

SAN DIEGO COMMUNITY COLLEGE DISTRICT  
CONTINUING EDUCATION  
COURSE OUTLINE

**SECTION I**

SUBJECT AREA AND COURSE NUMBER

OFSY 528

COURSE TITLE

ELECTRONIC INFO MANAGEMENT

ALTERNATE TITLE

MICROSOFT OUTLOOK

TYPE COURSE

NON-FEE

VOCATIONAL

CATALOG COURSE DESCRIPTION

This course is an introduction to an electronic information management software application. Students learn how to compose, send and manage email and schedule meetings using electronic calendars. In addition, students manage contact information, schedule tasks, create notes and customize the application environment. This course will prepare students to use an email software application in a business environment. (FT)

LECTURE/LABORATORY HOURS

36

ADVISORIES

NONE

RECOMMENDED SKILL LEVEL

Eighth grade reading level, ability to communicate effectively in the English language.

INSTITUTIONAL STUDENT LEARNING OUTCOMES

1. Social Responsibility  
SDCE students demonstrate interpersonal skills by learning and working cooperatively in a diverse environment.
2. Effective Communication  
SDCE students demonstrate effective communication skills.
3. Critical Thinking  
SDCE students critically process information, make decisions, and solve problems independently or cooperatively.

## INSTITUTIONAL STUDENT LEARNING OUTCOMES (CONTINUED)

### 4. Personal and Professional Development

SDCE students pursue short term and life-long learning goals, mastering necessary skills and using resource management and self-advocacy skills to cope with changing situations in their lives.

## COURSE GOALS:

1. Learn how to create email and calendars.
2. Understand calendar management to schedule meetings.
3. Learn to manage professional contacts and groups.
4. Understand how to manage tasks and associate notes for employers and customers.
5. Learn how to customize the email application.
6. Learn how changing technology impacts security, privacy, copyright laws and other ethical issues.

## COURSE OBJECTIVES

1. Explain proper procedures to send, receive and organize email messages.
2. Demonstrate how to schedule and manage meetings using an electronic calendar.
3. Modify and manage contact information, including sorting, searching and printing.
4. Create and manage tasks and notes, including producing status reports.
5. Demonstrate customizing the software interface.
6. Describe the need for security measures including licensing, copyright laws, virus and malware protection.

## SECTION II

### COURSE CONTENT AND SCOPE

1. Manage Email Messages
  - 1.1. Compose and send email messages
  - 1.2. Incoming messages
    - 1.2.1. View and open
    - 1.2.2. Preview, save and print attachments
    - 1.2.3. Open attachments
  - 1.3. Respond to messages
    - 1.3.1. Spell and grammar check
    - 1.3.2. Reply and forward messages
  - 1.4. Organize messages with folders
    - 1.3.1. Create new inbox folder
    - 1.3.2. Move messages into folders
    - 1.3.3. Manage follow-up messages

## COURSE CONTENT AND SCOPE (CONTINUED)

2. Calendar Management
  - 2.1. Calendar configuration
    - 2.1.1. View options
    - 2.1.2. Calendar items
  - 2.2. Appointments, events, and meetings
    - 2.2.1. Create new appointments, events and meetings
    - 2.2.2. Create recurring appointments, events and meetings
    - 2.2.3. Send meeting requests
    - 2.2.4. Edit and update meeting requests
  - 2.3. Print calendars in different views
  - 2.4. Save and share calendar files
3. Contact Management
  - 3.1. Create and edit address books
  - 3.2. View and sort contact lists
  - 3.3. Search contacts
  - 3.4. Print contacts
  - 3.5. Forward contact lists
4. Task Management
  - 4.1. Create tasks
    - 4.1.1. Create to-do lists
  - 4.2. Categorize tasks
    - 4.2.1. Create new categories
  - 4.3. Categorize and flag email messages
  - 4.4. Manage tasks
    - 4.4.1. Update tasks
    - 4.4.2. Attach files to tasks
    - 4.4.3. Send task status reports
  - 4.5. Use notes
5. Customize Options
  - 5.1. New email accounts
  - 5.2. Signatures and stationery
    - 5.2.1. Create and format
  - 5.3. Junk email options
    - 5.3.1. Block specified email addresses
  - 5.4. Rules
    - 5.4.1. Create
    - 5.4.2. Run
  - 5.5. Calendar options
  - 5.6. News Feeds
    - 5.6.1. Adding
    - 5.6.2. Use
6. Security settings and privacy options
  - 6.1. Outlook trust center
  - 6.2. Trusted publisher validation
  - 6.3. Privacy options
  - 6.4. Email security controls

## APPROPRIATE READINGS

Appropriate readings may include, but are not limited to, internet research and articles, instructor-written materials, manuals, instructor selected URLs, and publications related to the application of an electronic information management system.

## WRITING ASSIGNMENTS

Appropriate writing assignments may include, but are not limited to, writing a report on how to import contacts from an external source such as your smartphone or an Internet-based email such as Gmail and completing all assigned reports.

## OUTSIDE ASSIGNMENTS

Outside assignments may include, but are not limited to, reading text and reference resources; a report on similarities and differences of alternative electronic communication applications; and organizing and preparing written answers to assigned questions.

## APPROPRIATE ASSIGNMENTS THAT DEMONSTRATE CRITICAL THINKING

Assignments that demonstrate critical thinking may include, but are not limited to, analysis and evaluation of the security settings and privacy options in different electronic information management software applications. Students must select appropriate methods and resources needed to complete laboratory assignments.

## EVALUATION

A student's grade is determined by multiple measures of performance and will include evaluation of the following:

1. Practical use of email and scheduling meetings.
2. Complete written and practical examinations.
3. Contribute to class and group discussions.
4. Maintain attendance and punctuality per current policy.
5. Demonstrate ability to work independently and as a team member.

Upon successful completion of each course in the program, a Certificate of Course Completion will be issued. Upon successful completion of all courses included in the program, a Certificate of Program Completion will be issued.

## METHOD OF INSTRUCTION

Methods of instruction may include, but are not limited to, lectures, discussion, hands-on demonstrations, computer-assisted instruction, laboratory assignments and field trips. This course, or sections of this course, may be offered through distance education.

## TEXTS AND SUPPLIES

*Microsoft Outlook 2013: Complete*, Steven M. Freund and Corinne Hoisington,  
Cengage Learning, current edition.

Web Resources: <https://support.office.com/>, <http://outlook.com>

Supplies: Journal (composition book), USB Drive or other storage media.

PREPARED BY: Vicki Maheu DATE: December 12, 2016

REVISED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

Instructors must meet all requirements stated in Policy 3100 (Student Rights and Responsibilities and Administrative Due Process), and the Attendance Policy set forth in the Continuing Education Catalog.

## REFERENCES:

San Diego Community College District Policy 3100  
California Community Colleges, Title 5, Section 55002  
Continuing Education Catalog