

PELLISSIPPI STATE COMMUNITY COLLEGE
MASTER SYLLABUS

**MICROSOFT OUTLOOK CBT
OST 1010**

Class Hours: 0.0

Credit Hours: 1.0

Laboratory Hours: 3.0

Revised: Spring 2010

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. The course is created specifically to meet the Microsoft Certified Application Specialist program guidelines. It 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—Keyboarding I or equivalent

Textbook(s) and Other Course Materials:

- **Sam 2007 Assessment and Projects 4.0 published by Course Technology/Cengage, June 2009 edition keycode required, ISBN 0-5387-6642-5**
- *Microsoft Office Outlook 2007, Introductory Concepts and Techniques* by Shelly, Cashman, and Webb, published by Course Technology, 2008, ISBN 1-4188-5978-8.
- **Outlook Review Questions, Answers, and Study Guide:** provided by instructor and mailed to student at the beginning of the semester.

I. Week/Unit/Topic Basis: (Tentative Schedule)

You can take the entire semester to complete this course as listed below. Due dates will be strictly followed and late submissions will not be accepted. However, if you are taking **more than one** CBT course, you can complete the course in seven weeks and then complete a second CBT course during the second seven weeks. If you are taking **three** CBT courses, you will either need to complete a course in less than seven weeks or work on two courses at the same time. **(To complete two or three courses in one semester, it is imperative that you budget your time accordingly.)**

(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

- 1-2 **Email Assignment and Online Entrance Exam**
Complete the Email Assignment as directed under Getting Started in D2L. Download and install files necessary to complete textbook chapters. Complete Online Entrance Exam in D2L.
- 3-6 **Microsoft Outlook—Chapter 1 (in textbook)**
Start and quit Outlook; open, read, print, reply to, and delete mail messages; view a file attachment; create and insert an email signature; compose, format, and send email messages; insert a file attachment in an email message; flag, categorize, sort, and filter email messages, set email importance, sensitivity, and delivery options; create a personal mail folder; create and print a contact list; use the Find a Contact feature; organize the contact list; track activities of a contact; use Outlook Help. Complete Outlook Chapter 1 Online Practice Test and SAM 2007 Outlook Chapter 1 Quiz.
- 7-9 **Microsoft Outlook—Chapter 2 (in textbook)**
Start Outlook and open the Calendar folder; describe the components of the Calendar; enter, move, and edit one-time recurring appointments; create an event; display the calendar Day, Work Week, Week, and Month views; create and customize a task list and move it to a new folder; import, export, and delete personal subfolders; delegate tasks; schedule a meeting; customize the calendar; print the calendar in Daily Style, Weekly Style, and Monthly Style; enable and start instant messaging in Outlook; add an instant messaging address in the contact list; send an instant message and send a file with instant messaging. Complete Outlook Chapter 2 Online Practice Test and SAM 2007 Outlook Chapter 2 Quiz.
- 10-12 Prepare for Microsoft Outlook Test. Practice and review using Outlook Review Questions, Answers, and Study guide provided by instructor.
- 13 **Microsoft Outlook Test**
Complete theory test over Outlook textbook (Chapters 1-2) in the Main Campus Testing Center.
- 14 **Complete the Online Exit Exam in D2L.**

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 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*
4. Use the skills and applications taught in the SAM 2007 Training tutorials and in the text in actual work required in exercises that simulate real-world applications. *Transitional Strategies*
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 Strategies*

*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 tools: D2L 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 XP or higher. (A)
6. Start Outlook and set up a profile. (A,B)
7. Enter and edit contacts. (A,B)
8. Add and delete contacts. (A,B)
9. Send an e-mail message, write a letter, and schedule an appointment with contacts. (A,B)
10. Organize, flag, filter, and sort a contact list. (A, B)
11. Create, customize, organize and print notes. (A,B)
12. Send and receive messages. (A,B)
13. Preview and move a message. (A,B)
14. Create and edit a Personal Address Book. (A,B)
15. Send messages to a personal distribution list. (A,B)
16. Customize e-mail messages with a signature and stationery. (A,B)
17. Work with e-mail attachments. (A,B)
18. Manage the Inbox. (A,B)

19. Set mail options. (A,B)
20. Find, sort, group, filter, and archive messages. (A,B)
21. Manage remote mail. (B,C)
22. Schedule appointments and events with Calendar. (B,C)
23. Plan a meeting. (B,C)
24. Set a reminder. (B,C)
25. Customize and secure your Calendar. (B,C)
26. Create a task list with one-time and recurring tasks. (B,C)
27. Prioritize a task. (B,C)
28. Manage tasks. (B,C)
29. Delegate a task. (B,C)
30. Navigate folders. (B,C)
31. Print all components. (B,C)

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

V. Evaluation:

A. Testing Procedures: 70 %

One exam will be given in this course for grade determination:

- Theory Exam over Outlook Chapters 1-2. This exam will consist of multiple-choice and matching questions over the Outlook features presented in the text. This exam will count as 70 percent of the total grade for the course.

B. Laboratory Expectations:

N/A

C. Field Work:

N/A

D. Other Evaluation Methods: 30%

- 20 percent – Online practice tests taken at the Shelly/Cashman Website and SAM 2007 chapter quizzes. Online practice tests must be completed by designated due dates. After having taken and submitted the online practice test, each student will complete an online quiz over the chapter using SAM 2007. The quiz will consist of tasks and theory questions and can be taken only one time. Late work will not be accepted after due date and a grade of zero will be recorded for unsubmitted practice tests or quizzes. Be sure to check course calendar for designated due dates.

- 10 percent – Successful completion and submission of the Email assignment in D2L by designated due date. Online Entrance Exam and Exit Exam grades completed by due dates.

E. Grading Scale:

The final grade will be determined by averaging the score on the SAM 2007 Training Tutorials, the final assessment test (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:

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

Pellissippi State expects students to attend all scheduled instructional activities. As a minimum, students in all courses (excluding distance learning 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, PSCC 2008-2010 Catalog, Online)

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. (*Pellissippi State Online Catalog*)

C. Accommodations for disabilities:

Students who need accommodations because of a disability, have emergency medical information to share, or need special arrangements in case the building must be evacuated should inform the instructor immediately, privately after class or in her or his office. Students must present a current accommodation plan from a staff member in Services for Students with Disabilities (SSWD) in order to receive accommodations in this course. Services for Students with Disabilities may be contacted by going to Goins 134 or 126 or by phone: 694-6751 (Voice/TTY) or 539-7153. More information is available at www.pstcc.edu/departments/swd/.

D. Other:

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. (*Pellissippi*

State Online Catalog)

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 and hardware/software setup, you should go to **<http://www.pstcc.edu/online>**
2. Click on the **Log In** button and login to “D2L”
3. Enter your username and password to login.
4. Scroll to My Pellissippi State Community College Courses to find your Web courses and click on OST 1010 - Outlook
5. Click on Course Content and begin with the **Getting Started** module.

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.
- SAM 2007 Assessment and Projects 5.0
- Student Data Files for use with your textbook. These can be downloaded free via the Web at <http://www.scsite.com>
- Shelly/Cashman Outlook 2007 Learn It Online Website at <http://www.scsite.com/out2007/learn> to complete online Practice Tests.
- Applications software. You will need to have the following software packages installed on your computer to complete the course:
 - Windows XP or higher
 - An Internet browser. Internet Explorer (browser software--free to students). You must download it from the WWW or get it through your ISP. Minimum browser requirements: See <http://www.pstcc.edu/online/specs.html> or see Microsoft Office 2007 Professional. (As a registered student, you can use the open computer labs at PSTCC if you do not have this software.)
 - SAM 2007 Assessment and Projects 20007
 - Microsoft Office 2007 Professional (As a registered student, you can use the open computer labs at PSTCC if you do not have this software.)