

Module 3: Internet Communication (Email Basics)

Instructor Lesson Plan

PRE-CLASS PREPARATION TIPS

- Print out any handouts or visual aids you plan on using.
- Make sure that the browsers used on all computers are set to the same homepage, preferably Google or another search engine.
- Go through any examples that you plan on using before class to make sure that the information you are presenting is current.
- Do a “tech check” of all equipment to be used during class to make sure all devices are working properly.
- **IMPORTANT TIP:** Set up free web-based email accounts for each of your students using a service like Gmail or Yahoo. Many students have existing email accounts that they prefer to use—you may allow them to use these accounts for class purposes at your option. However, demonstrating the use of web-based email with students using different services may lead to a disjointed presentation. The current suggested best practice is the following:
 1. Decide on a single free web-based email service for use in class. This lesson plan recommends Gmail, but the concepts can be easily translated into Yahoo or other services.
 2. Create email accounts for each student in your class that can be re-used from class to class. Re-using accounts creates a body of email within each account that is useful for demonstration purposes. Create as many accounts as your typical class size requires, and do so along a theme for easy administration of the accounts and fluid class exercises. For example, you could create 7 accounts using the names of Disney's 7 dwarfs:
 - Account 1:
 - First Name: Bashful
 - Last Name: Dwarf
 - Email address: bashfuldwarf@gmail.com
 - Password: redfaced101
 - Account 2
 - First Name: Dopey

- Last Name: Dwarf
 - Email address: dopeydwarf@gmail.com
 - Password: bigears123
3. Create cards or name badges with the sign-on page URL, the email address, and the password typed on them, and assign each student a single email address and “persona” to use in class. After Module 4, change the password for each account so that they are only accessible to the next round of students. Re-use the accounts with the next set of students.
 4. Or if your students would like a permanent email account, you may create one for each student at the end of Module 2 **AND** make sure you write the address and password on a card for the student.

STEP 1: REVIEW, ASK, INTRODUCE, ASK

Begin the third module of the class by **REVIEWING** key points from the first two modules, paying close attention to concepts or features that most students need additional assistance with. **ASK** the students if they have any questions about the last class or the take-home exercises, address those questions, and then **INTRODUCE** the main goals of Module 2:

- **INTRODUCE** the concept of communicating “electronically”/via the Internet.
- **INTRODUCE** the idea of email, and compare and contrast it with other common forms of communication like letter-writing or phone conversations.
- **INTRODUCE** the importance of having an email address and the many uses for that email .

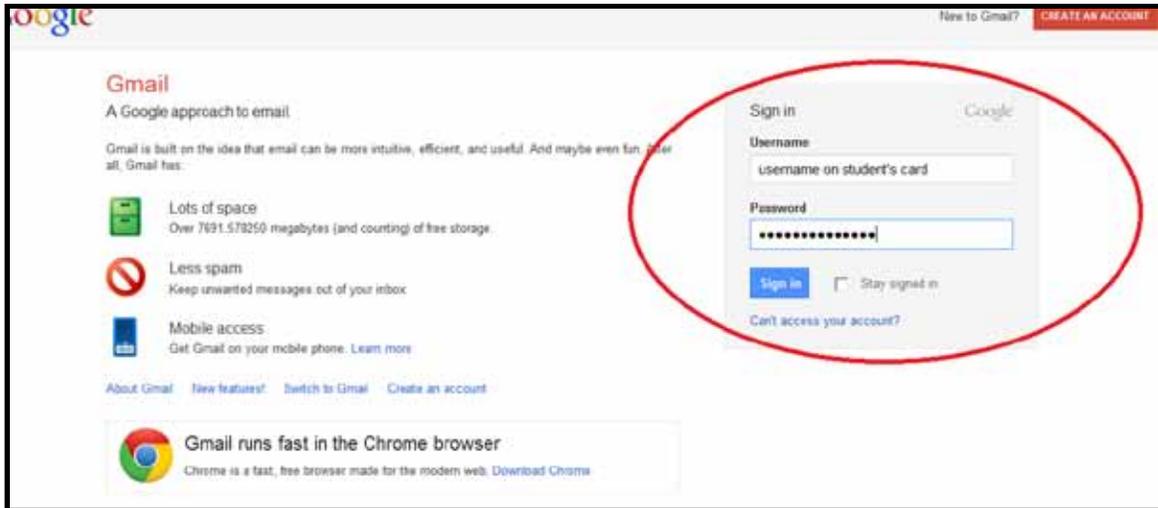
ASK students whether they have experience with using email, what benefits they’ve enjoyed or believe they can get from using it, and what fears or concerns they have about using it.

STEP 2: DEMONSTRATE SIX BASIC FEATURES OF THE GMAIL INTERFACE

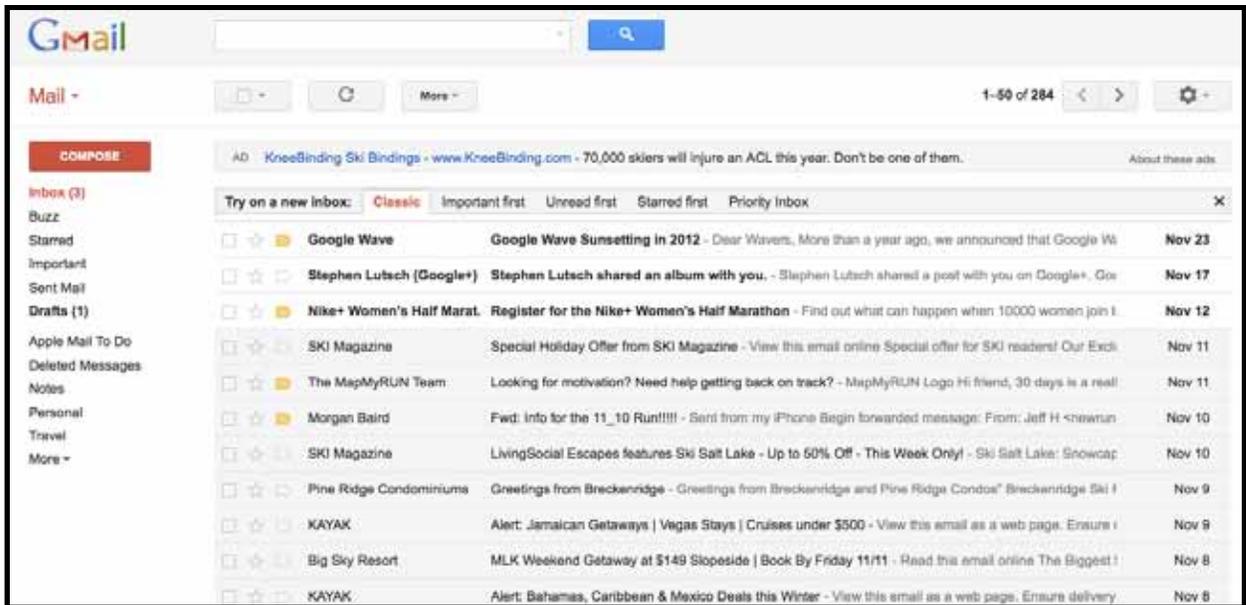
The first half of the class should focus on familiarizing students with how to access web-based email and with the look-and-feel of the interface so that they can then perform basic email tasks during the second half of the class. **DEMONSTRATE** the following key features:



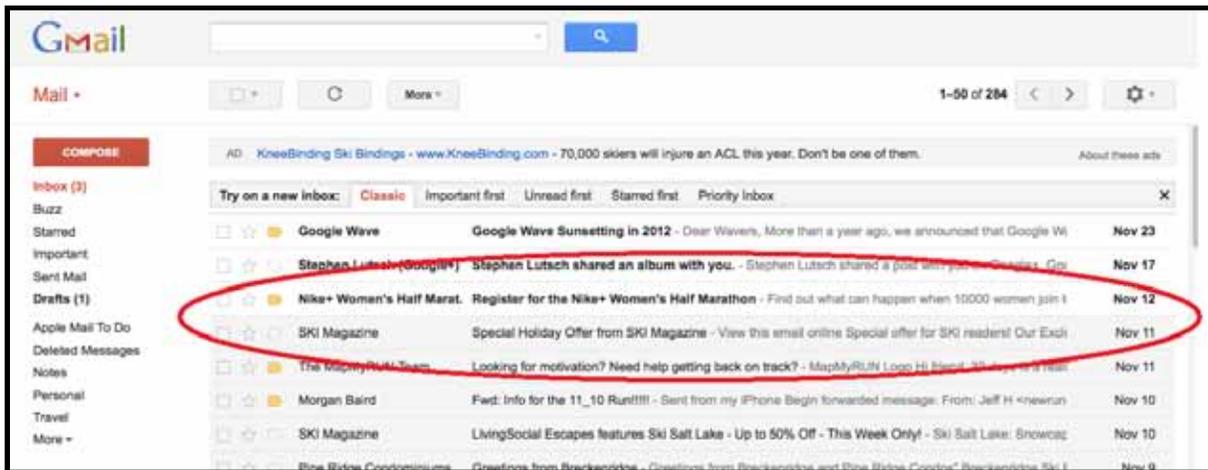
1. **DEMONSTRATE** how to get to the Gmail login <http://mail.google.com/> screen and how to sign in to Gmail.



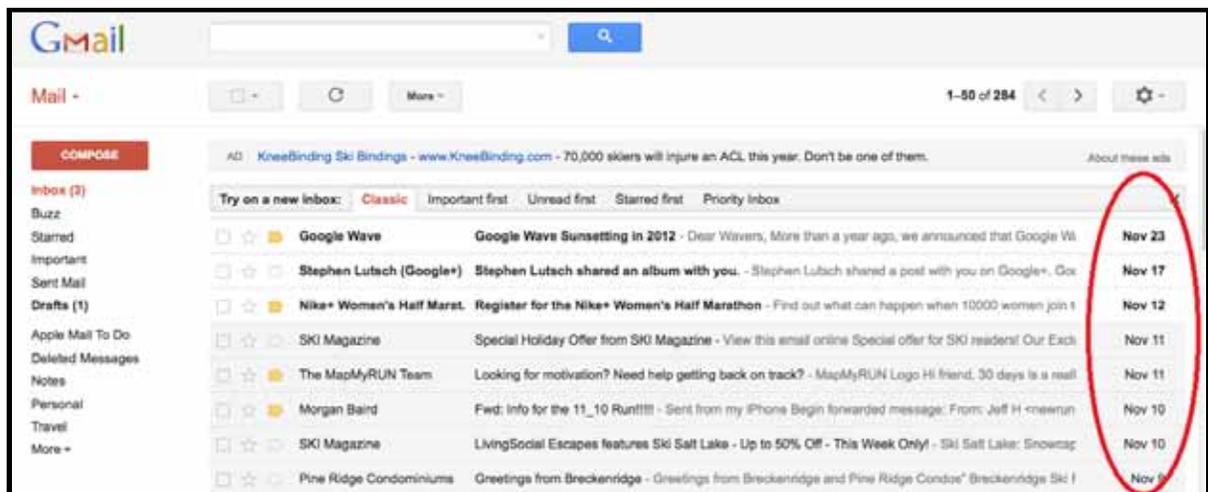
2. **DEMONSTRATE** the inbox screen and the folders menu, and explain what each folder contains.



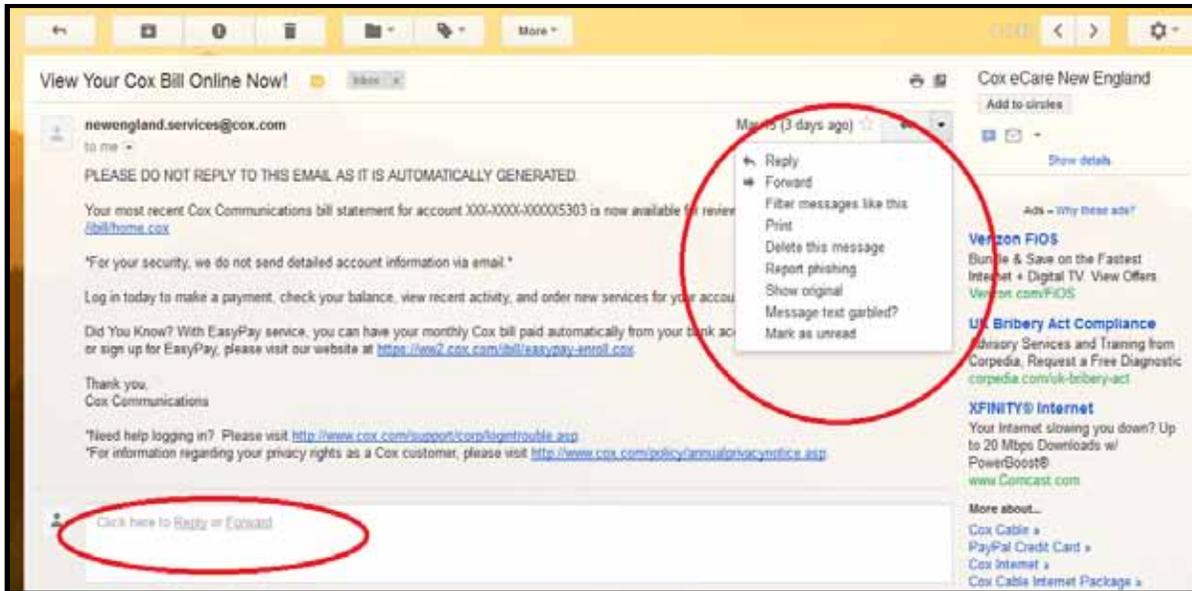
3. DEMONSTRATE the difference between opened and unopened messages.



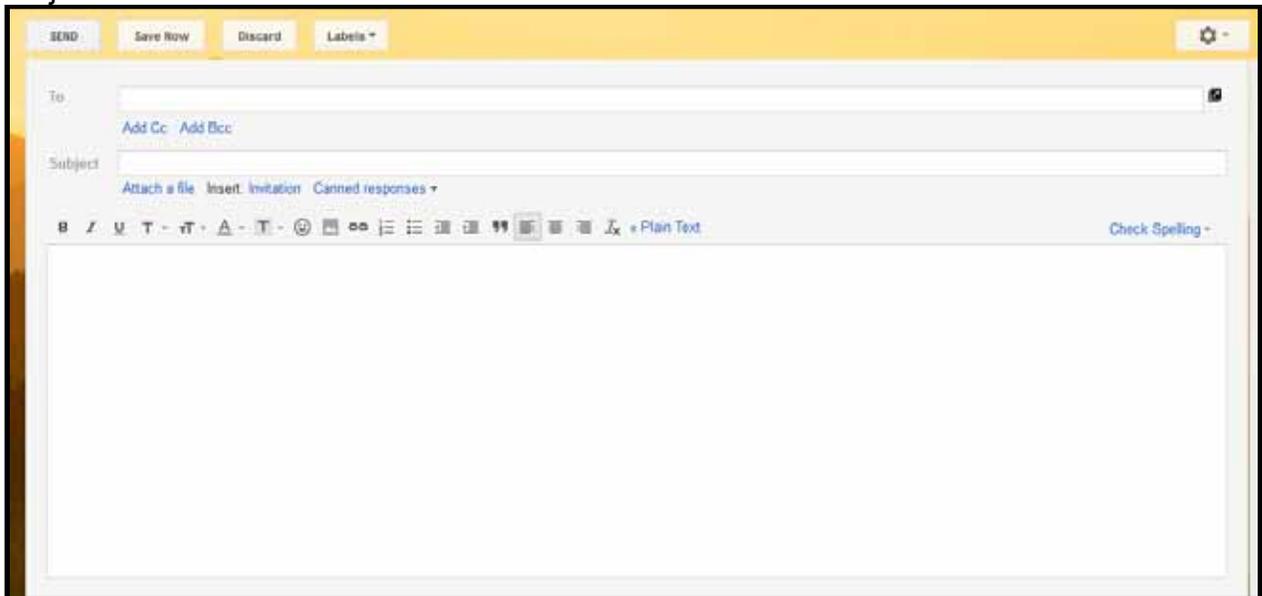
4. DEMONSTRATE the date sort column and explain how Gmail arranges email by date.



- 5. **DEMONSTRATE** how to open a message and the actions that can be taken from that screen.



- 6. **DEMONSTRATE** the compose new message screen and briefly explain each of its major features.



STEP 3: STUDENT DEMONSTRATION OF SIX BASIC FEATURES OF GMAIL INTERFACE

Ask each student to **DEMONSTRATE** the same 6 Gmail features to another student. Make sure that all students follow the order that you followed so that you can provide answers to any questions individuals students may have to the group as a whole. As you highlight each feature, point out more details that may be of interest to students.

STEP 4: PRACTICE

Ask students to **PRACTICE** identifying the same 6 features on their own. Consider offering them a **CLASS BREAK** after they are done doing so.

STEP 5: INTRODUCE

After demonstrating and reviewing the basic features of the Gmail interface, **INTRODUCE** the need to compose and manage email with sound judgment and care. The following core discussion points and/or related ones may prove useful:

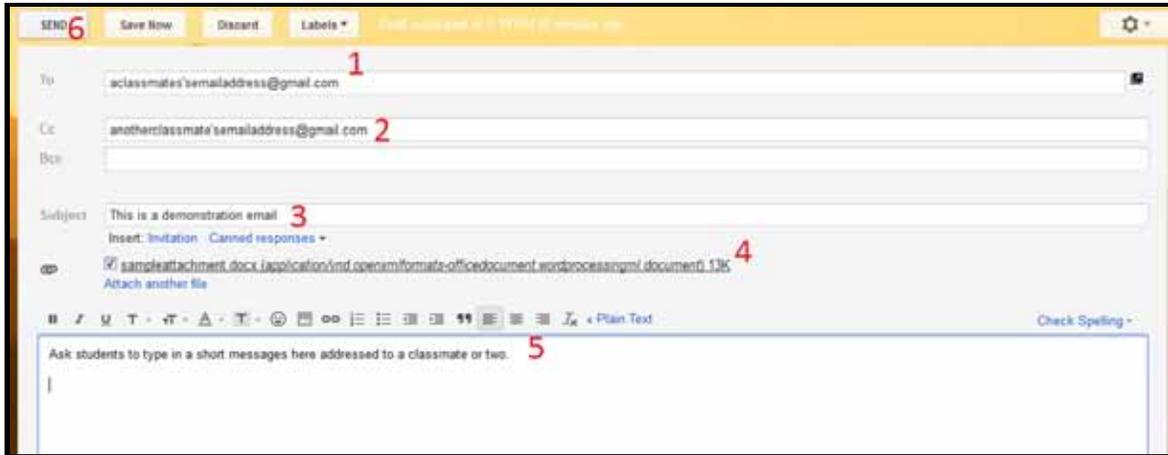
- **INTRODUCE** the need to be careful of how one writes email, the content that's communicated via email, and to whom email is sent.
- **INTRODUCE** the advantages of managing/organizing one's email.
- **INTRODUCE** the importance of keeping one's email account secure and of logging out when using email at public computers or computers that aren't one's own.

After covering these introductory points, explain that the rest of the class will give students basic practice in sending and managing email, and that they should plan on practicing before the next class by sending their instructor and each other email.

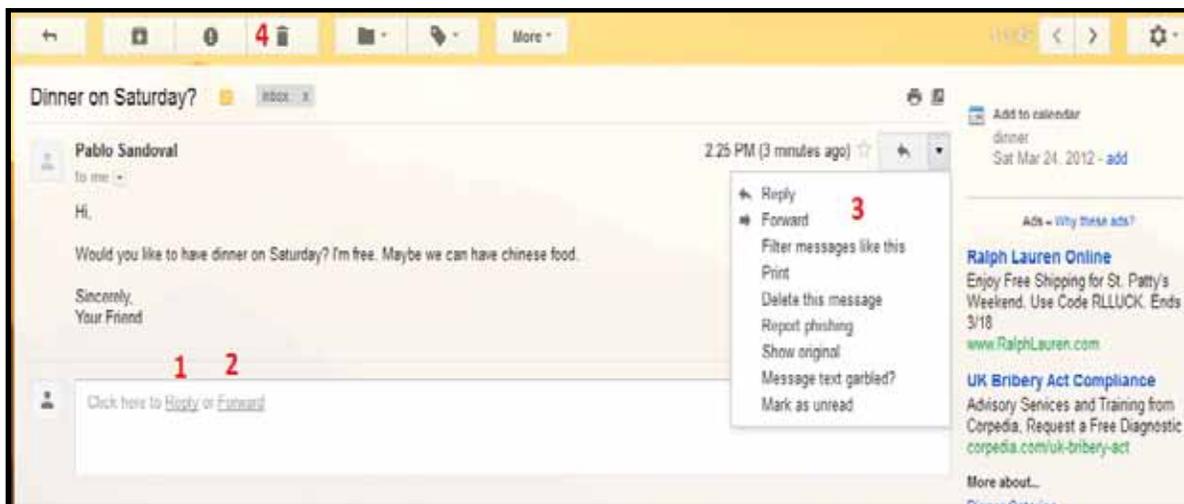
STEP 6: DEMONSTRATE SIX KEY EMAIL ACTIONS

1. **DEMONSTRATE** how to compose a new message by showing students what each field in "the compose" new message screen requires, how to attach files, and how to send the message in the order below.



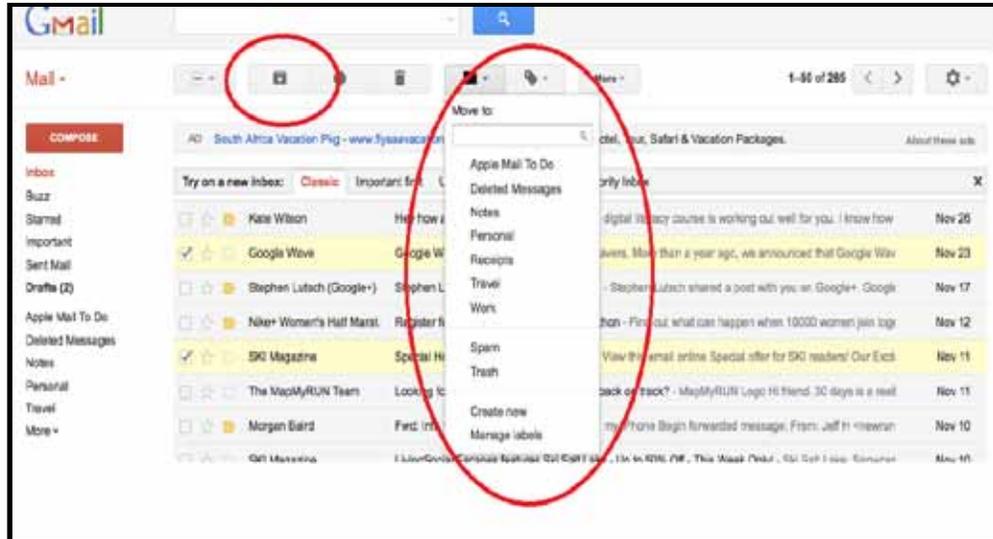


2. **DEMONSTRATE** how to reply, forward, and delete email in the order below.



3. **DEMONSTRATE** how to archive email and place it into folders.



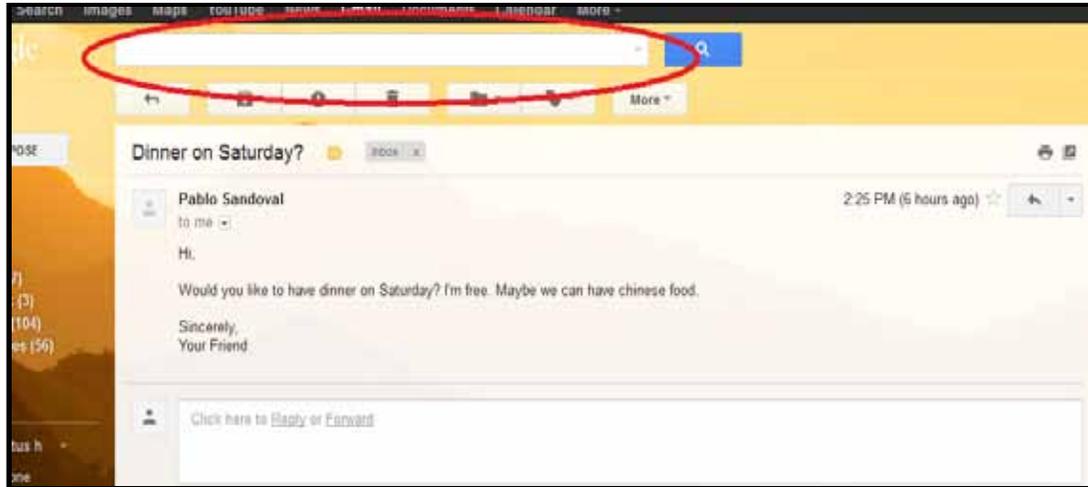


4. **DEMONSTRATE** the SPAM folder and button and briefly explain how to identify SPAM and the consequences of labeling a message as SPAM.

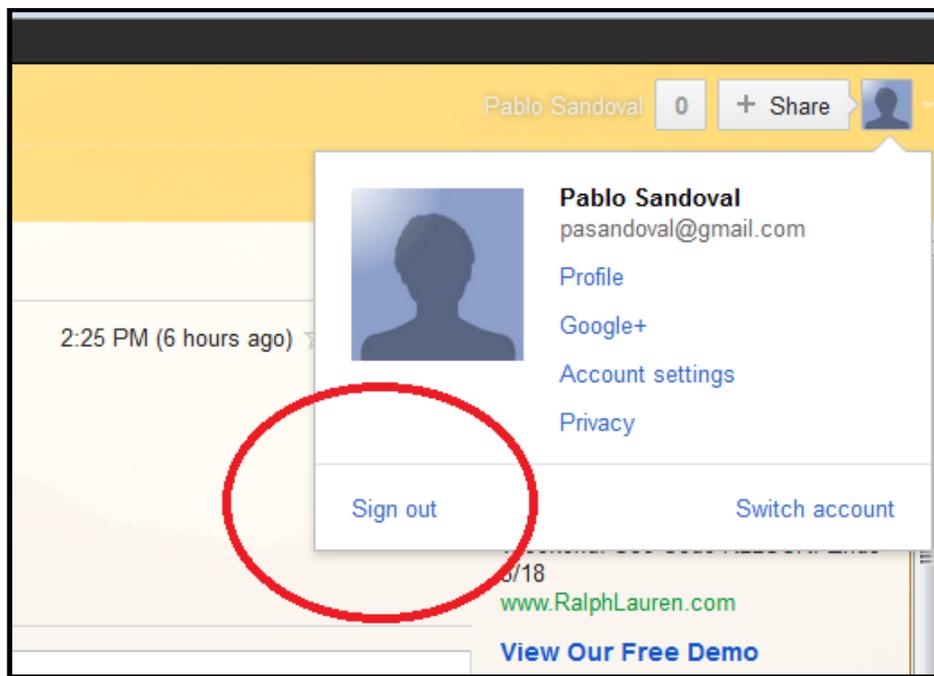


5. **DEMONSTRATE** how to search for email by using the search box.





- 6. **DEMONSTRATE** how to log out of Gmail and emphasize its importance when using shared or public computers.



STEP 7: PRACTICE

Ask students to **PRACTICE** the same 6 email actions by sending, replying to, forwarding and performing other tasks with at least one or other classmate or with the instructor. When doing so, be mindful of the following:

- Make sure that students have each other's email addresses at the ready.
- Some students may struggle with basic spelling or literacy skills that make writing an email a difficult task.
- The more that students email each other, the more email will be left in your class "practice" accounts for other students' future use.

STEP 8: REVIEW AND APPLY

Towards the end of class, review the 12 steps covered in Module 3. Then remind students to take home their practice email account information home and encourage them to practice their email skills by sending, forwarding, and replying to email. If you plan on asking students to perform a self-directed project in Module 4, ask them to use the skills they have learned so far to send you email about a topic of interest that they would like to explore in further depth. You may also encourage them to review and practice the exercises in the following GCF Learnfree.org lessons at home or wherever they have access to a computer:

- Email Basics, Email 101, <http://www.gcflearnfree.org/email101>
- Email Basics, Introduction to Gmail, <http://www.gcflearnfree.org/gmail/1>
- Before You Hit Send...Or Share...Or Publish, <http://blog.gcflearnfree.org/2010/03/22/before-you-hit-sendor-shareor-publish/>
- Email Violations Can Jeopardize Your Job, <http://www.gcflearnfree.org/email101/article/56>
- Email Basics, Setting up a Gmail Account, <http://www.gcflearnfree.org/gmail/2>

