# Professional Communication

## Contents

Time required: 30 minutes

## How to Create Screenshots

Please use the Windows Snip and Sketch Tool or the Snipping Tool. Paste a screenshot of just the program you are working on. If you are snipping a virtual machine, make sure your focus is outside the virtual machine before you snip.

1. Press and hold down the **Windows key** & **Shift**, then type **S.** This brings up the on-screen snipping tool.

2. Click and Drag your mouse around whatever you want to snip.

3. Release the mouse button. This places the snip into the Windows Clipboard.

4. Go into Word or wherever you want to paste the snip. Hold down **CTRL**, then type **V** to paste the snip.

## Professionalism

The WNCC IT Program is training you as future professionals. We are preparing you for a real career in the real world. The habits you establish now will follow you into the workforce.

To use a business analogy: The instructors may be thought of as your managers. Students could be employees. As an employee, you are expected to adapt to the corporate culture and communication requirements of the business you are working for. This could be a particular email client, e-mail system, a video conferencing app, etc. Typically, you don't get to choose.

It is a sign of respect between both parties to communicate in a professional manner. We are all professionals and our interactions should reflect that.

## Email Protocol

Wncc.edu email is the official communications channel of WNCC. The college administration and Instructors use your wncc.edu email accounts to communicate about snow days, changes to classes and other important announcements.

Every WNCC IT student is expected to use their wncc.edu email on a regular basis. A regular basis is at least a couple of times a day through the following methods.

- Outlook application on their computer (Daily use)

- Outlook application on their smartphone (When you are on the move)

- Outlook on the web (This is typically used only when you don't have access to your computer or phone)

## Tips for Email Communication with an Instructor

When sending an email to an instructor:

1. Use proper business communication style

    a. Compose short sentences

    b. Use short paragraphs

    c. Be concise and to the point

2. Include a salutation or greeting

3. Include a closing

4. Be specific about your issue

5. Include screenshots of the issue

6. Indicate which class you are emailing about

**Example Email Message**

Hi Bill,

I have a question with Week 14 Programming Problem 4 in Computer Science 1.

Describe problem, attach code, show a screenshot.

Thanks!

Your Name

# Assignment: Setup Wncc.edu Email on a Mobile Device

You are expected to setup your wncc.edu e-mail account on your mobile device using the free Outlook app. This is a convenient way of responding to wncc.edu email when you are out and about.

1. Download and install the **Outlook** app from Microsoft.

2. Open the **Outlook** app.

3. The app will ask for your WNCC email address and password.

**Android:** https://support.office.com/en-us/article/set-up-email-in-the-outlook-for-android-app-886db551-8dfa-4fd5-b835-f8e532091872

**iOS:** https://support.office.com/en-us/article/set-up-email-in-outlook-for-ios-mobile-app-b2de2161-cc1d-49ef-9ef9-81acd1c8e234?ui=en-US&rs=en-US&ad=US

# Assignment: Install Microsoft 365 Apps on Your Home Computer

**NOTE:** If you have already installed Microsoft 365 Apps from your portal, you can skip this assignment.

Microsoft 365 Apps is free for all WNCC students. Office can be installed on up to 5 personal devices.

1. Uninstall any previous versions of Office.

2. Go to your WNCC portal. https://portal.wncc.edu

3. Click **WNCC Office365** → Click **Install Apps** → **Microsoft 365 Apps**
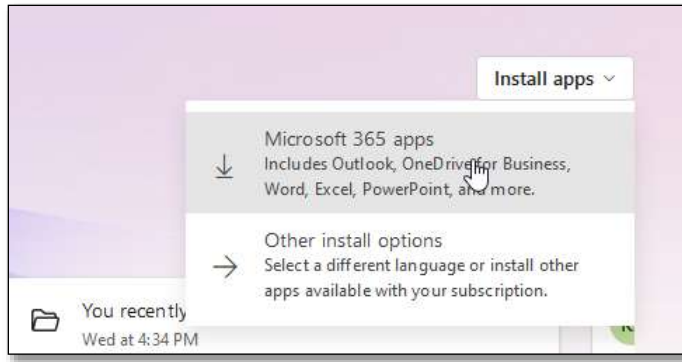
4. Follow the prompts.

## Assignment: Set up the Outlook Application on Your Home Computer

This is the most convenient and most commonly used option to retrieve email in a corporate environment. Besides your wncc.edu email, you can also add Hotmail, Gmail, and other email accounts to Outlook.



In the work world, you will most likely be using the desktop version of Outlook as your email client. The Outlook application is more convenient and has more features than Office 365 Mail/Outlook on the Web.

**NOTE:** Do not use Outlook on the Web. If you go to the WNCC portal and use the email there, you are in the wrong place. The Outlook app is installed on your local computer.

1. Go to your main computer.

2. Click **Start** → type **Outlook** → Click **Outlook**.

3. If this is the first time starting Outlook, it will start with the **New Account** screen. If you have already used Outlook, go to **File → Add Account**.

4. Enter your **name**, **username@wncc.edu**, and your **portal password**. Click **Next**.

5. Outlook will automatically configure itself. This may take a couple of minutes.

6. Outlook will start synchronizing your email.

If you haven't used Outlook before, here is a handy Outlook training from Microsoft.

https://support.microsoft.com/en-us/office/outlook-training-8a5b816d-9052-4190-a5eb-494512343cca

There are also many YouTube videos on the subject. WNCC has a 1 credit class on Outlook.

## Assignment: Setup an Email Signature

Each email message is expected to have an email signature. Go to this web site and follow the directions.

[Create and add an email signature in Outlook](#)

You want your email signature will be added automatically to all new email messages.

**Example Email Signature**

Student name
Student ID: 123456
Classes: INFO-1097, INFO-1360, INFO-1400, INFO-2426
Phone: 308.123.4567
Email: userid@wncc.edu
Mountain Time

## Assignment: Use the Desktop Version of the Outlook Application

The desktop Outlook app is one of the most common email client applications in the business world. It is a program you are likely to use and support as a IT person.

**NOTE:** If you are going to your portal and using the email there, please read the directions more carefully. This assignment does not use the web based version of Outlook. We are using the locally installed Outlook Application. It should look like the screenshot shown.

Complete this assignment on your main computer where you have Office installed.

1. Compose a message to your instructor's wncc.edu email address in the desktop version of Outlook.

    a. Include the class you are taking in the Subject line.

    b. In the message include your name and any issues or questions you might have this semester. Use the example email shown as a template of how to compose a professional and personalized email.

2. Confirm that your signature is a part of this message.

3. Send the message.

4. The instructor will reply to your message acknowledging that they received it.

5. Use the **Snipping Tool** or use the **PrtScn** button to capture a screenshot of the Outlook program showing the instructor's email reply in your Inbox folder.

**NOTE:** Please show enough of the Outlook program to show you are using the Outlook app on your computer.

6. Use **CTRL-V** to paste the screenshot of this message into a blank Word document.

7. Save the Word document.

**Example Email Message**

Hi Bill,

I have no questions at this time. Looking forward to the class!

Thanks!

Your first name or preference of name

Student name
Student ID: 123456
Classes: INFO-1097, INFO-1360, INFO-1400, INFO-2426
Phone: 308.123.4567
Email: userid@wncc.edu
Mountain Time

## Assignment Submission

**NOTE:** If you are taking more than one class from the same instructor, you can use the same Word document to submit the same assignment in multiple classes.

Attach the completed Word document to this assignment and submit it in Blackboard.