BIS M25: MICROSOFT OUTLOOK – INTRODUCTION

Originator
fmasci

College
Moorpark College

Discipline (CB01A)
BIS - Business Information Systems

Course Number (CB01B)
M25

Course Title (CB02)
Microsoft Outlook – Introduction

Banner/Short Title
MS Outlook – Introduction

Credit Type
Credit

Honors
No

Start Term
Fall 2020

Catalog Course Description
Provides a basic understanding of email with Microsoft Outlook. Includes configuration, search options, managing calendars, managing tasks, and managing contact groups.

Additional Catalog Notes
This course begins preparation for the Microsoft Office User certification exam for MS Outlook.

Taxonomy of Programs (TOP) Code (CB03)
0702.10 - *Software Applications

Course Credit Status (CB04)
D (Credit - Degree Applicable)

Course Transfer Status (CB05) (select one only)
B (Transferable to CSU only)

Course Basic Skills Status (CB08)
N - The Course is Not a Basic Skills Course

SAM Priority Code (CB09)
C - Clearly Occupational

Course Cooperative Work Experience Education Status (CB10)
N - Is Not Part of a Cooperative Work Experience Education Program

Course Classification Status (CB11)
Y - Credit Course

Educational Assistance Class Instruction (Approved Special Class) (CB13)
N - The Course is Not an Approved Special Class

Course Prior to Transfer Level (CB21)
Y - Not Applicable

Course Noncredit Category (CB22)
Y - Credit Course

Funding Agency Category (CB23)
B - Partially Developed Using Economic Development Funds

Course Program Status (CB24)
1 - Program Applicable

General Education Status (CB25)
Y - Not Applicable

Support Course Status (CB26)
N - Course is not a support course

Field trips
Will not be required

Grading method
Letter Graded

Does this course require an instructional materials fee?
No

Repeatable for Credit
No

Is this course part of a family?
No

Units and Hours

Carnegie Unit Override
No

In-Class

Lecture
Minimum Contact/In-Class Lecture Hours
26.25
Maximum Contact/In-Class Lecture Hours
26.25

Activity
Minimum Contact/In-Class Activity Hours
0
Maximum Contact/In-Class Activity Hours
0

Laboratory
Minimum Contact/In-Class Laboratory Hours
0
Maximum Contact/In-Class Laboratory Hours
0

Total in-Class

Total in-Class
Total Minimum Contact/In-Class Hours
26.25

Total Maximum Contact/In-Class Hours
26.25

Outside-of-Class

Internship/Cooperative Work Experience

Paid
Minimum Paid Internship/Cooperative Work Experience Hours
0
Maximum Paid Internship/Cooperative Work Experience Hours
0

Unpaid
Minimum Unpaid Internship/Cooperative Work Experience Hours
0
Maximum Unpaid Internship/Cooperative Work Experience Hours
0

Total Outside-of-Class

Total Outside-of-Class
Minimum Outside-of-Class Hours
52.5
Maximum Outside-of-Class Hours
52.5

Total Student Learning

Total Student Learning
Total Minimum Student Learning Hours
78.75
Total Maximum Student Learning Hours
78.75

Minimum Units (CB07)
1.5
Maximum Units (CB06)
1.5

Advisories on Recommended Preparation
BIS M20

Entrance Skills
Entrance Skills
Preferred understanding the use of MS Outlook as an application within the Business Information Environment.

Entrance Skills
Preferred understanding of the function of MS Outlook in the business environment.

Entrance Skills
Preferred completion of BIS M20 Microsoft Office – Introduction

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Student Learning Outcomes (CSLOs)

	Upon satisfactory completion of the course, students will be able to:
1	create and manage your email own email, calendar, contacts and To Do list.
2	manage you boss's emails, calendar, contacts and To Do list.
3	administrate contact groups for multiple departments.

Course Objectives

	Upon satisfactory completion of the course, students will be able to:
1	customize settings.
2	print and save information.
3	perform search operations in Outlook.
4	configure mail settings.
5	create messages.
6	format a message.
7	organize and manage messages.
8	create and manage calendars.
9	create appointments, meetings, and events.
10	organize and manage appointments, meetings, and events.
11	create and manage notes and tasks.
12	create and manage contacts.
13	create and manage contact groups.

Course Content

Lecture/Course Content

- **20% - Manage the Outlook environment for productivity (20-25%)**
  - Customize reply messages, change text formats for all outgoing messages, customize the Navigation Pane, configure reviews, manage multiple accounts, add an account
  - Print messages, calendars, contacts, or task information; save message attachments; preview attachments; save messages in alternate formats; export messages to a data file
  - Create new search folders; search for items in messages, tasks, contacts, or calendars; search by using advanced find; search by folder
- **35% - Manage messages (35-40%)**
  - Set fonts for new messages and responses; create, assign, and modify signatures; create and manage rules; create automatic replies; create messages by using Quick Parts; configure Junk Email and Clutter settings
  - Create a message; add or remove message attachments; add cc and bcc to messages; add tracking and voting options; forward and reply to messages; request a delivery or read receipt; redirect replies; flag outgoing messages for follow up, importance, and sensitivity; recall a message
  - Format text, insert hyperlinks, apply themes and styles, insert messages, add a signature to specific messages
  - Sort messages, move messages between folders, add new local folders, apply categories, clean up messages, mark a message as read or unread, flag received messages, ignore messages, sort messages by conversation, delete messages, automate repetitive tasks by using Quick Steps, configure basic Auto Archive settings, delegate access
- **35% - Manage schedules (35-40%)**
  - Create and add calendars, adjust viewing details for calendars, modify calendar time zones, delete calendars, set calendar work times, manage multiple calendars, manage calendar groups, display multiple calendars, share calendars
  - Create calendar items, create recurring calendar items, cancel calendar items, create calendar items from messages, set calendar item times, set up meetings by using the scheduling assistant, set free or busy status for calendar items, schedule resources, set up meeting location by using Room Finder
  - Set calendar item importance, forward calendar items, configure reminders, add participants, respond to invitations, update individual or recurring calendar items, share meeting notes, categorize calendar items
  - Create and manage tasks, create and organize notes
- **10% - Manage contacts and groups (10-15%)**
  - Create a new contact, delete contacts, import contacts from external sources, edit contact information, attach an image to a contact, add tags to contacts, share contacts, create and manage address books
  - Create new contact groups, add contacts to existing contact groups, add notes to a contact group, update contacts within contact groups, delete contact groups, delete contact group members

Laboratory or Activity Content
None.

Methods of Evaluation

Which of these methods will students use to demonstrate proficiency in the subject matter of this course? (Check all that apply):
Problem solving exercises
Skills demonstrations
Written expression

Methods of Evaluation may include, but are not limited to, the following typical classroom assessment techniques/required assignments (check as many as are deemed appropriate):
Computational homework
Essay exams
Group projects
Individual projects
Objective exams
Problem-solving exams
Quizzes
Reports/papers
Research papers
Skills demonstrations
Skill tests

Instructional Methodology

Specify the methods of instruction that may be employed in this course
Audio-visual presentations
Computer-aided presentations
Class activities
Class discussions
Distance Education
Demonstrations
Instructor-guided interpretation and analysis
Instructor-guided use of technology

Describe specific examples of the methods the instructor will use:
- Demonstrate email options; such as signatures, cc and bcc, status and calendar items.
- Show how specific tools are available to address common needs of a business, such as
  - maintaining a contact group for the department.
  - searching emails for names of projects or contacts.
  - using and bcc for client confidentiality.
- Use PowerPoint to demonstrate possible examples of documents used in the business environment and how to customize them.
- Lecture on possible pitfalls of using MS Outlook, and explore common misconceptions, common mistakes and inconsistencies within the program.
- Create lab assignments that can be done in class to show mastery of the topic or area being covered, such as
  - setting up a recurring meeting.
  - managing the boss's inbox and calendar.
  - maintaining multiple folders.

Representative Course Assignments

Writing Assignments
1. Discuss how email has changed in the face of same time texting and social media.
2. Explain what are the advantages and disadvantages of using email in the work environment.

Critical Thinking Assignments
1. Create an email proposing a solution to a problem, and include voting options to get feedback.
2. Assign permission from your boss' email account, to yours, so that you can monitor all incoming emails and manage their schedule.
3. Set up Quick Sets to assign emails to specific folders based on specific criteria.

Reading Assignments
1. Read an article about how email has changed as the next generations is entering the work force.
2. Read about the differences between personal vs. enterprise email software.

Skills Demonstrations
1. Create a calendar event by finding the best time using Scheduling Assistant and differentiate between required attendees and optional.
2. Configure your email software so that you receive email from multiple accounts.
3. Send an email out to the department using a contact group that you have created and make it with a high-level of importance, plus request receipt.

Outside Assignments

Representative Outside Assignments
1. Create your own personal signature for you email account.
2. Send a group of your friends an embedded link to a video and bcc everyone so as not to share everyone's personal email address.

Articulation

C-ID Descriptor Number
BSOT 106 X

Status
Aligned

Comparable Courses within the VCCCD
CAOT R004 - Microsoft Outlook

Equivalent Courses at other CCCs

College	Course ID	Course Title	Units
West Hills College - Coalinga	CIS 032A	MS Outlook	1
Cypress College	CIS 116 C	MS Outlook/Office Procedures	3
Santa Monica College	CIS 39	MS Outlook - Comprehensive Course	3

District General Education

A. Natural Sciences

B. Social and Behavioral Sciences

C. Humanities

D. Language and Rationality

E. Health and Physical Education/Kinesiology

F. Ethnic Studies/Gender Studies

Course is CSU transferable
Yes

CSU Baccalaureate List effective term:
FALL 2020

CSU GE-Breadth

Area A: English Language Communication and Critical Thinking

Area B: Scientific Inquiry and Quantitative Reasoning

Area C: Arts and Humanities

Area D: Social Sciences

Area E: Lifelong Learning and Self-Development

CSU Graduation Requirement in U.S. History, Constitution and American Ideals:

IGETC

Area 1: English Communication

Area 2A: Mathematical Concepts & Quantitative Reasoning

Area 3: Arts and Humanities

Area 4: Social and Behavioral Sciences

Area 5: Physical and Biological Sciences

Area 6: Languages Other than English (LOTE)

Textbooks and Lab Manuals

Resource Type
Textbook

Classic Textbook
Yes

Description
Hoisington, Corinne. *Microsoft® Office 365® and Outlook 2019 Comprehensive*.   Shelly Cashman Series®. Cengage, 2019.

Resource Type
Textbook

Classic Textbook
Yes

Description
Lambert, Joan. *MOS 2016 Study Guide for Microsoft Outlook*. Pearson, 2016.

Resource Type
Textbook

Classic Textbook
Yes

Description
Ogawa, Michael-Brian, and Randy Nordell. *Microsoft Outlook 365 Complete; In Practice.* 2019 Edition. McGraw-Hill, 2019.

Library Resources

Assignments requiring library resources
Research using the Library's print and online periodical resources.

Sufficient Library Resources exist
Yes

Example of Assignments Requiring Library Resources
Read an article in a business periodical or industry publication on a topic such as how to maintain professional etiquette when using email in the business environment.

Distance Education Addendum

Definitions

Distance Education Modalities
Hybrid (51–99% online)
Hybrid (1–50% online)
100% Online

Faculty Certifications

Faculty assigned to teach Hybrid or Fully Online sections of this course will receive training in how to satisfy the Federal and state regulations governing regular effective/substantive contact for distance education. The training will include common elements in the district-supported learning management system (LMS), online teaching methods, regular effective/substantive contact, and best practices.
Yes

Faculty assigned to teach Hybrid or Fully Online sections of this course will meet with the EAC Alternate Media Specialist to ensure that the course content meets the required Federal and state accessibility standards for access by students with disabilities. Common areas for discussion include accessibility of PDF files, images, captioning of videos, Power Point presentations, math and scientific notation, and ensuring the use of style mark-up in Word documents.
Yes

Regular Effective/Substantive Contact

Hybrid (1%–50% online) Modality:

Method of Instruction	Document typical activities or assignments for each method of instruction
Face to Face (by student request; cannot be required)	Student will have partial course time that is face to face
Asynchronous Dialog (e.g., discussion board)	Discussions will cover various topics on the use of MS Outlook along with feedback and potential solutions.
Other DE (e.g., recorded lectures)	Lectures will be recorded showing examples of specific tools in MS Outlook and how they can be used to solve problems and provide useful information.
E-mail	Email can be used for individual interaction with the professor.
Asynchronous Dialog (e.g., discussion board)	Projects assignments and quizzes will test the students ability to use MS Outlook.

Hybrid (51%–99% online) Modality:

Method of Instruction	Document typical activities or assignments for each method of instruction
Asynchronous Dialog (e.g., discussion board)	Discussions will cover various topics on the use of MS Outlook along with feedback and potential solutions.
Other DE (e.g., recorded lectures)	Lectures will be recorded showing examples of specific tools in MS Outlook and how they can be used to solve problems and provide useful information.
E-mail	Email can be used for individual interaction with the professor.

| Asynchronous Dialog (e.g., discussion board) | Projects assignments and quizzes will test the students ability to use MS Outlook. |

100% online Modality:

Method of Instruction	Document typical activities or assignments for each method of instruction
Asynchronous Dialog (e.g., discussion board)	Discussions will cover various topics on the use of MS Outlook along with feedback and potential solutions.
Other DE (e.g., recorded lectures)	Lectures will be recorded showing examples of specific tools in MS Outlook and how they can be used to solve problems and provide useful information.
E-mail	Email can be used for individual interaction with the professor.
Asynchronous Dialog (e.g., discussion board)	Projects assignments and quizzes will test the students ability to use MS Outlook.

Examinations

Hybrid (1%–50% online) Modality
Online
On campus

Hybrid (51%–99% online) Modality
Online

Primary Minimum Qualification
COMPUTER INFORMATION SYS

Review and Approval Dates

Department Chair
11/20/2019

Dean
11/22/2019

Technical Review
12/05/2019

Curriculum Committee
01/21/2020

DTRW-I
02/13/2020

Curriculum Committee
MM/DD/YYYY

Board
03/10/2020

CCCCO
MM/DD/YYYY

DOE/accreditation approval date
MM/DD/YYYY