



**BUSN 2160—Electronic Mail Applications
COURSE SYLLABUS
Spring Semester 2018**

COURSE INFORMATION

Credit Hours/Minutes: 2/2250
Class Location: Building 2, Room 2122
Class Meets: 9:30 a.m. – 10:45 a.m./ Tuesday and Thursday
Course Reference Number (CRN): 40017

INSTRUCTOR CONTACT INFORMATION

Instructor Name: Karen H. Mountain
Office Location: Building 2, Room 2123
Office Hours: Monday: 2:30 – 6 p.m.; Tuesday: 2:30 – 6 p.m.; Wednesday: 2:30 – 5 p.m.;
Thursday: 12:45 – 1:15 p.m.
Email Address: [Karen H. Mountain \(kmountain@southeasterntech.edu\)](mailto:kmountain@southeasterntech.edu)
Phone: 478-289-2220
Fax Number: 478-248-6336

SOUTHEASTERN TECHNICAL COLLEGE'S (STC) CATALOG AND STUDENT HANDBOOK

Students are responsible for all policies and procedures and all other information included in Southeastern Technical College's [Catalog and Student Handbook \(http://www.southeasterntech.edu/student-affairs/catalog-handbook.php\)](http://www.southeasterntech.edu/student-affairs/catalog-handbook.php).

REQUIRED TEXT



Microsoft Office 365/Outlook 2016 Intermediate. Shelly Cashman Series. Hoisington, ISBN: 978-1-337-25127-3.

REQUIRED SUPPLIES & SOFTWARE

Notebook, pen, pencils. Students will be using Microsoft Outlook 2016 for this course. Note: Although students can use their smart phones and tablets to access the online portion of their course(s), exams, discussions, assignments, and other graded activities should be performed on a personal computer. Neither Blackboard nor Georgia Virtual Technical Connection (GVTC) provide technical support for issues relating to the use of a smart phone or tablet so students are advised to not rely on these devices to complete the online portion of the course.

COURSE DESCRIPTION

This course provides instruction in the fundamentals of communicating with others inside and outside the organization via a personal information management program. Emphasizes the concepts necessary for individuals and workgroups to organize, find, view, and share information via electronic communication channels. Topics include internal and External Communication, Message Management, Calendar Management, Navigation, Contact and Task Management, and Security and Privacy.

MAJOR COURSE COMPETENCIES

Internal and External Communication, Message Management, Calendar Management, Contact and Task Management, Security and Privacy.

PREREQUISITE(S)

COMP 1000-Introduction to Computer Literacy or Guided Elective

COURSE OUTLINE

1. Internal and External Communication
2. Message Management
3. Calendar Management
4. Contact and Task Management
5. Security and Privacy

GENERAL EDUCATION CORE COMPETENCIES

Southeastern Technical College has identified the following general education core competencies that graduates will attain:

1. The ability to utilize standard written English.
2. The ability to solve practical mathematical problems.
3. The ability to read, analyze, and interpret information.

STUDENT REQUIREMENTS

Assignments must be completed on the specified date. All work must be turned in at the end of class on the specified due dates. If a student is absent from class, all work must be turned in at the beginning of class the next day upon returning to class. If this is not done, then a grade of zero will be given on the work. Failure to take tests on the scheduled day will result in a grade of zero for the test not taken. The makeup test must be taken the next day upon returning to class. The zero assigned for the missed test will be replaced with the grade the student makes on the makeup exam. **STUDENTS WILL ONLY BE ALLOWED TO TAKE ONE MAKEUP TEST DURING THE SEMESTER!!!!**

ATTENDANCE GUIDELINES

Class attendance is a very important aspect of a student's success. Being absent from class prevents students from receiving the full benefit of a course and interrupts the learning process. Southeastern Technical College considers both tardiness and leaving early as types of absenteeism. Responsibility for class attendance rests with the student. Regular and punctual attendance at all scheduled classes is required for student success. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Instructors have the right to give unannounced quizzes/assignments. Students who miss an unannounced quiz or assignment will receive a grade of 0. Students who stop attending class, but do not formally withdraw, may receive a grade of "F" (Failing 0-59) and face financial aid repercussions in upcoming semesters.

Instructors are responsible for determining whether missed work may be made up and the content and dates for makeup work is at the discretion of the instructor.

Students will not be withdrawn by an instructor for attendance; however, all instructors will keep records of graded assignments and student participation in course activities. The completion dates of these activities will be used to determine a student's last date of attendance in the event a student withdraws, stops attending, or receives an "F" in a course.

SPECIAL NEEDS

Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact [Helen Thomas \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, to coordinate reasonable accommodations.

SPECIFIC ABSENCES

Provisions for Instructional Time missed because of documented absences due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

PREGNANCY

Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please advise me and make appropriate arrangements with [Helen Thomas \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126.

WITHDRAWAL PROCEDURE

Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% portion of the semester (date will be posted on the school calendar) must speak with a Career Counselor in Student Affairs and complete a Student Withdrawal Form. A grade of "W" (Withdrawn) is assigned when the student completes the withdrawal form from the course.

Students who are dropped from courses due to attendance (see your course syllabus for attendance policy) after drop/add until the 65% point of the semester will receive a "W" for the course. Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of "F" being assigned.

After the 65% portion of the semester, the student will receive a grade for the course. (Please note: A zero will be given for all missed assignments.)

There is no refund for partial reduction of hours. Withdrawals may affect students' eligibility for financial aid for the current semester and in the future, so a student must speak with a representative of the Financial Aid Office to determine any financial penalties that may be assessed due to the withdrawal. All grades, including grades of 'W', will count in attempted hour calculations for the purpose of Financial Aid.

Remember - Informing your instructor that you will not return to his/her course does not satisfy the approved withdrawal procedure outlined above.

MAKEUP GUIDELINES (TESTS, QUIZZES, HOMEWORK, PROJECTS, ETC.)

Assignments must be completed on the specified date. All work must be turned in at the end of class on the specified due dates. If a student is absent from class, all work must be turned in at the beginning of class the next day upon returning to class. If this is not done, then a grade of zero will be given on the work. Failure to take tests on the scheduled day will result in a grade of zero for the test not taken. The makeup test must be

taken the next day upon returning to class. The zero assigned for the missed test will be replaced with the grade the student makes on the makeup exam. STUDENTS WILL ONLY BE ALLOWED TO TAKE ONE MAKEUP TEST DURING THE SEMESTER!!!!

ACADEMIC DISHONESTY POLICY

The Southeastern Technical College Academic Dishonesty Policy states that all forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline. The policy can also be found in the Southeastern Technical College Catalog and Student Handbook.

PROCEDURE FOR ACADEMIC MISCONDUCT

The procedure for dealing with academic misconduct and dishonesty is as follows:

1. First Offense

Student will be assigned a grade of "0" for the test or assignment. Instructor keeps a record in course/program files and notes as first offense. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus. The Registrar will input the incident into Banner for tracking purposes.

2. Second Offense

Student is given a grade of "WF" (Withdrawn Failing) for the course in which offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Registrar will input the incident into Banner for tracking purposes.

3. Third Offense

Student is given a grade of "WF" for the course in which the offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of third offense. The Vice President for Student Affairs, or designee, will notify the student of suspension from college for a specified period of time. The Registrar will input the incident into Banner for tracking purposes.

STATEMENT OF NON-DISCRIMINATION

The Technical College System of Georgia and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, sex, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member or citizenship status (except in those special circumstances permitted or mandated by law). This school is in compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin; with the provisions of Title IX of the Educational Amendments of 1972, which prohibits discrimination on the basis of gender; with the provisions of Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap; and with the American with Disabilities Act (ADA).

The following individuals have been designated to handle inquiries regarding the nondiscrimination policies:

<p>American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer</p>	<p>Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer</p>
<p>Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1st Street, Vidalia Office 108 Phone: 912-538-3126</p>	<p>Blythe Wilcox, Director of Human Resources Vidalia Campus 3001 East 1st Street, Vidalia Office 138B Phone: 912-538-3147</p>

American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer	Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer
Email: Helen Thomas hthomas@southeasterntech.edu	Email: Blythe Wilcox bwilcox@southeasterntech.edu

ACCESSIBILITY STATEMENT

Southeastern Technical College is committed to making course content accessible to individuals to comply with the requirements of Section 508 of the Rehabilitation Act of Americans with Disabilities Act (ADA). If you find a problem that prevents access, please contact the course instructor.

GRIEVANCE PROCEDURES

Grievance procedures can be found in the Catalog and Handbook located on Southeastern Technical College’s website.

ACCESS TO TECHNOLOGY

Students can now access Blackboard, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the [Southeastern Technical College \(STC\) Website \(www.southeasterntech.edu\)](http://www.southeasterntech.edu).

TECHNICAL COLLEGE SYSTEM OF GEORGIA (TCSG) GUARANTEE/WARRANTY STATEMENT

The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.

GRADING POLICY

Assessment/Assignment	Percentage
Objective Exams	40%
Lab Assignments	40%
Final Exam	20%

GRADING SCALE

Letter Grade	Range
A	90-100
B	80-89
C	70-79
D	60-69
F	0-59

BUSN 2160—Electronic Mail Applications Spring Semester 2018 Lesson Plan

Date/Week	Module/Lesson	Content	Assignments & Tests Due Dates	Competency Area
WEEK 1 Tuesday January 9		First Day of the Semester! <ul style="list-style-type: none"> • Introduction to Course • Review Course Syllabus/Lesson Plan • Set up folder on P: drive 	-Create BUSN 2160 folder on P: drive	
Thursday January 11	Module 1	Module 1: Managing E-Mail Messages with Outlook	Module 1 Lecture and Demonstration	1,2 a,c
Monday January 15		Martin Luther King Jr. Holiday		
WEEK 2 Thursday January 18	Module 1	Module 1: Managing E-Mail Messages with Outlook	Continue Module 1 Lecture and Demonstration <ul style="list-style-type: none"> • Module Work <ul style="list-style-type: none"> ○ Apply Your Knowledge ○ In the Lab 1 ○ In the Lab 2 	1,2 a,c
Tuesday January 23	Module 1	Module 1: Managing E-Mail Messages with Outlook	Continue Module 1 Assignments	1,2 a,c
WEEK 3 Thursday January 25	Module 1	Module 1: Managing E-Mail Messages with Outlook	Module 1 assignments due at end of class	1,2 a,c
Tuesday January 30	Module 1	Module 1: Managing E-Mail Messages with Outlook	Module 1 Objective Test	1,2 a,c
WEEK 4 Thursday February 1	Module 2	Module 2: Managing Calendars with Outlook	Module 2 Lecture and Demonstration	1,3 a,c
Tuesday February 6	Module 2	Module 2: Managing Calendars with Outlook	Continue Module 2 Lecture and Demonstration <ul style="list-style-type: none"> • Module Work <ul style="list-style-type: none"> ○ Apply Your Knowledge ○ In the Lab 1 ○ In the Lab 2 	1,3 a,c
WEEK 5 Thursday February 8	Module 2	Module 2: Managing Calendars with Outlook	Continue Module 2 Assignments	1,3 a,c
Tuesday February 13	Module 2	Module 2: Managing Calendars with Outlook	Continue Module 2 Assignments	1,3 a,c

Date/Week	Module/Lesson	Content	Assignments & Tests Due Dates	Competency Area
WEEK 6 Thursday February 15	Module 2	Module 2: Managing Calendars with Outlook	Continue Module 2 Assignments	1,3 a,c
Tuesday February 20	Module 2	Module 2: Managing Calendars with Outlook	Module 1 assignments due at end of class	1,3 a,c
WEEK 7 Thursday February 22	Module 2	Module 2: Managing Calendars with Outlook	Module 2 Objective Test	1,3 a,c
Tuesday February 27	Module 3	Module 3: Managing Contacts and Personal Contact Information with Outlook	Module 3 Lecture and Demonstration	1,4 a,c
WEEK 8 Thursday February 29	Module 3	Module 3: Managing Contacts and Personal Contact Information with Outlook	Continue Module 3 Lecture and Demonstration <ul style="list-style-type: none"> ● Module Work <ul style="list-style-type: none"> ○ Apply Your Knowledge ○ In the Lab 1 ○ In the Lab 2 	1,4 a,c
Tuesday March 6	Module 3	Module 3: Managing Contacts and Personal Contact Information with Outlook	Continue Module 3 Assignments	1,4 a,c
WEEK 9 Thursday March 8	Module 3	Module 3: Managing Contacts and Personal Contact Information with Outlook	Continue Module 3 Assignments	1,4 a,c
Tuesday March 13	Module 3	Module 3: Managing Contacts and Personal Contact Information with Outlook	Module 3 assignments due at end of class	1,4 a,c
WEEK 10 Thursday March 15	Module 3	Module 3: Managing Contacts and Personal Contact Information with Outlook	Module 3 Objective Test	1,4 a,c
Tuesday March 20	Module 4	Module 4: Creating and Managing Tasks with Outlook 65% Point	Module 4 Lecture and Demonstration	1,4 a,c
WEEK 11 Thursday March 22	Module 4	Module 4: Creating and Managing Tasks with Outlook	Continue Module 4 Lecture and Demonstration <ul style="list-style-type: none"> ● Module Work <ul style="list-style-type: none"> ○ Apply Your Knowledge ○ In the Lab 1 ○ In the Lab 2 	1,4 a,c

Date/Week	Module/Lesson	Content	Assignments & Tests Due Dates	Competency Area
Tuesday March 27	Module 4	Module 4: Creating and Managing Tasks with Outlook	Continue Module 4 Assignments	1,4 a,c
WEEK 12 Thursday March 29	Module 4	Module 4: Creating and Managing Tasks with Outlook	Module 4 assignments due by end of class	1,4 a,c
Spring Break April 2 – 5		Spring Break (No Classes)		
Tuesday April 10	Module 4	Module 4: Creating and Managing Tasks with Outlook	Module 4 Objective Test	1,4 a,c
WEEK 13 Thursday April 12	Module 5	Module 5: Customizing Outlook	Module 5 Lecture and Demonstration	1,5 a,c
Tuesday April 17	Module 5	Module 5: Customizing Outlook	Continue Module 5 Lecture and Demonstration <ul style="list-style-type: none"> • Module Work <ul style="list-style-type: none"> ○ Apply Your Knowledge ○ In the Lab 1 ○ In the Lab 2 	1,5 a,c
WEEK 14 Thursday April 19	Module 5	Module 5: Customizing Outlook	Module 5 assignments due at end of class	1,5 a,c
Tuesday April 24	Module 5	Module 5: Customizing Outlook	Module 5 Objective Test	1,5 a,c
WEEK 15 Thursday April 26			Review for Final Exam	
Tuesday May 1		SPRING SEMESTER ENDS	Final Exam	1,2,3,4,5 a,c

COMPETENCY AREAS:

1. Internal and External Communication
2. Message Management
3. Calendar Management
4. Contact and Task Management
5. Security and Privacy

GENERAL CORE EDUCATIONAL COMPETENCIES:

- a) The ability to utilize standard written English.
- b) The ability to solve practical mathematical problems.
- c) The ability to read, analyze, and interpret information.

BUSN 2160—Electronic Mail Applications—DOCUMENT SHEET

Outlook 2016

MODULE 1— Managing E-Mail Messages with Outlook

- _____ Module Work
- Apply Your Knowledge
- _____ Creating an Email Message with an Attachment
- In the Lab
- _____ 1. Composing an E-Mail Message with Attachments
- _____ 2. Composing and Replying to an Email Message

_____ **Module 1 Objective Test**

MODULE 2—Managing Calendars with Outlook

- _____ Module Work
- Apply Your Knowledge
- _____ Updating a Calendar
- In the Lab
- _____ 1. Creating Recurring Events
- _____ 2. Creating a Calendar

_____ **Module 2 Objective Test**

MODULE 3—Managing Contacts and Personal Contact Information with Outlook

- _____ Module Work
- Apply Your Knowledge
- _____ Updating a Contact List
- In the Lab
- _____ 1. Creating Reunion Contacts
- _____ 2. Creating an Employee Contact List

_____ **Module 3 Objective Test**

MODULE 4—Creating and Managing Tasks with Outlook

- _____ Module Work
- Apply Your Knowledge
- _____ Editing a Task List
- In the Lab
- _____ 1. Creating Managerial Tasks
- _____ 2. Creating a Car Maintenance Task List

_____ **Module 4 Objective Test**

MODULE 5—Customizing Outlook

- _____ Module Work
- Apply Your Knowledge
- _____ Creating a Personalized Signature
- In the Lab
- _____ 1. Creating Multiple Signatures

_____ **Module 5 Objective Test**

_____ **Final Exam**

_____ Objective Tests	40%
_____ Lab Assignments	40%
_____ Final Exam	20%
_____ Grade	