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COURSE DESCRIPTION

This is practical hands-on, entry-level course to provide beginning information and training in the use of email software. Covers sending and receiving e-mail messages as well as managing contacts and mail; business email etiquette. Provides instruction in using Calendar for scheduling appointments, planning meetings, scheduling events, and tasks feature.

STUDENT LEARNING OUTCOMES

A successful student will be able to do the following by semester’s end:

- Define email software and terminology.
- Demonstrate basic file management skills
- Organize and plan meetings.
- Set up tasks and contacts.
- Construct emails using best practices.
- Demonstrate understanding of business email etiquette.

MATERIALS


- **Textbook:** Shelly Cashman Series Microsoft Office 365 & Outlook 2016: Intermediate by Hoisington Course Technology, ISBN: 1305871146
- **USB drive:** recommended, 1GB is sufficient
- **The Internet:** You must have access to a computer with a reliable Internet connection, e-mail, Adobe Reader (free from adobe.com), a newer version of Internet Explorer or Firefox browser, and MS Word 2010. 3G/4G Internet connection might be insufficient.

CONTACT INFO

Email: ngrigoriants@saddleback.edu

Do not hesitate to email me if you need any help. When in doubt email! Email me immediately if you experience any course related problems. I will do my best to reply next school business day. In the subject line specify semester and course, your last and first name, and assignment number followed by brief description of an issue. For example, *213A Off Proc June 12 Jones, Lee B3 cannot print*. Review presentation on email etiquette (in Blackboard). Send emails only from your school email account. Attach a file if needed. Screen shots of a problem speed up problem resolution time process. Emails that do not follow the format above and email etiquette will be rejected.

POLICIES AND PROCEDURES

- **This course is recommended for self-disciplined students with strong time management skills.** Take a brief quiz to see if you are ready to take an online course: <http://www.saddleback.edu/de/DEquiz.html>
- **I want you to succeed!** We strongly recommend completing at least 3-4 assignments per week. Please get the textbook as soon as possible.
- The help is just an email away! Do not hesitate to email me if you **need any help**. If in doubt, do not delay and **email immediately**.
- Students are responsible for checking their emails and Blackboard account on the regular basis.
- **Due dates are posted in Blackboard and myitlab**, mostly Sundays at 11:59pm.
- **Late submissions** are subject to penalty, 1% per day late.
- Course outline and suggested course schedule are subject to revisions.
- **Important deadlines:** To find important deadlines, go to <http://www.saddleback.edu/>, then → Online Education → Class Schedule → Computer Information Management → locate your course → click on Details link. Use *Click on the  to set a personal reminder for that date* feature to set reminders. Once deadline for Drop with 'W' Grade passes a grade has to be given.
- **Withdrawals:** It is the student's responsibility to officially withdraw (drop) from the class by the appropriate dates.
- **Pass/No Pass:** Each student may elect, no later than the end of the first 30 percent of the term, whether the basis of evaluation is to be "pass-no pass" or a letter grade. Students enrolled in this class for Pass/No Pass must receive 70% or more of the total possible points to obtain credit. If you choose a letter grade, you do not have to do anything. To elect pass/no pass, contact Admissions and Record. For more details go to <http://tinyurl.com/pass-nopass> .
- **Auditing:** Auditing classes is prohibited. Only registered students are allowed to attend classes. For more details go to <http://tinyurl.com/saddleback-auditing>
- **Plagiarisms:** Your assignments must be your work ONLY. Copying someone else's assignment is considered cheating and is not acceptable. Any student who violates this rule will be given a failing grade for the assignment. If you need help, email and get it from me. But if you turn an assignment that is a copy of someone else's, do not expect full credit for it—even if you were the person who actually did it! Academic dishonesty, including, but not limited to falsification, plagiarism, cheating or fabrication, which compromises the integrity of an assignment, a college record or a program is in violation of Saddleback College's student Code of Conduct. Please review your Student Handbook to fully understand your responsibilities within this important college policy: <http://tinyurl.com/saddleback-handbook>
- **Computer Lab:** Computers are available in the Information Management Center (IMC) located in BGS 248. For more details go to <http://www.saddleback.edu/bsed/imc/> .
- **TechSupport:** Blackboard and email: scstudenthelp@saddleback.edu & <http://www.saddleback.edu/de/student-technical-support/>
- **Special needs:** Students with specific disabilities, who believe they need accommodations in this class, are encouraged to contact both the instructor and Special Services (DSPS) as soon as possible to ensure that such accommodations are implemented in timely fashion. DSPS is available to facilitate the accommodation process. All information will remain confidential. DSPS is located in the Student Services Center, Room 113. DSPS website: saddleback.edu/dsps/
- **Accommodations:** *This course meets the requirements set forth in the accessibility check list and universal design grid provided by Special Services. The Web pages, video presentations, text books and class materials in this course are accessible to students with disabilities.*
- **Privacy:** The Family Rights and Privacy Act of 1974 restricts the release of certain student information such as grades. Therefore, please do not call for grade information. Your grades will be made available through the My Grades link found in Blackboard, and final course grade will be posted through MySite.

COURSE OUTLINE, ASSIGNMENTS, AND SUGGESTED COURSE SCHEDULE

Week	Topic	Assignment	
1-2	Understanding Basic Computer Hardware & File Management Concepts (Unit A) <ul style="list-style-type: none"> ▪ Input and output devices, processor and storage ▪ Create, rename, delete, restore, and compress folders ▪ Copy and move folders ▪ Navigate using Address bar and libraries 	A1 Business Email Etiquette Quiz	
		A2 Computer Parts & Ergonomics Quiz	
		A3 Windows File Management (FM)	
		A4 Apply Your Knowledge FM	
3	Managing Email Messages (Unit B) <ul style="list-style-type: none"> ▪ Start and navigate email software ▪ Compose and send email; Read and respond email ▪ Print emails ▪ Organizing messages with Outlook folders ▪ Working with attachments 	B1 Chapter 1	
		B2 Chapter 1 Extend Your Knowledge	
		B3 Chapter 1 Lab 2	
		B4 Concept Review Quiz	
4	Managing Calendars (Unit C) <ul style="list-style-type: none"> ▪ Navigate the Calendar; Schedule Appointments ▪ Edit Appointments; Work with Events ▪ Manage and customize the Calendar ▪ Scheduling meetings, events ▪ Printing, sharing, and saving calendars 	C1 Chapter 2	
		C2 Chapter 2 Extend Your Knowledge	
		C3 Chapter 2 Lab 2	
		C4 Concept Review Quiz	
5-6	Managing Contacts (Unit D) <ul style="list-style-type: none"> ▪ Create and edit contacts; Use Contacts with email ▪ Manage Contact groups ▪ Organize and manage Contacts ▪ Viewing, sorting, and searching contact list ▪ Printing contacts 	D1 Chapter 3	
		D2 Chapter 3 Extend Your Knowledge	
		D3 Chapter 3 Lab 2	
		D4 Concept Review Quiz	
7	Creating and Managing Tasks (Unit E) <ul style="list-style-type: none"> ▪ Create a Task with a status, a priority, and a reminder ▪ Update, assign, and forward Tasks ▪ Send status report and print Tasks ▪ Categorize Tasks ▪ Create and view notes 	E1 Chapter 4	
		E2 Chapter 4 Extend Your Knowledge	
		E3 Chapter 4 Lab 2	
		E4 Concept Review Quiz	
8	Customize Outlook (Unit F) <ul style="list-style-type: none"> ▪ Create a signature ▪ Add email account ▪ Customize email message ▪ Managing Junk email options ▪ Customizing a calendar 	F1 Chapter 5	
		F2 Chapter 5 Extend Your Knowledge	
		F3 Chapter 5 Lab 2	
		F4 Concept Review Quiz	
FINAL (Comprehensive) will be open on the last day of the course 12:01am – 11:59pm			
<ul style="list-style-type: none"> ▪ Quizzes – Multiple choice quizzes ▪ Only the highest score is recorded in the gradebook ▪ All assignments and the final must be submitted by 11:59pm on the last day of the course 			
		Total Maximum Points	450

GRADING

Grade	Range, %
A	>=90%
B	>=80% AND <90%
C	>=70% AND <80%
D	>=60% AND < 70%
F	>0 AND < 60%