboarding skills.

10. **Is this a cross-listed course? Please click on the ? to the right for help.**

    NO

11. **Reason for Proposal. Why is this course being proposed or modified? This question requires specific information as part of the explanation. Please click on the ? to the right for help.**

    UH Maui College is creating a new Virtual Office Assistant certificate that is a system-wide effort within the Business Technology disciplines at Kauai CC, Leeward CC, Hawaii CC, and UH Maui College. It is the result of an approved Carl D. Perkins Vocational and Technical Grant (AY 2013-14).

Further, students completing the Virtual Office Assistant Certificate of Completion will have the required skills and knowledge necessary to support clients in an administrative capacity in a virtual setting. By creating this new certificate it would create employment opportunity for our students regardless of where they reside, even in the most remote locations of the Hawaiian island chain.

12. Effective Semester and Year. For new or modified courses, the effective year is one year from the semester proposed. For example, if proposed in Spring 2012, the effective semester is Spring 2013. Please click on the ? to the right for help.

Fall 2014

13. Grading Method. What grading methods may be used for this course? Please click on the ? to the right for help.

- Standard (Letter,Cr/NCr,Audit) (0)

14. Is this course repeatable for credit? How often can this course be counted toward a degree or certificate? Please click on the ? to the right for help.

NO

15. Course Student Learning Outcomes (SLOs). DO NOT ENTER TEXT IN THE TEXT BOX BELOW. Click on the yellow button "COURSE LEARNING OUTCOMES" and enter in that screen. Please click on the ? to the right for help.

Course SLO/Competency	Prepare for the virtual assistant career industry and recognize the complexities of the industry	Prepare a comprehensive, workable business plan	Discover the responsibilities of entrepreneurship	Demonstrate problem solving skills, computer expertise, organizational proficiency, and writing ability
Examine the virtual assistant industry.	☑	☑	☑	☑
Create a basic business plan that will establish mission, goals and objectives.	☑	☑	☑	☑
Use appropriate software applications for the virtual assistant business.	☑	☑	☑	☑
Prepare for the job market by addressing the many facets of operating a virtual assistant small business.	☑	☑	☑	☑

Course SLO/PSLO	Communicate clearly and effectively through oral and written interactions, complying with standard office	Use research and decision making skills to make informed choices consistent with personal and organizational	Apply appropriate strategies to secure employment, retain a job, and advance in a career.	Use current and emerging technologies effectively to create and manage documents and handle multiple	Work as a responsible member of a team to meet an organization's objectives.	Demonstrate professionalism in work quality, appearance, attitude, and workplace behavior as required in a diverse business

	etiquette.	goals.		priorities.		environment.
Examine the virtual assistant industry.		☑				
Create a basic business plan that will establish mission, goals and objectives.	☑	☑		☑		☑
Use appropriate software applications for the virtual assistant business.	☑	☑	☑	☑	☑	☑
Prepare for the job market by addressing the many facets of operating a virtual assistant small business.	☑	☑	☑	☑		

16. **Course Competencies. DO NOT ENTER TEXT IN THE TEXT BOX BELOW. Click on the yellow button "COURSE COMPETENCIES/ISSUES/SKILLS" and enter text in that screen. Course competencies are smaller, simpler tasks that connect to and facilitate the SLOs.**

Competency
Prepare for the virtual assistant career industry and recognize the complexities of the industry
Prepare a comprehensive, workable business plan
Discover the responsibilities of entrepreneurship
Demonstrate problem solving skills, computer expertise, organizational proficiency, and writing ability

17. **Recommended Course Content and Timeline. The course content facilitates the course competencies. Course content may be organized by weeks, units, topics or the like.**

    1. **Examine the virtual assistant industry. (25%)**
  - Definition of a virtual assistant
  - Client benefits
  - Self-employment considerations
  - Skills required
  - Training to become a virtual assistant
  - Certification requirements
  - Services to offer
  - Business entity and name

- o Required Licenses
2. **Create a basic business plan that will establish mission, goal, and objectives. (25%)**
   - o Business plan and marketing plan components
   - o Writing the business plan
   - o Market research
   - o Financial statements
   - o Marketing strategies
   - o Rates to charge
3. **Use appropriate software applications for the virtual assistant business (25%)**
   - o Office equipment and setup
   - o Web presence (design, domain name, Web developing tools, social media tools)
   - o Virtual assistant business operations (daily operational procedures, client relations, bookkeeping, obstacles, organization and time management, telephone/email procedures, work-related injuries, professional organizations, and support groups)
4. **Prepare for the job market by addressing the many facets of operating a virtual assistant small business (25%)**
   - o Specialty areas (insurance industry, real estate industry, legal or medical transcription)
   - o Specialty services (bookkeeping, document processing, resume writing, etc.)

18. **Program Learning Outcomes. DO NOT ENTER TEXT IN THE TEXT BOX BELOW. Click on the yellow button "PLOs" and enter text in that screen. Program Student Learning Outcomes (PLOs) supported by this course. If you are not a "program" use the Liberal Arts PLOs, view them by clicking on ? icon to the right.**

Program SLO
Communicate clearly and effectively through oral and written interactions, complying with standard office etiquette.
Use research and decision making skills to make informed choices consistent with personal and organizational goals.
Apply appropriate strategies to secure employment, retain a job, and advance in a career.
Use current and emerging technologies effectively to create and manage documents and handle multiple priorities.
Work as a responsible member of a team to meet an organization's objectives.
Demonstrate professionalism in work quality, appearance, attitude, and workplace behavior as required in a diverse business environment.

19. **College-wide Academic Student Learning Outcomes (CASLOs). FIRST, fill out the CASLO grid located in the UHMC tab above. Click on the HELP icon for tips on determining support for the CASLOs and indicate your choices below by clicking on the box in front of each supported CASLO. NOTE: Our campus does not use the Preparatory Level, Level 1 and Level 2 designations in the chart below.**

☑	**Creativity** - Able to express originality through a variety of forms.
	☑ Preparatory Level
☑	**Critical Thinking** - Apply critical thinking skills to effectively address the challenges and solve problems.
	☑ Preparatory Level
☑	**Information Retrieval and Technology** - Access, evaluate, and utilize information effectively, ethically, and responsibly.
	☑ Preparatory Level

☑	**Oral Communication** - Practice ethical and responsible oral communications appropriately to a variety of audiences and purposes. ☑ Preparatory Level
	Quantitative Reasoning - Synthesize and articulate information using appropriate mathematical methods to solve problems of quantative reasoning accurately and appropriately.
☑	**Written Communication** - Write effectively to convey ideas that meet the needs of specific audiences and purposes. ☑ Preparatory Level

GenED SLO
Creativity - Able to express originality through a variety of forms.
Critical Thinking - Apply critical thinking skills to effectively address the challenges and solve problems.
Information Retrieval and Technology - Access, evaluate, and utilize information effectively, ethically, and responsibly.
Oral Communication - Practice ethical and responsible oral communications appropriately to a variety of audiences and purposes.
Written Communication - Write effectively to convey ideas that meet the needs of specific audiences and purposes.

20. **Linking. CLICK ON CHAIN LINK ICON IN UPPER RIGHT HAND CORNER TO BEGIN LINKING. Please click on the ? to the right for help.**

21. **Method(s) of delivery appropriate for this course. Please click on the ? to the right for help.**

   - Cable TV (0)
   - Classroom/Lab (0)
   - HITS/Interactive TV (0)
   - Hybrid (0)
   - Online (0)

22. **Text and Materials, Reference Materials, and Auxiliary Materials. Please click on the ? to the right for help.**

   - Kelly Poelker. <u>Virtual Assistant--The Series, Become a Highly Successful, Sought After VA</u>. Fourth. Another 8 Hours Publishing, , 978-0-9828585-9-2.

   - Kelly Poelker. <u>Virtual Assistant--The Series, Become a Highly Successful, Sought After VA (Workbook)</u>. First. Another 8 Hours Publishing, , 978-0-9288585-9-2.

23. **Maximum enrollment. Please click on the ? to the right for help.**

   24

24. **Particular room type requirement. Is this course restricted to particular room type? Please click on the ? to the right for help.**

YES

Computer Lab if delivered on campus

25. **Special scheduling considerations. Are there special scheduling considerations for this course? Please click on the ? to the right for help.**

NO

26. **Are special or additional resources needed for this course? Please click on the ? to the right for help.**

No

27. **Does this course require special fees to be paid for by students? Please click on the ? to the right for help.**

NO

28. **Does this course change the number of required credit hours in a degree or certificate? Please click on the ? to the right for help.**

No

29. **Course designation(s) for the Liberal Arts A.A. degree and/or for the college's other associate degrees. Please click on the ? to the right for help.**

Degree	Program	Category
Associate in Arts:	Liberal Arts	LE - Elective N/A
AS:		N/A
AAS:	Bus. Tech. - Information Processing	PE - Program Elective
BAS:		N/A
Developmental/ Remedial:	N/A	

30. **Course designation(s) for other colleges in the UH system.**

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Kauai CC, Leeward CC, and Hawaii CC

31. Indicate the year and page # of UHMC catalog referred to. For new or modified courses, please indicate the catalog pages that need to be modified and provide a sheet outlining those changes.

2013-2014 Catalog, pages 38, 39, 102. See attached document, **BUSN 159 General Catalog_Pages 38_39_102**.

32. College-wide Academic Student Learner Outcomes (CASLOs). Please click on the HELP icon for more information.

Standard 1 - Written Communication Write effectively to convey ideas that meet the needs of specific audiences and purposes.		
Outcome 1.1 - Use writing to discover and articulate ideas.		2
Outcome 1.2 - Identify and analyze the audience and purpose for any intended communication.		2
Outcome 1.3 - Choose language, style, and organization appropriate to particular purposes and audiences.		2
Outcome 1.4 - Gather information and document sources appropriately.		2
Outcome 1.5 - Express a main idea as a thesis, hypothesis, or other appropriate statement.		2
Outcome 1.6 - Develop a main idea clearly and concisely with appropriate content.		2
Outcome 1.7 - Demonstrate a mastery of the conventions of writing, including grammar, spelling, and mechanics.		2
Outcome 1.8 - Demonstrate proficiency in revision and editing.		2
Outcome 1.9 - Develop a personal voice in written communication.		2
Standard 2 - Quantitative Reasoning Synthesize and articulate information using appropriate mathematical methods to solve problems of quantative reasoning accurately and appropriately.		
Outcome 2.1 - Apply numeric, graphic, and symbolic skills and other forms of quantitative reasoning accurately and appropriately.		0
Outcome 2.2 - Demonstrate mastery of mathematical concepts, skills, and applications, using technology when appropriate.		0
Outcome 2.3 - Communicate clearly and concisely the methods and results of quantitative problem solving.		0
Outcome 2.4 - Formulate and test hypotheses using numerical experimentation.		0
Outcome 2.5 - Define quantitative issues and problems, gather relevant information, analyze that information, and present results.		0
Outcome 2.6 - Assess the validity of statistical conclusions.		0
Standard 3 - Information Retrieval and Technology. Access, evaluate, and utilize information effectively, ethically, and responsibly.		
Outcome 3.1 - Use print and electronic information technology ethically and		2

responsibly.	
Outcome 3.2 - Demonstrate knowledge of basic vocabulary, concepts, and operations of information retrieval and technology.	2
Outcome 3.3 - Recognize, identify, and define an information need.	2
Outcome 3.4 - Access and retrieve information through print and electronic media, evaluating the accuracy and authenticity of that information.	2
Outcome 3.5 - Create, manage, organize, and communicate information through electronic media.	2
Outcome 3.6 - Recognize changing technologies and make informed choices about their appropriateness and use.	2
Standard 4 - Oral Communication Practice ethical and responsible oral communications appropriately to a variety of audiences and purposes.	
Outcome 4.1 - Identify and analyze the audience and purpose of any intended communication.	2
Outcome 4.2 - Gather, evaluate, select, and organize information for the communication.	2
Outcome 4.3 - Use language, techniques, and strategies appropriate to the audience and occasion.	2
Outcome 4.4 - Speak clearly and confidently, using the voice, volume, tone, and articulation appropriate to the audience and occasion.	2
Outcome 4.5 - Summarize, analyze, and evaluate oral communications and ask coherent questions as needed.	2
Outcome 4.6 - Use competent oral expression to initiate and sustain discussions.	2
Standard 5 - Critical Thinking Apply critical thinking skills to effectively address the challenges and solve problems.	
Outcome 5.1 - Identify and state problems, issues, arguments, and questions contained in a body of information.	2
Outcome 5.2 - Identify and analyze assumptions and underlying points of view relating to an issue or problem.	2
Outcome 5.3 - Formulate research questions that require descriptive and explanatory analyses.	1
Outcome 5.4 - Recognize and understand multiple modes of inquiry, including investigative methods based on observation and analysis.	2
Outcome 5.5 - Evaluate a problem, distinguishing between relevant and irrelevant facts, opinions, assumptions, issues, values, and biases through the use of appropriate evidence.	1
Outcome 5.6 - Apply problem-solving techniques and skills, including the rules of logic and logical sequence.	1
Outcome 5.7 - Synthesize information from various sources, drawing appropriate conclusions.	2
Outcome 5.8 - Communicate clearly and concisely the methods and results of logical reasoning.	2
Outcome 5.9 - Reflect upon and evaluate their thought processes, value system, and world views in comparison to those of others.	2

Standard 6 – Creativity **Able to express originality through a variety of forms.**		
Outcome 6.1: Generate responses to problems and challenges through intuition and non-linear thinking.		0
Outcome 6.2: Explore diverse approaches to solving a problem or addressing a challenge.		0
Outcome 6.3: Sustain engagement in activities without a preconceived purpose.		0
Outcome 6.4: Apply creative principles to discover and express new ideas.		2
Outcome 6.5: Demonstrate the ability to trust and follow one's instincts in the absence of external direction		2
Outcome 6.6: Build upon or adapt the ideas of others to create novel expressions or new solutions.		2

33. Additional Information

Attachments

- ☐ BUSN 159 Additional Information for Course Outline.pdf
- ☐ BUSN 159 General Catalog_Pages 38_39_ 102.pdf