

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
		- 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.