

Outlook

Course Outcome Summary

Course Information

Organization	Madison Area Technical College
Developers	Esther Severa
Development Date	9/13/2001
Revised By	Chris Yero
Revised Date	3/15/2009
Course Number	10-103-165
Instructional Level	Associate Degree
Instructional Area	Business Technology
Division	Agriscience and Technology
Potential Hours of Instruction	24
Total Credits	1

Description

Use Microsoft's messaging and personal information management program. Communicate by email; schedule appointments, meetings and events; manage the Inbox, contact lists, tasks and notes; track and archive messages; configure and customize Outlook; record journal entries; manage Outlook components; integrate Outlook with other Office programs.

Target Population

Learners who wish to communicate and share information with other people in a company, on a network, or on the Internet. Particularly appropriate for students enrolled in the Administrative Assistant program, the Business Software Applications Specialist program, and students pursuing the Microsoft Office Basic Certificate.

Types of Instruction

Instruction Type	Contact Hours	Credits
Online and Classroom	24	1

Prerequisites

Competency in Windows

OR the course Windows (10-103-124), (10-103-134) or (10-103-135)

Exit Learning Outcomes

Core Abilities

- A. Communication
- B. Science and Technology

Competencies

- A. **Communicate using Outlook email**
Competence will be demonstrated:
 - A.1. in submitted print screens
 - A.2. by assignment deadlines

Criteria - Performance will be satisfactory when:

- A.1. you start Outlook
- A.2. you identify Outlook components
- A.3. you navigate through Outlook
- A.4. you display folder contents
- A.5. you compose email messages
- A.6. you open new messages
- A.7. you print email messages
- A.8. you reply to messages
- A.9. you forward messages
- A.10. you delete messages
- A.11. you send an email with an attachment
- A.12. you manage a Personal Address Book
- A.13. you assign Message Options: importance level, sensitivity, and tracking options
- A.14. you create a signature for email messages
- A.15. you find messages
- A.16. you flag messages for follow up
- A.17. you change the view for displaying messages
- A.18. you organize messages by categorizing, sorting and grouping methods
- A.19. you change the view to show only messages that meet filter criteria
- A.20. you create a mail template
- A.21. you use mail templates
- A.22. you save a message as a text or HTML file
- A.23. you organize email messages into folders and/or subfolders
- A.24. you change the mail format for new messages
- A.25. you change the Email Options for sent and received messages
- A.26. you use the CC and BCC features in outlook
- A.27. you assign the categories to messages
- A.28. you use Microsoft Help resources
- A.29. you close Outlook

B. Schedule activities using the Outlook Calendar**Competence will be demonstrated:**

- B.1. in submitted activities as specified on the chapter learning plan
- B.2. by assignment deadlines

Criteria - Performance will be satisfactory when:

- B.1. you navigate within the calendar
- B.2. you schedule new and recurring appointments
- B.3. you schedule events
- B.4. you edit appointment details
- B.5. you move appointments
- B.6. you delete appointments and events
- B.7. you assign a category to an appointment
- B.8. you view appointments by category
- B.9. you change the current view to filter appointments and events
- B.10. you print daily, weekly, and monthly calendars
- B.11. you view daily, weekly, and monthly calendars
- B.12. you apply Automatic Formatting to appointments, meetings, or events
- B.13. you generate a meeting request message

- B.14. you respond to meeting requests
- B.15. you remove attendee names from a meeting
- B.16. you cancel a meeting
- B.17. you customize calendar options
- B.18. you print a calendar
- B.19. you create a private appointment

C. Manage contacts

Competence will be demonstrated:

- C.1. in submitted activities as specified on the chapter learning plan
- C.2. by assignment deadlines

Criteria - Performance will be satisfactory when:

- C.1. you add contact information to the Contacts folder
- C.2. you edit contact information within fields
- C.3. you delete a contact record
- C.4. you create new contacts using existing contact information
- C.5. you flag contacts for follow-up
- C.6. you sort a contacts list
- C.7. you filter a contacts list
- C.8. you group contacts into categories
- C.9. you find contact records using letter tabs along the Information Viewer, the Find a Contact box, the Find bar, and/or the Advanced Find dialog box
- C.10. you display contact information in different views
- C.11. you print a contact list, selecting from a variety of styles
- C.12. you change contact options to organize contact records
- C.13. you generate a letter from the Contacts folder, using the Letter Wizard
- C.14. you create a data source by exporting data from Contacts
- C.15. you create distribution lists based on existing contacts
- C.16. you assign a task to a contact
- C.17. you assign a note to a contact
- C.18. you view Outlook activities tracked by contacts

D. Maintain task lists, notes, and journal entries

Competence will be demonstrated:

- D.1. in submitted activities as specified on the chapter learning plan
- D.2. by assignment deadlines

Criteria - Performance will be satisfactory when:

- D.1. you create new tasks
- D.2. you create recurring tasks
- D.3. you update tasks
- D.4. you print tasks
- D.5. you delete tasks
- D.6. you assign a task to another person
- D.7. you respond to a task request
- D.8. you view tasks
- D.9. you track assigned tasks
- D.10. you mark a task as complete
- D.11. you organize tasks by categories and views
- D.12. you change task options
- D.13. you create note entries

- D.14. you edit notes
- D.15. you delete notes
- D.16. you place a note on the desktop
- D.17. you organize notes by categories
- D.18. you change note options
- D.19. you print notes
- D.20. you create journal entries to track activities within Outlook
- D.21. you modify journal entries
- D.22. you view journal entries
- D.23. you change journal options to automatically record activities to contacts
- D.24. you print journal entries and a journal entry list
- D.25. you change the views for tasks, notes, and journal entries

E. Customize Outlook

Competence will be demonstrated:

- E.1. in submitted activities as specified on the chapter learning plan
- E.2. by assignment deadlines

Criteria - Performance will be satisfactory when:

- E.1. Outlook Today is set as entry point
- E.2. Outlook bar is customized
- E.3. Outlook includes customized menus--adding, moving, and removing menu items
- E.4. you assign a Webpage as the folder home page
- E.5. Outlook views are customized using Fields and Other Settings
- E.6. document includes a customized form
- E.7. you export, delete, and import subfolders
- E.8. print screen includes advanced email options that are set
- E.9. you apply color to messages
- E.10. you delete a message rule to apply color
- E.11. you check Outlook's global mail security settings
- E.12. you encrypt a message
- E.13. you check security zone settings
- E.14. you modify the security level for a current zone
- E.15. you list the steps involved in working online to working offline
- E.16. you explore downloading messages for remote use
- E.17. you create a personal folders file to organize Outlook data
- E.18. you archive Outlook information manually and automatically
- E.19. you create and use an Out of Office message

F. Integrate Outlook with other MS programs

Competence will be demonstrated:

- F.1. in submitted activities as specified on the chapter learning plan
- F.2. by assignment deadlines

Criteria - Performance will be satisfactory when:

- F.1. you create an Office document from Outlook
- F.2. you send email from Microsoft Excel
- F.3. you export contacts to an Access table