



CONTINUING EDUCATION
Course Outline

Microsoft Outlook 2016

Outlook is a mail management system that many corporations and individuals utilize to accomplish basic workplace and personal tasks. Topics include interacting with Outlook; viewing Outlook items; creating, reading and sending email messages; adding signatures; managing contacts and using contact groups; creating, managing and assigning tasks; scheduling appointments and meetings; using the calendar; and customizing the Outlook environment.

Who Should Take This Course?

This course is for individuals who want to know how to use Outlook as an email client to manage their email communications, calendar events, contact information and other communication tasks.

Course Objectives

- Open and interact with Outlook, navigate Outlook, and view Outlook items
- Create and format email messages, respond to and manage messages, attach content to messages, and create and use signatures
- Store information about others using contacts, work with contact groups, and use the People pane
- Track your work using tasks, manage existing tasks, and assign tasks to others
- Manage your calendar using appointments, schedule meetings with others, and navigate the calendar
- Customize the ribbon and the Outlook environment

Course Info

- Length: 7 hours
- Format: Classroom instruction, demonstration and practice
- Prerequisite: Experience in Microsoft Windows environment

Course Content

Open and interact with Outlook, navigate Outlook, and view Outlook items

- Navigate the Outlook interface, including the ribbon and navigation pane
- View Outlook items, change folder views, and use Quick Search

Utilizing Key Features in Outlook

- Create and format email messages
- Respond to messages, and manage your inbox
- Insert or attach content to a message
- Create and use signatures

Store information about others using contacts, work with contact groups, and use the People pane

- Create, edit and share contacts



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- Create contact groups and manage their membership
- Use the People pane in the Outlook Social Connector and contact cards

Track your work using tasks, manage existing tasks, and assign tasks to others

- View, create and edit tasks
- Complete, delete and move tasks
- Make recurring tasks
- Work with assigned tasks

Manage your calendar using appointments, schedule meetings with others and navigate the calendar

- Plan your schedule by creating appointments, and set appointment options such as reminders and recurrence options
- Organize meetings with your contacts, respond to meeting invitations, and negotiate mutually compatible times
- Navigate the calendar, change views, and customize its display options

Customize the ribbon and the Outlook environment

- Hide, rearrange, and add commands to the ribbon and Quick Access toolbar
- Customize the Outlook interface, change view settings and access program options

Assessment /Evaluation

This course is not assigned a letter or numerical grade. However, in some cases, skill assessments may be administered during the course to gauge progress and comprehension.

Course Completion Letter

If your company requires proof of course completion, or if you would like to have proof for your own records, you may request a Continuing Education Unit (CEU) letter, **after the final session**. You must attend 80 percent of the course to qualify for the letter.* To request a CEU letter, please stop by the front desk after the last session of class and complete the CEU Request Form.

Certificates of Completion for Certificate Programs

Certificates of Completion are automatically given at the end of the certificate program to those who have registered for a certificate program series (or after Part 2 of the series, when applicable) as long as attendance* and other program requirements have been met. If you complete a certificate program by taking courses individually (not through a series), please stop by the front desk and complete a Certificate Request Form. Attendance requirements for certificate programs vary by certificate and can be found by visiting [Certificate Programs & Certifications](#) on our website.

*Attendance for CEU letters and certificate programs is verified via the sign-in sheets provided at each class session. It is the students' responsibility to sign-in.

Green River College is committed to providing access to all who visit, work and study on campus. The College will provide reasonable accommodations for individuals with disabilities, with advance notice of need. If you require accommodations, please contact Disability Support Services as soon as possible to determine eligibility and/or request accommodations. Accommodations are determined on a case-by-case basis. Please contact Disability Support by email at dss@greenriver.edu; by phone at 253-833-9111, ext. 2631; TTY 253-288-3359; or in person at the Student Affairs and Success Center, Room 274, to request accommodations. For additional information, please visit www.greenriver.edu/student-affairs/disability-support-services.htm. The accommodations authorized on



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your forms should be discussed with your instructor. All discussions will remain confidential. Accommodations are not provided retroactively, so it is essential to discuss your needs at the beginning of the quarter. Additionally, only accommodations approved by Disability Support Services will be provided.

This syllabus is available in alternate formats upon request.

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