

**NEOSHO COUNTY COMMUNITY COLLEGE  
MASTER COURSE SYLLABUS**

**COURSE IDENTIFICATION**

Course Code/Number: CSIS 114

Course Title: E-mail Applications

Division:  Applied Science (AS)  Liberal Arts (LA)  Workforce Development (WD)  
 Health Care (HC)  Lifetime Learning (LL)  Nursing  Developmental

Credit Hour(s): One (1)

Effective Date: Fall 2013

Assessment Goal Per Outcome: 70%

**COURSE DESCRIPTION**

This course is a hands-on introduction to the tools and utilities available within Outlook and designed to increase productivity. It will provide the student with the skills needed to start sending and responding to email in Microsoft® Outlook® 2007, as well as maintaining Calendar, scheduling meetings, and working with tasks.

This course is designed for people with a basic understanding of Microsoft Windows who need to learn how to use Microsoft® Outlook® 2007 to compose and send email, schedule appointments and meetings, manage contact information and tasks, and use notes. This course is appropriate for persons interested in pursuing the Microsoft® Office Specialist certification for Outlook.

**MINIMUM REQUIREMENTS/PREREQUISITES AND/OR COREQUISITES**

Typing skills. Knowledge of Windows 95, 98, NT, 2000, ME, or XP.

**TEXTS**

The official list of textbooks and materials for this course is found on *myNeosho*.

<http://www.neosho.edu/ProspectiveStudents/Registration/CourseSyllabi.aspx>

## **GENERAL EDUCATION OUTCOMES**

1. Practice Responsible Citizenship through:
  - identifying rights and responsibilities of citizenship,
  - identifying how human values and perceptions affect and are affected by social diversity,
  - identifying and interpreting artistic expression.
2. Live a healthy lifestyle (physical, intellectual, social) through:
  - listing factors associated with a healthy lifestyle and lifetime fitness,
  - identifying the importance of lifetime learning,
  - demonstrating self-discipline, respect for others, and the ability to work collaboratively as a team.
3. Communicate effectively through:
  - developing effective written communication skills,
  - developing effective oral communication and listening skills.
4. Think analytically through:
  - utilizing quantitative information in problem solving,
  - utilizing the principles of systematic inquiry,
  - utilizing various information resources including technology for research and data collection.

## **COURSE OUTCOMES/COMPETENCIES (as Required)**

Upon successful completion of this course the student should:

Outcome 1: Demonstrate the use of Outlook to create and send e-mail.

Competencies:

- Identify the components of the Outlook environment and compose and respond to a simple message.
- Compose and send e-mail messages
- Reply to a message
- Print a message
- Delete a message
- Modify message options. .
- Use folders to manage mail.

Outcome 2: Demonstrate the use of Outlook to manage and work with contacts.

Competencies:

- Manage contacts and contact information.
- Create and edit tasks.
- Create and edit notes.

Outcome 3: Demonstrate the use of the Outlook calendar.

Competencies:

- Schedule appointments.
- Schedule meetings.
- Customize the calendar by setting various calendar options.

Outcome 4: Demonstrate the use of the tasks feature in Outlook.

Competencies:

- Create and edit tasks.
- Create and edit notes.
- Crack work activities using the Outlook Journal. .
- Make folder information available to other Outlook users.
- Assign and track tasks.
- Customize the Outlook environment.
- Sort, find and color-code items in your mailbox and calendar.

## **MINIMUM COURSE CONTENT**

The following topics must be included in this course. Additional topics may also be included.

### **Getting Started with Outlook**

- Log On to Outlook
- The Outlook Environment
- Compose and Send a Simple Message
- Open a Message
- Reply to a Message
- Print a Message
- Delete a Message

### **Composing Messages**

- Address a Message
- Format a Message
- Check Spelling and Grammar
- Attach a File
- Forward a Message

### **Managing Mail**

- Open and Save an Attachment
- Flag a Message
- Create a Folder
- Move Messages to a Folder
- Copy Messages to Folders
- Delete a Folder

### **Setting Message Options**

- Modify Message Settings
- Modify Delivery Options
- Modify Message Formats
- Notify Others that You will be Out of the Office
- Create and Modify a Distribution List
- Insert a Hyperlink

## **Sharing Folder Information**

- Specify Folder Permissions
- Access Another User's Folder
- Delegate Access To Folders

## **Scheduling Appointments**

- The Outlook Calendar
- Schedule an Appointment
- Assign a Category to an Appointment
- Update Calendar Entries
- Set Work Days and Times
- Display Other Time Zones
- Set Free/Busy Options

## **Scheduling Meetings**

- Schedule a Meeting
- Reply to a Meeting Request
- Propose a New Meeting Time
- Track Meeting Responses
- Update a Meeting Request
- Cancel a Meeting Request
- Print the Calendar

## **Managing Contacts**

- Add a Contact
- Sort Contacts
- Find a Contact
- Generate a Map
- Edit a Contact
- Delete a Contact
- Print Contacts

## **Managing Tasks**

- Create a Task
- Edit a Task
- Update a Task
- Assign a Task
- Reply to a Task Request
- Send a Task Update
- Track Assigned Tasks

## **Using Notes**

- Create a Note
- Edit a Note
- Copy a Note

## **Customizing Outlook**

- Customize the Toolbar
- Create a New Toolbar
- Customize the Menu
- Create a Folder Home Page

## **Locating Outlook Items**

- Sort Messages Using Multiple Criteria
- Find Messages
- Find Messages Using Multiple Criteria
- Filter Messages
- Organize Messages
- Manage Junk Email

## **STUDENT REQUIREMENTS AND METHOD OF EVALUATION**

### INSTRUCTIONAL METHODS

1. Workbook, disk files, and Internet based instruction will be employed in this course.
2. Handouts may be provided for certain areas as needed.

### STUDENT REQUIREMENTS

1. Students will be expected to complete lessons, exercises, and exams as provided.
2. Students will be evaluated by the level of competency attained as measured by participation in the exercises.

### GRADING SCALE

In evaluating the student for grade attainment, a grade assignment of A or F will be made based upon mastery of 90% or more of the course competencies.

## **ASSESSMENT OF STUDENT GAIN**

The purpose of assessing student learning at Neosho County Community College is to ensure the educational purposes of the institution are met and appropriate changes are made in program development and classroom instruction to allow for student success. The instructor(s) of this course will determine the methods of assessment most appropriate and complete an assessment report at the end of the course.

Pre-assessment ideally begins at the beginning of the course when the instructor and the student determine through conference and observation the skill level of the student. Post-assessment to determine gain in competency will be measured at the end of each unit of study and at the end of the course.

## **Attendance Policy**

1. NCCC values interactive learning which promotes student engagement in the learning process. To be actively engaged, the student must be present in the learning environment.
2. Unless students are participating in a school activity or are excused by the instructor, they are expected to attend class. If a student's absences exceed one-eighth of the total course duration, (which equates to one hundred (100) minutes per credit hour in a face-to-face class) the instructor has the right, but is not required, to withdraw a student from the course. Once the student has been dropped for excessive absences, the registrar's office will send a letter to the student, stating that he or she has been dropped. A student may petition the chief academic officer for reinstatement by submitting a letter stating valid reasons for the absences within one week of the registrar's notification. If the student is reinstated into the class, the instructor and the registrar will be notified. Please refer to the Student Handbook/Academic Policies for more information
3. Absences that occur due to students participating in official college activities are excused except in those cases where outside bodies, such as the State Board of Nursing, have requirements for minimum class minutes for each student. Students who are excused will be given reasonable opportunity to make up any missed work or receive substitute assignments from the instructor and should not be penalized for the absence. Proper procedure should be followed in notifying faculty in advance of the student's planned participation in the event. Ultimately it is the student's responsibility to notify the instructor in advance of the planned absence.

## **ACADEMIC INTEGRITY**

NCCC expects every student to demonstrate ethical behavior with regard to academic pursuits. Academic integrity in coursework is a specific requirement. Definitions, examples, and possible consequences for violations of Academic Integrity, as well as the appeals process, can be found in the College Catalog, Student Handbook, and/or Code of Student Conduct and Discipline.

## **ELECTRONIC DEVICE POLICY**

Student cell phones and other personal electronic devices not being used for class activities must not be accessed during class times unless the instructor chooses to waive this policy.

## **NOTE**

Information and statements in this document are subject to change at the discretion of NCCC. Students will be notified of changes and where to find the most current approved documents.

## **ACCOMMODATIONS**

If you are a student with a disability who may need accommodation(s), in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990, please notify the Dean of Student Services in the Student Services Office, Sanders Hall, 620-432-0304, on the Chanute Campus, or the Dean for the Ottawa and Online Campuses, 785-248-2798, on the Ottawa Campus as soon as possible. You will need to bring your documentation for review in order to determine reasonable accommodations, and then we can assist you in arranging any necessary accommodations.

## **NON-DISCRIMINATION POLICY**

The following link provides information related to the non-discrimination policy of NCCC, including persons with disabilities. Students are urged to review this policy.

<http://www.neosho.edu/Departments/NonDiscrimination.aspx>

## **SEXUAL MISCONDUCT POLICY (TITLE IX)**

At NCCC, it is the responsibility of an instructor to help create a safe learning environment in the classroom, including both physical and virtual classrooms. All instructors are considered mandatory reporters at NCCC, therefore any information regarding sexual misconduct that is shared by a student in one-on-one meetings with the instructor must be reported to appropriate personnel at the College. Instructors will keep the information private to the greatest extent possible, but it is not confidential. Generally, climate surveys, classroom writing assignments or discussions, human subjects research, or events such as Take Back the Night events do not provide notice that must be reported to the Coordinator by employees, unless the reporting party clearly indicates that they wish a report to be made.

The following link provides information related to the sexual misconduct policy of NCCC, including resources, reporting options, and student rights. Students are urged to review this policy.

<http://www.neosho.edu/TitleIX.aspx>

## **COURSE NOTES**