

**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, which includes 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:

- Start MS Outlook application
- Identify parts of the screen
- Use help
- Use Outlook bar
- Use Contacts folder
- Use Electronic Mail
- Use Calendar folder
- Use Tasks folder
- Use Journal folder
- Use notes folder
- Use Deleted items folder
- Exit MS Outlook application

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

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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.

Course Outline :

- I. Starting MS Outlook (1 ½ hour)
 - A. Opening MS Outlook
 - B. Identifying parts of the screen
 - C. Identifying menus, toolbars, Outlook bar
 - D. Minimizing, restoring, maximizing and closing buttons
 - E. Microsoft Office Assistant

- II. Contacts folder (1 ½ hour)
 - A. Contacts screen
 - B. Selecting a contact
 - C. Adding a contact
 - D. Editing a contact
 - E. Deleting a contact
 - F. Printing contacts
 - G. Searching for a contact

- III. Electronic Mail (2 hours)
 - A. Inbox folder and inbox screen
 - B. Reading messages
 - C. Sorting messages
 - D. Searching for messages
 - E. Creating messages
 - F. Sending messages
 - G. Message options
 - H. Replying to messages
 - I. Forwarding messages

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- J. Attaching files to messages
 - K. Saving attached files
 - L. Sent item folder
 - M. Outbox folder
- IV. Calendar folder (1 ½ hour)
- A. Calendar screen
 - B. Navigating the calendar
 - C. Calendar views
 - D. Organizing meetings
 - E. Responding to meeting requests
 - F. Scheduling appointments
 - G. Scheduling events
 - H. Recurring appointments
 - I. Printing the calendar
- V. Tasks folder (1 hour)
- A. Tasks screen
 - B. Sorting the task folder
 - C. Creating a new task
 - D. Deleting task
 - E. Creating a task request
 - F. Responding to task request
 - G. Task status report
 - H. Searching for tasks
- VI. Journal folder (½ hour)
- A. Viewing entries in the Journal
 - B. Making entries in the Journal
 - C. Automating the Journal

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- VII. Notes folder (½ hour)
- A. Creating a note
 - B. Viewing notes
 - C. Organizing notes
 - D. Searching for notes
- VIII. Deleted items folder (½ hour)
- A. Opening the Deleted items folder
 - B. Selecting item
 - C. Selecting multiple items
 - D. Emptying the folder
 - E. Recover items from the deleted items folder
 - F. Automatically emptying the folder

Student Assessment Checklist:

At the completion of the course each student will be able to:

1. Start MS Outlook application
2. Identify parts of the screen
3. Use help
4. Use Outlook bar
5. Use Contacts folder
6. Use Electronic Mail
7. Use Calendar folder
8. Use Tasks folder
9. Use Journal folder
10. Use notes folder
11. Use Deleted items folder
12. Exit MS Outlook application