



**BUSN 2160-Electronic Mail Applications
COURSE SYLLABUS
Online
Summer Semester 2018**

COURSE INFORMATION

Credit Hours/Minutes:

Campus/Class Location: Georgia Virtual Technical Connection (GVTC)/Blackboard

Class Meets: Via Internet for 9 weeks

Course Reference Number (CRN): 60010

Preferred Method of Contact: [Email](#)

INSTRUCTOR CONTACT INFORMATION

Instructor Name: Tina Jernigan

Email Address: [Tina Jernigan \(tjernigan@southeasterntech.edu\)](mailto:tjernigan@southeasterntech.edu)

Campus/Office Location: Vidalia/Gillis Building, Office 807

Office Hours: 2:00-4:30 p.m. Monday-Thursday or via appointment

Phone: (912) 538-3123

Fax Number: (912) 538-3106

SOUTHEASTERN TECHNICAL COLLEGE (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

Microsoft Office 365/Outlook 2016 Intermediate. Shelly Cashman Series. Hoisington, ISBN: 978-1-337-25127-3. This is the loose-leaf edition.



REQUIRED SUPPLIES & SOFTWARE

Students will be required to use Microsoft Outlook 2016 to complete projects from the book. Microsoft Outlook 2016 can be downloaded and installed from Office 365 given by Southeastern Technical College for free (NO NEED TO PURCHASE). SAM will be used for exams and training for each module. **Note: If taken a SAM 2016 course previously, you will not need to purchase the SAM code.**

Note: Although students can use their smart phones and tablets to access their online 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 take an online 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 Computers 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 (ONLINE)

Students are expected to complete all work required by the instructor and to attend the required proctored campus exam. Students will have at least one week to complete tests and assignments. **All tests and assignments are due at midnight on Tuesday of each week (see lesson plan).** Exceptions to the due dates of assignments due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor. Late work is not accepted for this class. Students are expected to communicate frequently through college email and discussion boards. College email is accessed at <https://portal.office.com>, under Quick links on our webpage, or in the menu of our Blackboard course.

ONLINE ATTENDANCE

It is the student's responsibility to be academically engaged each week doing course related 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" (Failing 0-59) in a course. 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. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

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, to coordinate reasonable accommodations.

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 percent 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" (Failing 0-59) being assigned.

After the 65 percent 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.

PROCTORED EVENT REQUIREMENT

In order to validate student identity for all online courses, students enrolled in online courses are **required** to complete one proctored event per online course. The proctored event will be administered on separate days—once on the Vidalia campus and once on the Swainsboro campus. Students must attend one of the proctored sessions as scheduled on the Lesson Plan/Course Calendar.

Dual enrollment students enrolled in online courses have the same options, but can also complete the event on the high school campus. The event will be monitored by the instructor, another College employee, or high school counselor. The proctored event may be a major exam, assignment, or presentation, etc. that will count a minimum of 20% of the course grade. Students must attend one of the scheduled proctored sessions and will need to make arrangements with work, childcare, etc.

The specific dates of the proctored event are scheduled on the Lesson Plan/Calendar for the online course.

Students living farther than 75 miles from either campus who cannot come to Southeastern Tech for the event must secure an approved proctoring site. The site and the proctor must meet Southeastern Technical College's requirements (instructor will provide more information and necessary forms if this is the case).

Note: Students taking proctored events off campus will utilize the Proctor Scheduling and Approval Form found in Blackboard within the Getting Started/Start Here and Proctoring Event area. The completed form should be submitted to the course instructor a minimum of two weeks prior to the proctored event. If approved, the instructor will notify the proctor.

Students arranging off-campus proctoring must take the event on one of the originally scheduled days. Students who do not complete the proctored event as scheduled must submit a valid documented excuse within three business days after the scheduled event. If the excuse is approved by the instructor of the course, students must make arrangements with the instructor to makeup/reschedule the missed event. The penalty and makeup instructions will be at the instructor's discretion. Proctored events will be given after the 65% point of the semester. **Students who do not complete the proctored event on the scheduled date and do not present a valid documented excuse within three business days of the scheduled event will be withdrawn from the course with a "WF" (Withdrawn Failing). If the proctored event is scheduled during final exams, any student who misses the proctored event will be issued an "F" (Failing) for the course.**

PROCTORING FEES

Students are not charged a proctoring fee when taking a proctored event at Southeastern Technical College or any other TCSG college. Students who choose to use an off-campus proctor may be assessed a proctoring fee by the proctoring site. In this instance, the student is responsible for payment.

The required proctored event for this class is scheduled on the following dates and times during week 8 of the semester: Swainsboro Campus: Monday, July 16, 2-3 p.m. Building 2, Room 2122 OR Vidalia Campus: Tuesday, July 17, 2-3 p.m. Gillis Building, Lab 809.

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

Failure to take module tests will result in a grade of zero. **No makeup exams are allowed.** If Internet or browser failure occurs while taking an exam (quiz), contact instructor immediately. A decision will be made at that time if the exam (quiz) will be reset. The instructor reserves the right to deduct points from exam (quiz) scores for exceeding the scheduled time limit on the exams and/or requiring student to come to campus to take the exam.

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 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 Email: Helen Thomas hthomas@southeasterntech.edu</p>	<p>Lanie Jonas, Director of Human Resources Vidalia Campus 3001 East 1st Street, Vidalia Office 138B Phone: 912-538-3230 Email: Lanie Jonas ljonas@southeasterntech.edu</p>

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 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
Discussion Boards	10%
SAM Trainings	10%
SAM Exams	40%
Book Projects/Labs	20%
Module Tests in Blackboard	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

Summer Semester 2018 Lesson Plan

Date/Week	Chapter/Lesson	Content	Assignments & Tests Due Dates	Competency Area
Tuesday May 15		First Day of the Semester Orientation Session for this Class: Wednesday, May 16, 12:30 p.m. Gillis Building, Lab 809. Students are strongly encouraged to attend.	Required Orientation Assignments: -Click the Getting Started link on the course menu in the Blackboard course and complete the Getting Started items including the Pledge Quiz and Student Introduction. -Make contact with instructor via email to reserve spot and intent on completing the class.	
Week 1 May 16-22	Module 1	Managing Email Messages with Outlook Note: Please do NOT create your SAM user account, your instructor has already done that if you had a SAM account or will create it for you.	Graded Book Assignments: Apply Your Knowledge Page 49, Lab 1 Page 53, and Lab 2 Pages 54-55. Graded: Module 1 Test Graded: Discussion Board 1	*1, 2 **a,c
Week 2 May 23-29	Module 1	Managing Email Messages with Outlook HOLIDAY-MONDAY, MAY 28	Graded SAM Assignments: Module 1 Training and Exam Module 1 assignments and Module 1 Test due Tuesday, May 29, midnight.	*1, 2 **a,c
Week 3 May 30- June 5	Module 2	Managing Calendars with Outlook	Graded Book Assignments: Apply Your Knowledge Pages 115-116, Lab 1 Pages 118-119, and Lab 2 Pages 119-120. Graded: Module 2 Test Graded: Discussion Board 2	*3 **a,c

Date/Week	Chapter/Lesson	Content	Assignments & Tests Due Dates	Competency Area
Week 4 June 6-12	Module 2	Managing Calendars with Outlook	Graded SAM Assignments: Module 2 Training and Exam Module 2 assignments and Module 2 Test due Tuesday, June 12, midnight.	*3 **a,c
Week 5 June 13-19	Module 3	Managing Contacts and Personal Contact Information with Outlook	Graded Book Assignments: Apply Your Knowledge Page 155, Lab 1 Pages 158-159, and Lab 2 Pages 159-160. Graded: Module 3 Test Graded: Discussion Board 3	*4 **a,c
Week 6 June 20-26	Module 3	Managing Contacts and Personal Contact Information with Outlook	Graded SAM Assignments: Module 3 Training and Exam Module 3 assignments and Module 3 Test due Tuesday, June 26, midnight.	*4 **a,c
July 2-5		SUMMER BREAK-NO CLASSES		
Week 7 June 27- July 10	Module 4	Creating and Managing Tasks with Outlook	Graded Book Assignments: Apply Your Knowledge Page 201, Lab 1 Pages 204-205, and Lab 2 Pages 205-206. Graded: Module 4 Test (Proctored) Graded: Discussion Board 4	*4 **a,c

Date/Week	Chapter/Lesson	Content	Assignments & Tests Due Dates	Competency Area
Week 8 July 11-17	Module 4	Managing Contacts and Personal Contact Information with Outlook PROCTORED EXAM DATES: Swainsboro Campus: Monday, July 16, 2-3 p.m. Building 2, Room 2122. <u>OR</u> Vidalia Campus: Tuesday, July 17, 2-3 p.m. Gillis Building, Lab 809.	Graded SAM Assignments: Module 4 Training and Exam Module 4 assignments and Module 4 Test due Tuesday, July 17, midnight.	*4 **a,c
Week 9 July 18-24	Module 5	Customizing Outlook	Graded Book Assignments: Apply Your Knowledge Pages 250-251 and Lab 1 Pages 253-254. Graded: Module 5 Test Graded: Discussion Board 5 Graded SAM Assignments: Module 5 Training and Exam Module 5 assignments and Module 5 Test due Tuesday, July 24, midnight.	*5 **a,c
Tuesday July 24		SUMMER SEMESTER ENDS		

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.

ADDITIONAL CLASS INFORMATION: (Students are responsible for all information contained in this lesson plan. This lesson plan is subject to change at instructor's discretion.)

- **ASSIGNMENTS**

Book Assignments: Complete assigned labs from the book using Microsoft Outlook 2016. These are NOT in SAM. You will use your student email account and set it up in Outlook 2016. Do NOT use the email directly from the portal. You can download and install Outlook from there to your personal computer off campus or you can use Outlook installed on the computers in the libraries. Remember when you log into the computers on campus, it maps your 9100...(profile) so it's not required that you use the same computer. Students will complete only what is assigned. The walk-through module step-by-step parts need to be completed to understand the assigned labs at the end of the modules. Save the step-by-step module work on your **P drives in a BUSN 2160 folder** so they can be checked off completed by instructor. These will get a complete/not-complete check in the gradebook. Any not completed will be assigned grades of zero. **Review the weekly folders in the Blackboard course on how to submit your assignments for each module.**

SAM Assignments: All students will complete a training and training exam in SAM for each module. The same due dates apply as the projects from the book. Students will only have one attempt for the training and exam; however, you have three chances to correct a step. Instructor will enter grades manually in Blackboard for the training and exams after the due dates. Any not completed will be assigned grades of zero.

- **DISCUSSION BOARDS:** Students will complete five (5) discussion board assignments that will count as part of the final course grade. The Discussion Board assignments are located under the Discussion Board link on the course menu. **See discussion board grading rubric attached to end of course syllabus on how you will be evaluated.**
- **MODULE TESTS AND PROCTORED EXAM:** Students will take Module tests covering the material in the textbook in Blackboard. Tests are under the Module Tests link in the class. Proctored Exam is assigned during week 8. Failure to take tests or the proctored exam will result in a grade of zero. **No exceptions.** Tests will only be made available during the weeks assigned.
- **CHECKING GRADES:** A grade book is available in the Blackboard course on the Home page on the menu labeled "My Grade". This grade book is for students to review and is continuously updated throughout the semester. Students are to keep in mind that if assigned a grade of zero that these grades are not automatically counted in the current averages shown until instructor post those grades manually so averages could seem higher at the time before posting these grades. Students are responsible for knowing how to average their grades, not the instructor. The overall percentage averages should display in the grade book to help track course progress.

BUSN 2160 DISCUSSION BOARD GRADING RUBRIC

# of Discussion Posts	# of Discussion Replies	Grade	Due Date, Length, Grammar and Spelling Requirements
1	1	100	Students who post their initial discussion board response to the discussion board topic and reply to at least one other students' post will be given a 100 on the assignment if the post is turned in by the due date, contain 4-5 sentences and free of grammatical and spelling errors. The student will receive a one point deduction for each grammatical and spelling error in both their response and reply. A 10 point deduction will be given for any response or reply that is not 4-5 sentences in length. No credit will be given for any response or reply that is an answer of "yes/no" or "I agree/disagree."

# of Discussion Posts	# of Discussion Replies	Grade	Due Date, Length, Grammar and Spelling Requirements
1	0	70	Any student that does not respond to at least one other students' post will not receive a grade above 70. The grade of 70 will be the highest grade that the student will be able to receive on the discussion post if the post is turned in by the due date, contain 4-5 sentences and free of grammatical errors and spelling errors. The student will receive a one point deduction for each grammatical and spelling error in their response. A 10 point deduction will be given for any response that is not 4-5 sentences in length.

# of Discussion Posts	# of Discussion Replies	Grade	Due Date, Length, Grammar and Spelling Requirements
0	1	50	<p>Students who only respond to a classmate's discussion post will not receive a grade above 50. The grade of 50 will be the highest grade that the student will be able to receive on the discussion response if the response is turned in by the due date, contain 4-5 sentences and free of grammatical errors and spelling errors. The student will receive a one point deduction for each grammatical and spelling error in their reply. A 10 point deduction will be given for any reply that is not 4-5 sentences in length.</p>
0	0	0	<p>Students will receive a 0 on the discussion topic if the student does not post an answer or response to one other students' post by the due date.</p>