Course Information Form (CIF)

Course Code: CTC 119
Course Title: Microsoft Outlook

Department: Business/Computer Science and Technologies
Effective Date: Summer 2026
PCS Code: 1.2 - Occupational/Technical Instruction
CIP Code: 52.0407
Repeatability: 0

Credit Hours

Catalog Notation: 1-0-1
Credit Hour Distribution:

Lecture: 1	Lab: 0	Clinical: 0	**Total: 1**

General Course Information

Catalog Description

Introduction to Outlook, Microsoft's business and personal information management tool: email, address book, calendar, task, and the organization and management of electronic data.

General Course Objectives

To become familiar with and use Microsoft Outlook in email communication, assigning of tasks, scheduling of appointments and meetings on a calendar, and organizing electronic data.

Minimum Placement Levels

English	Reading	Math
None	None	None

Prerequisites

None

Methods of Evaluation

5 Introductory training assignments, 5 scenario exams, 4 MOS training assignments, 4 MOS training exams, 2 GMetrix assignments in testing mode, and1 MOS certification exam.

Instructional Materials and Additional Supplies

Cengage = Pac Cengage Unlimited - Semester Access Card, Cengage access has Ebook included.
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Course Content

General Learning Outcomes (GLOs)

- Creativity and Innovative Thinking: Students will design, present, and interpret materials, information, and ideas in innovative ways.
- Technology: Students will demonstrate the ability to evaluate, select, and appropriately use current and emerging tools.

Course Segments and Student Learning Outcomes

Course Segment	Learning Outcomes	Lecture Hours	Lab Hours	Clinical Hours
Managing Email Messages with Outlook	1. Set up Outlook on a personal computer. 2. Create and send email messages. 3. Work with incoming messages. 4. Respond to messages. 5. Organize messages with Outlook folders.	3	0	0
Managing Calendars with Outlook	1. Be introduced to the Outlook calendar. 2. Create and edit appointments. 3. Schedule events and meetings. 4. Print calendars in different views. 5. Save and share a calendar.	3	0	0
Managing Contacts and Personal Contact Information with Outlook	1. Create email contacts. 2. Send contacts and modify contacts. 3. Create and edit a contact group. 4. View and sort a contact list. 5. Print a contact.	2	0	0
Creating and Managing Tasks with Outlook	1. Create new tasks. 2. Assign task requests. 3. Categorize tasks. 4. Manage tasks. 5. Print the view of tasks. 6. Create and use notes.	2	0	0
Customizing Outlook	1. Create new email accounts. 2. Customize email messages. 3. Create signatures and stationery. 4. Customize the calendar.	2	0	0
GMetrix	1. Take a series of graded practice tests to prepare for the MOS exam.	2	0	0
MOS (Microsoft Office Specialist) Exam	1. Demonstrate knowledge required for industry certification.	1	0	0

Total Contact Hours

Lecture Hours	Lab Hours	Clinical Hours
15	0	0