



3.1 Introduction to Email Lesson Plan

Prior to Class

Student Computer Setup:

1. Copy the Student Folder onto each desktop.
2. Prepare printed copies of the following:
 - 3.0.1 Introduction to Email Student Manual (from Student Folder)
 - 3.3 Introduction to Email Session Survey
 - 3.4 Introduction to Email Certificate if pre-printing certificates

Instructor Computer Setup:

Ensure that the LCD projector and computer are working properly.

Complete the Student Computer Setup on the presentation computer.

Ensure that you have a printed copy of the **3.0.1 Introduction to Email Student Manual** to reference as you teach.

It is recommended that you create a Gmail account and a Yahoo account to use specifically for teaching purposes.

Open the following documents on your computer and then minimize them so only your desktop appears.

- **3.1 Introduction to Email Presentation**
- www.gmail.com
- www.yahoo.com

In Class

Tell students that *Email Basics* is a two to four hour course designed to introduce students to email and other forms of electronic communication. Students will learn how to register for an email account, navigate an email interface, compose, send and receive messages, manage a contact list, and upload and download attachments. The course will also provide a brief overview of safety concerns and social networking.

Complete introductions. Ask if any have prior experience. Explain that we will only be going over basics because this is an introductory course. Ask about their expectations... ie: "What do you *hope to learn today?*"

Maximize the Introduction to Email Presentation (PPT).

Go through the PPT slides using the information below to guide you. Ask students to take notes in student handbook (dotted lines are provided in the handbook for this purpose) when necessary. ENCOURAGE students to stop you if they have any questions.

Learning Goals

- Create an online email account
- Create a secure password
- Write, open, reply, send, and forward email messages
- Add contacts to a contact list
- Send and open attachments

What Is Email?

Explain what email is (a way to communicate online) and why it is a useful tool. Compare and contrast with "snail mail," i.e.

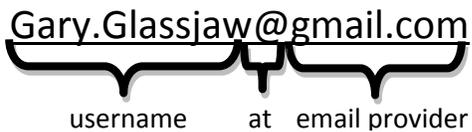
Email	Snail Mail
Send messages instantly	Mail arrives after 2-3 days
Access anywhere	Fixed physical address
Free with internet connection	Cost of a stamp
Etc.	Etc.

Other Advantages

- Other tools (calendar, contact list chat)
- Private (password protected)
- Access other parts of the web
- Send emails to large numbers of people at once
- More than just text: share pictures and other files
- Easy to organize (if you know the tricks)

Parts of an email address:

Gary.Glassjaw@gmail.com



username at email provider

Stress the importance of accuracy when inputting email addresses, otherwise email could be sent to an unintended recipient.

Explain desktop email such as Microsoft Outlook versus “**Webmail**,” which can be opened on the Internet from any computer or mobile device. List popular web email providers (Gmail, Yahoo, Hotmail).

Explain the following concepts:

Sending Email

- Difference between Reply and Reply All
- Check addresses before sending
- Check email for typos before sending
- Don't forward chain mail!

Personal email to friends and family

- More informal
- Subject lines—relevant
- Feelings can be difficult to convey in an email. Using **emoticons** can help set the tone of email (use for casual emails)
- Fonts and styles (don't write in all caps or use lots of different fonts, hard to read colors)
- Greetings, closing lines (Hi _____, thanks, etc.)

Business Email

- Appropriate e-mail addresses to leave a good first impression
- Use a formal tone when applying for jobs; can use more relaxed but still professional tone in established business relationships
- Company may be able to read your email!

Protecting yourself

- Make your password difficult to guess and never tell anyone your password
- Spam—Junk mail that could harm your computer. Don't open or reply to it! Show how to move to spam to spam folder

- Phishing—Scam that pretends to be an official communication from a trusted source, like a bank, trying to get valuable information from you. Do not give out your information if you are not sure.
- Only open attachments from people you trust

Beyond email – other popular features in WebMail

- Calendar
- To-do list

Other Internet Communication - Email is the first step to using the internet to communicate.

- Now there are lots of other ways to connect with people over the internet:
- Social Networks—Facebook, LinkedIn, Twitter, Google Plus
- Internet Phone—make calls to anyone in the world. Skype is an example.
- Introduce 3 main email windows using the corresponding PPT slides: **Inbox, Email message window and Compose window**
 1. **Inbox:** Home screen where you can see messages. Most recent messages appear on the top.
 2. **Email Message Window:** When you click on an email, it opens in an email message window.
 3. **Compose Message Window:** This window is to create messages and send them to recipients. Discuss formatting options and action buttons.
- **The Yahoo Interface**

Before moving on, open up the Yahoo email account that you created for this class and compare the interface to Google email. Point out the Inbox, Email message window, and Compose window in Yahoo.

Hands-on Email Activities

3.0.2 Creating an Email Account

Instructor leads the following activities from the Student Manual as students follow along.

3.0.2 Create an Email Account

3.0.3 Writing and Sending an Email

3.0.4 Reading and Replying to an Email

3.0.5 Forwarding an Email

3.0.6 Sending an Attachment

3.0.7 Opening an attachment

3.0.8 Adding Contacts

3.0.9 Signing In and Out of Your Email

If desired, the instructor can also demonstrate the following advanced email functions to students.

ADVANCED

- **CC** and **BCC**
- Selecting multiple emails
- Folders, labels, stars
- **Deleting/Archiving** email
- **Save/recover** a draft
- **Search** email
- Apply a **filter**
- Include a hyperlink
- Change **account settings**

Additional Online Resources and Information in Student Manual

Show the student the **3.0.2 Email Online Resources** document on the screen. Have them find the document in the student folder on their desktop and open it. Ensure they can use the Ctrl/Mouse Click to open the links.

Then, depending on the student skill levels and time constraints, you can choose to cover any additional material in the student manual or on the resource list.

ASSIST STUDENTS WITH COPYING THEIR STUDENT FOLDER FILES TO THEIR OWN USB DRIVE OR THEIR OWN ONLINE DRIVE.

3.2 Introduction to Email Session Survey

Ask students to complete the printed hand out **3.2 Introduction to Email Session Survey** and collect these before students leave.

3.3 Certificate of Completion. Depending on your printing situation, do one of the following:

