

CONTINUING EDUCATION

COURSE OUTLINE – Microsoft Outlook

INSTRUCTOR: Self-paced

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PREREQUISITE(S): None

LEARNING TOOLS AND RESOURCES:

Operating System: The minimum recommended operating system is Windows 10.

****Mac or IOS systems cannot be used for this course.***

Microsoft Outlook Software: Learners are responsible for their own access to Microsoft Outlook 2016, or 2019/365 software. This software is not included in the course.

Jasperactive software: The cost of this software is included in the course. Internet access and software download are required.

G-Metrix software: The cost of this software is included in the course. Internet access and software download are required.

CALENDAR DESCRIPTION:

In this course, you will learn how to use the various elements such as Mail, Calendar and Contacts to coordinate communication and collaboration with others. You will acquire fundamental concepts and skills, building on this foundation as you increase your productivity in communication and sharing information with others.

This course uses interactive online software and follows an assessment-first approach. Your skills are assessed up front and you receive an individualized learning plan. Students who complete this course will have reviewed all of the exam objectives and be on their way to preparing for Microsoft Office Specialist Outlook Associate Exam. One exam attempt is included with the course fee.

COURSE LENGTH: 20 hours

DELIVERY MODE: Online Self-paced

TRANSFERABILITY: N/A

GRADING CRITERIA:

Students taking the Microsoft Certification Exam must achieve a minimum score of 700 (70%) in order to obtain certification.

STUDENT RESPONSIBILITIES: Completion of assessments and practice lessons.

COURSE SCHEDULE/TENTATIVE TIMELINE:

Dates vary (refer to website for current availability).

COURSE CONTENT

Lesson 1: Getting Started with Email

- Creating a New Message
- Reading and Viewing Messages
- Flagging Messages
- Working with Attachments
- Printing Messages

Lesson 2: Managing Mail

- Using Signatures
- Working with Conversations
- Organizing Messages
- Automating Message Tasks
- Managing Junk Email

Lesson 3: Working with People

- Managing Address Books
- Creating and Editing a Contact
- Sharing Contacts
- Working with Contact Groups

Lesson 4: Using the Calendar

- Scheduling Items
- Creating an Appointment
- Creating a Recurring Appointment
- Using the Calendar and Appointment Views
- Scheduling Events
- Sending Meeting Requests
- Tracking Responses to Meeting Requests

- Making Changes to Meetings
- Customizing Calendar Options
- Sharing Your Calendar
- Understanding Calendar Groups

Lesson 5: Using Tasks and Notes

- Creating Tasks
- Creating a Recurring Task
- Marking a Task Complete
- Assigning a Task
- Changing a Task Status
- Using Notes

Lesson 6: Organizing Information

- Using Search Folders
- Creating and Modifying Rules
- Sending Automatic Replies
- Setting up a Mail Account
- Managing Multiple Accounts