

Computer Basics:  
Email I

Lesson Plan

A student having completed and practiced lesson 1-2 learns how to use email.

Lesson Objectives

At the end of the class, the student will:

* Be able to differentiate between an email address and website address.
* Be able to compose and send a new email.
* Be able to view received email.
* Be able to reply to a received email.
* Understand the difference between the inbox, sent, and trash folders.
* Be able to login into their Gmail account without assistance.

Lesson Prep Work

(30 min, at a minimum, prior to student arrival)

* Get in early to test for technology failure, because it will happen :-)
* Open all web browsers to gmail.com
* Create or use an already created Gmail account for your organization and record the username and password for future use (if applicable).
* Log-in to instructor Gmail email address.

Lesson Prerequisites

● Lessons 1-2 in the computer basics series or proven computer, mouse, keyboard, web browser, and internet skills.

Lesson Outline

The lesson is completed in one (90) minute class session.

*(10) minute Introduction*

* Introduce instructor, students.
* Let students know that it’s okay to take phone calls, but ask them to put their phone on vibrate and answer calls outside the classroom.
* Inform students that they can sit back and watch if the class is too advanced.
* Inform students they can go to the bathroom, they don’t need permission.
* Show order in which class will happen. Explain scope of class.

*(75) Activities*

* (15) Create email addresses
  + Instructor and assistant helps students 1:1 to create a new Gmail account. Some students may already have an account.
    - Use a combination of their first, middle, and last name to create a username
      * *Metaphor: Like a house address, it has to be unique to you, so the mailing service can correctly deliver mail.*
    - Many usernames look like this [firstnamemiddleinitial\_lastname@gmail.com](mailto:firstnamemiddleinitial_lastname@gmail.com)
    - Write email and password on the top of their handout
      * *Teachers Tip: Open classroom early to assist students with email address creation (this can be very time consuming).*
* (5) What is email?
  + *Explanation*
    - *Metaphor: Gmail.com is the post office, an e-mail address is like a PO box # (it is unique to you), and your password is like the key to get into your PO box.*
    - *Teachers Tip: The email interface for email clients changes frequently (and sometimes dramatically), so be prepared.*
    - Email = electronic mail.
    - Photos, resumes, and other digital media can be sent via email (with some restrictions)
  + *Activity: Compose a message*
    - Click on compose
    - An email box will pop up in the lower right hand corner
    - *Explanation*
      * To: field – the address field like on an envelope; an email can be sent to more than one person (separate email addresses with a space).
      * Subject: field – What the e-mail is about. A short synopsis of the topic of the email.
        + *Teachers Tip: Explain the importance of having a subject!*
      * Composition field – the actual body of the email.
        + *Metaphor: The piece of paper that goes into an envelope.*
      * Send – Sends the email (lower left hand corner)
      * explain BCC and CC fields
        + CC is more a formality than a functional difference.
  + *Activity: Send an email to the instructor* 
    - To: (your email address)
    - *Explanation*
      * Email Addresses
        + Always have @
        + No spaces (like web addresses)
        + Gmail.com, yahoo.com, outlook.com = different post offices
        + Importance of typing address correctly
    - Type in Subject: “Super power!” – if you could have any super power what would it be!
    - Send it!
  + *(5) Activity: everyone signs out, moves computers, signs back in*
  + Verify you have received the students email
  + Reply to each email! Be witty, be clever!
* (5) Checking your email
  + *Explanation*
    - *Inbox*
    - *Metaphor: Checking your PO box or mail box for new letters*
      * Name
      * Subject
      * Time sent
      * Unread in bold with yellow tag
    - CTC’s response email will be unread
    - Explain they must click on From, Subject, or Date to open an email
    - *Activity: Open CTC’s email*
    - *Activity: Return to inbox*
      * *Teachers Tip: Express to students that if they are ever confused about where they’re at in their email they can always click on inbox. Think of it as home base.*
    - *Activity: Click on Sent mail*
      * Sent folder contains a record of all email sent by the owner of the email account
    - *Discussion: Why would this be useful?*
* (15) Reply to an email
  + *Activity: Return to Inbox, reopen CTC’s email*
    - Click on reply in reply box underneath original email
    - Explain forward and reply all
    - Clicking on carrot next to reply button will bring up the option to forward.
  + *Activity: Students reply to the email you sent them*
  + *Discussion: What’s the difference between writing an email from scratch and replying to an email you’ve received?*
    - You don’t have to type in the address again
    - A history of the message exchange builds at the bottom of your email, with most recent at the top
* (5) Delete a message
  + *Demo: Select an email by clicking in the box next to it*
    - Point out appearance of icons – to manipulate an email it must be selected!
    - Click the trash icon to delete an email
    - *Discuss: Why would you want to delete a message?*
      * To be tidy and organized, to save space, to get rid of junk mail and phishing emails – plug staying safe online
  + *Explanation*
    - Space in email: You can store a huge amount of emails so you don’t really need to delete them if you don’t want to
  + *Activity: Delete the gmail welcome e-mail*
  + *Activity: Restoring a deleted email to the inbox*
    - Hover over your email navigation panel.
    - Click on more.
    - Click on trash folder.
      * *Metaphor: Digging through the trash can after throwing away a letter.*
    - Select the recently deleted email.
    - Click on “move to” folder icon (hover over for explanation of button function).
    - Select inbox.
    - Click on inbox.
    - You should now see the deleted email back in the inbox.
      * *Teachers Tip: It is worth explaining that when deleted emails are moved back to the inbox it will appear in its original location (not at the top of your inbox).*
* (5) Spam
  + *Explanation*
    - Spam is junk mail; unsolicited stuff you don’t want.
    - Often spam gets detected before it reaches your inbox, so it goes directly to the spam folder.
    - You can mark an email as spam when you open it up (icon on top).
      * *Teachers Tip: We cover marking an email as spam in the managing your inbox email class.*
    - Sometimes a message will erroneously go into spam. If you’re waiting for a message that doesn’t come, check your spam.
    - The Spam folder is located in the same way as the trash folder.
* (5) (Optional) Searching email
  + *Activity: Who can tell me how to get back to my inbox?*
  + *Explanation*
    - Search allows you to sift through all your email for a specific term
    - Can be subject, sender
  + *Discuss: When would this be helpful?*
    - Resumes you sent out in the past, finding emails from a while ago
  + *Activity: Search inbox for “super power”*
    - *Teachers tip: Students can either click on inbox or erase the search terms and then click search to return their email to normal.*
  + *Activity: Return to inbox*
  + *Final activity: Sign out*
    - *Teachers Tip: We cover searching email in Managing your inbox so if you don’t have time to get to it, don’t worry.*

**(5)** *Conclusion*

* Go over handout, review material, and emphasize contact info & further resources on handout.
* Any questions? Final comments?
* Remind patrons to practice; assign take-home-practice - remind them they can ask for help
* Remind to take survey.