



**BUSN 2160/ELECTRONIC
MAIL APPLICATIONS
COURSE SYLLABUS
Spring Semester 2016**

Semester: Spring 2016
Course Title: Electronic Mail Applications
Course Number: BUSN 2160
Credit Hours/Minutes: 2/2250
Class Location: Building 8, Room 8111
Class Meets: 11:30 a.m. – 12:45 p.m./M & W
CRN: 40021
Preferred Method of Contact: STC email

Instructor: Karen H. Mountain
Office Hours: (M) 2:30 – 6 p.m.; (T) 2:30 – 6 p.m.
(W) 2:30 – 5 p.m. (Th) 1:00 – 1:30 p.m.
Office Location: Building 8, Rm. 8113
Email Address: kmountain@southeasterntech.edu
Phone: 478-289-2220
Fax Number: 478-248-6336



REQUIRED TEXT: Microsoft Outlook 2013 Complete. Course Technology: Cengage Learning. Freund and Hoisington, ISBN-13: 978-1-285-16887-6.

REQUIRED SUPPLIES & SOFTWARE: Pencils and paper; Students can only work on Outlook assignments at their assigned seats and may work on other assignments on any computer with internet access. Note: Students will be saving work in your P: drive. Students will need to create a folder named **BUSN 2160**.

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: Topics include: internal and external communication, message management, calendar management, contact and task management, and security and privacy

PREREQUISITES: COMP 1000—Introduction to Computers

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: STC 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.

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 also 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 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 Jan Brantley, Room 1208 Swainsboro Campus, 478-289-2274, or Helen Thomas, Room 108 Vidalia Campus, 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 the Special Needs Office. Swainsboro Campus: Jan Brantley, Room 1208, (478) 289-2274 -- Vidalia Campus: Helen Thomas, Room 108, (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" 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 also 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: Assignments must be completed on the specified date. All work must be turned in at the beginning 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!!!!**

Students are expected to attend class. Unannounced quizzes/assignments will be given during the semester. No makeups are allowed for unannounced quizzes/assignments. A grade of zero will be given for all missed unannounced quizzes/assignments.

ACADEMIC DISHONESTY POLICY: The STC Academic Dishonesty Policy states *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 *STC Catalog and Student Handbook.*

Procedure for Academic Misconduct

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

--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.

--Second Offense--

Student is given a grade of "WF" 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.

--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 second 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: Southeastern Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, disabled veteran, veteran of Vietnam Era 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).

GRIEVANCE PROCEDURES: Grievance procedures can be found in the Catalog and Handbook located on STC'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 STC website at www.southeasterntech.edu.

GRADING POLICY

Objective Exams	40%
Lab Assignments	30%
Unannounced Quizzes/Assignments	10%
Final Exam	20%

GRADING SCALE

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

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.

**BUSN 2160—Electronic Mail Applications
Spring Semester 2016—LESSON PLAN**

Date	Chap/ Lesson	Content	Assignments & Tests Due	Comp Area Gen. Ed Comp
Week 1 (January 11 – January 13)				
Mon Jan 11		Course Information: Course Syllabus, Policies/Procedures for Lab Set up folder on P drive		
Wed Jan 13	Chapter 1	Chapter 1: Managing E-Mail Messages with Outlook	Chapter 1 Lecture and Demonstration	1,2 a,c,d
Week 2 (January 20 – January 25)				
Mon Jan 18	Martin Luther King, Jr. HOLIDAY-NO CLASS			
Wed Jan 20	Chapter 1	Chapter 1: Managing E-Mail Messages with Outlook	<ul style="list-style-type: none"> • Chapter Work • Apply Your Knowledge <ul style="list-style-type: none"> ○ Creating an Email Message with an Attachment • In the Labs 1 & 2 • Learn Online <ul style="list-style-type: none"> ○ Practice Test (required) ○ Other Assignments (optional) 	1,2 a,c,d
Mon Jan 25	Chapter 1	Chapter 1: Managing E-Mail Messages with Outlook	Continue Chapter 1 assignments	1,2 a,c,d
Week 3 (January 27 – February 1)				
Wed Jan 27	Chapter 1	Chapter 1: Managing E-Mail Messages with Outlook	Chapter 1 assignments due at end of class	1,2 a,c,d
Mon Feb 1	Chapter 1	Chapter 1: Managing E-Mail Messages with Outlook	Chapter 1 Test	1,2 a,c,d
Week 4 (February 3 – February 8)				
Wed Feb 3	Chapter 2	Chapter 2: Managing Calendars with Outlook	Chapter 2 Lecture and Demonstration	1,3 a,c,d
Mon Feb 8	Chapter 2	Chapter 2: Managing Calendars with Outlook	Chapter 2 Lecture and Demonstration	1,3 a,c,d
Week 5 (February 10 – February 15)				
Wed Feb 10	Chapter 2	Chapter 2: Managing Calendars with Outlook	Chapter 2 Lecture and Demonstration <ul style="list-style-type: none"> • Chapter Work • Apply Your Knowledge <ul style="list-style-type: none"> ○ Editing a Calendar • In the Labs 1 & 2 • Learn Online <ul style="list-style-type: none"> ○ Practice Test (required) ○ Other Assignments (optional) 	1,3 a,c,d
Mon Feb 15	Chapter 2	Chapter 2: Managing Calendars with Outlook	Continue Chapter 2 assignments	1,3 a,c,d

Week 6 (February 17 – February 22)				
Wed Feb 17	Chapter 2	Chapter 2: Managing Calendars with Outlook	Continue Chapter 2 assignments	1,3 a,c,d
Mon Feb 22	Chapter 2	Chapter 2: Managing Calendars with Outlook	Chapter 2 assignments due at end of class	1,3 a,c,d
Week 7 (February 24 – February 29)				
Wed Feb 24	Chapter 2	Chapter 2: Managing Calendars with Outlook	Chapter 2 Test	1,3 a,c,d
Mon Feb 29	Chapter 3	Chapter 3: Managing Contacts and Personal Contact Information with Outlook	Chapter 3 Lecture and Demonstration	1,4 a,c,d
Week 8 (March 2 – March 7)				
Wed Mar 2	Chapter 3	Chapter 3: Managing Contacts and Personal Contact Information with Outlook Mid-Term-Students who withdraw on or before today receive a grade of "W"	Chapter 3 Lecture and Demonstration	1,4 a,c,d
Mon Mar 7	Chapter 3	Chapter 3: Managing Contacts and Personal Contact Information with Outlook	<ul style="list-style-type: none"> • Chapter Work • Apply Your Knowledge <ul style="list-style-type: none"> ○ Editing a Contact List • In the Labs 1 & 2 • Learn Online <ul style="list-style-type: none"> ○ Practice Test (required) ○ Other Assignments (optional) 	1,4 a,c,d
Week 9 (March 9 – March 14)				
Wed Mar 9	Chapter 3	Chapter 3: Managing Contacts and Personal Contact Information with Outlook	Continue Chapter 3 assignments	1,4 a,c,d
Mon Mar 14	Chapter 3	Chapter 3: Managing Contacts and Personal Contact Information with Outlook	Chapter 3 assignments due at end of class	1,4 a,c,d
Week 10 (March 16 – March 21)				
Wed Mar 16	Chapter 3	Chapter 3: Managing Contacts and Personal Contact Information with Outlook	Chapter 3 Test	1,4 a,c,d
Mon Mar 21	Chapter 4	Chapter 4: Creating and Managing Tasks with Outlook	Chapter 4 Lecture and Demonstration	1,4 a,c,d
Week 11 (March 23 – April 4)				
Wed Mar 23	Chapter 4	Chapter 4: Creating and Managing Tasks with Outlook	Chapter 4 Lecture and Demonstration	1,4 a,c,d
Spring Break—No Classes (March 28 – March 31)				
Mon Apr 4	Chapter 4	Chapter 4: Creating and Managing Tasks with Outlook	<ul style="list-style-type: none"> • Chapter Work • Apply Your Knowledge <ul style="list-style-type: none"> ○ Editing a Task List • In the Labs 1 & 2 • Learn Online <ul style="list-style-type: none"> ○ Practice Test (required) ○ Other Assignments (optional) 	1,4 a,c,d

Week 12 (April 6 – April 11)				
Wed Apr 6	Chapter 4	Chapter 4: Creating and Managing Tasks with Outlook	Chapter 4 assignments due at end of class	1,4 a,c,d
Wed Apr 11	Chapter 4	Chapter 4: Creating and Managing Tasks with Outlook	Chapter 4 Test	1,4 a,c,d
Week 13 (April 13 – April 18)				
Wed Apr 13	Chapter 5	Chapter 5: Customizing Outlook	Chapter 5 Lecture and Demonstration <ul style="list-style-type: none"> • Chapter Work • Apply Your Knowledge <ul style="list-style-type: none"> ○ Creating a Signature • In the Lab 1 • Learn Online <ul style="list-style-type: none"> ○ Practice Test (required) ○ Other Assignments (optional) 	1,5 a,c,d
Mon Apr 18	Chapter 5	Chapter 5: Customizing Outlook	Continue Chapter 5 assignments	1,5 a,c,d
Week 14 (April 20 – April 25)				
Mon Apr 20	Chapter 5	Chapter 5: Customizing Outlook	Chapter 5 assignments due at end of class	1,5 a,c,d
Wed Apr 25	Chapter 5	Chapter 5: Customizing Outlook	Chapter 5 Test	1,5 a,c,d
Week 15 (April 27 – May 2)				
Wed Apr 27			Review for Final Exam	1,5 a,c,d
Mon May 2		Spring Semester Ends	Final Exam	

Competency Areas:

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

General Education 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.

ADDITIONAL INFORMATION REGARDING BUSN 2160:

- This lesson plan is subject to change at instructor's discretion during the semester. Students will be notified of any changes to tests, assignments, and/or due dates for assignments.

BUSN 2160—Electronic Mail Applications—DOCUMENT SHEET

Outlook 2013

CHAPTER 1—Managing E-Mail Messages with Outlook

_____ Chapter Work

Apply Your Knowledge

_____ Creating an Email Message with an Attachment

In the Lab

- _____ 1. Composing an E-Mail Message with an Attachment
- _____ 2. Composing and Replying to an E-mail Message

Learn Online

- _____ Practice Test (Required)
- _____ Other Assignments (optional)
- _____ **TEST—Theory Test**

CHAPTER 2—Managing Calendars with Outlook

_____ Chapter Work

Apply Your Knowledge

_____ Updating a Calendar

In the Lab

- _____ 1. Creating Recurring Events
- _____ 2. Creating a Calendar

Learn Online

- _____ Practice Test (Required)
- _____ Other Assignments (optional)
- _____ **TEST—Theory Test**

CHAPTER 3—Managing Contacts and Personal Contact Information with Outlook

_____ Chapter Work

Apply Your Knowledge

_____ Editing a Contact List

In the Lab

- _____ 1. Creating Departmental Contacts
- _____ 2. Creating an Employee Contact List

Learn Online

- _____ Practice Test (Required)
- _____ Other Assignments (optional)
- _____ **TEST—Theory Test**

CHAPTER 4—Creating and Managing Tasks with Outlook

_____ Chapter Work

Apply Your Knowledge

_____ Editing a Task List

In the Lab

- _____ 1. Creating Departmental Tasks
- _____ 2. Creating an Ice Cream Store Task List

Learn Online

- _____ Practice Test (Required)
- _____ Other Assignments (optional)
- _____ **TEST—Theory Test**

CHAPTER 5—Customizing Outlook

_____ Chapter Work

Apply Your Knowledge

_____ Creating a Signature

In the Lab

- _____ 1. Creating Custom Signatures

Learn It Online

- _____ Practice Test (Required)
- _____ Other Assignments (optional)
- _____ **TEST—Theory Test**

_____ Final Exam

Unannounced Quizzes

_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

_____ Objective Exams	40%
_____ Lab Assignments	30%
_____ Unannounced Quizzes/Assignments	10%
_____ Final Exam	20%
_____ Grade	