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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AUSTIN COMMUNITY COLLEGE
CONTINUING EDUCATION

5

OUTLOOK INTRODUCTION

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ITNW 3012

COURSE SYLLABUS