Digital Literacy  

Lesson plan

Communicating online

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# Learning path

The **Communicate online** learning path introduces how to communicate online effectively using email, and how to use web applications that are used for instant messaging including voice and video calls.

# Resources

Take time to review the learning path and module resources to support instructional delivery.

|  |  |
| --- | --- |
| Communicate online | * [Transcript: Communicate online](https://digital-literacy-courses-en-us.azurewebsites.net/en-us/digitalliteracy/newcourses/03_Communicate_online/course/SCO1/en-us/Content/Transcript_Communicate-online.pdf) * PowerPoint: Communicate online * Printable certificate: Communicate online |
| Communicate using email | * [Online course module for Communicate using email](https://digital-literacy-courses-en-us.azurewebsites.net/en-us/digitalliteracy/newcourses/03_Communicate_online/course/SCO1/onlineLauncher.htm) * [Video: Intro to email](https://www.microsoft.com/videoplayer/embed/RWtD0D) * [Video: Sign up for email](https://www.microsoft.com/videoplayer/embed/RWtFEC) * [Video: Get to know the Outlook interface](https://www.microsoft.com/videoplayer/embed/RWtXLS) * [Video:](https://www.microsoft.com/en-us/videoplayer/embed/RWfqjw) [Sending email with Outlook](https://www.microsoft.com/videoplayer/embed/RWfqjw) * [Video: View and reply to email with Outlook](https://www.microsoft.com/videoplayer/embed/RWtIc3) |
| Chat online | * [Online course module for Chat online](https://digital-literacy-courses-en-us.azurewebsites.net/en-us/digitalliteracy/newcourses/03_Communicate_online/course/SCO1/onlineLauncher.htm) * [Video: Intro to IM, voice calling, and video calling](https://www.microsoft.com/videoplayer/embed/RWtV9R) * [Video: Sign in and out of Skype](https://www.microsoft.com/videoplayer/embed/RWtVa8) * [Video: Add contacts in Skype for Business](https://www.microsoft.com/videoplayer/embed/RWtD0w) * [Video: Set up audio and video](https://www.microsoft.com/videoplayer/embed/RWtFEz) * [Video: Chat basics](https://www.microsoft.com/videoplayer/embed/RWtVa6) * [Video: Make a call](https://www.microsoft.com/videoplayer/embed/RWtV9V) |
| Related resources | * [Rock Your Linkedin Profile](https://www.linkedin.com/learning/rock-your-linkedin-profile) * [Learning Linkedin](https://www.linkedin.com/learning/learning-linkedin-3) * [Learning Linkedin for Students](https://www.linkedin.com/learning/learning-linkedin-for-students) |

# Glossary

Refer to glossary of common terms and their definitions during discussions.

|  |  |
| --- | --- |
| email | Email is a web service that allows you to communicate with friends, family, and others online. Email allows you to send and receive mail electronically using the internet. |
| inbox | An inbox is a primary part of your email interface where you can view all of the messages you've received. |
| Instant messaging | Instant messaging (IM) is a way to chat with someone in real time, as if you are in a live conversation. |
| Outlook | Outlook is an email service provided by Microsoft. You can sign up for a free Outlook account to start sending and receiving messages on the web. |
| Skype | Staying in touch with others is quick and easy with communication services like Skype and Skype for Business. |
| status | With types of services like Skype, you can usually check your contacts' status or presence indicators to know if they are online or away. |
| Video calling | With video calling, you can use a web camera to see the person you're talking to on the screen. |
| VOIP | Online voice calling (VOIP) allows you to make calls to other online users or phone numbers, all without using a landline or cellular network. |

# Lesson notes

Ideas to supplement instructional activities for delivery of the modules in this learning path.

# Module: Communicate using email

**Communicate using email** introduces email, how to set up an email, and how to use email to connect with people.

## Warm up

There are many ways to stay in touch with others using the internet. One of the most popular methods of communicating with others online is using email. Get to know what your learners already know about email. You can use questions, such as:

* What kind of projects have you used an email to work on?
* Which email features are you looking forward to learning about in this module?

If time, consider capturing learners' responses using digital tools such as OneNote or Whiteboard.

## Engaging learners

A series of highly engaging videos are available to introduce what email is and to describe uses of email. These short online videos illustrate how the internet can be used to communicate with others in new ways, such as with the use of emails.

Consider revisiting the key concepts in the video, such as “**Intro to email**” and “**Sign up for email**” with special emphasis on the steps for creating an email account.

Learners are introduced to learn more about how to sign up for an Outlook email account, create their own email address, and then log into their email account.

Consider demonstrating the steps for signing up for email, and then give learners time to practice.

Consider the video’s **Try it yourself** activity which lists a series of steps to set up an email account, as follows:

1. Choose a provider.
2. Choose an email address.
3. Create an account.

During this activity, monitor learners' understanding for creating an email account.

For instance, during this activity, some learners may struggle with selecting a provider.

* To provide learners with more support, review the “**Sign up for email**” video for guidance.
* Share the corresponding slides from the PowerPoint.
* The video also offers a walkthrough for how to sign up for an Outlook email account, create an email address, and log in to the newly created email account.

Then if time, invite a few volunteers to share their learning takeaways from the activity.

## Reinforcing learning

To reinforce skill building related to email, consider reviewing the remaining series of videos that are available. Encourage learners to refer to these videos, and consider demonstrating some of the activities depicted in the walkthroughs to reinforce learning as described in the following examples.

1. Refer to the video, “**Get to know the Outlook interface**” to reinforce their learning about the parts of the Outlook email interface that are used to view, reply to, and send emails.
   * Remind learners that although Outlook is used in the video, the interfaces for other email providers will include the same general components.
   * Consider demonstrating the primary parts illustrated in the video, such as the email interface, inbox, folders, and the various features for reading, organizing, replying to, and sending an email.
2. Refer to the video, “**Sending email with Outlook**” and demonstrate the **Try it yourself** activity steps for sending an email. Then, give learners time to practice these steps:
   * Log into your email account.
   * Select the option to compose a new message.
   * Input the recipient - enter your own email address.
   * In the subject line, enter "My first email."
   * In the body of the message, type "Thanks for reading my first email message."
   * Use the editor to change the word "first" to a bold font style.
   * Send the message.
3. For learners progressing, ask them to also practice the helpful walkthroughs of tasks performed from the “**View and reply to email with Outlook**”.

## Wrap up

Review the **Knowledge check** answer key and **Glossary** terms with learners to summarize the key points introduced in this module.

## Knowledge check answer key

1. When you sign up for an email account, which of the following will you create?
   1. **An email address - Correct! You create your email address, which is a unique address.**
   2. An email number
   3. An account number
   4. A payment plan
2. Which of the following parts of the email interface do you use to view the contents of a message you have received in Outlook?
   1. Inbox
   2. **Reading pane - Correct! The reading pane is where a message is displayed.**
   3. Drafts
   4. Compose pane
3. You can use email to send:
   1. Text
   2. Photos
   3. Videos
   4. **All of the above - Correct! You can use email to send text, photos, videos, and many types of content.**
4. You receive a message from your manager about a project. A new person joins your team and you need to share the project details with them. Which of the following actions should you use to share the email with your new coworker without also sending the message to your manager?
   1. Reply to the email and add your new coworker as a recipient.
   2. **Forward the email to your new coworker. - Correct! This action will send the email to your coworker only.**
   3. Reply to the email and bcc your new coworker.
   4. Reply all to the email.

# Module: Chat online

**Chat online** introduces how to communicate with people online using instant messaging, voice calls, and video calls.

## Warm up

Consider encouraging learners to think about what they learned in previous lessons and to reflect how they can build upon the skills gained in this module.

1. First, consider asking learners to reflect back on what they learned in the previous lesson about connecting to the internet and the various methods for communicating with others.
2. Next, consider reminding them about how the internet and the web make it possible for us to stay in touch with others near and far.
3. Now, pose the following question related to next steps: What apps and services make it easy to communicate with others online through instant messaging (IM), voice calling, and video calling?
4. If time, ask learners to write their responses and then share with a learning partner.

## Engaging learners

Refer to “**Intro to IM, voice calling, and video calling**”, and highlight the notion that there are many services that make this type of communication possible, such as **Skype**.

Start a discussion by getting to know what learners already know about Skype. Consider starting with questions such as:

* Who is using Skype?
* Which projects have you used Skype to work on?
* Which Skype features are you looking forward to learning about?

Give learners time to explore online resources about Skype on their own, or in collaboration with a learning partner.

Consider demonstrating for learners the walkthrough steps on how to get started on Skype from the “**Sign in and out of Skype”** video, and then give learners time to practice.

During this activity, monitor the learners' understanding of signing in and out of Skype. For instance, some learners may struggle with how to use a feature, such as how to choose to be visible to their contacts if it is the first time they are signing in to Skype. Remind learners to refer back to the helpful walkthrough of tasks performed in the “**Sign in and out of Skype**” video. If time, invite a few volunteers to share their learning takeaways from the activity.

## Reinforcing learning

Consider demonstrating the other features of Skype in class as depicted in the walkthroughs of tasks performed in the following videos:

* “**Add contacts in Skype for Business**” explores how to add a contact in Skype for Business.
* “**Set up audio and video**” introduces learners how to set up audio and video in Skype for Business.
* “**Chat basics**” offers a real-world example by describing how Skype for Business can help keep track of contacts, such as coworkers, through presence indicators to depict available, busy, and away.
* “**Make a call**” demonstrates how to make a call using Skype for Business.

Take this opportunity to encourage learners to explore more. Ask learners to pair with a learning partner to explore these features in Skype for Business by visiting [aka.ms/meetSfB](http://aka.ms/meetSfB).

## Extending learning

Consider extending learning opportunities by encouraging learners who are entering the workforce to explore the **LinkedIn** solutions that are listed in **Resources**. These valuable training resources help learners entering the workforce to learn more about ways to communicate online. Ask learners to pair up with a learning partner to explore its features, and then discuss how those features can continue to build their communication online skills.

## Wrap up

If time and if technological resources are available, consider giving learners time to practice using the Skype features in class with a learning partner. Afterwards, invite a few volunteers to share their learning takeaways. Consider using OneNote or a whiteboard to capture comments.

## Knowledge check answer key

You can use Skype to:

1. Make a voice call to someone without knowing their phone number.
2. Have a video call with someone in another location.
3. Chat with someone using instant messaging.
4. **All of the above. - Correct! Skype features include voice calls, video calls, and instant messaging.**



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| --- | --- |
|  | <Name>  Has successfully completed the following Microsoft Digital Literacy course:  Communicate online  <Date> |

