

CS 167.11 MICROSOFT OUTLOOK SYLLABUS FALL SEMESTER 2019

INSTRUCTOR INFORMATION

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Please put **“Outlook”** as the subject of your e-mail
(You can expect a response within 24-48 hours during
the week)

SRJC HOMEPAGE: <https://profiles.santarosa.edu/kathryn-boyett>

OFFICE HOURS: Friday nights = 5:00 to 7:00 p.m.

Communication other than Office Hours noted above: Please send messages to me using the Inbox feature (located on the left sidebar) in Canvas for any questions you have regarding this course. I will make every effort to respond within 24-48 hours.



Note: In the process of taking this course, if situations arise in your life that make it difficult for you to meet course deadlines, please keep me informed as early as possible.

WELCOME TO MICROSOFT OUTLOOK 2016

Welcome to the online version of the Microsoft Outlook 2016. Outlook is probably the most widely used e-mail program in business today. By the end of this class you will have a great understanding of e-mail, people (contacts), calendars, notes, tasks, and other features of this very powerful application.

The class is taught 100 percent online. Most of us will probably never see each other in the “real” world. My experience, however, with online classes is that you may get to know your classmates better than you do in some of your face-to-face classes!

You can work on the class at any time you feel like it (as long as you meet the assignment deadlines) and from any location that you can connect with the Internet. I must warn you, however, that an online class does not mean it is easy. You will find it every bit as challenging as a traditional face-to-face class.

ONLINE LEARNING AND CANVAS

If you are “new” to online learning, please visit the SRJC Distance Education [New to Online Learning?](#) Webpage for valuable information before you begin the course.

There you will find information about:

- Preparing for Online Learning
- Getting Started
- Success Tips
- Hardware/Software Requirements

If you are “new” to the Canvas delivery system for an online class, please visit the SRJC Distance Education [Learn Canvas Now](#) Website for valuable information before you begin the course. There you will find information on how to:

- Get Ready To Use Canvas
- Log In To Canvas
- Canvas How-To Videos
- Get Help In Canvas

COURSE DESCRIPTION

This is a four-week .5 unit P/NP course introducing the basic features of Microsoft Outlook. In this course students receive an overview of Microsoft Outlook: work with Contacts, building an Address Book, use the Calendar to set appointments, events, and meeting, compose e-mails in plain text and HTML sending to individuals and distribution lists, use Journal, Notes, and Tasks, and use Outlook with other applications. To be successful in this class, you should be able to work independently, possess basic computer skills, and have good time management.

COURSE UNITS

Upon successful completion of this course you will earn .5 units credit.

This is short, four-week course is taken for Pass/No Pass only. There is no grade option for this course. You must earn at least 70% of the possible points in order to pass this class. You must also complete assignments in each of the four weeks in order to pass the class. You cannot skip a week and still pass the class.

STUDENT LEARNING OUTCOMES

Students will be able to:

1. Organize both professional and personal schedules
2. Send and receive e-mail
3. Manage schedule, contacts, notes, and meetings

COURSE OBJECTIVES

Upon completion of the course, students will be able to:

1. Establish a contact directory with multiple fields.
2. Preview various layouts of printing contact directories.
3. Establish a personal calendar containing appointments, events, holidays, time zones, and recurring appointments.
4. Create tasks and use the journal.
5. Receive and send e-mail messages, including attachments; sort, group, filter, and view mail.
6. Integrate Outlook with other Microsoft applications.

Course Outline website:

https://portal.santarosa.edu/SRWeb/SR_CourseOutlines.aspx?mode=1&CVID=37162&Semester=20175

PREREQUISITES

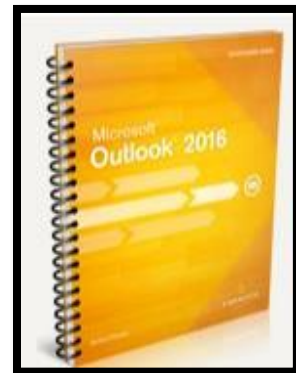
There are no prerequisites for this course.

TEXTBOOK

The REQUIRED textbook for the class is:

Microsoft Outlook 2016 - Fastcourse Series
ISBN: 978-1-59136-954-7

Author: Richard Daneke
Publisher: Labyrinth Learning



The textbook is available at either the SRJC bookstore or the Petaluma bookstore. If one of the bookstores is out of stock, request that they check with the other bookstore. You can also contact the SRJC Book Store on the web at: <http://bookstore.santarosa.edu/santarosa/home.aspx> to have the text mailed to you.

The textbook is available at the Reserve Desk in the Doyle Library. The call number is: **HD69.M537 D364 2017.**

Caution: Please be cautious about purchasing online. If you purchase from a source other than one of our campus bookstores, allow two to three weeks for delivery. Many times it takes weeks for the books that have been ordered online to arrive, and you fall behind in completing the assignments. Sometimes pages or CDs that should come be included are missing from the books.

IMPORTANT DATES

Course Begins	8/19/2019
Last Day Drop for Refund	8/21/2019
Last Day Drop without "W"	8/24/2019
Last Day Drop with "W"	9/08/2019
Course Ends	9/15/2019

According to the SRJC Attendance policy, 8.1.5P, students will be dropped who have not logged in and initiated active participation by 11:59 p.m. of the first day of class.

If you log-in to the class, I will not drop you.

It is the student's responsibility to file an official add, drop, or P/NP option.

Failure to drop may result in a failing grade.

HARDWARE AND SOFTWARE

What you will need:

1. Access to an **Internet Service Provider** such as PacBell, Sonic, AOL, Microsoft Network, etc. You may also use the labs at Santa Rosa Junior College.
2. Access to a Personal Computer which meets the [Online Computer Readiness Test](#) and access to a **Web browser** (Microsoft Internet Explorer, Mozilla Firefox, Netscape Navigator, etc.) on the Internet. The labs at SRJC have an Internet connection available for students, but using Outlook on a lab computer can be tricky.
3. An **E-mail program**. – if you do not already have one, you may register for a free e-mail account with [Hotmail](#), [Yahoo](#), or [Google](#). Or, you may apply for one from Santa Rosa Junior College at: [Student e-mail](#).
4. Microsoft Outlook 2016 (Windows version). The Mac version is not supported.
5. A **Virus and spyware protection program** on your computer. Viruses are easily spread through e-mail attachments. You should have a virus protection program installed on your computer and update it frequently. Please do not spread viruses because you failed to protect your computer.

Hardware:

Hardware that allows you to run the Microsoft Outlook 2016 software program you will be using for this class. This specific course is for students using Microsoft Outlook on a PC. **The Apple Mac version of Microsoft Outlook and the Apple operating system are not supported in this course.**

Software:

This class has been designed using a PC computer with the Windows 10 operating system. The software that will be used for instruction and grading purposes is Microsoft Outlook 2016. You will need the *Microsoft Outlook 2016* software, which is part of the *Microsoft Office 2016 suite*. If you have the minimal package or Microsoft Works installed on your computer, you may not have Outlook. This class cannot be

taken using older versions of Microsoft Outlook, Microsoft Outlook Express, or the Mac Outlook version. Microsoft Office 365 will NOT work for this class. Some of the features and functionality are not included or might work differently. This may impact your grade on an assignment. I will be verifying features and grading assignments using Microsoft Outlook 2016. You can, use the computers in the BCL Lab (Room 2811, Maggini Hall) on the main Santa Rosa campus if needed to complete your homework as they have the correct version of software installed.

Also as a SRJC student, you can purchase the “Microsoft Office 2016 Professional Plus for Students” package as a download for \$39.99 from www.collegebuys.org if you don't have the correct version for the class. Make sure you get the Windows version as the Apple Mac version of Microsoft Outlook and the Apple operating system are not supported in this course.

For viewing movies, you may need QUICKTIME and FLASH movie players. You will need to have Adobe Reader installed on your computer in order to read the PDF files in this course. If you do not have Adobe Reader on your computer, please go to www.Adobe.com/reader to download and install the free software.

HOW TO SUCCEED IN THIS CLASS

1. Prepare all assignments according to directions.
2. Proofread and use Spell/Grammar Check to find errors prior to submitting work or posting your Discussion Question response.
3. Identify your assignments EXACTLY as requested! Include the SUBJECT line of each assignment or posting as requested, and provide each Outlook assignment exactly as requested.
4. Do not allow yourself to get behind in your assignments. Remember that you must do assignments *each* week to pass the class.
5. Late work is NOT accepted past the due date. There is no make-up or extra credit work for this class.

Helpful Web Links for Online Learning:

- The SRJC [Distance Education](#) Webpage has a lot of information and links for students interested in taking online classes.
- SRJC Distance Education [New to Online Learning?](#) Webpage has valuable information that will help you understand what is involved and what you can expect by taking online courses at Santa Rosa Junior College.

GETTING HELP

As with any computer course, students should have a working knowledge of the computer system and software program they are using. They should also be able to troubleshoot minor software or technical problems (sometimes with the assistance of friends or relatives). However, there may be times when you don't understand the

instructions or you can't submit your assignment. Please don't hesitate to ask for assistance when you need it. There are a number of ways to receive assistance:

- If you are working at home, ask a family member or friend.
- If you are working at one of the computer labs at either the SRJC or Petaluma campus, ask a lab assistant for help.
- You can message me anytime and I will respond usually within 24-48 hours.

Be aware that I do not give technical computer or printer help. I can only help with the use of the software, features, and assignment instructions.

The labs at the SRJC Main Campus and the Petaluma Campus currently have Outlook 2016 available on their computers for student use. Lab contact information for either campus is as follows:

SRJC Main Campus – Room 2811, Maggini Hall, (707) 527-4879

Petaluma Campus, Room PC 641, Richard W. Call Building: (707) 778-3905

STUDENT PARTICIPATION AND RESPONSIBILITIES

This is **not** a self-paced course; participation is required by all students throughout the course. It will be necessary to log in to the course several times during the week in order to meet deadlines and to be able to participate in the discussions with other classmates. You are to access the following features throughout this course:

- **Syllabus** to determine course requirements.
- **Modules** to view and determine assignments.
- **Discussions** to post responses to specific topics.
- **Quizzes** to complete weekly quiz.
- **Assignments** to submit assignments/projects.
- **Gradebook** to check your progress throughout the course.
- **Web Sites** referenced in lectures to gain knowledge, answer questions, etc.

To contact the instructor - Kathryn Boyett

- Use the **Inbox** feature in Canvas as **main source** of contact.
- Use SRJC e-mail, kboyett@santarosa.edu, only if there is an emergency.

COMMUNICATING IN CLASS

Discussions will be used to respond to particular topics requested by the instructor and/or to get help. The discussion board is to be used only for those purposes. If used in any other manner, this feature may be removed. Inappropriate or off-topic posts will be removed. Please read the Netiquette section for expected behaviors.

Private messages are those messages you wish to send **ONLY** to the instructor. To send a “private” message use the Inbox feature in Canvas. E-mail should be used only in case of an emergency.

NETIQUETTE

Netiquette is etiquette on the Internet. How do we relate to each other online? What behaviors do we demonstrate? Just because people are not working together face-to-face is no excuse for behaving poorly. While I do not expect my students will abuse each other or me, I think it is important to provide them with a list of my expectations.

Be courteous - Use personal and professional courtesy and considerations in e-mail and discussion messages.

Think before sending - Think twice before you click on the "send" or "post" button. If you are upset, it is best to create a draft and file it away for a day or two. Then reread your message. Sometimes it will be easier to write the message when you are not as emotionally engaged.

Be polite - Remember, with written messages there is no body language to view; and what you may think is cute and funny, another person may read as hurtful or rude.

Do not engage in "flaming" - This is the act of yelling or replying in an attacking and rude fashion to someone who may have stepped out of line. If you are having difficulties with another student in this class, it is best to contact your instructor for help. Do NOT use all capital letters.

Contact your instructor for help - If you are experiencing difficulties with something in the course, send a message using the Inbox feature in Canvas to the instructor and ask for help instead of frustrating yourself by trying to solve it alone. This could be a Canvas feature, instructions with an assignment, technical problems, etc. Your instructor is here to help you.

WEEKLY MODULE

This is a four-week course. It will move quickly, so try very hard not to fall behind. Take a moment to review the weekly schedule and possibly take a look at your personal calendar so that you can allow approximately two to four hours per week to dedicate to this course. Depending upon your level of computer proficiency, you may need to spend more time. If you are working on a computer with a dial-up modem or your computer is older and slower, you may want to allow more time for the course. You may also want to visit one of the computer labs on the JC campus in order to submit assignments or take quizzes.

It is a very good idea to start the week each Monday by reading that week's requirements. Each week will include a lecture and required activities that may include a reading assignment, a quiz, a project to complete, self-assessment questions, a discussion posting, etc.

COMPLETING WEEKLY ASSIGNMENTS

Use the Module feature in Canvas to view weekly assignments, tasks, quizzes, discussions, etc. Assignments may vary week to week, therefore, be sure to read the information weekly and follow directions carefully. Each week begins on Monday

at 8:00 a.m. and ends the following Sunday at 11:59 p.m. It is a good idea to print the Module and keep it for future reference.

If you are having problems with a particular exercise/assignment, post your questions to the General Questions area to get help. If you don't resolve your problem this way, send me a private message using the Inbox feature in Canvas.

GRADING

This is short, four-week course that is taken for Pass/No Pass only. There is no grade option for this course. You must earn at least 70% of the possible points in order to pass this class. You must also complete assignments in each of the four weeks in order to pass the class. You cannot skip a week and still pass the class.

The overall grade will be based on the following:

- * Introduction posting
- * Discussions postings
- * Completing chapter assignments
- * Successfully sending e-mails as directed
- * Quizzes
- * Final Written Test

Late Work Policy: Work submitted past the due date/time will NOT be accepted or graded.

Extra Credit Policy: There is no Extra Credit for this course.

***ALL WORK MUST BE SUBMITTED BY THE END OF CLASS ON THE LAST DAY OF SCHEDULED CLASS. NO EXCEPTIONS!
NO WORK WILL BE ACCEPTED OR GRADED AFTER THAT TIME!***

Discussion Participation

Discussion questions are a part of your grade for the class. It is important that you are "active" in the class and participating. This will be monitored through your presence in the discussions of the class. If you have not used the Discussion feature in Canvas before, you can view a [tutorial](#) to learn more about how to do so.

Discussions will be graded based on the following:

POINTS	CRITERIA
10	Message posting IS explanatory, logical, thorough, well written. It meets the requirements and gives details in support of posting.
5	Message posting is NOT explanatory, logical, thorough, well written. It does NOT meet the requirements and give details in support of posting
0	No message posted; text message shorthand used in posting.
Points may be deducted for spelling/grammar errors, capitalization, punctuation, etc.	

Be sure to make an original posting on the topic as well as respond to at least one other student's postings for each topic if required. Check the minimum word requirement where the assignment is given. Your responses must be more than a simple agreement or disagreement with the student's message. You must explain why you agree or why you do not agree. Also, be sure to spell check your response and use proper grammar, capitalization, and punctuation. Text message shorthand is NOT acceptable and will result in "0" points for the assignment. Inappropriate or off-topic posts will be removed.

Chapter Assignments

All assignments are to be turned in by 11:59 p.m. on the date they are due. **There is no make-up or extra credit work assigned in the course.**

Each week you will have assignments from the chapter to complete and submit for a grade. If you have not submitted assignments in Canvas before, you can view a [tutorial](#) to learn more about how to do so.

Grading on assignments in this class is very objective. The basis for a grade on an individual assignment is whether the directions are followed, the features are applied correctly and can be verified, the assignment is complete with all elements included and visible, features are submitted in the right view, emails are sent to the correct individual(s), the document has no errors in spelling/grammar, punctuation, capitalization, etc. This is a representative list, but not meant to be all inclusive. Points may be deducted for other incorrect items on any particular assignment.

Emails

There will be a number of emails that you will send, forward, reply to, etc. Part of your grade will be the successful completion of handling these emails and the completing the requirements of each individual email. Also, whether the email was sent to the correct individual(s).

Quizzes/Final Written Test

In each of the four weeks, there will be an online quiz for the chapter(s) assigned. These can be true/false, multiple-choice, matching, fill-in the blank, short answer, etc. You will have 15 minutes in which to complete the quiz. Only the first submission will be accepted. Opening the quiz and not completing it counts as a submission. Be sure you are ready to complete the quiz once you open it. There will be a Final Written Test that will be similar to the chapter quizzes.

ACADEMIC INTEGRITY

Students are expected to uphold the school's standard of conduct relating to academic honesty. Students assume full responsibility for the content and integrity of the academic work they submit. The guiding principle of academic integrity shall be that a student's submitted work, examinations, homework, etc. must be that of the student's own work. Students shall be guilty of violating the honor code if they (but not limited to):

1. Represent the work of other student as your own.
2. Allow another student to represent your work as their own.
3. Use or obtain unauthorized assistance in any academic work.
4. Give unauthorized assistance to other students; such as (but not limited to) leaving your work unattended or open in a manner that could be copied.
5. Change an examination, paper, record, or report for the purpose of obtaining additional credit.
6. Misrepresent the content of submitted work.
7. Using another student's storage device.
8. Allowing another student to use your storage device.

The penalty for violating the honor code is severe. Any student violating the honor code by copying or claiming the work of another as their own will receive a "0" (zero) grade for the assignment/quiz (test) and will be reported to the Office of Student Affairs. The same is true if you allow another student to copy your work and claim it as their own. Assignments are not collaborative work! Both students will receive a "0" (zero) grade for the assignment. A second offense of cheating by a student will result in the student being suspended for up to two class meetings (weeks) and being reported to the Academic Dean. Work done during those classes (weeks) will receive "0" (zero) points. If a student is unclear about whether a particular situation may constitute an honor code violation, the student should contact the instructor to discuss the situation.

A student may not use or copy (by any means) another's work (or portions of it) and represent it as his/her own. Nor is a student to allow another student to use or copy (by any means) their work (or portions of it) and present it as his/her own. If you need help on an assignment, contact your instructor!

Professional behavior is expected of all students. You are to abide by the SRJC policies for conduct, ethical behavior, and other rules/regulations as they apply. You are also expected to maintain the highest standards of academic honesty and integrity while in this course and as a student at Santa Rosa Junior College. Students assume full responsibility for the content and integrity of the academic work they submit.

Unethical Behavior: In accordance with [SRJC Academic Integrity and SRJC Student Conduct](#), students copying or claiming the work of others as their own may be given a final grade of an F or No Pass for this course.

STUDENTS WITH DISABILITIES

Students with disabilities who believe they may need accommodations in this class are encouraged to contact Disability Resources (527-4278), third floor Bertolini, as soon as possible to better ensure such accommodations are implemented in a timely fashion. All requests need to be submitted by the beginning of Week 2 in order to be honored.

COURSE AGREEMENT

This syllabus is an agreement between you and the instructor. Continued registration in this course means that you agree to the information, policies, and procedures as outlined in the syllabus.

This syllabus is intended to give the student guidance in what may be covered during the semester and will be followed as closely as possible. However, the instructor reserves the right to modify, supplement, and make changes if the need arises.

