

OFTI 1203-NET01 Email and Electronic Communication

Course Title:	E-mail and Electronic Communication (Microsoft Outlook 2007--OFTI 1203)
Instructor:	Wendy Felder
Location:	Internet Course
Prerequisite(s):	Basic keyboarding skill and knowledge of Windows software
Start date:	March 12, 2011
End date:	May 10, 2011

Course Description

Introductory course using Microsoft Outlook emphasizing efficient use of e-mail, calendar, tasks, and notes. Keyboarding skills and knowledge of Windows operating system are recommended. (2 credit hours)

General Course Objectives:

Upon successful completion of the course the student should be able to do the following:

- Navigate all components of MS Outlook
- Manage Outlook folders
- Apply etiquette guidelines of e-mail (netiquette)
- Use all features of Outlook e-mail, calendar, contacts, tasks, and notes effectively
- Collaborate with others on Outlook for scheduling meetings and resources
- Configure and customize Outlook
- Integrate Outlook with other software applications
- Archive and retrieve old messages

Topical Outline:

- Management of E-mail
 - Understand netiquette
 - Create, send, receive, print, save, delete, reply to and forward professional and personal messages
 - Create, send, open, and save attachments
 - Create signatures lines for multiple profiles
 - Create carbon copies and blind carbon copies
 - Create and send email messages to others outside of the Exchange Server
 - Organize and find messages by content
 - Change email format and options
 - Use Help resources
- Management of Information and Folders
 - Create new folders within Outlook
 - Move, copy, and delete information from folders
 - Create archive folders within Outlook
 - Move old information to .pst files
 - Retrieve old information from .pst files
- Management of Calendars

- Navigate in calendar
- Schedule and revise appointments
- Create and maintain recurring appointments
- Schedule and revise meetings and resources
- Create and maintain recurring meetings and resources
- Schedule and maintain events
- Print calendars
- Change calendar format and options
- Management of Contacts
 - Create, modify and manage contacts
 - Create groups and send messages to contact groups
 - Sort, filter, and find contacts
 - Flag contacts
 - Send messages using address book
- Management of Tasks
 - Create, delete, organize, and print tasks
 - Assign tasks to others
 - Manage and track assigned tasks
 - Flag tasks for follow-up
 - Modify task options
- Management of Notes
 - Create, delete, organize, and print notes
 - Place a note on the desktop
 - Assign a category to notes
 - Change note view and options
- Integration of Outlook Components
 - Export information from Outlook
 - Import Outlook information into other software applications
 - Create a document from Outlook contacts

Instructor Contact Information

Instructor Name: Wendy Felder
Office Location: SCC104h
Telephone: (630) 942-2577
E-mail Address: felderw@cod.edu
Office Hours: Current term office hours are posted on [Wendy Felder Home Page](#).

You can contact me by stopping into my office at posted days and times. You can also call me during these times. My voice mail is active 24/7. Leave me a voice message if I am not in my office, and I will return your call during my next office hours. However, I do check my e-mail regularly. Therefore, you are more likely to get a faster response by sending me an email. Remember to enter your name into your message.

Textbooks, Software and Materials

TEXTBOOKS/SOFTWARE ARE NEEDED THE FIRST DAY OF CLASS. NO EXTENSIONS GRANTED FOR TEXTBOOKS/SOFTWARE ORDERED ONLINE THAT ARE NOT DELIVERED BEFORE CLASS BEGINS!

- **Required Textbook:**
Seguin, Denise. Microsoft Outlook 2007: Benchmark Series, EMCParadigm, Copyright 2007.

- **Required Software:**

- Microsoft Outlook 2007

- NOTE: Earlier versions of Outlook or Outlook Express do not support the features discussed in this class.

- Internet Browser

- [Click here](#) for browser information. **NOTE:** Do not use IE8 for this course. The preferred browser is **Firefox**. [Click here](#) to download a free copy of this browser.

- G-Mail Email Account

- Create a G-Mail account from Google and configure it to use Microsoft Outlook 2007 as the email client. [Click here](#) to access G-Mail and click on **Create an Account** that is located in the lower, right corner of your screen. Follow the screen prompts for creating your account.

Once your account is created, [click here](#) to view a video to learn how to configure your G-Mail account using Outlook 2007.

COMPUTER REQUIREMENTS -

You will be responsible for the performance of your computer, software, operating system, and Web browser for this class. See above for direction in configuring Outlook 2007 as your email client. Please view [Software and Hardware Recommendations](#) to determine if your computer can support BlackBoard.

In addition to these hardware requirements, you will also need an Internet Service Provider (ISP). You must be connected to the Internet by an Internet Service Provider that offers a reliable direct PPP connection. Frequent shut downs at critical points in the term could be very frustrating.

COD EMAIL ACCOUNT INFORMATION -

You will be required to use the email account provided for you by COD to communicate with your instructor. All communication will come to you through this account. No communication will be accepted from another email account. Communication from you through another email account cannot be guaranteed by your instructor's email account. **USE YOUR COD EMAIL ACCOUNT FOR THIS COURSE.**

NO WORK WILL BE ACCEPTED THROUGH EMAIL UNLESS DIRECTED BY THE INDIVIDUAL ASSIGNMENT. ALL WORK MUST BE SUBMITTED THROUGH BLACKBOARD. See Course Directions for information on submitting your work. Work that is submitted through email will receive NO CREDIT.

The college has provided support for using this email account. You can access the Student E-Mail Help Desk by calling 630-942-2999. For information about accessing this account, go to <http://www.cod.edu/lt/labs/pages/emailguide.html>.

Grading Criteria and Scale

Grades will be determined by a combination of points earned per exercise and quiz. Students will also be evaluated by the use of email netiquette. Guidelines for composing email messages are presented within the course material.

Your final grade will be based on your total points accumulated. Your points for each exercise/quiz will be posted within the BlackBoard grade book. The following grade scale will be used to determine your final grade.

Grade Scale		
Percent	Points	Grade
90 - 100%	256-233	A
80 - 89%	232-207	B
70 - 79%	206-181	C
60 - 69%	180-155	D
68 - 0%	154-0	F

Computer Requirements

The college provides detailed information regarding computer requirements for using BlackBoard. [Click here](#) to view these details. (This will open into a new window. Close the window to return to the syllabus.)

Late Work Policy

All work is due according to the dates posted in the **Course Agenda** and the **Semester Deadlines** section of the syllabus. Work that is submitted after the posted deadline will be accepted at a maximum 50 percent credit up until one week beyond the posted deadline. After that time, submitted work will not receive credit but will impact your final grade.

It is mandatory that you complete all the assignments, tests, and quizzes for this course. Failure to complete an assignment, test, or quiz could result in your final grade being lowered. For each assignment not completed, your final total accumulated points will be lowered by the number of points for the individual assignment. For instance, failure to complete an assignment that is worth 5 points will result in a 10 point deduction from your total accumulated points. The combination of not doing the 5 point assignment and the additional 5 point deduction will cost you 10 points! It is in your best interest to complete all work on time!

This policy applies to all assignment, tests, and quizzes. No work will be accepted after the last day of class.

Attendance Policy

Regular attendance in this course is necessary for successful completion. Your attendance is determined by the dates in which you submit work for grading. For students who receive financial aid, your last attendance date will be determined by the last date you submitted work. It is your responsibility to confirm attendance requirements with the Financial Aid Office.

Withdrawal Policy

If you choose to withdraw from the course, you may do so without your instructor's permission prior to 8 days after mid-term. Check with Registration and Records for the exact deadline date. If you decide to withdraw from the course after that date, you may withdraw with the instructor's permission before the end of the term.

To request a withdrawal from this class, you must make your request via an email message to your instructor before the stated deadline date. (See the Course Deadlines section for the exact date.) Make sure you include the last four digits of your SSN and the course number and section of the course you wish to drop within the email message. Your instructor will send an electronic withdrawal permit to Registration. After that time, you must call Registration and drop the course. (Your instructor can not do

this for you.) Once the semester of registration is over, no withdrawal (W) is permitted. See the College Catalog for more information.

The instructor may withdraw a student who is not actively pursuing the course objectives. Students who do not complete the work for the first three weeks by mid term may be withdrawn from the course. After that time, the student will receive the letter grade earned for the course.

Incomplete Grade Policy

In order to request an incomplete grade, you must obtain permission from the instructor, satisfy minimum completion requirements (see below), and sign an Incomplete contract by the Deadline Date (see the Course Deadlines section for the exact date). A minimum amount of completed work will be required to request an Incomplete grade. This option will only be considered in emergency circumstances. Contact the instructor if you think your situation should be given consideration for an Incomplete grade. See the College Catalog for more information.

Minimum completion requirements: **200** points

Satisfactory/Fail Grade Policy

The S/F grade option is available to students in this course. It may be issued under the following conditions:

- The College requires that a written statement must be completed and signed by the student and the instructor one week before the end of the semester. See the **Course Deadlines** section for the exact date you can request this option. Requests after this date cannot be accepted as it is not possible to submit the signed agreement to Records and Registration after that date.
- The student must have achieved 70 percent or more in the course to receive a Satisfactory (S) grade. If a student's points are valued at less than 70 percent, an Fail (F) grade will be assigned.
- Once an S/F grade has been registered with the Records Office, it cannot be changed.
- An S grade will not be computed in the GPA and credit will be given for the course; the letter grade, however, will be used in computing the GPA. Students seeking any associate's degree may apply only 20 semester hours of satisfactory or "S" credit toward these degrees. See the COD Catalog for more information.

Course Agenda

Week	Assignments	Due Date
Weeks 1-2	Unit 1 (Chapter 2) <ul style="list-style-type: none">• Reading and exercises• Assessments• Online quiz	March 22 6 p.m.
Weeks 3-4	Unit 2 (Chapter 1) <ul style="list-style-type: none">• Reading and exercises	April 12 6 p.m.

	<ul style="list-style-type: none"> • Assessments • Online quiz <p>Allows for Spring Break</p>	
Weeks 5-6	<p>Unit 3 (Chapter 3)</p> <ul style="list-style-type: none"> • Reading and exercises • Assessments • Online quiz 	April 26 6 p.m.
Week 7	<p>Unit 4 (Chapter 4)</p> <ul style="list-style-type: none"> • Reading and exercises • Assessments • Online quiz 	May 3 6 p.m.
Week 8	<p>Unit 5 (Chapter 5)</p> <ul style="list-style-type: none"> • Reading and exercises • Assessments • Online quiz 	May 10 6 p.m.

All work is due on the date posted. It is mandatory that all work in this class be completed. Your final grade may be lowered if you do not complete all assigned work. See **Late Work Policy** for details.

Plagiarism Policy

Academic dishonesty includes copying of files from disks or hard copy from other students and turning in the same or similar documents with the intent of receiving credit for this completed work. The lab assistants, academic lab supervisor, and/or instructors have the right to request a student's diskette or all exercises completed for the course (graded and non-graded) at any time during the semester. Action that may be taken by your instructor is outlined in "Students Rights and Responsibilities" of the College Catalog. It is your responsibility to become familiar with these policies and procedures. If it is determined that academic dishonesty has occurred, the student(s) will be withdrawn from the course and may be excluded from taking other courses at the college. Disciplinary action will be pursued in all instances in which it is determined that academic dishonesty has occurred.

All work submitted for credit must be completed during this semester by the student who is registered for the course. If you are taking this course a second time or are repeating this course, this means that you will need to create all documents (graded and not graded) during this term.

Group work for this course is not acceptable. Each student must complete his/her own work. You are responsible for your own work. Do not share your work.

Academic dishonesty can include the dishonest use course materials such as documents (electronic or hard copy), papers, projects, quizzes, assessments, performance assessments, exams, screen shots, quizzes, and disks.

Your instructor has the right and responsibility to check your work for academic honesty/dishonesty and may request all assignments (graded and not graded) to be sent to him/her.

Student Behavior

Student behavior is governed by regulations outlined in the College of DuPage catalog. Please review the regulations.

Submission of Work

All assignments will be submitted using the Blackboard assignment feature unless directed otherwise in the individual course material.

DO NOT compress (ZIP) multiple files into one file. You must submit your assignments in the format specified within the course material. Work that is in a compressed (ZIP) format will not receive credit.

All work is due according to the deadlines posted within this syllabus. Work that is submitted after the posted deadline will be accepted at a maximum 50 percent credit. Late work will be accepted up until one week beyond the posted deadline. No work will be accepted beyond the posted end date of the term.

Course Deadlines

Assignments and Exams

Unit 1 (Chapter2)	3/22- 6 p.m.
Unit 2 (Chapter1)	4/12 - 6 p.m.
Unit 3 (Chapter 3)	4/26 - 6 p.m.
Unit 4 (Chapter 4)	5/3- 6 p.m.
Unit 5 (Chapter 5)	5/10 - 6 p.m.

Withdrawal--Incomplete--S/F Deadline – 5/1 - 6 p.m.
Permission will not be granted after this time.

How to Get Started

Once you register for this class, you will receive a letter that will provide you with directions for logging onto the course and accessing the course material. You will receive logon and password information in this letter as well.

Once you receive this information and the term begins, go ahead and log into the class. The course index page will be displayed. Begin by clicking on the **Syllabus** link first and the **Course Directions** - both are positioned in the left navigation pane. Read the material presented. Proceed through the course in the order in which the material is presented. Chapter 1 requires that you work with an email partner. Therefore, Chapter 2 will be completed before Chapter 1 to allow time for all to set up email accounts to complete the work in Chapter 1. Therefore, you will complete Chapter 2 first, continue to Chapter 1, then Chapter 3, Chapter 4, and finally Chapter 5.