



TENTATIVE—SUBJECT TO CHANGE

BUSN 2160—Electronic Mail Applications

**COURSE SYLLABUS
Spring Semester 202014**

COURSE INFORMATION

Credit Hours/Minutes: 2/2250

Campus/Class Location: Swainsboro Campus/Building 2, Room 2122

Class Meets: 10:30 a.m. – 11:45 a.m./ Monday and Wednesday

Course Reference Number (CRN): 40074

INSTRUCTOR CONTACT INFORMATION

Instructor Name: Karen H. Mountain

Email Address: [Karen H. Mountain \(kmountain@southeasterntech.edu\)](mailto:kmountain@southeasterntech.edu)

Campus/Office Location: Swainsboro Campus, 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) 11:15 a.m. – 12:15 p.m.

Phone: 478-289-2220

Fax Number: 478-248-6336

SOUTHEASTERN TECHNICAL COLLEGE'S (STC) CATALOG AND HANDBOOK

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

REQUIRED TEXT



Cengage Unlimited Printed Access Card

Semester Access (4 months) with ISBN: 978-0-357-70003-7. You can also purchase the one year or two year access card if you wish to do so. The Cengage Unlimited Printed Access Card is available at the Southeastern Technical College Bookstore stcbookstore@southeasterntech.edu or 478-289-2217 or online.

If you do not choose to purchase the Cengage Unlimited Printed Access Card, the book information is 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.

Students should not share login credentials with others and should change passwords periodically to maintain security.

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

TRADITIONAL 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" (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.

STUDENTS WITH DISABILITIES

Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact the appropriate campus coordinator to request services.

Swainsboro Campus: [Macy Gay \(mgay@southeasterntech.edu\)](mailto:mgay@southeasterntech.edu), 478-289-2274, Building 1, Room 1210.

Vidalia Campus: [Helen Thomas \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, Building A, Room 165.

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 make arrangements with the appropriate campus coordinator.

Swainsboro Campus: [Macy Gay \(mgay@southeasterntech.edu\)](mailto:mgay@southeasterntech.edu), 478-289-2274, Building 1, Room 1210.

Vidalia Campus: [Helen Thomas \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, Building A, Room 165.

It is strongly encouraged that requests for consideration be made **PRIOR** to delivery and early enough in the pregnancy to ensure that all the required documentation is secured before the absence occurs. Requests made after delivery MAY NOT be accommodated. The coordinator will contact your instructor to discuss accommodations when all required documentation has been received. The instructor will then discuss a plan with you to make up missed assignments.

WITHDRAWAL PROCEDURE

Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% point of the term in which student is enrolled (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 for the course(s) when the student completes the withdrawal form.

Important – Student-initiated withdrawals are not allowed after the 65% point. After the 65% point of the term in which the student is enrolled, the student has earned the right to a letter grade and will receive a grade for the course. Please note: Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of "F" (Failing 0-59) being assigned.

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

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. A grade of "W" will count in attempted hour calculations for the purpose of Financial Aid.

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 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 (TCSG) and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, gender, 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 nondiscrimination policy encompasses the operation of all technical college-administered programs, federally financed programs, educational programs and activities involving admissions, scholarships and loans, student life, and athletics. It also applies to the recruitment and employment of personnel and contracting for goods and services.

All work and campus environments shall be free from unlawful forms of discrimination, harassment and retaliation as outlined under Title IX of the Educational Amendments of 1972, Title VI and Title VII of the Civil Rights Act of 1964, as amended, the Age Discrimination in Employment Act of 1967, as amended, Executive Order 11246, as amended, the Vietnam Era Veterans Readjustment Act of 1974, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Americans With Disabilities Act of 1990, as amended, the Equal Pay Act, Lilly Ledbetter Fair Pay Act of 2009, the Georgia Fair Employment Act of 1978, as amended, the Immigration Reform and Control Act of 1986, the Genetic Information Nondiscrimination Act of 2008, the Workforce Investment Act of 1998 and other related mandates under TCSG Policy, federal or state statutes.

The Technical College System and Technical Colleges shall promote the realization of equal opportunity through a positive continuing program of specific practices designed to ensure the full realization of equal opportunity.

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

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
Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1 st Street, Vidalia Office 165 Phone: 912-538-3126 Email: Helen Thomas hthomas@southeasterntech.edu	Lanie Jonas, Director of Human Resources Vidalia Campus 3001 East 1 st Street, Vidalia Office 138B Phone: 912-538-3230 Email: Lanie Jonas ljonas@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 2020 Lesson Plan

Date/Week	Module/Lesson	Content	Assignments & Tests Due Dates	Competency Area
WEEK 1 Wednesday January 8		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	
Monday January 13	Module 1	Module 1: Managing E-Mail Messages with Outlook	Module 1 Lecture and Demonstration	1,2 a,c
WEEK 2 Wednesday January 15	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
Monday January 20		Martin Luther King Jr. Holiday		
Wednesday January 22	Module 1	Module 1: Managing E-Mail Messages with Outlook	Module 1 assignments due at end of class	1,2 a,c
WEEK 3 Monday January 27	Module 1	Module 1: Managing E-Mail Messages with Outlook	Module 1 Objective Test	1,2 a,c
Wednesday January 29	Module 2	Module 2: Managing Calendars with Outlook	Module 2 Lecture and Demonstration	1,3 a,c
WEEK 4 Monday February 3	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
Wednesday February 5	Module 2	Module 2: Managing Calendars with Outlook	Continue Module 2 Assignments	1,3 a,c
WEEK 5 Monday February 10	Module 2	Module 2: Managing Calendars with Outlook	Continue Module 2 Assignments	1,3 a,c
Wednesday February 12	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 Monday February 17	Module 2	Module 2: Managing Calendars with Outlook	Module 1 assignments due at end of class	1,3 a,c
Wednesday February 19	Module 2	Module 2: Managing Calendars with Outlook	Module 2 Objective Test	1,3 a,c
WEEK 7 Monday February 24	Module 3	Module 3: Managing Contacts and Personal Contact Information with Outlook	Module 3 Lecture and Demonstration	1,4 a,c
Wednesday February 26	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
WEEK 8 Monday March 2	Module 3	Module 3: Managing Contacts and Personal Contact Information with Outlook	Continue Module 3 Assignments	1,4 a,c
Wednesday March 4	Module 3	Module 3: Managing Contacts and Personal Contact Information with Outlook Midterm March 5—Staff Development Day (No Classes)	Continue Module 3 Assignments	1,4 a,c
WEEK 9 Monday March 9	Module 3	Module 3: Managing Contacts and Personal Contact Information with Outlook	Module 3 assignments due at end of class	1,4 a,c
Wednesday March 11	Module 3	Module 3: Managing Contacts and Personal Contact Information with Outlook	Module 3 Objective Test	1,4 a,c
WEEK 10 Monday March 16	Module 4	Module 4: Creating and Managing Tasks with Outlook 65% Point	Module 4 Lecture and Demonstration	1,4 a,c

Date/Week	Module/Lesson	Content	Assignments & Tests Due Dates	Competency Area
Wednesday March 18	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
WEEK 11 Monday March 23	Module 4	Module 4: Creating and Managing Tasks with Outlook	<ul style="list-style-type: none"> ○ Continue Module 4 Assignments 	1,4 a,c
Wednesday March 25	Module 4	Module 4: Creating and Managing Tasks with Outlook	Module 4 assignments due by end of class	1,4 a,c
WEEK 12 Monday March 30			Module 4 Objective Test	1,4 a,c
Wednesday April 1	Module 4	Module 4: Creating and Managing Tasks with Outlook		1,4 a,c
Spring Break April 6 – 9		Spring Break (No Classes)		
WEEK 13 Monday April 13	Module 5	Module 5: Customizing Outlook	Module 5 Lecture and Demonstration	1,5 a,c
Wednesday April 15	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 Monday April 20	Module 5	Module 5: Customizing Outlook	Module 5 assignments due at end of class	1,5 a,c
Wednesday April 22	Module 5	Module 5: Customizing Outlook	Module 5 Objective Test	1,5 a,c
WEEK 15 Monday April 27			Review for Final Exam	1,2,3,4,5 a,c
Wednesday April 29		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	