MICROSOFT OUTLOOK CBT
OST 1010

Class Hours: 0.0                  Credit Hours: 1.0
Laboratory Hours: 3.0              Revised: Spring 03

NOTE: This course is not designed for transfer credit.

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 off campus. It will be necessary for students to install the software on their computer to complete this course.

I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
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<tbody>
<tr>
<td>1-2</td>
<td>Introducing Outlook 2002--SmartForce Tutorials: Load the SmartForce Player and login to the online lessons provided through Smartforce. Complete the online SmartForce tutorials Introducing Outlook and take the online tests that accompany the lessons. Download and install files necessary to complete textbook tutorials.</td>
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<tr>
<td>3-4</td>
<td>Microsoft Outlook--Tutorials 1-2 (in textbook): Understanding electronic mail; Outlook 2002 email--customizing and navigating; replying and reading messages; creating and sending messages; forwarding and customizing messages; working with e-mail attachments; managing contacts, enter and edit contact information; send and receive contact information; create a distribution list; flag, filter, sort, and delete contacts; merge a form letter with contacts.</td>
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<tr>
<td>5</td>
<td>Managing Outlook 2002--SmartForce Tutorials and Microsoft Outlook--Tutorial 3 (in</td>
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</table>
Complete the online SmartForce tutorials Managing Outlook 2002 and take the online tests that accompany the lessons. Complete Tutorial 3 in textbook on planning tasks and schedules; taking notes; compiling a to-do list; organize and assign tasks; schedule the calendar and appointments; plan a meeting; save a calendar as a Web Page.

6-7 Microsoft Outlook--Tutorials 4-5 (in textbook): Managing the inbox; attach message flags; setting message options; create subfolders and files messages; find, sort, group, and filter messages; archiving messages; record and view activities in a journal; create office documents from Outlook; import and export files; send and receive faxes.

8 Complete SmartForce Microsoft Outlook theory tests online and textbook CTM theory test in the Testing Center.

II. Course Objectives*:

A. Demonstrate basic fundamentals of Microsoft Outlook and personal computer concepts. I, III, VI, XI

B. Understand the basic terminology and concepts of a personal information management program. III, IV, XI

C. Use Outlook to integrate desktop applications in organizational and communications tasks. I, III, V, VIII, IX, 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 WebCT email to communicate problems, questions, and issues to instructor. *Communication 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*

4. Use the skills and applications taught in the SmartForce 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*

*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: WebCT email and Outlook email. A
3. Copy and download files and programs. A
4. Understand keyboard shortcut notations. A
5. Start an application program in Windows 98 or higher. A
6. Start Outlook and set up a profile. A,B
7. Use a Journal. A,B
8. Locate a Journal event. A,B
9. Enter and edit contacts. A,B
10. Add and delete contacts. A,B
11. Send an e-mail message, write a letter, and schedule an appointment with contacts. A,B
12. Organize, flag, filter, and sort a contact list. A, B
13. Create, customize, organize and print notes. A,B
14. Send and receive messages. A,B
15. Preview and move a message. A,B
16. Create and edit a Personal Address Book. A,B
17. Send messages to a personal distribution list. A,B
18. Customize e-mail messages with a signature and stationery. A,B
19. Work with e-mail attachments. A,B
20. Manage the Inbox. A,B
21. Set mail options. A,B
22. Create rules with Rules Wizard to organize the Inbox. A,B
23. Find, sort, group, filter, and archive messages. A,B
24. Manage remote mail. B,C
25. Schedule appointments and events with Calendar. B,C
26. Plan a meeting. B,C
27. Set a reminder. B,C
28. Customize and secure your Calendar. B,C
29. Set permissions. B,C
30. Create a task list with one-time and recurring tasks. B,C
31. Prioritize a task. B,C
32. Manage tasks. B,C
33. Delegate a task. B,C
34. Navigate folders. B,C
35. Import and export files. B,C
36. Create and send a fax with Outlook. B,C
37. 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 SmartForce 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:
a. Two SmartForce Outlook tutorial tests delivered over Web
   Introducing Outlook 2002
   Managing Outlook 2002
b. One CTM Outlook textbook test 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 WebCT email communication with instructor and successful
download of necessary files and programs for coursework
5%--Successful completion and grade on WebCT Site Quiz

E. Grading Scale:

The final grade will be determined by averaging the scores on the SmartForce and textbook
tests (90 percent) and on the above mentioned other evaluation methods (10 percent) according
to these standards:

A 93-100
B+ 90-92
B 85-89
VI. Policies:

A. 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.

B. Where Do I Begin?

Students must have a valid PSTCC ID to be presented on demand to gain access to PSTCC facilities.

1. After supplies, hardware/software setup, go to http://www.pstcc.edu/ets/dist_learn/online.html
2. Click on the Log into MyWebCT button and login to "MyWebCT".
3. Enter username and password to login.
4. Click on OST 1010WW1 and click on the Course Information icon on the course home page.
5. Scroll down and choose the icon labeled Class Map and Due Dates, choose Map for Outlook and print out the Class Map. This document will guide students through the course and will give it some order. It contains a list of the SmartForce tutorials to use, the textbook pages for exercises and review to complete, and a listing of what tests to take and when to take them.

Resources that will be used:

- Personal computer using the Internet to deliver the course.
- SmartForce Computer Based Training (CBT) online courseware.
- Textbook data files for use with textbook. These can be downloaded free via the World Wide Web at http://www.course.com
- Applications software. See minimum software requirements below:

Technology Requirements:
To run Office XP, the following hardware/software are recommended:

Minimum hardware requirements:

- Pentium III recommended
- 166 MHz processing speed or greater
- 3.5" floppy drive
- 64Mb RAM memory plus an additional 8Mb for each Office program running simultaneously
- 217Mb disk space for downloading student data files
- Microsoft mouse compatible
- 56K modem for dialup access (cable modem or DSL highly desirable)

Super VGA display mode (800 x 600) or higher-resolution with 256 colors.

**Minimum software requirements:**

Students need to know how to use their computer and how to use the Internet.

- **Internet Service Provider** (ISP). Students will need to pay for this service. This is independent of PSTCC. This local provider (ISP) will provide access to the Internet and it will cost between $10-$20/month.

- **Netscape or Internet Explorer** (browser software--free to students). Download the full version of Netscape or Internet Explorer. Netscape Navigator version 4.76 or 6.2.1 (versions 4.78, 4.79 not recommended). Internet Explorer (IE) version 5.0 or higher (version 5.5 Service Pack 1 is not supported). If AOL will be used for Web access, version 7.0 will be needed. WebCT does not support AOL’s built-in browser below version 7 or WebTV. See Minimum System Requirements for WebCT for more information.

- **Microsoft Office XP Professional** Students must purchase this if it did not come on their computer.

- **Windows 98 or higher**

**SmartForce Player** (Download this after registered in the course and install it on the hard drive in order to play the SmartForce tutorials and take the SmartForce online tests.) This is a free download.

**Course Structure:**

OST 1010 (Outlook) provides the opportunity to learn skills required to take the Microsoft Office User Specialist Certification Exam for Outlook 2002. The text and the SmartForce tutorials are Microsoft-approved courseware that matches the proficiency guidelines developed by Microsoft for the certification exam. In addition, these one-hour courses can be combined to meet the 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 SmartForce theory tests (true-false/multiple-choice tests).
- completing textbook CTM theory test NOTE: The textbook theory test must be taken in the Pellissippi State Testing Center.

Readings, text exercises, and SmartForce tutorials must be completed prior to taking the test.

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

As a registered student, you can use the open computer labs at Pellissippi State.

NOTE: Students must have or must purchase Windows 98 or higher, Microsoft's Office XP which includes the MS Outlook program for this course. Netscape Navigator or MS Internet
Explorer and the SmartForce Player are free and can be downloaded from the Internet. Students will need to arrange for their own Internet Service Provider (ISP).