



STARK STATE COLLEGE

GENERAL SYLLABUS

Course Information

Course Name: Virtual Administrative Assistant Procedures
Course Number: AOT228

Required Materials

Textbook(s): How to Build a Successful Virtual Assistant Business by Janice Byer and Elayne Whitfield-Parr – this textbook is provided free to students within the Learning Management System

Required Readings: None

Additional Materials: Internet access, reliable computer, and Office 365/2021, we will use various technologies that may or may not need to be installed on your personal computer.

Course Outline/Calendar

The date of coverage and order of coverage may be modified based on the faculty member and events beyond the control of faculty members that interfere with class times and teaching.

Week	Chapter/Topic/Lab
Week 1	Class Startup, Introduction, Chapter 1: What is a Virtual Assistant? Chapter 2: Making the Decision <ul style="list-style-type: none"> • All materials in the “Start Here” folder • Chapters 1 and 2 and any resources in the Materials folder • Syllabus Quiz • Academic Honesty Quiz • “Who are you?” Discussion Post • Interpersonal Skills Self-Assessment • Time Management Assessment • Virtual Assistant – initial discussion board posting • Create your Wix account for your VA Business Website (VA Business Website folder)
Week 2/3	Chapter 3: Business Registration & Licensing <ul style="list-style-type: none"> • Chapter 3 and any resources in the Materials folder • Name Your Business • Business Entities • Insurance
Week 4/5	Chapter 6: Deciding on Developing Your Services and Chapter 7 Determining Your Rates <ul style="list-style-type: none"> • Chapters 6 and 7 and any resources in the Materials folder • Services, Contracts, Billing?! Oh My! Initial discussion board posting • Your VA Service List • Contract for a Service

Week	Chapter/Topic/Lab
	<ul style="list-style-type: none"> • Billing a Client
Week 6/7	Chapter 8: Market and Marketing <ul style="list-style-type: none"> • Chapter 8 and any resources in the Materials folder • Design a Business Logo • Develop a Marketing Plan • Marketing Platforms
Week 8/9	Chapter 4: Business Plan <ul style="list-style-type: none"> • Chapter 4 and any resources in the Materials folder • Business Plan
Week 10	Chapter 10: Getting and Keeping Clients <ul style="list-style-type: none"> • Chapter 10 and any resources in the Materials folder • Finding Clients • Customer Service – Clients
Week 11	Chapter 5: Setting up Your Office, Chapter 9: Organization is Key, and Chapter 13: Err on The Side of Caution <ul style="list-style-type: none"> • Chapters 5, 9, and 13 and any resources in the Materials folder • My VA Office
Week 12/13	Chapter 11: Training, Upgrading, and Certifications <ul style="list-style-type: none"> • Chapter 11 and any resources in the Materials folder • Virtual Assisting Groups • Virtual Assisting Certification and Training
Week 14	Chapter 14: Balancing Business and Family and Chapter 15: Be Good to Yourself <ul style="list-style-type: none"> • Chapters 14 and 15 and any resources in the Materials folder • What is Your Time Management Plan?! • Reducing Your Stress
Week 15	Chapter 16: Running a VA Practice Part-Time and Chapter 17: Expanding your VA Practice <ul style="list-style-type: none"> • Chapters 16 and 17 and any resources in the Materials folder • Final VA Questions – optional – not graded
Week 16	Finish Business Website <ul style="list-style-type: none"> • VA Business Website