

# Learning & Performance Assessment – Outlook

## General Directions

To receive credit for completing your Outlook course requirement, you must

1. complete the two activity sections below,
2. save your responses in a Word file entitled, “Outlook Assessment – ‘Your Name’.doc”, and
3. Attach the document in an email (using Outlook!) to Georgia Dodd at [gedodd@seuniversity.edu](mailto:gedodd@seuniversity.edu).

When you have demonstrated success on the course activities, Georgia will add your training credit to the database and mail you a certificate of completion through interoffice mail.

## Section 1

**Instructions:** To demonstrate your successful completion of Section 1 activities, you must perform each step and then copy/paste a snapshot of your Outlook screen into your Word document. By the end of your work in Section 1, your Word document should contain nine screen capture snapshots.

To create a snapshot of your computer screen, simply press the Print Screen key (<Prnt Scrn>) on your keyboard, toggle to the Word document, place your cursor where you want the snapshot to appear in the Word document, and select Paste (<Ctrl> + <V>).

### Activities:

- Snapshot 1. Show your Outlook Inbox with AutoPreview turned on and the Reading Pane set to “Right”.
- Snapshot 2. Create a New Rule that automatically sends incoming mail with the words “Technology Training” in the subject line to a New Folder you’ve created in your Inbox called “Technology Training”. In your snapshot, show the dialog box that displays at the end of the process once the New Rule is created.
- Snapshot 3. Show your personalized email signature displayed in a New Mail Message.
- Snapshot 4. Show how you would request a Delivery Receipt for a single email message.
- Snapshot 5. Show your Inbox grouped and filtered by “From” or “Sender” (instead of the default filter of “Received”).
- Snapshot 6. Show the dialog box where you have created a non-SEU Contact with phone number, mailing address, and email address.
- Snapshot 7. Set a recurring Appointment for “Payday” on your Calendar. Mark the time for zero minutes starting at 8:00am and turn off the reminder option.
- Snapshot 8. Show at least three tasks with due dates and start dates on your Tasks list.
- Snapshot 9. Show the New Meeting dialog box for a meeting request with at least four attendees selected for a date/time during the upcoming business week. In your snapshot, show the Scheduling tab that proves you’ve selected a meeting time where all attendees will be available. (Be sure to delete the meeting request without sending it unless it’s an actual meeting and you want to add the meeting to the attendees’ calendars.)

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# Learning & Performance Assessment – Outlook, continued

## Section 2

**Instructions:** To demonstrate your successful completion of Section 2, you must answer questions about your best-practice use of Outlook. Number and include your answers at the end of the Word document that contains your screen snapshots from Section 1.

1. What steps would you take to look up someone's *last* name in the Global Address List (so that you may add the name to the To: address line)?
2. What steps would you take to Bcc someone on an email message? Give an example of a time when you might list one or more email addresses in the Bcc: address line rather than include the name in the To: or Cc: address lines.
3. How do you open an attachment? How do you insert a file as an attachment in an email you're sending?
4. How would you create a Distribution List that contains the email addresses of some Southeastern employees and some people from your personal Contacts list? How could creating a Distribution List with the names of people in your department save you time in the long run?
5. What steps would you take to give the department secretary authority to send email and create meetings on your behalf?
6. How would you activate the Out of Office Assistant? How would you turn it back off once you return to the office?