

Computer Basics:  
Email II

Lesson Plan

A student who has taken Email I (or has equivalent skills) learns how to attach files, delete and move emails, and organize their messages.

Learning Objectives

At the end of the class, the student will:

* Know how to attach a file to an email.
* Be able to download a file to their computer.
* Know how to delete and recover emails.
* Be able to search their email for a specific message.
* Understand how folders work and be able to organize and navigate their email.

Lesson Prep Work

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

* Get in early to test for technology failure, because it will happen :-)
* Pre-sign into accounts
* Pre-save example documents in J: drive, etc.

|  |  |
| --- | --- |
| File | Saved In: |
| 1040\_tax\_form.pdf | A Flashdrive |
| Cover\_Letter\_Example.docx | Desktop |
| functional\_resume\_example.docx | Desktop |
| david\_bowie.jpg | My Pictures folder |
| MLKDream\_64kb.mp3 | My Music Folder |

* Print handouts
* Print out email sign in sheet.
* Start three draft emails (see below).

Lesson Prerequisites

* An Email account
* Computer Basics: Email I or equivalent skills

Lesson Outline

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

*(10)* Introduction

*(As students enter the classroom) Student prep work*

* Have each student sign into their email account using Firefox. We cannot spend class time troubleshooting sign in errors, so we want them ready to go as soon as class begins.
* Have each student sign into class on your sign in sheet with their name and email address.
* Send each student an email titled “Sample Resume” so your class can practice finding the email later. Attach the resume saved in J:\Classes\Email.
* Send an email to each student titled “Delete this Email!”
* Send an email to each student titled “This is Spam!” (send this email from a different email account than the previous two emails).
* Introduce instructor.
* Let students know 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.

(5) Introduction to the Lesson

* Folders
  + *Explanation*
    - Most of today’s lesson will revolve around navigating and managing folders. Everything in your email is automatically organized into folders. The default folders in your email will be your Inbox, Drafts, Sent, Spam and Trash.
      * *Teachers Tip: Students may not see all of the default folders. Have them hover over the list and click on more.*
      * *Teachers Tip:* *You will see Conversations in the list, but these are related to instant messaging, which we do not cover in this lesson.*
    - To navigate between folders select them on the left side of the screen.
    - Your Inbox is the default folder your email comes to. To organize your email, you need to move messages between folders.
      * *Teachers Tip: Default means standard or a preselected option when no alternative is specified.*
    - You can then navigate between the folders (e.g., sent, trash, etc.) in your email by clicking on them in the left most column of your email.
  + *Activity: Navigate between the Sent box and the Inbox*
    - Click on Sent, you can see any messages you have sent in the past.
    - Click on Inbox again and see the messages you have received.
    - *Metaphor: Picture these two particular folders like an actual inbox and an outbox on your desk. Your inbox receives incoming messages. Your outbox is stuff you are sending out. In your email, your outbox is called “Sent”.*

(15) Manipulating Email

* + Delete an Email
    - *Explanation*
      * What does it mean to delete an email?
      * *Metaphor: You move an email out of your inbox and into the trash. Just like with a real trashcan in your house, you can dig through the trash to recover an item you accidentally threw away. Until the dump truck comes and picks up your trash that is. Gmail will delete email in trash after 30 days.*
      * Do you have to delete emails?
        + Typically no, your email has a huge amount of space and you most likely won’t run out of room.
    - *Activity:* *Delete a single email.*
      * Click in the checkbox beside the email titled “Delete this Email” in your inbox.
      * Explain that the checkbox is there to select an email to perform an action with it, like delete it.
      * Click on the delete button in the toolbar at the top.
      * Explain that the buttons on the toolbar at the top are the options you can choose from when manipulating an email.
    - *Teachers Tip: Students may ask about archiving emails (which makes them searchable, but doesn’t clog up your inbox – like storing something in a filing cabinet instead of on your table) versus deleting them. Because email storage is practically unlimited, students are welcome to archive emails rather than delete them. If there is enough interest, demonstrate how to archive emails using the applicable email providers.*
  + Move an email back to the inbox from your trashcan.
    - Remind students they have to move an email out of their Trash before it is permanently deleted if they want to keep it.
    - Click on Trash.
    - Click in the checkbox beside the email titled “Delete this Email”.
    - Click on Move.
    - Click on Inbox.
    - *Comprehension Check:* Delete several emails.
      * Click in the checkbox next to several emails. Students can choose which emails they may want to delete.
      * Click on the delete button in the toolbar at the top.
    - *Teachers Tip: Students might accidentally delete an email they need. Make sure to review moving the email out of the Trash and back to the Inbox.*

(15) Organizing Email

* Create Folders and Move Content
  + *Explanation*
    - *Metaphor:* *Just like you can create folders to keep your tax documents separate from your water bill, you can create folders to organize your email.*
    - Why would you want to create a folder?
      * Organization. Instead of keeping all the content of your email in your inbox, you can organize it for quick reference into folders.
  + *Activity:* *Create a folder and move a few emails into it.*
    - * *Teachers Tip: Gmail refers to Folders as labels. Labels work like the index in a book and allow an email to be located in several different folders simultaneously.*
    - Select the email with the resume attached.
    - Select “Move to” icon.
    - Select “Create new”.
    - Type in “Managing your inbox” under the new label name field.
    - Point out that “Nest under” means that you can put folders within folders.
    - Navigate to newly created folder/label by selecting it to show the email you moved.
      * *Teachers Tip: You can also have students drag and drop emails into folders.*
    - Navigate back to inbox.
  + *Comprehension Check:* Create another folder called “Practice” and move some emails into it.
    - Search for any emails sent by instructor email.
    - Select all emails sent from this address.
    - Click on the “Move to” button.
    - Click on the Practice folder.
    - Move one email sent by instructor email back to the Inbox.
  + *Teachers Tip:* *Students may not want the folders you have helped them create. Show them how to right click on a folder so they can delete or rename the folder.*
    - Right click on the folder (outlook/Yahoo), click down arrow next to folder in Gmail.
    - Select Delete Folder/Remove Label to delete the folder.
    - Select Rename Folder/Edit to rename the folder.

(15) Attach a Resume

* Attach a Resume
  + *Explanation*
    - Attaching a file is just like paper clipping several printed out documents together.
    - Attaching a file is not limited to just email. You can attach a resume to an online job application or other online service.
    - The process for attaching a file is exactly the same as uploading content to any website, like a photo to Facebook.
    - Show the files on the desktop. Explain to the class that we are going to be sending these files to ourselves using the attaching process.
      * This is so the students understand where these files came from. It is a little reminder of file structure from Saving and Finding Files.
  + *Activity: Attach the file functional\_resume\_example.docx to an email.*
    - Compose a new message.
    - Type your own email address in the To: field.
    - Type in a subject line of Fake Resume
      * Point out the importance of titling emails.
        + Find them easier in the future.
        + Recipients (in this case employers) know what the email is in reference to, so they can find them easier too.
    - Click on the paperclip on the far left of the email toolbar.
      * Mention that if they use a different email service or if they look at different websites, they may see “Attach” or “Upload” or “Insert”.
    - Point out the dialog box that appears when you click on the paperclip.
      * Ask students: “Who here has seen a dialog box similar to this before?”
      * *Teaching Tip: The students who have taken Computer Basics: Saving and Finding Files should find this dialog box familiar.*
    - Use the dialog box to navigate to the desktop.
    - Click on functional\_resume\_example.docx
    - Click on Open.
      * Point out where the file is attached in the message.
    - Click on send.
  + *Comprehension Check: Find the email in your Sent Box.* 
    - Click on Sent in the left most pane of the screen.
    - They will see an email titled: “Fake Resume”.
      * Point out the paperclip icon.
* Download an attached Resume
  + *Explanation*
    - To open this file, we need to download it to the computer we are using.
  + *Activity: Download the functional\_resume\_example.docx from our email.*
    - Click on the subject line of the email “Fake Resume”.
    - Click on the file functional\_resume\_example.docx in the email.
    - Click the radio button for Save File.
      * Explain that if you use the Open With feature, your file gets saved into a temporary storage folder. If you make tons of edits to your document, but don’t think to resave it elsewhere, you could lose all that work if you close out of the document.
      * Mention that if they use a different email service or if they look at different websites, they may see a down arrow or a download button.
    - Click on OK.
    - Use the dialog box to save the file to the desktop.
      * Ask the students: “Does this dialog box look familiar?”
      * It is the same dialog box we used to attach the file to begin with.
    - Name the file Fake Resume.
  + *Comprehension Check: Find the file on the desktop.* 
    - You should see a file saved on the desktop called Fake Resume.docx.
* Edit, Save and Re-Upload an Attached Resume
  + *Explanation*
    - Edits we make to the resume on the computer do not show up in the resume we have in our inbox.
      * Draw on the whiteboard:

Your computer

Resume 2

Your email.

Resume 1

* + - * We actually have 2 different resumes now. We need attach our updated resume to a new email to access it again in the future.
  + *Activity: Edit the resume you just downloaded.*
    - Open the resume on the desktop.
    - Click on the text [Your Name] and type in Mickey Mouse.
    - Click on the text [Street Address] and type in the library’s address.
    - Click on save.
      * Advertise the next Computer Basics: MS Word class.
    - Close out of the resume.
    - Open your email again.
  + *Activity: Reattach Fake Resume.docx to a new email.*
    - Compose a new message.
    - Type in your own email address in the To: field.
    - Type in a subject line of “Fake Resume [Date]”.
      * Ask students: “Why do we need to give an email a subject line?”
    - Click on the paperclip or attach button.
    - Use the dialog box to find functional\_resume\_example.docx on the desktop and click Open.
    - Click on Send.
  + *Comprehension Check: Check your Sent Box to see if the message is there.* 
    - Click on Sent in the navigation pane on the left side of the screen.
    - Look for the message titled “Fake Resume [Date]”
    - Confirm that there is a paperclip icon on the far right side of the email.
      * Ask students: “How can you tell that there is a file attached to this email?”

(10) Attach an Image

* Attach an image to an email
  + *Explanation*
    - Ask students: “What are the other types of files you might use on a computer?”
      * Write their answers on the whiteboard. Only fill in options if they don’t mention them.
      * Image/picture files
      * Music files (e.g. see below)
    - Ask students: “Why would you want to attach an image file to an email?”
      * Send pictures of kids to grandparents.
      * Send drivers license for identity or tax purposes (e.g. when buying a house).
  + *Activity: Attach an image to an email.*
    - Use “David Bowie” for the subject field.
    - Attach david\_bowie.jpg from the My Pictures folder.
  + *Comprehension Check: Find the email titled “David Bowie” in your Sent box.*
    - Ask students: “Is the process for attaching an image any different than attaching a Word document?”
* Download an attached image
  + *Explanation*
    - Ask students: “Do I need to download this picture back to the computer if all I wanted to do was send it off grandma?”
      * Make sure students understand that these are two different processes. They do *not* need to download a file to make sure it was sent off.
    - Ask students: “If the process for attaching the image to an email is the same as attaching a Word document, what do you think the downloading process will look like?”
  + *Activity: Download the image from the email “David Bowie”.*
  + *Comprehension Check: Confirm that the file has been downloaded.*

(10) Attach an mp3 (OPTIONAL - if there’s time)

* Attach an mp3 to an email
  + *Explanation*
    - Ask students: “What other kinds of files might you want to share with your friends or family?”
    - Explain that music is just another file on your computer. Once you have an mp3 on your computer, you can email it off just like other files.
    - Explain that email does have a file size limit. Most email accounts will only let you send emails that are 25MB or smaller. This is plenty (generally) for a couple songs or several images, but will not allow you to email an entire album.
    - Explain that the larger the file, the longer it will take to attach to an email. Music files are significantly larger than Word documents. If you attach a music file to an email, it will take longer to be uploaded.
      * *Teacher’s Tip: It is probably useful to mention something about copyright here. Just so students know they can’t legally share their music with their entire families.*
  + *Activity: Attach an mp3 to an email*
    - Type “I have a Dream” in the subject field.
    - Attach MLKDream\_64kb.mp3 in the My Music.
  + *Comprehension Check: Confirm that the email is in your Sent box.*
* Download the mp3 from an email
  + *Explanation*
    - Ask students: “Do you need to download every document you attach to an email?”
    - Ask students: “Why would I want to download a file I had attached to my email?”
  + *Activity: Download MLKDream.mp3 from their email.*
  + *Comprehension Check: Find the .mp3 on the desktop.*
* Searching your email (optional)
  + *Explanation*
    - Search allows you to sift through all your email for a specific term
    - Can be subject, sender, or content of the email.
  + *Discuss: When would this be helpful?*
    - Resumes you sent out in the past, finding emails from a while ago
  + *Activity: Search inbox for “fake resume”*
    - *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*

**(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.

Appendix

What This Lesson Does Not Cover

* Filters and labels (this is being covered in a Gmail Ninja style class)

Key Decisions

1. Creating a Computer Basic: Email II class that melds Managing your Inbox and Attaching a File.

Links