

Gmail Module 1

Creating and Sending an E-mail



Facilitator Guide

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OBJECTIVES:

Upon completion of this training module, the participant will be able to

- Compose a Gmail message
- Save a Gmail message
- Open, view and update a previously saved Gmail message
- Format a Gmail message using rich text formatting
- Send a Gmail message
- Review sent messages in the Gmail *Sent Mail* folder

GROUP SIZE: 20 participants (each participant to have access to computer with internet access)

TIME REQUIRED: Approximately 75-90 minutes

MATERIALS:

- Name Tags and Markers
- Copy of *Creating and Sending an E-mail* participant guide for each participant
- Instructor computer with internet access
- Projector
- White board or flip chart (optional)

INSTRUCTOR PREPARATION:

- Review Participant and Facilitator Guides prior to training session.
- Check Computer equipment and Projector prior to session.
- Arrive at least 30 minutes prior to session to check/set up classroom and computers.
- Distribute copies of the *Creating and Sending an E-mail* participant guide at each computer work center prior to arrival of participants

FACILITATION:

1. The facilitator welcomes participants and instructs them to fill out name tags and to sign the roster. Participants are asked to keep their computer monitors turned off for the first portion of the class. The facilitator explains that the first part of the class will be a short instructor-led demonstration, and the second part of the class will involve participant hands-on activities. (5 minutes)
2. The facilitator opens with a quick discussion about Gmail by asking questions such as the ones below (5-7 minutes- marking participant comments on white board or flip chart is optional)
 - What is Gmail?
 - What does Gmail have to offer?
 - What are some concerns about using Gmail?
3. The facilitator directs the participants to the participant guides and asked them to turn to page 3. The facilitator reviews the course objectives and

- agenda, asking if there are specific topics that should be focused on. (3-5 minutes)
4. The facilitator then directs the participants to page 4 of the participant guide to review and discuss some additional pros and cons of Gmail (3-5 minutes)
 5. The facilitator directs the participants to page 5 of the participant guide and asks them to follow along in the guide as the instructor demonstrates the following on the projector (15-20 minutes)
 - Accessing Gmail
 - Composing a new email
 - Formatting an e-mail
 - Saving an e-mail
 - Opening and viewing a saved e-mail
 - Sending an e-mail
 6. The facilitator instructs the participants to turn on their monitors and access their Gmail account. (5 minutes)
 7. The facilitator then directs the participants to the exercise on page 9. After ensuring that participants understand the exercise and the exercise time limit, the facilitator tells them to begin. **Note** : *This exercise can get extremely silly. Be prepared for muffled laughter, backchat, and so forth as participants are writing. The instructor should drift around the room to help participants and to also keep an eye on what is being written, as occasionally participants try to slip in inappropriate language or content.* (Total Suggested time: 30 minutes, if possible. It usually takes closer to 40-45 minutes)
 8. At the end of the activity period, the facilitator debriefs the exercise, asking the observers to share their experiences and a few of their favorite stories. (5-10 minutes)
 9. The instructor concludes the discussion with a few wrap-up questions: (5-10 minutes - marking participant comments on white board or flip chart is optional)
 - Do you feel that this exercise was helpful/not helpful? If so, in what way?
 - Now that you know a little about Gmail, what other questions do you have about Gmail functionality?
 - How do you feel you can best apply what you've learned in your work environment?
 10. The Facilitator passes out evaluation forms and dismisses the participants after they have completed the evaluations.