

**SAN DIEGO COMMUNITY COLLEGE DISTRICT
CITY, MESA, AND MIRAMAR COLLEGES
ASSOCIATE DEGREE COURSE OUTLINE**

SECTION I**SUBJECT AREA AND COURSE NUMBER:** Computer Business Technology 164**COURSE TITLE:** Introduction to Microsoft Outlook**Units: 1**
Grade Only**CATALOG COURSE DESCRIPTION:**

This course is an introduction to the features of Microsoft Outlook. Students will learn how to send and retrieve messages, schedule appointments, organize and manage tasks and contact lists, and customize Outlook. This course, or sections of this course, may be offered through distance education.

REQUISITES:**Advisory:**

ENGL 049 with a grade of "C" or better, or equivalent or Assessment Skill Level W5
&
ENGL 048 with a grade of "C" or better, or equivalent or Assessment Skill Level R5
&
CBTE 101 with a grade of "C" or better, or equivalent
&
CBTE 112 with a grade of "C" or better, or equivalent

FIELD TRIP REQUIREMENTS: May be required**TRANSFER APPLICABILITY:** Associate Degree Credit & transfer to CSU and/or private colleges and universities**TOTAL LECTURE HOURS:** 12 - 13.5**TOTAL LAB HOURS:** 12 - 13.5**STUDENT LEARNING OBJECTIVES:**

Upon successful completion of the course the student will be able to:

1. Demonstrate proper use of Outlook Basics and Office Assistant.
2. Use Outlook messaging to open, view, reply, forward, save, and print e-mail messages.
3. Organize and apply message management to accomplish follow-up, maintenance, and disposition of e-mail messages.
4. Create an AutoSignature, hyperlink, file attachment, and template using Microsoft Office components.
5. Schedule appointments and meetings with Outlook Calendar, evaluate and update to include recurring, changed, or deleted calendar items or tasks.
6. Set up, organize, and edit Contacts and Tasks folders.
7. Demonstrate the use of Journal and Notes features of Outlook.
8. Format Outlook Message Window (including message importance level) and apply formatting and bulleted list in messages.

9. Create HTML messages, add hyperlinks to messages, and create stationery.
10. Create and edit the Address Book.
11. Import and export data between Outlook and Microsoft Word.
12. Use Outlook to fax and to access the Internet.
13. Create and access folders and forms.
14. Customize the Information Viewer and the Outlook Bar.
15. Demonstrate the use of Microsoft Outlook shortcuts and options.

SECTION II

1. COURSE OUTLINE AND SCOPE:

A. Outline Of Topics:

The following topics are included in the framework of the course but are not intended as limits on content. The order of presentation and relative emphasis will vary with each instructor.

I. The following topics will be included in the framework of the course but are not intended as limits on content. The order of presentation and relative emphasis will vary with each instructor.

- A. Microsoft Outlook Basics
 1. Starting Outlook
 2. Using the Outlook interface
 3. Displaying or hiding a toolbar
 4. Using the Outlook bar
 5. Using the Outlook Today page
 6. Using the folder list
 7. Exiting Outlook
- B. Microsoft Office Assistant
 1. Using the Office Assistant
 2. Finding an answer
 3. Hiding/Displaying the Office Assistant
 4. Changing Office Assistant options
- C. Microsoft Outlook Messaging Features
 1. Using Outlook's e-mail feature
 2. Sending a message
 3. Using the Address Book - Message window
 4. Changing mail folder views
 5. Opening a message in the Inbox folder
 6. Sending and receiving messages
 7. Viewing sent messages
 8. Replying to a message
 9. Forwarding a message
 10. Printing from the information viewer
 11. Printing from the message window
- D. Managing Messages Using Outlook
 1. Saving a draft version of a message
 2. Flagging a message for follow up
 3. Navigating through open messages
 4. Changing the read status of a message
 5. Sorting mail messages
 6. Deleting a message
 7. Moving a message to a different folder
 8. Emptying the Deleted Items folder
 9. Archiving a folder
- E. Microsoft Outlook and Office
 1. Creating an AutoSignature
 2. Selecting a default AutoSignature
 3. Inserting an AutoSignature
 4. Inserting a file into a message
 5. Saving a file attachment

6. Opening a file attachment
 7. Inserting a hyperlink into a message
 8. Creating and using Office documents
 9. Using the Office Clipboard
- F. Microsoft Outlook Messaging Advanced Features
1. Setting message tracking options
 2. Viewing the message delivery status
 3. Recalling a message
 4. Creating a message with voting buttons
 5. Responding to a voting message
 6. Tracking votes
 7. Creating a template
 8. Creating a new message from a template
 9. Deleting a template
 10. Using remote mail
- G. Outlook Calendar Features
1. Opening the Calendar
 2. Navigating the Calendar
 3. Scheduling a new appointment
 4. Using AutoDate
 5. Scheduling an event
 6. Scheduling a meeting
 7. Responding to a meeting
 8. Checking meeting responses
 9. Adding a task to the TaskPad
 10. Editing Calendar items
 11. Setting a Calendar item as recurring
 12. Changing the Calendar view
 13. Moving Calendar items
 14. Printing Calendar information
 15. Saving a Calendar as a Web page
 16. Deleting Calendar items
- H. Outlook Contacts Features
1. Opening the Contacts folder
 2. Adding a contact
 3. Adding same company contacts
 4. Changing the Contacts view
 5. Editing a contact
 6. Flagging a contact for follow up
 7. Sending a new message to a contact
 8. Organizing Contacts meetings
 9. Exploring a contact's Web page
 10. Assigning a task to a contact
 11. Printing Contacts information
 12. Deleting a contact
- I. Outlook Tasks Feature
1. Opening the Tasks folder
 2. Adding a task
 3. Creating a recurring task
 4. Editing a task
 5. Marking a task complete
 6. Sorting and reordering tasks
 7. Assigning a task to another Outlook user
 8. Accepting/Declining tasks
 9. Indicating the progress of a task
 10. Sending a status report
 11. Changing the Tasks view
 12. Printing Tasks information
 13. Deleting a task
- J. Outlook Journal Feature

1. Opening the Journal folder
2. Adding a journal entry
3. Viewing journal entries
4. Changing the journal vi

B. Reading Assignments:

Reading assignments are required and may include but, are not limited to, the following:

I. Reading assignments are required. Distance learning students will access the reading via the Internet. The reading assignments may include, but are not limited to the following:

II. 1. Reading and studying the assigned chapters in the course textbook covering those topics included in the course content.

III. 2. Accessing Internet sites that describe and explain the software features and application.

IV. 3. Randall, Niel; Outlook 2000's e-mail Settings, p.175-180; PC Magazine; October 19, 1999; Vol. 18; No. 18.

V. 4. Seltzer, Larry; The Virtual Office, p.150-164; PC Magazine; October 19, 1999; Vol. 18; No. 18.

VI. 5. Protecting Your Privacy; p.156-158; PC Computing; October 1999.

VII. 6. Dunn, Scott; Secrets of the Explorer Adress Bar Revealed; p.266-268; PC World; October 1999.

C. Appropriate Assignments that Demonstrate Critical Thinking:

Critical thinking assignments are required and may include, but are not limited to, the following:

I. Assignments that demonstrate critical thinking may include, but are not limited to the following:

II. 1. Evaluating the proper format for electronic messages.

III. 2. Assessing if the content of a message is appropriate and will accomplish the goal of the message.

IV. 3. Reviewing solutions that were decided upon in projects.

V. 4. Solving a variety of application problems after determining which of the techniques are appropriate for the situation.

VI. 5. Analyzing the types of tags, properties, and hyperlinks that are necessary to create an effective HTML message for a specific application and then apply them to the document.

VII. Distance learning students will submit their assignments electronically.

D. Appropriate Outside Assignments:

Outside assignments may include, but are not limited to, the following:

I. Outside assignments may include, but are not limited to the following:

II. 1. Schedule new and recurring appointments.

III. 2. Create contacts and tasks lists.

IV. 3. Compose and send e-mail and faxes.

V. 4. Create folders and forms in Outlook.

VI. Distance learning students will submit their assignments electronically.

E. Writing Assignments:

Writing assignments are required and may include, but are not limited to, the following:

I. Writing assignments are required. Writing assignments may include, but are not limited to the following:

II. 1. Writing short-answer and essay questions in response to chapter self-checks using the Journal feature of Outlook.

III. 2. Using the Address Book and creating new e-mail messages and replying to incoming e-mail messages.

IV. 3. Writing an evaluation of the course or application software and e-mail or fax the evaluation to the instructor using Outlook.

V. 4. Creating a message with HTML and hyperlinks.

VI. Distance learning students will electronically submit their writing assignments.

2. METHODS OF EVALUATION:

A student's grade will be based on multiple measures of performance unless the course requires no grade.

Multiple measures may include, but are not limited to, the following:

- I. The instructor shall, in accordance with District Policy, provide each student with a written course syllabus that indicates the evaluation factors/procedures to be used.
- II. Written response(s) to examinations and assignments (both objective and subjective) using the Journal feature of Outlook. Composition of e-mail messages and organization and maintenance of e-mail messages. Completion of on-line course labs. Class participation.
- III. Distance learning students will submit reports of their progress electronically and will receive electronic feedback.

3. METHODS OF INSTRUCTION:

Methods of instruction may include, but are not limited to, the following:

- * Other (Specify)
- * Distance Education
- * 1. Electronic lectures and classroom lectures and demonstrations.
- * 2. Applied computer-assisted activities.
- * 3. Individual-assisted instruction.
- * 4. Participation in discussion (in-class or on-line).
- * 5. Instructional strategies as shall be determined by each instructor.
- * 6. On-line or in-class computer hands-on practice of concepts and techniques included in course objectives.
- * Distance learning students will attend regular electronic conferences; or where feasible, attend scheduled on-site conferences. Communication will take place via e-mail between the student(s) and assigned instructor.

4. REQUIRED TEXTS AND SUPPLIES:

Textbooks may include, but are not limited to:

TEXTBOOKS:

1. NA. Outlook 2000, NA ed. PTS Learning Systems, King of Prussia, PA., 1999, ISBN: NA
2. O'Leary and O'Leary. Microsoft Outlook 2000, NA ed. Irwin/McGraw Hill, Boston, MA., 2000, ISBN: NA
3. Swanson and Goding. Microsoft Outlook 2000, Illustrated Essentials Series, NA ed. Course Technology/Thomson Learning, Cambridge, MA., 2000, ISBN: NA

MANUALS:

PERIODICALS:

SOFTWARE:

SUPPLIES:

ORIGINATOR: Curricunet Version 2

ORIGINATION DATE: 04/18/2000

PROPOSAL ORIGINATOR: Karen Schneiter

CO-CONTRIBUTOR(S)

PROPOSAL DATE: 10/25/1999