

# EASTERN ARIZONA COLLEGE

## Microsoft Outlook I

Course Design

2019-2020

### Course Information

**Division** Business  
**Course Number** CMP 110AJ  
**Title** Microsoft Outlook I  
**Credits** 0.5 - 1  
**Developed by** Andy Shaver  
**Lecture/Lab Ratio** 0.5 Credit = 0.5 Lecture/0 Lab  
1 Credit = 1 Lecture/0 Lab

### Transfer Status

ASU	NAU	UA
Elective Credit	CTE Departmental Elective	Non Transferable

**Activity Course** No  
**CIP Code** 11.0100  
**Assessment Mode** Final Exam (24 Questions/24 Points)  
**Semester Taught** Upon Request  
**GE Category** None  
**Separate Lab** No  
**Awareness Course** No  
**Intensive Writing Course** No  
**Diversity and Inclusion Course** No

### Prerequisites

None

### Educational Value

This course is designed for beginning users of e-mail, scheduling, and contact management programs.

### Description

Students will become familiar with beginning to intermediate level functions of Microsoft Outlook, an integrated electronic mail, calendar, and task management software package.

### Supplies

None

## **Competencies and Performance Standards**

### **1. Manage e-mail messages and Notes features.**

#### ***Learning objectives***

What you will learn as you master the competency:

- a. Start Microsoft Outlook.
- b. Navigate in the Outlook Bar.
- c. Review e-mail messages and attachments.
- d. Format and print a copy e-mail messages.
- e. Save e-mail messages and check sent messages.
- f. Format and print a copy of e-mail messages.
- g. Uses Notes as a reminder.
- h. Customize your inbox.

#### ***Performance Standards***

*Competence will be demonstrated:*

- o by completing of the practice exercises
- o by completing the Review and Practice at the end of the Unit

*Criteria - Performance will be satisfactory when:*

- o learner can start Microsoft Outlook
- o learner can navigate in the Outlook Bar
- o learner can review e-mail messages and attachments
- o learner can format and print a copy e-mail messages
- o learner can save e-mail messages and check sent messages
- o learner can format and print a copy of e-mail messages
- o learner can use notes as a reminder
- o learner can customize your inbox

### **2. Apply the basics of scheduling.**

#### ***Learning objectives***

What you will learn as you master the competency:

- a. Navigate in your Calendar.
- b. Open and view calendar items.
- c. Add appointments to your Calendar.
- d. Delete Calendar items.
- e. Format and print a copy of your schedule.
- f. Create an appointment from an e-mail message.

#### ***Performance Standards***

*Competence will be demonstrated:*

- o by completing of the practice exercises
- o by completing the Review and Practice at the end of the Unit

*Criteria - Performance will be satisfactory when:*

- o learner can navigate in their Calendar

- o learner can open and view calendar items
- o learner can add appointments to their calendar
- o learner can delete calendar items
- o learner can format and print a copy of their schedule
- o learner can create an appointment from an e-mail message

### 3. **Create and send e-mail messages.**

#### **Learning objectives**

*What you will learn as you master the competency:*

- a. Compose and send messages.
- b. Use the Address Book,
- c. Add attachments to messages.
- d. Mark messages confidential or urgent.
- e. Retrieve messages sent in error.
- f. Route files for feedback.

#### **Performance Standards**

*Competence will be demonstrated:*

- o by completing of the practice exercises
- o by completing the Review and Practice at the end of the Unit

*Criteria - Performance will be satisfactory when:*

- o learner can compose and send messages
- o learner can use the Address Book
- o learner can add attachments to messages
- o learner can marks messages confidential or urgent
- o learner can retrieve messages sent in error
- o learner can route files for feedback

### 4. **Organize and manage the Inbox.**

#### **Learning objectives**

*What you will learn as you master the competency:*

- a. Organize e-mail messages for fast reviewing.
- b. Set up file folders for organizing e-mail messages.
- c. Flag e-mail messages for follow-up.
- d. Create rules to handle e-mail messages automatically.
- e. Use the Out of Office Assistant.

#### **Performance Standards**

*Competence will be demonstrated:*

- o by completing of the practice exercises
- o by completing the Review and Practice at the end of the unit

*Criteria - Performance will be satisfactory when:*

- o learner can organize e-mail messages for fast reviewing

- o learner can set up file folders for organizing e-mail messages
- o learner can flag e-mail messages for follow-up
- o learner can create rules to handle e-mail messages automatically
- o learner can use the Out of Office Assistant

## 5. Organize contacts.

### **Learning objectives**

*What you will learn as you master the competency:*

- a. Use your Contact list to mail merge with Word.
- b. Add and change contact information.
- c. Import contacts from other programs.
- d. View contact lists.
- e. Sort and organize contacts.
- f. Print contact information.

### **Performance Standards**

*Competence will be demonstrated:*

- o by completing of the practice exercises
- o by completing of the Review and Practice at the end of the Unit

*Criteria - Performance will be satisfactory when:*

- o learner can add and change contact information
- o learner can import contacts from other programs
- o learner can view contacts list
- o learner can sort and organize contacts
- o learner can print contact information
- o learner can use your Contact list to mail merge with Word

## 6. Work with contacts.

### **Learning objectives**

*What you will learn as you master the competency:*

- a. Send e-mail messages and faxes to contacts.
- b. Send letters and vCards to contacts.
- c. Place telephone calls using Outlook.
- d. Conduct a survey or vote among your contacts.

### **Performance Standards**

*Competence will be demonstrated:*

- o by completing of the practice exercises
- o by completing the Review and Practice at the end of the Unit

*Criteria - Performance will be satisfactory when:*

- o learner can send e-mail messages and faxes to contacts
- o learner can send letters and vcards to contacts
- o learner can place telephone calls using Outlook

- o learner can conduct a survey or vote among their contacts

***Types of Instruction***

Classroom Presentation

Practical Exercises

***Grading Information***

***Grading Rationale***

100% of the grade is based on the Final Exam.

***Grading Scale***

P 70% or higher on the post-test

F Less than 70% on the post-test