

Emailing Competency Levels for Students

Entry Criteria

1. Client is installed.
2. Internet is connected and the email account is configured.
3. Student is familiar with basic computer terminology.
4. Student has basic computer skills.
5. Student knows how to use computer peripheral devices.
6. Student is familiar with general OS use.

Exit Criteria

1. Student knows how to send and receive emails
2. Student knows how to send and receive email attachments
3. Student can organize and manage emails
4. Student can handle some settings and do minor troubleshooting
5. Student can search through and print emails
6. Student is aware of dangers, ethics and best practices of email communication
7. Student is aware of and can deal with spam

Competency Levels

Level 1:

The student knows the concept and benefits of Email/Internet and can open the Email Client.

1. Understand the concept of emails/Internet:
 - a. The student is aware of the concepts of networks and the Internet
 - b. Mode of instant communication (requires the Internet)
 - c. Exchange of text messages, including other media such as pictures, sound files etc.
 - d. Need email account with unique email identity (understand email address format)
2. Is aware of the benefits of email:
 - a. Instant and cost-effective communication
 - b. Group communication
 - c. Exchange of pictures and other media
3. Open email client
 - a. Using icon
 - b. Start menu
 - c. Quick launch
 - d. Logging in with student name

Level 2:

The person knows and is able to use make basic use of the email client.

1. Understand the concepts of different folders in the email client:
 - a. Inbox: contains all the received emails for the user, including both read and unread emails.
 - b. Outbox: contains emails written by the user that have not been sent to the recipients
 - c. Deleted Items: contains emails that have been deleted by the user, need to be deleted from this folder for permanent deletion.
 - d. Drafts: contains partially composed mails that are not ready to be sent yet.
 - e. Sent Items: contains all the emails that the user has sent.

2. Be able to understand the contents of the inbox and identify which mail to open
 - a. Be able to differentiate between read and unread emails
 - b. Be able to identify the date on which each email has been received
 - c. Be able to identify the sender of each email
 - d. Be able to identify the subject of each mail (if it exists)
 - e. Be able to understand what the size of the email signifies
 - f. Be able to recognize attachment icons and understand that the existence of the icon shows that there is an attachment with the email.
 - g. Be able to recognize priority messages
 - h. Understand that email from only known and trusted senders should be opened, and messages with odd-looking subjects should not be opened.
3. Be able to open a mail in the inbox
 - a. Be able to open it in all ways – single click opens in preview panel, double click opens the mail in a new window, right click etc.
 - b. Be able to read the mail and print its contents
 - c. Understand all the fields in the email header: from, to, date, subject, cc, bcc
 - d. Understand other contents in the email including hyperlinks; understand that clicking on a hyperlink will invoke a browser window in which the hyperlink will be opened.
 - e. Able to identify an attachment and its properties, able to identify the basic types of attachments (images, documents, sound files) using file extensions and also able to open and save basic types of attachments.
 - i. Documents: .txt, .doc
 - ii. Images: .gif, .jpeg, .bmp
 - iii. Sound files: .wav, .mp3
 - iv. Dangerous files: .exe, .com

Level 3:

The student can identify harmful and spam mails. Student can manage more email functionality (sort, delete, reply to received messages and can manage address book).

1. The student can identify spam and potentially harmful attachments
 - a. The student understands the concept of spam and unwanted email, and how to avoid it:
 - i. The students understand that their e-mail ID should be protected, and that they should avoid giving it to random people and submitting it to websites
 - ii. Recognize a spam message (advertisements, lottery wins, stock information, free offers) and know that it is to be avoided (not to be opened and deleted as soon as possible).
 - iii. Know that email from unknown senders is potentially harmful, may contain viruses and is to be avoided (not to be opened and deleted as soon as possible). Be aware of the dangers of a virus, e.g., some are capable of looking up your address book and sending auto-generated messages to all the contacts in a users address book.
 - iv. Be aware of harmful attachments (.exe, .com etc) and know that these attachments, especially if they come from unknown senders are not to be opened and should be deleted immediately.
2. Delete emails
 - a. Knows how to delete an email
 - i. From the emails in the inbox
 - ii. From the emails in the other folders (sent, drafts etc)
 - iii. An open email
 - b. Retrieve a deleted email: knows that a deleted email can be accessed and moved back to the original folder.
 - c. Permanently delete an email
3. Be able to sort/search emails
 - a. Understands the concept of sorting and searching
 - b. Be able to sort emails by sender, date, size, subject

- c. Able to search for a required email using search terms (including advanced search features)
 - d. Student is able to locate a desired email using searching and sorting
- 4. Able to create and send a simple text email
 - a. Able to compose a new message, using simple formatting facilities (e.g., font size, font color, background color)
 - b. Able to enter the email address for the recipient, or if required multiple recipients.
 - c. Able to add recipients to the cc field if required and understand what it means
 - d. Able to add recipients to the bcc field if required and understand what it means
 - e. Able to add the subject of the email if required
 - f. Should be able to save the email as a draft if it is not to be sent at the time
 - g. Able to send the complete email, and if saved as a draft, retrieve it and send it.
 - h. Able to check if the email has been sent using the Sent Items and the Outbox.
- 5. Able to send an email with an attachment
 - a. Able to attach the file
 - b. Able to attach multiple attachments
 - c. Understand that the size of the attached file should be of a moderate size and that it is against Internet ethics to send very large attachments.
- 6. Able to forward, reply and reply to all
 - a. Able to forward a received message to one or more recipients
 - b. Able to reply to a received message
 - c. Able to reply to all the recipients of a received message.
- 7. Manage address book
 - a. Understand that the address book can be used to keep contact information
 - b. Understand that various types of information for a contact can be stored, including its email address, name, phone no. etc.
 - c. Understand that contacts can be added automatically
 - d. Able to delete contacts

Level 4:

The student is aware of simple email settings and can create and organize new email folders.

- 1. Able to handle simple settings for the email client:
 - a. Able to create own signature and add to sent emails
 - b. Able to set views as desired (which views?)
 - c. Able to change settings for sending and receiving emails (set times for checking email), also able to send/receive when required.
- 2. Email Management
 - a. Able to label emails as desired for better management
 - b. Able to create new folders and organize email as desired for better management

Level 5:

Student can troubleshoot and knows about ethics of using email (avoid to send spam mails and very large attachments etc).

- 1. Minor troubleshooting
 - a. Able to detect if the Internet is not connected
 - b. Able to identify if the preview pane is closed
 - c. Able to understand the correct format for an email address and identify if a mistake has been made
 - d. Able to understand when an email bounces, and able to guess why (non-existent email address)
- 2. Ethics of using Email
 - a. Keeping email ID as private as possible
 - b. Do not send spam to others
 - c. Do not send very large attachments
 - d. Use appropriate language

e. Try to respond to emails in a timely fashion