

**SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY**

**SAULT STE. MARIE, ONTARIO**



**SAULT  
COLLEGE**

**COURSE OUTLINE**

**COURSE TITLE:** OUTLOOK LEVEL 1

**CODE NO. :** AOS102 **SEMESTER:** Fall 2012

**PROGRAM:** OFFICE ASSISTANT CERTIFICATE

**AUTHOR:** ROBIN DOSE

**DATE:** September 2012 **PREVIOUS OUTLINE DATED:**

**APPROVED:** "Laurie Poirier" **DATE:** Sept/12

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**CHAIR** **DATE**

**TOTAL CREDITS:**

**PREREQUISITE(S):** NONE

**HOURS/WEEK:** 7.5 (Week 3-4)

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**I. COURSE DESCRIPTION:** Students learn to use Outlook's email components to effectively manage incoming and outgoing messages, explore other Outlook components to schedule appointments, manage contacts and keep track of tasks and projects.

**II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:**

Upon successful completion of this course, the student will demonstrate the ability to:

1. Communicate using email.

Potential Elements of the Performance:

- Identify Outlook components and display folder contents
- Compose, send, open, and print messages
- Reply to, forward, and delete messages
- Attach a file to a message
- Add and use an entry in the Contacts folder
- Assign importance, sensitivity, and tracking options to a message
- Apply follow-up flags to messages
- Create a signature
- Find information in Microsoft Help resources

2. Manage and archive email messages

Potential Elements of the Performance:

- Find messages using search techniques
- Arrange and manage messages
- Apply colour categories to messages
- Create folders and move messages from one folder to another
- Manage junk mail

3. Use the calendar for scheduling

Potential Elements of the Performance:

- Schedule, edit, move, and delete appointments and events
- Change calendar view
- Apply colour categories to appointments
- Schedule, accept, decline, and update meeting requests

4. Manage Contacts

Potential Elements of the Performance:

- Add, edit and delete contacts
- Flag a contact for follow-up
- Send email from the contacts folder
- Schedule a meeting from the contacts folder
- Create and use a contact group for sending email

## 5. Create Tasks and Notes

Potential Elements of the Performance:

- Create, update, print, and delete tasks
- Create and edit notes
- Assign a colour category to a note
- Change the note view and options

**III. TOPICS:**

(Note: These topics sometimes overlap several areas of skills development and are not necessarily intended to be explored in isolated learning units or in this order.)

1. Compose, send, and respond to email messages, including attachments.
2. Find, arrange, organize and manage email messages.
3. Schedule meetings and appointments and maintain monthly calendars.
4. Manage contact information and coordinate the data with email and scheduling functions.
5. Use Outlook's task feature to track information about jobs and the notes feature to enter small text reminders.

**IV. REQUIRED RESOURCES/TEXTS/MATERIALS:**

Sequin, Denise *Microsoft Outlook 2010*. Paradigm Publishing (book)

**V. EVALUATION PROCESS/GRADING SYSTEM:**

1. Assignments (65%)
2. Quizzes (25%)
3. Final Exam (10%)

The following semester grades will be assigned to students:

<b>Grade</b>	<b><u>Definition</u></b>	<i>Grade Point Equivalent</i>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D	50 – 59%	0.00
F (Fail)	49% and below	0.00

CR (Credit)	Credit for diploma requirements has been awarded.
S	Satisfactory achievement in field /clinical placement or non-graded subject area.
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.
NR	Grade not reported to Registrar's office.
W	Student has withdrawn from the course without academic penalty.

#### **VI. SPECIAL NOTES:**

##### Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

#### **VII. COURSE OUTLINE ADDENDUM:**

The provisions contained in the addendum located on the portal form part of this course outline.