NUMBER: CBA G149

TITLE: Microsoft Outlook

ORIGINATOR: Alice Rivera

FORMERLY KNOWN AS: Outlook

EFF TERM: Fall 2018

DATE OF OUTLINE/REVIEW: 02-20-2018

TOP NO: 0514.00

CROSS LISTED COURSE:

SEMESTER UNITS: 2.0

HRS LEC: 27.0  HRS LAB: 27.0  HRS OTHER: 0.0

CONTACT HRS TOTAL: 54.0

STUDY NON-CONTACT HRS RECOMMENDED: 54.0

CATALOG DESCRIPTION:

This course teaches students to use the Microsoft Outlook application. Students will learn to use Outlook to communicate through email, create and store contacts, and schedule appointments and tasks. Topics include setting the Outlook environment, organizing the Inbox and folders, creating and formatting item content, as well as work with the Tasks and Notes modules. This course prepares students for the Outlook Core Microsoft Office Specialist Exam (MOS).

JUSTIFICATION FOR COURSE:

PREREQUISITES:

COREQUISITES:

ADVISORIES:

- Proper keyboarding and basic computer skills are suggested.

ASSIGNED DISCIPLINES:

  Business education
  Office technologies (secretarial skills, office systems, word processing, computer applications, automated office training)

MATERIAL FEE: Yes [ ] No [X] Amount: $0.00

CREDIT STATUS: Noncredit [ ] Credit - Degree Applicable [X] Credit - Not Degree Applicable [ ]

GRADING POLICY: Pass/No Pass [X] Standard Letter [X] Not Graded [ ] Satisfactory Progress [ ]

OPEN ENTRY/OPEN EXIT: Yes [ ] No [X]

TRANSFER STATUS: CSU Transferable[ ] UC/CSU Transferable[ ] Not Transferable[ ]

BASIC SKILLS STATUS: Yes [ ] No [X] LEVELS BELOW TRANSFER: Not Applicable

CALIFORNIA CLASSIFICATION CODES: Y - Not Applicable

NON CREDIT COURSE CATEGORY: Y - Not applicable, Credit Course

OCCUPATIONAL (SAM) CODE: C

REPEATABLE ACCORDING TO STATE GUIDELINES: No [X] Yes [ ] NUMBER REPEATS:

REQUIRED FOR DEGREE OR CERTIFICATE: No [ ] Yes [X]

Administrative Assistant( Associate in Arts)
Administrative Assistant( Certificate of Achievement)
Associate of Arts: Liberal Arts: Emphasis in Business and Technology( Associate in Arts)
Computer Business Applications( Associate in Arts)
Computer Business Applications( Certificate of Achievement)
Microsoft Office( Certificate of Specialization)

GE AND TRANSFER REQUIREMENTS MET:
COURSE LEVEL STUDENT LEARNING OUTCOME(S) Supported by this course:

1. Compose, send, and manage incoming e-mail messages.
2. Open, print, respond to, forward, and close incoming e-mail messages.
3. Create, edit, view, print, and manage calendars, appointments, meetings, and events.
4. Manage contacts and personal contact information by creating, viewing, sorting, and searching for contacts.
5. Create and manage tasks such as to-do lists, tasks, flagging e-mail messages, and notes.
6. Customize the Outlook environment by adding new e-mail accounts, work with options for junk e-mail, create and format e-mail signatures, and change display options.

COURSE OBJECTIVES:
1. Compose, send, and manage incoming e-mail messages.
2. Open, print, respond to, forward, and close incoming e-mail messages.
3. Create, edit, view, print, and manage calendars, appointments, meetings, and events.
4. Manage contacts and personal contact information by creating, viewing, sorting, and searching for contacts.
5. Create and manage tasks such as to-do lists, tasks, flagging e-mail messages, and notes.
6. Customize the Outlook environment by adding new e-mail accounts, work with options for junk e-mail, create and format e-mail signatures, and change display options.

COURSE CONTENT:

LECTURE CONTENT:

A. Managing E-Mail Messages with Outlook
   1. Composing and Sending E-Mail Messages
   2. Working with Incoming Messages
   3. Using Outlook Folders to Organize the Inbox
B. Enhancing Message Content
   1. Applying Themes and Styles
   2. Creating and Using Automatic Signatures
   3. Change Message Settings and Delivery Options
   4. Using Automatic Reply
   5. Create Rules to Manage Messages
C. Managing Calendars
   1. Creating, Displaying and Deleting Appointments, Events, and Meetings in Calendar
   2. Viewing the Calendar in Different Views
   3. Creating and Editing Appointments
   4. Creating and Editing Events
   5. Creating and Editing Meetings
   6. Printing Calendars in Different Views
   7. Exporting and Importing Folders
D. Managing Contacts and Personal Contact Information with Outlook
   1. Creating a Contact List
   2. Viewing and Sorting Your Contact List
   3. Using Search to Find a Contact
   4. Create and Edit a Contact Group
   5. Printing Your Contacts
E. Creating and Managing Tasks
   1. Creating a To-Do List
Categorizing Tasks
2. Categorizing and Flagging E-Mail Messages
3. Managing Tasks
4. Using Notes

F. Customizing Outlook
1. Adding New E-Mail Accounts
2. Working with Junk E-Mail Options
3. Customizing Outlook Options
4. Creating Quick Steps
5. Working with Rules
6. Configuring AutoArchive
7. Working with News Feeds

LABORATORY CONTENT:

1. Apply and manipulate Outlook program options by setting General, Mail, Calendar, Tasks, Notes and Journal, Advanced, and Language options.
2. Manipulate Item Tags by categorizing items, setting flags, setting sensitivity level, marking items as read or unread, and viewing message properties.
3. Arrange the Content Pane by showing or hiding fields in a list view, changing the reading view, and using the Reminders Window and People Pane.
4. Apply search and filter tools by using built-in Search folders.
5. Print Outlook items, such as attachments, calendars, multiple messages, multiple contact records, tasks, and multiple notes.
6. Create and send email messages by specifying a message theme, specifying plain text, rich text, or HTML message content format, showing or hiding the From and BCC fields, setting a reminder for message recipients, specifying the sending account, specifying the sent item folder, configuring message delivery options, configuring voting and tracking options, and sending a message to a contact group.
7. Create and manage Quick Steps by performing, creating, editing, deleting, and duplicating Quick Steps, resetting Quick Steps to default settings.
8. Create item content by inserting graphical elements and inserting a hyperlink.
9. Format item content by using formatting tools, applying styles, creating styles and themes, using Paste Special, and formatting graphical elements.
10. Attach content to email messages by attaching an Outlook item and attaching external files.
11. Clean up the mailbox by viewing mailbox size, saving message attachments, saving a message in an external format, ignoring a conversation, and using clean-up tools.
12. Create and manage rules by creating, modifying, and deleting rules.
13. Manage junk mail by allowing a specific message (Not junk), and filtering junk mail with Never Block Sender, Never Block Sender’s Domain, Never Block this Group or Mailing List, and Block Sender.
14. Manage automatic message content by managing signatures, specifying the font for new HTML messages, plain-text messages, specifying options for replies and forwards, and setting a default theme for all HTML messages, stationery, and fonts.
15. Create and manipulate contacts by modifying a default business card, forwarding a contact, and updating a contact in the address book.
16. Create and manipulate contact groups by creating a contact group, managing contact group membership, showing notes about a contact group, forwarding a contact group, deleting a contact group; and sending a meeting to a contact group.
17. Create and manipulate appointments and events by setting appointment options, printing appointment details, forwarding an appointment, and scheduling a meeting with a message sender.
18. Create and manipulate meeting requests by setting response options, updating a meeting request, canceling a meeting or invitation, and proposing a new time for a meeting.
19. Manipulate the Calendar pane by arranging the calendar view, changing the calendar color, displaying or hiding calendars, and creating a calendar group.
20. Create and manipulate tasks by creating a task, managing task details, sending a status report, marking a task as complete, moving or copying a task to another folder, assigning a task to another
Outlook user, accepting or declining a task assignment, updating an assigned task, and using Current view.
21. Create and manipulate notes by creating a note, changing the current view, and categorizing notes.
22. Create and manipulate Journal entries by automatically recording and editing Outlook items, record files, and Journal entries.

METHODS OF INSTRUCTION:

A. Lecture:
B. Lab:
C. Online:
D. Hybrid:

INSTRUCTIONAL TECHNIQUES:

COURSE ASSIGNMENTS:

Reading Assignments

Text
Websites
SimNet for Office (optional)

Out-of-class Assignments

Writing Assignments

Defining and applying the proper procedures to create e-mail and calendars suitable for coursework, professional purposes, and personal use.

METHODS OF STUDENT EVALUATION:

Midterm Exam
Final Exam
Short Quizzes
Objective Examinations
Projects (ind/group)
Problem Solving Exercises
Skills Demonstration

Demonstration of Critical Thinking:

As students create, format, and manage Outlook content, they must explore alternatives and use critical thinking to apply knowledge of this software program and its operations to solve specific problems and choose proper procedures.

Required Writing, Problem Solving, Skills Demonstration:

Defining and applying the proper procedures to create e-mail and calendars suitable for coursework, professional purposes, and personal use.

TEXTS, READINGS, AND RESOURCES:

TextBooks:

LIBRARY:

Adequate library resources include:

Comments:

Attachments:

Attached Files