



TENTATIVE—SUBJECT TO CHANGE

**BUSN 2160—Electronic Mail Applications
HYBRID COURSE SYLLABUS
Summer Semester 2022 (202216)**

COURSE INFORMATION

Credit Hours/Minutes: 2250

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

Class Meets: 11:15 a.m. – 12:30 p.m./Monday and Wednesday/60% F2F and 40% Hybrid

Course Reference Number (CRN): 60088

Preferred Method of Contact: kmountain@southeasterntech.edu

INSTRUCTOR CONTACT INFORMATION

Instructor Name: Karen H. Mountain

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

Campus/Office Location: Swainsboro/Building 2, Room 2123

Office Hours: Monday & Wednesday, 2:30 – 5 p.m.; Tuesday & Thursday, 9:30 a.m. – 12 p.m.

Phone: 478-289-2220

Fax Number: 478-248-6336

This course is taught in a hybrid format. Hybrid classes require students to complete a portion of the required contact hours traditionally by attending classes on campus while completing the remaining portion online at the student's convenience with respect to the instructor's requirements.

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 \(https://catalog.southeasterntech.edu/\)](https://catalog.southeasterntech.edu/).

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 at

www.cengagebrain.com. Students can rent a book from the website and then ship it back after completion for \$7.99.

Student will click the Blackboard course link under Lessons – Beginning Information in the Blackboard course, setup their Cengage account or use previously made account and enter the Cengage unlimited access key. Student will setup their Cengage account using their STC student email address and login. Students can use the 14 free trial until they have purchased the access code. **Highly recommend** purchasing the \$7.99 rental book from the Cengage Unlimited.

If you want to purchase or rent a physical copy, the book information is **Microsoft Office 365/Outlook 2019 Comprehensive**; Shelly Cashman Series. Hoisington, ISBN: 978-0-357-37539-4.

REQUIRED SUPPLIES & SOFTWARE

Students will use MindTap (SAM) software to complete their assignments using Microsoft Access 2019. They will also need Internet connection, browser requirement is Internet Explorer 9 or higher, Mozilla Firefox or Google Chrome. Students can **download** Access 2019 from the Office 365 given by STC for free (NO NEED TO PURCHASE). Students will be saving assignments to the SAM application and uploading to the Blackboard course. Students are required to check their STC Email Account daily.

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 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

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 midnight on Sunday of each week. Students are also expected to complete all Module work, project assignments, discussion boards, and exams on the dates specified on the attached Lesson Plan. Assignments will be saved via the One Drive, Remote Lab, Blackboard, or SAM.

COVID-19 MASK REQUIREMENT

Regardless of vaccination status, students are highly encouraged to wear masks or face coverings while in a classroom or lab at Southeastern Technical College. Masking may be implemented in some program areas (i.e. Health Sciences and Cosmetology) where students, faculty, and clients are in close proximity and social distancing cannot be maintained. This measure is being implemented to reduce COVID-19 related health risks for everyone engaged in the educational process. Masks or face coverings must be worn over the nose and mouth, in accordance with the Centers for Disease Control and Prevention (CDC).

COVID-19 SIGNS AND SYMPTOMS

We encourage individuals to monitor for the signs and symptoms of COVID-19 prior to coming on campus.

If you have experienced the symptoms listed below or have a body temperature 100.4°F or higher, we encourage you to self-quarantine at home and contact a primary care physician's office, local urgent care facility, or health department for further direction. Please notify your instructor(s) by email and do not come on campus for any reason.

COVID-19 Key Symptoms
Fever or felt feverish
Chills
Shortness of breath or difficulty breathing (not attributed to any other health condition)
Fatigue
Muscle or body aches
Headache
New loss of taste or smell
Sore throat (not attributed to any other health condition)
Congestion or runny nose (not attributed to any other health condition)
Nausea or vomiting
Diarrhea
In the past 14 days, if you:
Have had close contact with or are caring for an individual diagnosed with COVID-19 at home (not in healthcare setting), please do not come on campus and contact your instructor (s).

COVID-19 SELF-REPORTING REQUIREMENT

Students, regardless of vaccination status, who test positive for COVID-19 or who have been exposed to a COVID-19 positive person, are required to self-report using <https://www.southeasterntech.edu/covid-19/>.

Report all positive cases of COVID-19 to your instructor and [Stephannie Waters](mailto:swaters@southeasterntech.edu), Exposure Control Coordinator, swaters@southeasterntech.edu, 912-538-3195.

HYBRID ATTENDANCE

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 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: [Daphne Scott \(dscott@southeasterntech.edu\)](mailto:dscott@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: [Daphne Scott \(dscott@southeasterntech.edu\)](mailto:dscott@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.)

Students are required to take all tests scheduled during the semester. Failure to take Blackboard/SAM Tests/Exams, and assignments will result in a grade of zero. There will be no makeup of assignments or EXAMS. If Internet or browser failure occurs, contact 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

As set forth in the student catalog, Southeastern Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, sex, religion, disability, age, political affiliation or belief, genetic information, veteran status, or citizenship status (except in those special circumstances permitted or mandated by law).

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
Textbook Projects/Labs	40%
SAM Trainings	20%
SAM Exams	40%

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 2022 Lesson Plan

Date/Week	Module	Content	Assignments & Tests Due Dates	Competency Area
First Day of Class May 16		First Day of Class <ul style="list-style-type: none"> • Introduction to Course • Review Course Syllabus/Lesson Plan • Set up folder on One: drive 	Orientation Assignments: Select Getting Started on the course menu in the Blackboard course to complete <ol style="list-style-type: none"> 1. Orientation Assignments, 2. Pledge Acknowledgement Quiz, 3. Student Introduction. 4. Complete the Blackboard Online Orientation 5. Online Orientation Quiz. 6. Complete the COVID Quiz 7. Read the syllabus!!! Due May 18 at 11:59 p.m.	
Week 1 Mon May 16 Wed May 18	Module 1	Managing Email Messages with Outlook	In Class-- Module 1 (Textbook) Hybrid— <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
Week 2 Mon May 23 Wed May 25	Module 1	Managing Email Messages with Outlook	Blackboard/MindTap In Class— <ul style="list-style-type: none"> ○ SAM Training Hybrid— <ul style="list-style-type: none"> ○ SAM Exam All Module 1 Assignments Due May 29 at 11:59 p.m.	1, 2 a, c
May 30		Memorial Day Holiday		

Date/Week	Module	Content	Assignments & Tests Due Dates	Competency Area
Week 3 Mon May 30 Wed June 1	Module 2	Managing Calendars with Outlook	In Class— Module 2 (Textbook) Hybrid— <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 	3 a, c
Week 4 Mon June 6 Wed June 8	Module 2	Managing Calendars with Outlook	Blackboard/MindTap In Class— <ul style="list-style-type: none"> ○ SAM Training Hybrid-- <ul style="list-style-type: none"> ○ SAM Exam All Module 2 Assignments Due June 12 at 11:59 p.m.	3 a, c
Week 5 Mon June 13 Wed June 15	Module 3	Managing Contacts and Personal Contact Information with Outlook	In Class— Module 3 (Textbook) Hybrid— <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 	4 a, c
June 20		Juneteenth Holiday		
Week 6 Mon June 20 HOLIDAY Wed June 22	Module 3	Managing Contacts and Personal Contact Information with Outlook <p style="text-align: center;">65% Point—June 27</p>	Blackboard/MindTap In Class— <ul style="list-style-type: none"> ○ SAM Training Hybrid— <ul style="list-style-type: none"> ○ SAM Exam All Module 3 Assignments Due June 26 at 11:59 p.m.	4 a, c

Date/Week	Module	Content	Assignments & Tests Due Dates	Competency Area
Week 7 Mon June 27 Wed June 29	Module 4	Creating and Managing Tasks with Outlook <i>65% Point—June 27</i>	In Class— Module 4 (Textbook) Hybrid— <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 	4 a, b, c
Week 8 Mon/Wed July 4 & 6 Mon/Wed July 11 & 13	Module 4 Module 5	Creating and Managing Tasks with Outlook Summer Break July 4 – 7, 2022 Customizing Outlook	Blackboard/MindTap In Class— <ul style="list-style-type: none"> ○ SAM Training Hybrid— <ul style="list-style-type: none"> ○ SAM Exam All Module 4 Assignments Due July 10 at 11:59 p.m.	4 a, b, c
Week 9 Mon July 18 Wed July 20	Module 5	Customizing Outlook <i>Summer Semester Ends July 26, 2022</i>	In Class— Module 5 (Textbook) <ul style="list-style-type: none"> • Module Work <ul style="list-style-type: none"> ○ Apply Your Knowledge ○ In the Lab 1 Hybrid— Blackboard/MindTap <ul style="list-style-type: none"> ○ SAM Training ○ SAM Exam All Module 5 Assignments Due July 24 at 11:59 p.m.	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.

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 2019. These are NOT in SAM. You will use your student email account and set it up in Outlook 2019. 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 **One: 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 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.

SAM Exams: Students will take SAM exams covering the material in the textbook in Blackboard/MindTap. Failure to take tests will result in a grade of zero. **No exceptions.** No study guide will be given for any exams.