MICROSOFT OUTLOOK CBT
OST 1010

Class Hours: 0.0
Laboratory Hours: 3.0
Credit Hours: 1.0
Date Revised: Fall 00

Catalog Course Description:

Fundamental concepts and applications of Microsoft Outlook delivering integrated electronic mail, information management, and collaboration among work groups. This course is created specifically to meet the MOUS Program guidelines. This course is delivered through Computer Based Training materials; some basic computer-use knowledge is required.

Entry Level Standards:

Keyboard speed of 23 wpm (minimum)
Basic knowledge of a personal computer and its operation

Prerequisites:

OST 1100 or equivalent

Textbook(s) and Other Reference Materials Basic to the Course:

PSTCC does NOT provide MS Outlook software at the campus. It will be necessary for you to install the software on your computer to complete this course.

I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-3</td>
<td>Load the CBT Player and be sure you can login to the online lessons provided through Smartforce. Complete the online lessons and take the online tests that accompany the lessons.</td>
</tr>
<tr>
<td>4-5</td>
<td>Understanding electronic mail; Outlook 2000 email; replying and reading messages; creating and sending messages; forwarding messages; managing your inbox; creating a personal distribution list; sending a message to a personal distribution list.</td>
</tr>
<tr>
<td>6-7</td>
<td>Managing your appointments and tasks; managing your contacts; previewing your day.</td>
</tr>
<tr>
<td>8</td>
<td>Complete CBT Microsoft Outlook theory tests online and textbook CTM theory test in the Testing Center.</td>
</tr>
</tbody>
</table>

II. Course Objectives*:
A. Demonstrate basic fundamentals of Microsoft Outlook and personal computer concepts. I, II, III, VI, XII

B. Use MS Outlook features. I, II, III, VI, XI, XII

C. Use Outlook to integrate desktop applications in organizational and communications tasks. I, II, III, VI, X, XI

*Roman numerals after course objectives reference goals of the OST program.

III. Instructional Processes*:

Students will:

1. Use technology to promote the objectives of this course; specifically, the Windows operating system, the Internet, email, and MS Outlook concepts. Technological Literacy Outcome

2. Use email to communicate problems, questions, and issues to instructor. Communication Outcome, Technological Literacy Outcome

3. Using a personal computer, browser software, and the Internet, read and respond to tutorials on how to use the application packages presented in this course to gain user proficiency. Technological Literacy Outcome, Problem Solving and Decision Making Outcome, Active Learning Strategy

4. Use the skills and applications taught in the CBT tutorials in actual work required in exercises that simulate real-world applications. Transitional Strategy

5. Download applications from the Web and install the applications on the student's personal computer to complete research activities required in exercises. Active Learning Strategy, Technological Literacy Outcome

*Strategies and outcomes listed after instructional processes reference Pellissippi State’s goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.

IV. Expectations for Student Performance*:

Upon successful completion of this course, the student should be able to:

1. Use Internet resources. A

2. Use correspondence tool: email. A

3. Identify basic components of a microcomputer system. A

4. Identify applications and operating systems levels of software. A

5. Identify types of memory. A

6. Identify types of storage. A

7. Demonstrate ability to handle disks correctly. A

8. Identify hardware used for input, output, storage, and processing.
9. Format a disk. A
10. Backup disks. A
11. Identify and utilize the windows explorer and My Computer. A
12. Copy, delete, and move files. A
14. Identify the objects on the Microsoft Windows 2000 desktop. A
15. Perform the basic mouse operations: point, click, right-click, drag, and right-drag. A
16. Open, maximize, minimize, restore, and close a Windows 2000 window. A
17. Resize and move a Windows 2000 window. A
18. Scroll in a Window. A
19. Understand keyboard shortcut notation. A
20. Start an application program in Windows 2000. A
21. Rename My Computer. A
22. Use and set date and time settings. A
23. Change fonts. A
24. Customize mouse and keyboard settings. A
25. Copy and move files and folders. A
26. Check for errors. A
27. Defragment disks. A
28. Use plug and play. A
29. Install wizards. A
30. Customize the taskbar. A
31. Use the Network Neighborhood. A
32. Start Outlook. A,B
33. Use Journal. A,B
34. Locate a Journal event. A,B
35. Maintain contacts. A,B
36. Adding a contact. A,B
37. Keep notes. A,B
38. Create a note. A,B
39. Send and receive messages. A,B
40. Preview and move a message. A,B
41. Clear the Inbox. A,B
42. Set mail options. A,B
43. Create message templates. A,B
44. Save an item as a template. A,B
45. Manage remote mail. B,C
46. Work with Calendar. B,C
47. Set a reminder. B,C
48. Customize and secure your Calendar. B,C
49. Set permissions. B,C
50. Create a task. B,C
51. Prioritize a task. B,C
52. Manage tasks. B,C
53. Delegate a task. B,C
54. Navigate folders. B,C
55. Create shared items. B,C
56. Modify the Field Chooser. B,C
57. Offline folder synchronization. B,C
58. Print all components. B,C

*Letters after performance expectations reference the course objectives listed above.

V. Evaluation:

A. Testing Procedures: 90% of grade

Two types of tests will be given in this course for grade determination:
(1) short-answer tests administered through the Computer Based Training tutorial software (taken over the Web) and
(2) short-answer tests over the textbook material (taken in the Testing Center).
The grades on these tests will be averaged to determine the course grade.
Number of tests:
CBT Outlook tutorial tests delivered over Web
CTM Outlook textbook tests taken in the Testing Center
B. Laboratory Expectations:

N/A

C. Field Work:

N/A

D. Other Evaluation Methods: 10% of grade

5%--Active involvement in email communication with instructors
5%--Successful download of necessary files and programs for coursework

E. Grading Scale:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>93-100</td>
</tr>
<tr>
<td>B+</td>
<td>90-92</td>
</tr>
<tr>
<td>B</td>
<td>85-89</td>
</tr>
<tr>
<td>C+</td>
<td>80-84</td>
</tr>
<tr>
<td>C</td>
<td>75-79</td>
</tr>
<tr>
<td>D</td>
<td>70-74</td>
</tr>
<tr>
<td>F</td>
<td>69 and below</td>
</tr>
</tbody>
</table>

VI. Policies:

A. Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75% of their scheduled class and laboratory meetings in order to receive credit for the course.

B. Academic Dishonesty:

Plagiarism, cheating, and other forms of academic dishonesty are prohibited. Students guilty of academic misconduct, either directly or indirectly through participation or assistance, are immediately responsible to the instructor of the class. In addition to other possible disciplinary sanctions which may be imposed through the regular Pellissippi State procedures as a result of academic misconduct, the instructor has the authority to assign an F or a zero for the exercise or examination or to assign an F in the course.

C. Where Do I Begin?

Students must have a valid PSTCC ID to be presented on demand to gain access to PSTCC facilities.
1. Once you have your supplies, hardware/software setup, you should go to http://www.pstcc.cc.tn.us/ost/mous.
2. Click on the WebCT button, click on My WebCT, and then login to WebCT.
3. Click on OST 1001-1011--MS Office User Specialist Courses.

Choose the icon labeled Class Map and Due Dates, choose Map for Outlook, and print out the Class Map. This document will guide you through the course. It contains a list of the CBT tutorials you will use, the textbook pages to read and exercises to complete, and a listing of what tests you need to take and when to take them.

Resources that will be used:
Personal computer using the Internet to deliver the course. You will need your own Internet Service Provider for access to the Internet.
Computer Based Training (CBT) online courseware. You will need to download the CBT
Player to your computer to view the courseware. Applications software. You will need to have the following software packages installed on your computer to complete the course: Windows 95 or higher, an Internet browser (full-blown version, **NOT AOL version**), Microsoft Office 2000 Professional, CBT Player (download free to play CBT tutorials and tests).

**Technology Requirements:**

**Minimum hardware requirements:**
- Pentium class or better
- 75 MHz processing speed
- 3.5" floppy drive
- 16Mb RAM memory for Win95
- 32+Mb RAM for WinNT
- 217Mb disk space for CD1 (Word, Excel, Outlook, PowerPoint, Access, FrontPage)
- 174Mb disk space for CD2 (Publisher, Small Business Tools)
- CD ROM drive
- Microsoft mouse compatible
- 9,600-baud modem; 14,400- or higher-baud modem recommended
- at least VGA graphics capability with a minimum of 512K video RAM (1Mb video RAM recommended. Super VGA recommended.
- Windows display mode of at least 640 x 480 resolution with at least 16 colors.

**Minimum software requirements:**
You need to know how to use your computer and how to use the Internet. You will need to have the following software installed on your computer:
- Windows 95 or higher
- an Internet browser (full-blown Netscape or Internet Explorer). The AOL browser will not work with the course delivery software. If you do not have the full-blown Netscape or IE, you will need to download them from the Web. They are free.
- MS Office 2000
- CBT Player download after you are registered in the course. (You must download this and have it installed on your hard drive in order to play the CBT tutorials and take the CBT online tests). Use the following link to get directions for downloading CBT Player and tutorials: [http://198.146.192.9/dynamo/gettingstarted.htm](http://198.146.192.9/dynamo/gettingstarted.htm)

**Course Structure:**
This one-hour course can be combined to meet requirements for Pellissippi State certificates. This course is delivered as an online course over the World Wide Web (WWW). Assignments will consist of:
- reading textbook assignments
- completing textbook and online assignments
- completing online CBT theory tests (true-false/multiple-choice tests)
- completing SAM application tests (taken in the Testing Center)
- readings, text exercises, and CBT tutorials must be completed prior to taking the tests.

You have 15 weeks to complete this course but you may be able to complete in less time. Due dates for completion of units will be enforced, since procrastination is a sure way to compromise your success in an independently paced learning experience such as this.