



## BUSN 2160/ELECTRONIC MAIL APPLICATIONS COURSE SYLLABUS Spring Semester 2017

**Semester:** Spring 2017

**Course Title:** Electronic Mail Applications

**Course Number:** BUSN 2160

**Credit Hours/Minutes:** 2/2250

**Class Location:** Building 2, Room 2122

**Class Meets:** 11:30 a.m. – 12:45 p.m./M & W

**CRN:** 40028

**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) 12:45 – 1:15 p.m.

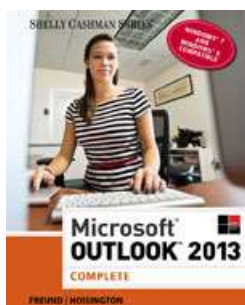
**Office Location:** Building 2, Rm. 2121

**Email Address:** kmountain@southeasterntech.edu

**Phone:** 478-289-2220

**Fax Number:** 478-248-6336

**Preferred Method of Contact:** STC OWL Mail



**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.

**STUDENT REQUIREMENTS:** 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!!!!**

**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 Helen Thomas, 912-538-3126, [hthomas@southeasterntech.edu](mailto:hthomas@southeasterntech.edu), 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, 912-538-3126, [hthomas@southeasterntech.edu](mailto:hthomas@southeasterntech.edu).

**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:** 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!!!!**

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.

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).

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

<b>ADA/Section 504 - Equity- Title IX (Students) - OCR Compliance Officer</b>	<b>Title VI - Title IX (Employees) - EEOC Officer</b>
Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1 <sup>st</sup> Street, Vidalia Office 108 Phone: 912-538-3126 <a href="mailto:hthomas@southeasterntech.edu">hthomas@southeasterntech.edu</a>	Blythe Wilcox, Director of Human Resources Vidalia Campus 3001 East 1 <sup>st</sup> Street, Vidalia Office 138B Phone: 912-538-3147 <a href="mailto:bwilcox@southeasterntech.edu">bwilcox@southeasterntech.edu</a>

**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](http://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 2017—LESSON PLAN**

<b>Date</b>	<b>Chap/ Lesson</b>	<b>Content</b>	<b>Assignments &amp; Tests Due</b>	<b>Comp Area Gen. Ed Comp</b>
<b>Week 1 (January 9 – January 11)</b>				
Mon Jan 9		Course Information: Course Syllabus, Policies/Procedures for Lab Set up folder on P drive		
Wed Jan 11	Chapter 1	Chapter 1: Managing E-Mail Messages with Outlook	Chapter 1 Lecture and Demonstration	1,2 a,c,d
<b>Week 2 (January 18 – January 23)</b>				
Mon Jan 16	<b>Martin Luther King, Jr. HOLIDAY-NO CLASS</b>			
Wed Jan 18	Chapter 1	Chapter 1: Managing E-Mail Messages with Outlook	<ul style="list-style-type: none"> <li>• Chapter Work</li> <li>• Apply Your Knowledge               <ul style="list-style-type: none"> <li>○ Creating an Email Message with an Attachment</li> </ul> </li> <li>• In the Labs 1 &amp; 2</li> <li>• Learn Online               <ul style="list-style-type: none"> <li>○ Practice Test (required)</li> <li>○ Other Assignments (optional)</li> </ul> </li> </ul>	1,2 a,c,d
Mon Jan 23	Chapter 1	Chapter 1: Managing E-Mail Messages with Outlook	Continue Chapter 1 assignments	1,2 a,c,d
<b>Week 3 (January 25 – January 30)</b>				
Wed Jan 25	Chapter 1	Chapter 1: Managing E-Mail Messages with Outlook	Chapter 1 assignments due at end of class	1,2 a,c,d
Mon Jan 30	Chapter 1	Chapter 1: Managing E-Mail Messages with Outlook	<b>Chapter 1 Test</b>	1,2 a,c,d
<b>Week 4 (February 1 – February 6)</b>				
Wed Feb 1	Chapter 2	Chapter 2: Managing Calendars with Outlook	Chapter 2 Lecture and Demonstration	1,3 a,c,d
Mon Feb 6	Chapter 2	Chapter 2: Managing Calendars with Outlook	Chapter 2 Lecture and Demonstration	1,3 a,c,d
<b>Week 5 (February 8 – February 13)</b>				
Wed Feb 8	Chapter 2	Chapter 2: Managing Calendars with Outlook	Chapter 2 Lecture and Demonstration <ul style="list-style-type: none"> <li>• Chapter Work</li> <li>• Apply Your Knowledge               <ul style="list-style-type: none"> <li>○ Editing a Calendar</li> </ul> </li> <li>• In the Labs 1 &amp; 2</li> <li>• Learn Online               <ul style="list-style-type: none"> <li>○ Practice Test (required)</li> <li>○ Other Assignments (optional)</li> </ul> </li> </ul>	1,3 a,c,d
Mon Feb 13	Chapter 2	Chapter 2: Managing Calendars with Outlook	Continue Chapter 2 assignments	1,3 a,c,d

Week 6 (February 15 – February 20)				
Wed Feb 15	Chapter 2	Chapter 2: Managing Calendars with Outlook	Continue Chapter 2 assignments	1,3 a,c,d
Mon Feb 20	Chapter 2	Chapter 2: Managing Calendars with Outlook	Chapter 2 assignments due at end of class	1,3 a,c,d
Week 7 (February 22 – February 27)				
Wed Feb 22	Chapter 2	Chapter 2: Managing Calendars with Outlook	<b>Chapter 2 Test</b>	1,3 a,c,d
Mon Feb 27	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 1 – March 6)				
Wed Mar 1	Chapter 3	Chapter 3: Managing Contacts and Personal Contact Information with Outlook <b>Mid-Term-Students who withdraw on or before today receive a grade of "W"</b>	Chapter 3 Lecture and Demonstration	1,4 a,c,d
Mon Mar 6	Chapter 3	Chapter 3: Managing Contacts and Personal Contact Information with Outlook	<ul style="list-style-type: none"> <li>• Chapter Work</li> <li>• Apply Your Knowledge <ul style="list-style-type: none"> <li>○ Editing a Contact List</li> </ul> </li> <li>• In the Labs 1 &amp; 2</li> <li>• Learn Online <ul style="list-style-type: none"> <li>○ Practice Test (required)</li> <li>○ Other Assignments (optional)</li> </ul> </li> </ul>	1,4 a,c,d
Week 9 (March 8 – March 13)				
Wed Mar 8	Chapter 3	Chapter 3: Managing Contacts and Personal Contact Information with Outlook	Continue Chapter 3 assignments	1,4 a,c,d
Mon Mar 13	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 15 – March 20)				
Wed Mar 15	Chapter 3	Chapter 3: Managing Contacts and Personal Contact Information with Outlook	<b>Chapter 3 Test</b>	1,4 a,c,d
Mon Mar 20	Chapter 4	Chapter 4: Creating and Managing Tasks with Outlook	Chapter 4 Lecture and Demonstration	1,4 a,c,d
Week 11 (March 22 – March 27)				
Wed Mar 22	Chapter 4	Chapter 4: Creating and Managing Tasks with Outlook	Chapter 4 Lecture and Demonstration	1,4 a,c,d
Mon Mar 27	Chapter 4	Chapter 4: Creating and Managing Tasks with Outlook	<ul style="list-style-type: none"> <li>• Chapter Work</li> <li>• Apply Your Knowledge <ul style="list-style-type: none"> <li>○ Editing a Task List</li> </ul> </li> <li>• In the Labs 1 &amp; 2</li> <li>• Learn Online <ul style="list-style-type: none"> <li>○ Practice Test (required)</li> <li>○ Other Assignments (optional)</li> </ul> </li> </ul>	1,4 a,c,d

<b>Week 12 (March 29 – April 3)</b>				
Wed Mar 29	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 3	Chapter 4	Chapter 4: Creating and Managing Tasks with Outlook	<b>Chapter 4 Test</b>	1,4 a,c,d
<b>Week 13 (April 5 – April 10)</b>				
Wed Apr 5	Chapter 5	Chapter 5: Customizing Outlook	Chapter 5 Lecture and Demonstration <ul style="list-style-type: none"> <li>• Chapter Work</li> <li>• Apply Your Knowledge <ul style="list-style-type: none"> <li>○ Creating a Signature</li> </ul> </li> <li>• In the Lab 1</li> <li>• Learn Online <ul style="list-style-type: none"> <li>○ Practice Test (required)</li> <li>○ Other Assignments (optional)</li> </ul> </li> </ul>	1,5 a,c,d
Mon Apr 10	Chapter 5	Chapter 5: Customizing Outlook	Continue Chapter 5 assignments	1,5 a,c,d
<b>Week 14 (April 12 – April 17)</b>				
Mon Apr 12	Chapter 5	Chapter 5: Customizing Outlook	Chapter 5 assignments due at end of class	1,5 a,c,d
Wed Apr 17	Chapter 5	Chapter 5: Customizing Outlook	<b>Chapter 5 Test</b>	1,5 a,c,d
<b>Week 15 (April 19 – April 24)</b>				
Wed Apr 19			Review for Final Exam	1,5 a,c,d
Mon Apr 24		<b>Spring Semester Ends</b>	<b>Final Exam</b>	

**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**

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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