

BUTTE COLLEGE

COURSE OUTLINE

I. CATALOG DESCRIPTION

BCIS 70L - Introduction to Microsoft Outlook

1 Unit(s)

Prerequisite(s): NONE

Recommended Prep: BCIS 20 or ability to key 25 wpm

Transfer Status: CSU

12.75 hours Lecture

12.75 hours Lab

In this course, students will be introduced to Microsoft Office Outlook and its use as a Personal Information Management (PIM) business tool to organize and manage e-mail messages, appointments, meetings, contacts, and tasks.

II. OBJECTIVES

Upon successful completion of this course, the student will be able to:

- A. Compose professional e-mails following proper e-mail format guidelines, e-mail etiquette, and business communication guidelines;
- B. Identify the Outlook user interface and configure different e-mail accounts;
- C. Use features of Outlook's e-mail application to prepare messages, set delivery options, and specify e-mail security settings;
- D. Use features of Outlook's Contacts application to create and manage individual and group contacts;
- E. Use features of Outlook's Calendar application to organize appointments, events, and meeting requests;
- F. Use features of Tasks application to initiate, accept, send, and track projects.

III. COURSE CONTENT

A. Unit Titles/Suggested Time Schedule

Lecture

<u>Topics</u>	<u>Hours</u>
1. Composing professional e-mails	3.00
2. Identifying Outlook user interface and configuring e-mail accounts	1.00
3. Preparing e-mail messages, setting delivery options; and specifying e-mail security settings	2.00
4. Creating and managing contacts	2.00
5. Creating and organizing appointments, events, and meeting requests	2.75
6. Initiating, accepting, sending, and tracking tasks	2.00
Total Hours	12.75

Lab

<u>Topics</u>	<u>Hours</u>
1. Composing professional e-mails	2.00
2. Identifying Outlook user interface and configuring e-mail accounts	1.00
3. Preparing e-mail messages, setting delivery options; and specifying e-mail security settings	4.00
4. Creating and managing contacts	2.00

5. Creating and organizing appointments, events, and meeting requests	2.00
6. Initiating, accepting, sending, and tracking tasks	1.75
Total Hours	12.75

IV. **METHODS OF INSTRUCTION**

- A. Class Activities
- B. Homework: Students are required to complete two hours of outside-of-class homework for each hour of lecture
- C. Demonstrations

V. **METHODS OF EVALUATION**

- A. Exams/Tests
- B. Class participation
- C. Written Assignments
- D. Practical Evaluations

VI. **EXAMPLES OF ASSIGNMENTS**

A. Reading Assignments

1. Read the chapter about how to set up an all-day event using Outlook. Look online to find a conference being held by a professional organization in your field, such as IAAP, PASA, or AMA. Review the details for the conference such as location, lodging, sessions, etc. Then create an event for an all-day (possibly multi-day) conference in Outlook using the dates of the conference. Also, in the Calendar Event, include conference location and schedule sessions you would like to attend, along with any other conference details you would like to include for your particular conference.
2. Read the chapter regarding how to create meeting requests using Outlook. Create a meeting request inviting me, the instructor, and three classmates to attend a birthday celebration for one of our faux co-workers. You should determine date, time, and location. You should also compose a message in the meeting request that includes a greeting; some additional creative details about whether to bring gifts, food, etc.; and a complimentary close.

B. Writing Assignments

1. Compose an e-mail (approximately 3 paragraphs) based on the following workplace scenario: You are an administrative assistant for a local food pantry. The organization has decided to alter both the working hours for employees and distribution hours for food. The food pantry hours will change from 8:00 a.m.—5:00 p.m., Monday through Friday, to 7:00 a.m.—6:00 p.m., Monday through Thursday. Compose an informational e-mail that will be sent to all employees. Consider the primary and secondary audiences for this message. Send e-mail to the instructor for review.
2. Compose an outline draft of an e-mail (approximately 3 paragraphs) responding to the following workplace scenario: You were just cc'd on an e-mail message sent by a co-worker to your boss. In the e-mail, the co-worker suggests that a project you two had been working on together was not completed in a timely manner because you were out sick one day. Instead of quickly e-mailing a Reply All, you begin the business writing process by planning your response. Compose an outline/draft of the response. Bring outline to next class meeting and be prepared to share, discuss, and revise document in class.

C. Out-of-Class Assignments

1. You have just completed your first day of class in BCIS 70L. Your homework assignment is to go to a Butte College computer lab and configure your student e-mail account to

- Outlook using instructions provided by instructor. Once you have configured your account, please complete the following: 1. Take a screen shot of the Outlook user interface; 2. Create a new e-mail addressed to the email address provided by the instructor with the Subject Line, "Configure an E-mail Account;" 3. Paste the screen shot in the body of the e-mail message; and 4. Send the e-mail.
2. After completing the lesson on creating contacts using Outlook, use this feature to create a contact for each of your classmates using the list of names and student e-mail addresses provided. Then create a group contact for BCIS 70L that includes all classmates and the instructor.

VII. RECOMMENDED MATERIALS OF INSTRUCTION

Textbooks:

- A. Seguin, D.. Microsoft Outlook 2010. Paradigm, 2012.

Created/Revised by: Sandra Sloan

Date: 03/25/2013