



Outlook Organizational Techniques

COT 325 [all sections]

Southwestern College Professional Studies

COURSE SYLLABUS

I. Course Catalog Description

How can Microsoft Outlook be configured and used effectively to support organizational functions and activities such as communication, collaboration, and managing tasks and knowledge? Learners study and apply key concepts, functions and features, and automation methodologies associated with Microsoft Outlook. Learners examine how Outlook's various components and tools work together, and explore how to configure and use them efficiently and effectively. Advanced tools such as templates and rules that extend the effectiveness of Microsoft Outlook to support organizational functions and activities are also explored.

II. Required and Supplementary Instructional Materials

Freund, S. M., & Hoisington, C. (2014). *Microsoft Outlook 2013: Complete*. Independence, KY: Cengage Learning.

This course requires Microsoft Office 2013 or Microsoft Office 365 software. If you already have this software, you are set. If not, you can download it as follows:

1. To download Office Suite from your Southwestern College account, please log on to Office 365 (<http://outlook.office365.com>).
2. At the top right of the page, click on Settings (the gear icon) and Office 365 Settings.
3. Click on Software
4. Select Office
5. Follow the instructions on the screen

III. Course Delivery

There are two forms of course delivery Ground and Online:

Ground courses, or those that meet face-to-face on a weekly basis, also have an online component, which means some of the course content is delivered online. Southwestern College utilizes the Blackboard (Bb) learning management system.

Online courses typically contain a blend of synchronous (real-time) and asynchronous (not real-time) material. Depending on the course, you may be required at times to interact "live," which might mean attending a scheduled Collaborate session. You may also be required to view or listen to a lecture or other video on a specific date and time. Of course, if there are circumstances that prohibit you from logging in to a scheduled synchronous activity, an alternate assignment will be provided. Please refer to the [Course at a Glance](#) section which will note any synchronous activities.

IV. Learning Outcomes

Learning outcomes describe the knowledge, skills, values, and attitudes that learners gain as the result of a particular learning experience. Southwestern College Professional Studies has learning outcomes specific to each course and each [undergraduate](#) and [graduate](#) program of study, as well as [institution-wide outcomes](#) related to the mission and vision of the college. Outcomes can help learners and instructors focus on the big picture of the learning experience and can help inform potential employers about a graduate's knowledge and skills.

Upon successfully completing this course, the learner will be able to:

1. Create a profile and configure Outlook
2. Describe the different types of functions available in Outlook
3. Identify the major features associated with each of Outlook's functions, and explain the potential contributions that these features and their functionality might make to an organization
4. Apply Outlook's functions and corresponding features to an organizational setting and assess each for effectiveness
5. Identify, describe, analyze, and evaluate the potential contribution that the Outlook collaboration and security attributes and features can make to the operations of an organization
6. Construct an organization-related scenario that illustrates how the collaboration and security attributes and features may be integrated into an organization's environment
7. Explain the application of at least two information system and technology professional associations' code of conduct or ethics to the configuration and use of Outlook in an organization
8. Conduct credible technical research that synthesizes expert opinion and forms solutions about configuring and applying Outlook in an organizational environment

At the end of the course, learners may vary in their ability to achieve these outcomes. You are more likely to achieve these outcomes only if you attend class and/or online activities as required by the syllabus, complete the requirements for all assignments to the best of your ability, participate actively in class activities and group work as directed, and study diligently for exams.

V. Expectations

Learners can expect the instructor to:

- Respond to e-mail and phone contact attempts promptly (if you do not receive a response after 48 hours please follow-up as a technology glitch may have occurred)
- Substantially participate in weekly discussions/lecture
- Employ impartial and consistent grading practices
- Provide assignment grades and feedback in one week or less

Instructors can expect the learner to:

- Review the syllabus in its entirety requesting clarification prior to beginning week 1 coursework
- Obtain access to the required course materials prior to the class start date or notify the instructor of any delay no later than Tuesday of week 1 of the course
- Submit course assignment questions with enough notice to receive and incorporate feedback prior to the assignment due date (see [course late policy](#))
- Possess basic skills in Microsoft Office, and have the ability to access Blackboard
- Include the [course ID](#) (Ex: CORE101) on all e-mail correspondence
- Check Blackboard course announcements often during the course
- Communicate with instructors and classmates in a professional and respectful manner
- Substantially participate in weekly discussion/lecture (it is strongly suggested that Bb posts be prepared in a word processing software application then checked for grammar errors prior to submission)
- Submit assignments via the appropriate avenue (e.g. discussion board, Bb assignment link, etc.)
- Adhere to the Southwestern College [Student Code of Conduct](#) and [Standards of Academic Integrity](#)
- Create and submit original work

VI. Grading Scale and Criteria

<u>Grade</u>	<u>Quality Points</u>	<u>Course Scale</u>
A+	4.00	100%
A	4.00	94.0-99.9%
A-	3.67	90.0-93.9%
B+	3.33	87.0-89.9%

<u>Grade</u>	<u>Quality Points</u>	<u>Course Scale</u>
B	3.00	84.0-86.9%
B-	2.67	80.0-83.9%
C+	2.33	77.0-79.9%
C	2.00	74.0-76.9%
C-	1.67	70.0-73.9%
D+	1.33	67.0-69.9%
D	1.00	64.0-66.9%
D-	0.67	60.0-63.9%
F	0.00	< 60.0%

<u>Grade:</u>	<u>Criteria and Guidelines:</u>
A+	The grade of A+ is reserved for a perfect score (100%) of all work in a course.
A	Superior work: Superior performance that far exceeds the minimum expectations and demonstrates an excellent understanding of the concepts addressed in the course.
B	Above average work: Good performance that exceeds the minimum expectations and demonstrates a higher than average understanding of the concepts addressed in the course.
C	Average Work: Adequate performance that meets the minimal expectations and demonstrates a basic understanding of the concepts addressed in the course.
D	Minimally acceptable work for receiving credit: Below average performance that does not meet the minimum expectations and/or does not demonstrate a basic understanding of the concepts addressed in the course.
F	Failure: Unacceptable performance (in a professional context, this means “you’re fired.”)
WF	Withdraw/Fail: A final grade of WF will be recorded for learners who either never access/attend or submit any assignments for courses.
WD, AW, I, S, W, WM	Please refer to the Grading System section of the appropriate catalog.

VII. College Policies

Students are expected to read and abide by the college policies as listed in the appropriate catalog:

- [Undergraduate Catalog](#): For learners who do not possess a bachelor’s degree, are pursuing an additional bachelor’s degree or for graduate learners who are enrolled in 100-400 level courses.
- [Graduate Catalog](#): For learners who have earned a bachelor’s degree and are pursuing a master’s degree or graduate level certificate or learners who are enrolled in 500+ level courses.

[Non-Discrimination Policy](#)

[Student Code of Conduct](#)

[Academic Integrity Policy](#)

[Policies for Dealing with Violations of Academic Integrity](#)

[Incomplete Policy](#)

[Withdraw Policy](#)

VIII. Course Policies

Students are expected to read and abide by the course policies listed in the instructor-specific syllabus located in the Bb course.

IX. [Technology Requirements](#)

X. Citation

Check the Academic Resources link in the course menu of your Blackboard course to find the specific requirements and resources for formatting manuscripts and documenting various kinds of sources when submitting written work.

XI. SafeAssign®

This instructor may use SafeAssign®, which is a system that allows for checking the originality of writing and proper citing. Your assignments may be run through this software.

XII. Course Requirements:

Requirements	Number of Assignments	Points Possible	Percent of Grade
Discussions	12	150	15
Unit Assignments	8	850	85
Total Points		1,000	100

XIII. Course at a Glance:

Unit	Reading & Preparation Activities	Graded Work Due
1	<ul style="list-style-type: none"> Review Chapter 1 & Win8 PowerPoints Research articles that discuss the features of Microsoft Exchange 2013 and its integration with Microsoft Office Outlook 2013 Research articles that discuss the features of the Outlook Web (Cloud) Use Microsoft training and support as an additional resource 	<ul style="list-style-type: none"> Unit 1 Discussion 1 Unit 1 Discussion 2 Unit 1 Part 1 Outlook Setup and Configuration Unit 1 Part 2 Outlook Setup and Configuration
2	<ul style="list-style-type: none"> Read <i>Freund & Hoisington</i>, Chapter 3 Review Chapter 3 PowerPoint Use Microsoft training and support as an additional resource 	<ul style="list-style-type: none"> Unit 2 Discussion 1 Unit 2 Discussion 2 Unit 2 Outlook Contacts Features
3	<ul style="list-style-type: none"> Read <i>Freund & Hoisington</i>, Chapters 2 & 4 Review Chapter 2 & 4 PowerPoints Use Microsoft training and support as an additional resource 	<ul style="list-style-type: none"> Unit 3 Discussion 1 Unit 3 Discussion 2 Unit 3 Outlook Calendar and Task Features
4	<ul style="list-style-type: none"> Read <i>Freund & Hoisington</i>, Chapter 5 Review <i>Freund & Hoisington</i>, Chapter 1 Review Chapter 5 PowerPoint Research articles that discuss collaboration with the use of Microsoft Office 2013 products and particularly Microsoft Office Outlook 2013 via the Web and Deets Library - Note that articles regarding the Microsoft Office 2010 and Outlook 2010 may also apply Review Concepts regarding Outlook features. Use Microsoft training and support as an additional resource 	<ul style="list-style-type: none"> Unit 4 Discussion 1 Unit 4 Discussion 2 Unit 4 Outlook Email Features
5	<ul style="list-style-type: none"> Review <i>Freund & Hoisington</i>, Chapter 5 Read AITP Code of Ethics Read ACM Code of Ethics & Professional Conduct Research articles that discuss security with the use of Microsoft Office 2013 products Use Microsoft training and support as an additional resource 	<ul style="list-style-type: none"> Unit 5 Discussion 1 Unit 5 Discussion 2 Unit 5 Outlook Template and Forms Customization Features Unit 5 Outlook Security Attributes and Features

Unit	Reading & Preparation Activities	Graded Work Due
6	<ul style="list-style-type: none"> • Research articles that discuss the features of Microsoft Exchange 2013 and its integration with Microsoft Office Outlook 2013 • Research articles that discuss the features of the Outlook Web (Cloud) • Use Microsoft training and support as an additional resource 	<ul style="list-style-type: none"> • Unit 6 Discussion 1 • Unit 6 Discussion 2 • Unit 6 Outlook Business Value

XIV. College Resources

[Advising](#)

[Self-Service](#)

[Withdraw Form](#)

[Blackboard Learn](#)

[SCPS Bookstore](#)

[Deets Library](#)

[Online Writing Center](#): View this brief [video tutorial](#) that explains how to enroll in Blackboard

IT Support: Marilyn.clements@sckans.edu or 888-684-5335 x.121

XV. ADA Compliance Statement

Southwestern College Professional Studies is committed to making reasonable accommodations for qualified students with documented disabilities. If you have a disability that may impact your learning and for which you may need accommodations, please notify the Director of Learner Support and Academic Success, at 888.684.5335.

XVI. Senior Capstone and Graduate Projects:

The majority of the programs offered by Southwestern College Professional Studies conclude with a Senior Capstone or Graduate Project. During the Capstone or Project course students will be required to retrieve papers, assignments and projects that they created during their entire program of study. For this reason it is imperative that students design a method of storing program course work for use during their final class at Southwestern College Professional Studies.