Department:

Business

Course Description:

This course is designed to develop business information management skills using Microsoft Outlook, including sending, receiving, and managing e-mail messages as well as appointments, contacts, and tasks. The course will also cover sharing calendars with other users and integrating data stored within Outlook to and from other applications within the Microsoft Office suite.

Course Competencies:

Upon completion of the course, the student should be able to:

1. Compose and send messages to corporate, workgroup, and Internet addresses.
2. Insert signatures and attachments.
3. Add appointments, meetings, and events to the Outlook calendar.
4. Print calendars.
5. Move messages between folders.
6. Use categories to manage messages.
7. Create and edit contacts.
8. Organize and sort contacts.
9. Link contacts to activities and journal entries.
10. Create and update tasks.
11. Create and modify notes.
12. Use categories to manage tasks and notes.
13. Create folders and move files to new folders.
14. Rename folders and files.
15. Cut, copy, and paste documents in Microsoft Word.
16. Create and attach Word files to e-mails.
17. Create shortcuts on the desktop.
18. Import pictures.
19. Create distribution lists.
20. Import and export files from Microsoft Excel.
22. Use mail merge in Word with Outlook contacts.

Course Content:

A. Managing e-mail messages with Outlook
   1. Creating, formatting, and sending e-mail messages
   2. Opening, printing, replying to, recalling, saving, and forwarding messages
3. Using spelling and grammar check
4. Attaching files to messages
5. Maintaining address book lists
6. Setting message priority
7. Creating a signature
8. Finding and flagging a message
9. Creating folders and moving messages between folders
10. Creating a new folder in the inbox folder and moving messages to the new folder

B. Managing the calendar
1. Scheduling appointments and events
2. Setting reminders
3. Editing, deleting, moving, and organizing appointments
4. Scheduling meetings and resources
5. Exporting and importing folders
6. Changing calendar views and printing calendars in different views

C. Managing contacts and personal contact information with Outlook
1. Adding and editing contacts
2. Creating a contact from an e-mail message
3. Adding, changing, and removing an attachment to a contact
4. Sorting and filtering contacts
5. Using search to find a contact
6. Finding and grouping contacts
7. Sending e-mail message contacts
8. Scheduling appointments from contacts
9. Creating a standard letter to a contact by categories
10. Creating multiple contacts for the same company
11. Deleting and restoring contacts
12. Using folders, views, and categories to organize contacts
13. Sending and receiving a VCard

D. Creating and managing tasks
1. Creating, organizing, deleting, and updating tasks
2. Assigning a task
3. Creating a to-do list
4. Creating a recurring task
5. Categorizing tasks
6. Managing tasks
7. Creating, editing, copying, forwarding, viewing, and tracking notes
8. Organizing notes by folder

E. Customizing Outlook
1. Importing a Microsoft Access database into Outlook
2. Exporting Outlook data to an Excel database
3. Configuring Outlook security options
4. Archiving folders
5. Adding new e-mail accounts
6. Working with junk e-mail options
7. Creating signatures and stationery
8. Customizing the calendar and changing the time zone setting
9. Creating quick steps
10. Creating, running, and deleting a rule
11. Configuring auto-archive
12. Working with news feeds

Learning Assessments:

Course competencies will be assessed by hands-on exercises and tests demonstrating the ability to use the features of Microsoft Outlook.

Instructional Materials:


Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students must complete the “Disabilities Self-Identification Form” at this link: https://highlandcc.edu/pages/disability-services.

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.