

Course Objectives/Course Outline
Spokane Community College

Course Title: Introduction to Outlook

Prefix and Course Number: CATT 102

Course Learning Outcomes:

By the end of this course, a student should be able to:

- Communicate using email
 - Manage messages
 - Utilize calendars
 - Manage contacts
 - Create tasks and notes
 - Navigate using Outlook
-
- I. Email
 - A. Replying to a Message
 - B. Forwarding Messages
 - C. Email Etiquette
 - D. Creating Personal Signatures
 - II. Managing Messages
 - A. Customizing Menus
 - B. Task Bars
 - C. Address Books
 - D. Distribution Lists
 - E. Tracking Mail
 - F. Creating Rules
 - III. Calendars
 - A. Options
 - B. Time Zones
 - C. Scheduling Appointments
 - D. Creating Recurring Appointments
 - E. Scheduling Meetings
 - F. Updating Meetings
 - G. Changing Calendar Views
 - H. Automatic Formatting
 - IV. Managing Contacts
 - A. Editing Contracts
 - B. Using Detail Tabs
 - C. Sorting Contacts
 - D. Filtering Contacts
 - E. Changing Views

- V. Creating Tasks and Notes
 - A. Create and Update Tasks
 - B. Create Recurring Tasks
 - C. Assign and Track Tasks
 - D. Create and Edit Notes
 - E. Place Notes on Desktop
- VI. Customizing and Integrating Outlook Components
 - A. Customize the Navigation Pane
 - B. Setting Email Options
 - C. Export Data from Contacts
 - D. Create a Letter to a Contact
 - E. Merge in Word