PELLISSIPPI STATE TECHNICAL COMMUNITY COLLEGE
MASTER SYLLABUS

MICROSOFT OUTLOOK CBT
OST 1010

Class Hours: 0.0   **Credit Hours: 1.0**

Laboratory Hours: 3.0   **Revised: Fall 2004**

 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) -- OST 1100 or equivalent
 Basic knowledge of a personal computer and its operation

Prerequisites:

 OST 1100 or equivalent

Textbook(s) and Other Course Materials:

License for SAM XP testing software. You will purchase the SAM XP testing license ONCE and will use it for Word CBT, Excel CBT, PowerPoint CBT, Access CBT, and Outlook CBT. These are the MOUS courses that require SAM XP application tests. The license is good as long as you are a student at PSTCC and take courses that require this testing.
The ISBN Number for the license is 0-619-17361-0.
License for TOM training software. You will purchase the TOM training license ONCE and will use it for Word CBT, Excel CBT, PowerPoint CBT, Access CBT, and Outlook CBT. These are the MOUS courses that require that you use the TOM training software to help you learn MS Office. The license is good as long as you are a student at PSTCC and take courses that require this training.
The ISBN Number for the license is 0-619-11987-X.
Microsoft Outlook 2002--New Perspectives, Introductory by Robin M. Romer, published by Course Technology, 2002, ISBN 0-619-04465-9.

I. Week/Unit/Topic Basis:

(See Where Do I Begin? section at the end of this syllabus for detailed instructions on accessing tutorials, textbook assignments, and testing structure.)

Week	Topic
1	Introduction to Outlook 2002--Install and Complete TOM Tutorials Install the TOM training software to your home computer. Complete the 25 activities in TOM found under Introduction to Outlook 2002
2-3	Microsoft Outlook--Tutorials 1-2 (in textbook) Download and install files necessary to complete textbook tutorials. 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.

4   Microsoft Outlook--Tutorial 3 (in textbook)
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.

5-6   Microsoft Outlook--Tutorials 4-5 (in textbook)
Managing your 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.

7   Microsoft Outlook Test
Complete SAM XP application/theory test over Outlook textbook (Tutorials 1-5) 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 aplications 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 TOM 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 TBR'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) practical application tests administered through the TOM tutorial software (taken over the Web) and
(2) SAM application/theory test over the textbook material (taken in the Testing Center).

The grades on these tests will be averaged to determine 90 percent of the course grade.

Number of tests:

a. One TOM tutorial practical application delivered over Web
   - Introduction to Outlook 2002 (30%)
   One SAM XP Outlook test covering Tutorials 1-5 in the textbook and taken in the Testing Center (60%)

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 score on the TOM tutorial 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
C+   80-84
C   75-79
D   70-74
F   69 and below

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 percent of their scheduled class and laboratory meetings in order to receive credit for the course. [NOTE: No differentiation is noted for excused/unexcused absences. These will be treated as an absence.] (Reference, *PSTCC 2004-2006 Catalog, page 83*)

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. (Reference, *PSTCC 2004-2006 Catalog, pages 62-63*)

C. Accommodations for disabilities:

If you need accommodation because of a disability, if you have emergency medical information to share, or if you need special arrangements in case the building must be evacuated, please inform the instructor immediately. Privately after class or in the instructor's office.
To request accommodations students must register with Services for Students with Disabilities: Goins 127 or 131, Phone: (865) 539-7153 or (865) 694-6751 Voice/TDD.

D. Computer Usage Guidelines:

College-owned or -operated computing resources are provided for use by students of Pellissippi State. All students are responsible for the usage of Pellissippi State's computing resources in an effective, efficient, ethical and lawful manner. (Reference, *PSTCC 2004-2006 Catalog, pages 67-70*)

E. Other:

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

Where do I begin?

1. Once you have your supplies, hardware/software setup, you should 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 your 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 you through the course and will give it some order. It contains a list of the TOM tutorials you will use, the textbook pages for exercises and review to complete, and a listing of what tests you need to take and when to take them.

Resources that will be used for online class:

- Personal computer using the Internet to deliver the course. You will need your own Internet Service Provider for access to the Internet.
- TOM (training online materials) courseware. You will need to install the TOM link to http://samxp.course.com so that you can complete the training online from your home computer. Be sure that you have registered and are logged in online before you begin the training modules.

- Textbook data files for use with your textbook. These can be downloaded free via the World Wide Web at **http://www.course.com**
- Applications software. You will need to have the following software packages installed on your computer to complete the course:
    - Windows 98 or higher
    - An Internet browser. **Netscape or Internet Explorer** (browser software--free to students). You must download the full version of Netscape or Internet Explorer. Netscape Navigator version 6.2.x or 7.0 (earlier versions are not supported). Internet Explorer 5.0 or higher (version 5.5 Service Pack 1 is not supported). *If you use AOL for Web access, you will need the AOL version 7.0 or 8.0. WebCT does not support AOL's built-in browser below version 7.0 or WebTV.* See [Minimum System Requirements for WebCT](#) for more information.
    - Microsoft Office XP
    - TOM (training online materials)

Technology requirements:

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

Minimum hardware requirements:

- Pentium III or higher recommended
- 233 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:

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:

- **Internet Service Provider** (ISP). You will need to pay for this service. This is independent of PSTCC. This local provider (ISP) will provide you access to the Internet and will cost between $10-$20/month.
- **Netscape** or **Internet Explorer** (browser software--free to students.) You must download the full version of Netscape 6.2.x or 7.0 OR Internet Explorer 5.0 or higher. (See above for complete information on browsers.)
- **MS Office XP** You must purchase this if it did not come with your computer.
- **Windows 98 or higher**
- **TOM (training online materials)** You will need to install the connection to TOM online on your personal computer. Be sure to choose the option to complete your training online so that I can access your training results.

Course structure:

OST 1010 (Outlook) provides you the opportunity to learn skills required to take the **Microsoft Office User Specialist Certification Exam for Outlook 2002**. Your text and the TOM tutorials are Microsoft-approved courseware that match 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 TOM training modules.
- completing SAM XP Outlook theory/application test

  NOTE: The SAM XP theory/application test must be taken in the Pellissippi State Testing Center.

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

You have 14 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.

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

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