



**BUSN 2160—Electronic Mail Applications  
COURSE SYLLABUS  
Online  
Summer Semester 202016**

**COURSE INFORMATION**

Credit Hours/Minutes: 2/2250

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

Class Meets: Via Internet for 9 weeks

Course Reference Number (CRN): 60011

Preferred Method of Contact: Email [anoles@southeasterntech.edu](mailto:anoles@southeasterntech.edu)

**INSTRUCTOR CONTACT INFORMATION**

Instructor Name: Liz Noles

Email Address: [Liz Noles \(anoles@southeasterntech.edu\)](mailto:Liz Noles (anoles@southeasterntech.edu))

Campus/Office Location: Vidalia/Gillis Building Office 831

Office Hours: Monday—Wednesday 1:40—5:00 p.m.

Phone: 912-538-3175

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**

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](mailto:stcbookstore@southeasterntech.edu) or 912-538-3129 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**

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).

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.

## **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 (ONLINE)**

Students are expected to complete all work required by the instructor. Students will have at least one week to complete tests and assignments. All tests and assignments are due at **11:59 p.m. on Monday** of each week. Assignments must be keyed in Microsoft Word, saved, uploaded, and attached for grading in Blackboard. A grade of zero will be assigned for any work not submitted by the deadline. No make-up or late work is allowed for this course.

Students are expected to prove weekly academic engagement by meeting assignment deadlines each week

and spending a minimum of 45 hours during the semester doing the required homework, quizzes, and tests. Students are expected to communicate frequently through college email and discussion boards. **Students are required to check their college email at least once daily.** College email is accessed at <https://portal.office.com>, under Quick links on our webpage, or in the menu of your 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.

Students will have at least one week to complete tests and assignments. All tests and assignments are due at **11:59 p.m. on Monday** of each week. A grade of zero will be assigned for any work not submitted by the deadline. No make-up or late work is allowed for this course. 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.

### **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 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.

### **ONLINE PROCTORED EVENT WITHDRAWALS**

Students who do not complete the proctored exam for an online class on the scheduled date and do not present a valid excuse within three business days of the scheduled event will be withdrawn from the course with a “WF” (Withdrawn Failing) and will be disabled in their online class. If the proctored event is scheduled during final exams, any student who misses the proctored exam will receive an “F” for the course.

### **PROCTORED EVENT**

**Due to the uncertainties of COVID-19, this event will not be proctored for Summer Semester 202016. Students will complete the event but will not be required to come on campus to do it.**

The event may be a major exam, assignment, or presentation, etc. that will count a minimum of 20% of the course grade. Students who do not complete the 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. Events will be given after the 65% point of the semester. **Students who do not complete the 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 event is scheduled during final exams, any student who misses the event will be issued an “F” (Failing) for the course.**

**The required proctored event for this course is scheduled during week 8. The proctored exam is a test over Module 4.**

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

Students are required to take all tests scheduled during the semester. Failure to take Blackboard/SAM tests and/or assignments will result in a grade of zero. There will be no makeup of assignments or exams. If internet or browser failure occurs, contact the instructor immediately. A decision will be made at that time if the exam will be reset. Assignments must be turned in on the assigned date and will not be accepted late, a grade of zero will be given. All assignments are due according to the lesson plan. The due dates are posted on the lesson plan.

### **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:

<b>American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer</b>	<b>Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer</b>
Helen Thomas, Special Needs Specialist Vidalia Campus	Lanie Jonas, Director of Human Resources Vidalia Campus

<b>American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer</b>	<b>Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer</b>
3001 East 1 <sup>st</sup> Street, Vidalia Office 165 Phone: 912-538-3126 Email: <a href="mailto:hthomas@southeasterntech.edu">Helen Thomas (hthomas@southeasterntech.edu)</a>	3001 East 1 <sup>st</sup> Street, Vidalia Office 138B Phone: 912-538-3230 Email: <a href="mailto:ljonas@southeasterntech.edu">Lanie Jonas (ljonas@southeasterntech.edu)</a>

### 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	20%
Textbook Projects/Labs	20%
Module Tests (in Blackboard)	20%
Proctored Event/Exam <b>(due to the uncertainties of COVID-19, this event will not be proctored for Summer Semester 202016. Students will complete the event but will not be required to come on campus to do it).</b>	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 202016 Lesson Plan

Date/Week	Module	Content	Assignments & Tests Due Dates	Competency Area
First Day of Class  May 26		First Day of Class	Orientation Assignments: <ul style="list-style-type: none"> <li>• Select Getting Started on the course menu in the Blackboard course. Complete/view ALL tasks under this heading.</li> <li>• Select Blackboard Orientation on the course menu and complete/view ALL tasks under this heading.</li> <li>• Set up your account in SAM. See information in Blackboard (BB) for complete instructions.</li> </ul> <p><b>Due May 28 at 11:59 p.m.</b></p>	
Week 1  May 26 – June 1	Module 1	Managing Email Messages with Outlook	<p><b>Graded Book Assignments (BB):</b>                      Apply Your Knowledge Page 49</p> <p>Lab 1 Page 53</p> <p>Lab 2 Pages 54-55</p> <p>Graded: Discussion Board 1 (BB)                      (Review discussion board rubric at the end of the syllabus BEFORE completing.)</p> <p>Graded: Module 1 Test (BB)</p> <p><b>Due June 1 at 11:59 p.m.</b></p>	1, 2 a, c
Week 2  June 2 - 8	Module 1	Managing Email Messages with Outlook	<p><b>Graded SAM Assignments:</b>                      Module 1 Training (SAM)</p> <p>Module 1 Exam (SAM)</p> <p><b>Due June 8 at 11:59 p.m.</b></p>	1, 2 a, c

Date/Week	Module	Content	Assignments & Tests Due Dates	Competency Area
Week 3 June 9 - 15	Module 2	Managing Calendars with Outlook	<b>Graded Book Assignments (BB):</b> Apply Your Knowledge Pages 115-116  Lab 1 Pages 118-119  Lab 2 Pages 119-120  Graded: Discussion Board 2 (BB)  Graded: Module 2 Test (BB)  <b>Due June 15 at 11:59 p.m.</b>	3 a, c
Week 4 June 16 - 22	Module 2	Managing Calendars with Outlook	<b>Graded SAM Assignments:</b> Module 2 Training (SAM)  Module 2 Exam (SAM)  <b>Due June 22 at 11:59 p.m.</b>	3 a, c
Week 5 June 23-29	Module 3	Managing Contacts and Personal Contact Information with Outlook	<b>Graded Book Assignments (BB):</b> Apply Your Knowledge Page 155  Lab 1 Pages 158-159  Lab 2 Pages 159-160  Graded: Discussion Board 3 (BB)  Graded: Module 3 Test (BB)  <b>Due June 29 at 11:59 p.m.</b>	4 a, c
Week 6 June 30 – July 6	Module 3	Managing Contacts and Personal Contact Information with Outlook  <b>Holiday: July 6<sup>th</sup></b>	<b>Graded SAM Assignments:</b> Module 3 Training (SAM)  Module 3 Exam (SAM)  <b>Due July 6 at 11:59 p.m.</b>	4 a, c
Week 7 July 7 - 13	Module 4	Creating and Managing Tasks with Outlook	<b>Graded Book Assignments (BB):</b> Apply Your Knowledge Page 201  Lab 1 Pages 204-205  Lab 2 Pages 205-206  Graded: Discussion Board 4 (BB)  <b>Due July 13 at 11:59 p.m.</b>	4 a, b, c



<b>Date/Week</b>	<b>Module</b>	<b>Content</b>	<b>Assignments &amp; Tests Due Dates</b>	<b>Competency Area</b>
Week 8 July 14 - 20	Module 4	Creating and Managing Tasks with Outlook  <b>Proctored Exam</b> You will not come to campus to take this exam; you will take this exam through Blackboard.	<b>Graded SAM Assignments:</b> Module 4 Training (SAM)  Module 4 Exam (SAM)  <b>Graded: PROCTORED EXAM (Module 4 Test in Blackboard)</b>  <b>Due July 20 at 11:59 p.m.</b>	4 a, b, c
Week 9 July 21 - 27	Module 5	Customizing Outlook	<b>Graded Book Assignments (BB):</b> Apply Your Knowledge Pages 250-251  Lab 1 Pages 253-254  Graded: Discussion Board 5 (BB)  Graded: Module 5 Test (BB)  <b>Graded SAM Assignments:</b> Module 5 Training (SAM)  Module 5 Exam (SAM)  <b>Due July 27 at 11:59 p.m.</b>	5 a, c
July 29		<b>SUMMER SEMESTER ENDS</b>		

**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**

1. **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 is 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 drive 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.**
  2. **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 assignments 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. Students must post at least two comments to each discussion board. This means at least one original post responding to the discussion prompt and at least one reply to another student. I do not accept late discussion posts. **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. Proctored Exam is assigned during week 8. Failure to take tests or the proctored exam will result in a grade of zero. **No exceptions.** No study guide will be given for any exams.

**BUSN 2160 DISCUSSION BOARD GRADING RUBRIC**

Number of Discussion Posts	Number of Discussion Replies	Maximum 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. <b>A 10-point deduction will be given for any response or reply that is not 4-5 sentences in length.</b> No credit will be given for any response or reply that is an answer of "yes/no" or "I agree/disagree."
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.
0	1	50	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.
0	0	0	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.