Degree Applicable

Glendale Community College
January 2012

COURSE OUTLINE

Computer Applications and
Business Office Technologies 285
Microsoft Outlook

I. Catalog Statement

Computer Applications and Business Office Technologies 285 introduces students to the beginning features and functions of Microsoft Office Outlook. This course prepares students for the Microsoft Office Specialist (MOS) certification exam in Outlook.

Units – 3.0
Lecture/Demonstration Hours – 3.0

Recommended Preparation: CABOT 200 and CABOT 208 or equivalent (CABOT 200 and CABOT 208 may be taken concurrently.)

II. Course Entry Expectations

Skills expected: Reading 4; Writing 4; Listening/Speaking 4; Math 2

III. Course Exit Standards

Upon successful completion of the required coursework, the student will be able to:
1. set up and manage e-mail messages;
2. create and manage contacts;
3. organize the inbox;
4. create and manage tasks and notes
5. set up and use the calendar to schedule events, meetings, appointments;
6. use Schedule to set up room reservations.

IV. Course Content _ **Total Contact Hours = 48**

A. Creating and Sending E-mail 10 hours
   1. Create and respond to e-mail messages and instant messages
   2. Attach items and files to messages
   3. Send, preview, receive, and flag e-mail messages
   4. Reply and forward e-mail
   5. Create and modify a personal signature for messages
   6. Modify e-mail message settings and delivery options
   7. Recall a sent message

8. Create and use distribution lists (groups)

B. Managing Messages — 5 hours
1. Create folders
2. Move messages between folders
3. Search for messages
4. Save messages in alternate file formats
5. Use categories to manage messages
6. Set message options

C. Creating and Organizing Contact — 5 hours
1. Create, delete, edit, and import contacts
2. Communicate with contacts
3. Create a letter to a contact
4. Add, save and delete contacts
5. Organize and sort contacts
6. Link contacts to activities and journal entries

D. Organizing the Inbox — 6 hours
1. Create and modify distribution lists
2. Link contacts to other items
3. Create and modify notes
4. Organize items
5. Organize items using folders
6. Search for items
7. Save items in different file formats
8. Assign items to categories

E Creating and Managing Tasks and Notes — 5 hours
1. Create and update tasks
2. Modify task organization and Task view
3. Accept, decline, or delegate tasks
4. Create and modify notes
5. Use categories to manage tasks and notes

F. Using the Calendar — 7 hours
1. Create, edit, and delete appointments
2. Plan, change, and cancel a meeting
3. Create a meeting from a Contact
4. Create a Recurrent Meeting
5. View Daily/Weekly/Monthly entries
6. View calendar entries from others on the network

G. Working with Tasks — 5 hours
1. Manage time
2. Create, a recurring task

H. Scheduling — 5 hours
1. Add appointments, meetings, and events to the Outlook calendar
2. Apply conditional formats to the calendar

3. Respond to meeting requests
4. Use categories to manage appointments
5. Print daily, weekly, monthly calendars

V. Methods of Presentation

The following instructional methodologies may be used in the course:

1. lecture;
2. demonstration;
3. critique work in progress;
4. on-line instruction;
5. in-class activities.

VI. Assignments and Methods of Evaluation

1. In-class case problems
2. Lab assignments
3. Skill assessment software tool
4. Final examination

VII. Textbooks

Shelly, G., Romanoski, J., Freund, S., Enger, R., Microsoft Outlook 2010 Complete.
Boston, MA: Course Technology, Cengage Learning, 2011.
11th Grade Textbook Reading Level. ISBN: 0-538-47530-7

VIII. Student Learning Outcome

Upon successful completion, the student will be able to:

1. set up and manage e-mail messages;
2. add and manage contact lists and distribution lists;
3. set up and use the calendar to schedule one-time or recurring appointments, meetings, events;
4. use Scheduling and Tracking to manage meetings;
5. create and manage tasks and notes;
6. customize Outlook Today and Outlook folders.