OFFICE TECHNOLOGY INFORMATION 1203
E-Mail and Electronic Communication
3 credit hours

This is an information sheet only, not the course syllabus.

COURSE DESCRIPTION
Introductory course using Microsoft Outlook emphasizing efficient use of e-mail, calendar, tasks, and notes. Social media for business professionals will be included. Keyboarding skills and knowledge of Windows operating system are recommended. (3 credit hours)

REQUIRED AND RECOMMENDED COURSE MATERIALS
Please follow the instructions below to locate information on the textbook and other materials for this course.

1. From COD home page, click on myACCESS.
2. Click on Search for Credit Classes.
3. From the Term drop-down box select the term.
4. Choose your course from the Subjects drop-down menu.
5. In the Course # field, enter your course number.
6. In the Section field, enter the course section number if known.
7. From the Course Types drop-down menu select Internet/Online.
8. Scroll to the bottom of the page and click on SUBMIT.
9. Click on the Section Name and Title link.
10. Click on Click here for prices of required textbook(s) and supplies and course material information will be displayed.

Alternatively, you can visit the COD Bookstore website to find this information.

COURSE OBJECTIVES
Upon successful completion of the course the student should be able to do the following:

- Demonstrate ability to navigate all components of Microsoft Outlook
- Organize Outlook folders
- Apply etiquette guidelines of e-mail (netiquette)
- Use features of Outlook e-mail, calendar, contacts, tasks, and notes effectively
- Collaborate with others on Outlook for scheduling meetings and resources
- Set up the configuration and customization of Outlook
- Demonstration integration of Outlook with other software applications
- Perform archive and retrieve functions
- Identify, compare, and contrast social media used by business professionals
- Use social media for business purposes
**GRADING SCALE**
Grading is based on a points-earned system.

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<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>A</td>
<td>90 – 100%</td>
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<td>B</td>
<td>80 – 89%</td>
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<td>C</td>
<td>70 – 79%</td>
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<td>D</td>
<td>60 – 69%</td>
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<td>F</td>
<td>0 – 59%</td>
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**SATISFACTORY/FAIL OPTION**
The S/F grade option is available to students in this course. Contact the instructor or refer to the syllabus for details and conditions.

**INCOMPLETE GRADE POLICY**
If you may find that you are unable to complete the course by the end of the semester for some unavoidable reason you may request an Incomplete grade. Contact the instructor or refer to the course syllabus for details.