

**AUSTIN COMMUNITY COLLEGE
CONTINUING EDUCATION**

OUTLOOK INTRODUCTION

(9 hours)

ITNW 3012

COURSE SYLLABUS

Course Description: An introduction to using the many features of this software package including the contact manager, electronic mail, calendar, tasks, journal, and note. Prerequisites: Fundamentals of PC Use, including Orientation to Windows, or equivalent experience.

Objectives: Every student will be able to:

- Outlook 2007 screen
- Discuss email concepts – netiquette, spam, viruses, etc.
- Send email, receive, read, reply to, and organize message
- Manipulate text and files
- Use and organize Contacts
- Organize mail
- Customize Outlook settings

Rationale: MS Outlook is one of the most popular information management programs used in the business community. This course will enable students to efficiently use this application.

Required Material: None

Type of Course: Short Course

Evaluation: Students will be evaluated on their competency in performing a variety of hands-on exercises throughout the course. In order to grant CEU credit for a course the students must be able to complete assessment exercises for each part of the course given by the instructor. The instructor will validate each participant's achievement of the course objectives by signing and awarding individual certificates of completion.

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Course Outline:

1. OUTLOOK 2010 SETUP & CONFIGURATION
 - 1.1. Initial Configuration
2. A FIRST LOOK AT OUTLOOK 2010
 - 2.1. Starting Outlook 2010
 - 2.2. The Microsoft Outlook 2010 Screen
 - 2.3. Help In Outlook 2010
 - 2.4. Searching for Help
 - 2.5. Printing Help Sheets
 - 2.6. Microsoft Outlook Navigation Pane
 - 2.7. Microsoft Outlook Ribbon
 - 2.8. Closing Outlook
3. TERMINOLOGY & CONCEPTS
 - 3.1. What is Email?
 - 3.2. The Structure of an Email Address
 - 3.3. The Advantages of Using Email
 - 3.4. Recommendations for Email Content and Use
 - 3.5. Sms (Short Message Service)
 - 3.6. Voice Over Internet Protocol (Voip)
 - 3.7. Instant Messaging
 - 3.8. Online (Virtual) Communities
 - 3.9. Social Networking Websites
 - 3.10. Internet Forums (Message Boards / Discussion Boards)
 - 3.11. Chat Rooms
 - 3.12. Online Computer Games
4. SECURITY ISSUES
 - 4.1. Spam
 - 4.2. Viruses
 - 4.3. Phishing
 - 4.4. Digital Signatures
5. SENDING MESSAGES
 - 5.1. Creating and Sending Your First Email
 - 5.2. Checking that Your Email was Sent

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- 5.3. Sending Emails to More than One Person at a Time
- 5.4. Receiving Emails
- 5.5. Sending a Copy of a Message to Another Address
- 5.6. What Is a Blind Carbon Copy?
- 5.7. Sending a Copy of a Message to Another Address Using Blind Carbon Copy
- 5.8. Setting the Message Subject
- 5.9. Spell Checking Your Message
- 5.10. Attaching a File to a Message
- 5.11. Deleting an Attached File From an Outgoing Message
- 5.12. Issues When Sending File Attachments
- 5.13. Setting Message Importance (Message Priority)
- 5.14. Setting Message Sensitivity
- 5.15. Saving a Draft Copy of an E-Mail
- 6. RECEIVING, READING AND REPLYING TO MESSAGES
 - 6.1. The Inbox Folder
 - 6.2. Opening the Inbox Folder
 - 6.3. The Inbox Screen
 - 6.4. Selecting a Message
 - 6.5. Message Status Icons
 - 6.6. Reading a Message
 - 6.7. Switching Between Open Message Windows
 - 6.8. Forwarding a Message
 - 6.9. Opening Or Saving an Attached File
 - 6.10. Replying To The Sender Of a Message
 - 6.11. Replying To The Sender And All Recipients of a Message
 - 6.12. Setting Message Reply Options so that the Original Message is Inserted, or not Inserted
 - 6.13. Printing a Message
 - 6.14. Previewing a Message before Printing
 - 6.15. Printing Options
- 7. MANIPULATING TEXT AND FILES
 - 7.1. Selecting a Word within the Message Window
 - 7.2. Selecting a Line within the Message Window
 - 7.3. Selecting a Paragraph within the Message Window

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- 7.4. Selecting all Text within the Message Window
 - 7.5. Selecting Text Using the Mouse
 - 7.6. Copying Text to the Clipboard From a Message
 - 7.7. Pasting Text From the Clipboard into a Message
 - 7.8. Copying Text From One Message to Another
 - 7.9. Cutting Text to The Clipboard from a Message
 - 7.10. Moving Text From One Message to Another
 - 7.11. Copying Text From Another Application into a Message
 - 7.12. Deleting Text in a Message
 - 7.13. Deleting Text to the Left of the Insertion Point
 - 7.14. Deleting Text to the Right of the Insertion Point
 - 7.15. Deleting an Attached File from a Message
8. CONTACTS
- 8.1. What are Contacts?
 - 8.2. Opening the Contacts Folder
 - 8.3. Creating a Contact
 - 8.4. Adding the Sender of a Message to Contacts
 - 8.5. Addressing an Email To a Contact
 - 8.6. Deleting a Contact
 - 8.7. What is a Contact Group?
 - 8.8. Creating a New Contact Group
 - 8.9. Adding an Email Address to a Contact Group
 - 8.10. Removing an Email Address From a Contact Group
 - 8.11. Sending an Email to a Contact Group
9. ORGANIZING MAIL
- 9.1. Searching for a Message
 - 9.2. Searching for Messages by Sender, Subject or Content
 - 9.3. Creating a New Mail Folder
 - 9.4. Moving a Message to a Different Folder
 - 9.5. Deleting a Mail Folder
 - 9.6. Sorting the Contents Of The Inbox
 - 9.7. Deleting a Message
 - 9.8. Opening the 'Deleted Items' Folder
 - 9.9. Restoring a Message From the 'Deleted Items' Folder
 - 9.10. Emptying the 'Deleted Items' Folder

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- 9.11. Automatically Emptying the 'Deleted Items' Folder when you Exit Outlook
 - 9.12. Flagging a Message
 - 9.13. Removing a Flag Mark From A Mail Message
 - 9.14. Marking a Message as Unread
 - 9.15. Marking a Message as Read
10. CUSTOMIZING SETTINGS
- 10.1. Displaying or Hiding The Ribbon
 - 10.2. Adding an Inbox Heading
 - 10.3. Removing an Inbox Heading
 - 10.4. Resetting the Inbox Headings