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Digital Literacy
Curriculum Resource

Module 5
Email

THE UNIVERSITY OF BRITISH COLUMBIA
Learning Exchange

Module 5: Email • *TEACHER NOTES*

Learning Objectives

1. Choose an appropriate email username
2. Understand the parts of an email address
3. Choose a suitable email provider (differentiate between free vs. paid email providers)
4. Create a free email account, and sign out and in of the account
5. Understand Inbox layout and compose an email (send a message to one person)

Pre-requisite Skills

- **Mouse skills**: hold the mouse, left click, double click, scroll, different shapes of the cursor
- **Navigation**: move the mouse around the screen to position the cursor in correct location
- **Keyboarding**: type words, numbers, symbols; use Shift and Enter keys
- **Online skills**: open a web browser, use the address bar, search for a website

Preparation

- Set up a room with computers or laptops for each student
- Read through the lesson outline and notes for the teacher
- Print the handouts for students
- Make multiple sets of cards on cardstock for card manipulation activities
- Bring an envelope
- Turn on the projector or interactive whiteboard (SMART Board)

Information for the teacher

This lesson assumes that students do not yet have active email accounts. If this is not the case and students do already have active email accounts, you can skip to the sign out and in of a free email account part of Digital Skill 4 in this lesson.

Materials

- Computers/laptops with access to the internet
- Handouts of the lesson activities
- Card sets of manipulation activities
- Projector or interactive whiteboard. If these are not available demonstrate by having students gather around teacher's computer

Visuals

- Module 5-Literacy-CLB 1-Digital Skill 1-Learn-Visual A Types of international email addresses
- Module 5-Literacy-CLB 1-Digital Skill 1-Learn-Visual B Casual vs. Professional

Handouts

- Module 5-Literacy-CLB 1-Digital Skill 1-Learn-Handout Username
- Module 5-Literacy-CLB 1-Digital Skill 1-Practice-Handout Username
- Module 5-Literacy-CLB 1-Digital Skill 2-Learn-Handout
- Module 5-Literacy-CLB 1-Digital Skill 2-Practice-Handout Parts of an Email Address
- Module 5-Literacy-CLB 1-Digital Skill 3-Practice-Handout
- Module 5-Literacy-CLB 1-Digital Skill 4-Learn-Handout A Free Email Account: Get Started
- Module 5-Literacy-CLB 1-Digital Skill 4-Learn-Handout B Free Email Account: Sign out
- Module 5-Literacy-CLB 1-Digital Skill 4-Learn-Handout C Free Email Account: Sign in
- Module 5-Literacy-CLB 1-Digital Skill 5-Learn-Handout A Understanding Your Inbox
- Module 5-Literacy-CLB 1-Digital Skill 5-Learn-Handout B Composing and Sending an Email

LESSON

Introduction to the Module *Approximate time: 10-15 minutes*	Elicit from students how letters arrive at their homes. Ask students: *Who is this? Where does he work? (Show a picture of a postal carrier) Answer: A mail man; he works at the post office). He delivers letters to you.* *What do you write here? (Show an envelope with a name and address.) Answer: name and address* *A letter has the wrong name or address. What happens? Do you get the letter? No* *Letters and email? Same. They need the right address, so you can get your mail. Your email goes to your email mailbox – not at your house.* *Today, we learn: choose a good name and address for your email.* *We need an email address. We write to teachers, our boss, and the government. They also write back to us.*
DIGITAL SKILL 1 *Approximate time: 45-65 min*	**Choose an appropriate email username** **Information for the teacher:** It is important that the students use a professional-sounding username in this lesson. Students are likely to use the email account that they create in this lesson for communicating with schools, employers, and the government.
Objective	**Students will be able to:** • choose an email username appropriate for corresponding with teachers, employers or the government
Vocabulary	• **username** – the name you use for an email or other account • **professional** – looks and sounds good; having the qualities that you connect with trained and skilled people, such as effectiveness, skill, organization, and seriousness of manner • **initial** – the first letter of a name
Learn *Approximate time 20-30 mins*	Explain to students that a username is their email ID. Show a picture of a driver's licence. Ask: *What is this? Yes, a driver's licence – our ID.* *For email, we need an email ID; the name people will use to send you an email. It is 'username'. Repeat please 'username'* *Very important: choose a username that people in Canada can understand.* Show **Module 5-Literacy-CLB 1-Digital Skill 1-Learn-Visual A** Types of international email addresses and ask students: *Are these good usernames in Canada? No… they are not in the English alphabet.* *I write to my teacher. My teacher sees my username which is not in the English alphabet. She may throw it in the garbage! Why? Maybe she thinks it's a dangerous email!*

LIT/ CLB 1

Teach concept of 'professional'. Show pictures of a casual looking vs. a sharply dressed person, or use **Module 5-Literacy-CLB 1-Digital Skill 1-Learn-Visual B Casual vs. Professional**. Ask:

> *A man is looking for a job. Who looks better? Yes, this man (point to the man in the suit). He is more 'professional'. Repeat after me: professional. Same for email. We want to have a professional username.*
>
> *I am looking for a job. Which username should I use? Prettylady? Batman? (Show picture of a pretty lady and Batman).*
> *Answer: Not a good idea… not professional*

Explain that every username must be different. No two email addresses can have the same username.

Using **Module 5-Literacy-CLB 1-Digital Skill 1-Learn-Handout Username** (either on Smartboard or distributed to students), explain to students that if they want to use their own name as their username for their email account, there are many different ways to do that:

- first name last name (e.g. theresafox)
- first initial last name (e.g. tfox)
- first name last initial (e.g. theresaf)
- first name dot last name (theresa.fox)
- first name underscore last name (theresa_fox). To make an underscore hold the Shift key and press the hyphen (dash) key located near the Backspace key to the left
- any of the above with the addition of number/numbers (explain that if students want to use this type of username, they need to choose a number that they will remember!)

Explain to students that the same formats can be used with nicknames but remind them that nicknames should sound professional if they want to use email to communicate with teachers, potential employers or the government.

Practice *Approximate time: 15-20 min*	Give students **Module 5-Literacy-CLB 1-Digital Skill 1-Practice-Handout Username** Have students work in pairs or small groups to decide which usernames are appropriate for communicating with teachers, employers or the government. Debrief with class.
Your turn *Approximate time: 10-15 min*	Have students choose an appropriate username for themselves

DIGITAL SKILL 2 *Approximate time: 35-60 min*	**Understand parts of an email address** **Information for the teacher:** It is very important that students understand the difference between a web address and an email address. Make sure to emphasize the use of the @ symbol.
Objective	**Students will be able to:** • understand the parts of an email address so that they are able to recognize the difference between an email address and a web address
Vocabulary	• **@ symbol** – at; shows the location of your email mailbox • **domain** – the provider of the email box; name of the website • **extension** – the suffix or last part of a domain name; follows the dot after the domain name

Learn
 	
Approximate time: 15-30 min
	Using **Module 5-Literacy-CLB 1-Digital Skill 2-Learn-Handout** Parts of an Email Address, explain that every email address has 4 parts: username, @ symbol, domain, extension. It is not necessary that the students know the vocabulary; they just need to know the parts that make up an email address.
	
	Explain that @ means "at". Point to symbol and tell students:
	    This is 'at'. It is like saying Theresa lives at 123 Main Street.
	    No @ symbol means it is not an email address – it is a web address.
	
	Write the following on the board:
	    ca.style.yahoo.com
	    ca.style@yahoo.com
	Ask:
	    Which is an email address? Yes, the second one. Why? It has the @ symbol. The first one is a web address.
	(Show the webpage: **ca.style.yahoo.com** on the screen; show how when you type the first one in the "To" field of your work email, it is not recognized as an email address, while the second one is.)
	
	Explain how to get the @ symbol:
	    Hold the SHIFT key down and press the number 2 on the keyboard.
	
	Explain the meaning of domain:
	    After @, is the company name that gives you email service.
	    Examples: yahoo, gmail, outlook.
	    Do you have internet at home? We can also get email accounts from Telus and Shaw.
	    We can get work email accounts (issbc, vcc, vancity, bchydro, etc.).
	    (Give example of your own work email)
	
	Explain the meaning of extension:
	    The last part comes after the company name.
	    Example: .com, .ca, .net, and .org.

Review

Show a web address and an email address:

Which one is an email address? Yes, the one with the @ symbol.

Ask a strong student to come to the board that shows an email address:

Circle the four parts of an email address.

Practice *Approximate time: 20-30 min*	Cut up **Module 5-Literacy-CLB 1-Digital Skill 2-Practice-Handout Parts of an Email Address** into cards. Make 4-5 sets of cards depending on the number of students in the class (enough for one set for every group of 3-4 students). Place students into groups of 3-4 and give each group a set of cards. Have students create as many email addresses as they can using the cards. Circulate and help as necessary.

DIGITAL SKILL 3 *Approximate time: 30-40 min*	**Choose a suitable email provider** **Information for the teacher:** If a student uses an Apple iPhone, the cellular service provider may have already set up an @icloud.com email address for the student; however, since this email account can be challenging to sign in to on a public or school computer, it might be better to have the student sign up for an alternate web-based free email account such as one of the three listed in Digital Skill 3 (three of the most popular free email accounts in Canada in 2019 are Yahoo, Gmail and Outlook). The username that students chose in Digital Skill 1 may not be available when it comes time for the student to open a free email account and therefore may need to be altered.
Objectives	**Students will be able to:** • differentiate between paid and free email providers • choose a suitable email provider for personal use
Vocabulary	• **provider** – the company that gives you internet or email service
Learn *Approximate time: 15-20 min*	Elicit from students to find out if they have internet service at home. Ask students: *Do you have internet at home?* *Do you have a computer, laptop, or iPad at home?* *Does someone in your home use the internet?* If students answer "yes" they do have internet at home, ask students: *Do you pay for internet service or does someone else pay for it?* *(Note: it is possible that a landlord includes WiFi in the rent)* *What company sends you a bill for internet?* *(Answer: Bell, Rogers, Shaw, Telus, etc.)*
	If students answer 'no', they do not have internet service at home, explain that it is still possible to have an email address: *No internet at home? No problem. You can still have an email account.* *Use a computer and the internet at the library.*

Explain that there are two kinds of email services: paid and free.

> *There are two types of email services:*
> *Paid. You pay for internet (e.g. Bell, Rogers, Shaw, Telus, etc.) at home. The company gives you an email account.*
> *Free. Many companies give free email services, such as Google or Yahoo.*

In this lesson, students will set up a free email account.

Say:

> *Many people in Canada use free email from:*
> * *Gmail (Google)*
> * *Yahoo mail (Yahoo!)*
> * *Outlook (Microsoft)*
> *Today, we set up a free (Gmail, Yahoo, or Outlook) account.*

Practice *Approximate time: 15-20 min*	Give students **Module 5-Literacy-CLB 1-Digital Skill 3-Practice-Handout**. Have students match company logo with company name and company email address of free email service providers.
DIGITAL SKILL 4 *Approximate time: 60-90 min*	**Create a free email account, and sign out of and into the account** **Information for the teacher:** If a student already has an email account, check to make sure the student knows how to get to the email sign in page. Explain the importance of students having their own email addresses and not relying on those of family members. If a student needs to create a free email account, consider the following: • It may be easier to have all students use the same free email provider so that you only need to demonstrate with one website email sign up • You may want to have classroom volunteers or Settlement workers help get all students signed up for email accounts • Both yahoo and gmail accounts require the account holder to have a mobile phone number in order to complete the sign up process. Ensure the student has a mobile phone with them before trying to create an email account with either of these free email providers. Students will need a strong, secure password for their new email account. You may want to begin by brainstorming what makes an appropriate password (weak vs. strong). IMPORTANT: Have students write down their username, password and web address of the free email provider they choose in their notebooks.
Objective	**Students will be able to:** • create a free email account • sign out of their free email account • sign in to their free email account
Vocabulary	• **web browser** – a program used to go online • **create** – make something new • **sign in** – to enter an email or other account • **sign out** – to exit an email or other account

Review
 	
Approximate time: 5-10 minutes
	Elicit from students to review skills needed to search for a website on the internet.
	Ask students:
	    How do you go on the internet? (Answer: use a web browser)
	    Where is the address bar? (Answer: top of the screen)
	Have students use classroom computer or laptop and their preferred web browser to go to one of the following sites:
	
	• www.yahoo.ca
	• www.google.ca
	• www.outlook.com

Learn
 	
Approximate time: 40-5 mins
	You will need classroom volunteers to assist in this activity.
	Tell students that they are now going to create their own free email accounts.
	    Today, we create free email accounts. "Create" means "make something new". We make new email accounts.
	Show **Module 5-Literacy-CLB 1-Digital Skill 4-Learn-Handout A Free Email Account: Get Started** on Smartboard, project on screen in room, or hand out printed copies for students.
	
	If you choose to go to either www.yahoo.ca or www.google.ca, tell the students they need to look for the mail icon or word in the top right corner of their screen. They should click on this icon or word. If you choose to go to www.outlook.com, the student should just wait (stay on that page) since they are already on the email sign up page.
	
	Have students click on **Create account** (Gmail), **Create an account** (Yahoo), or **Create free account** (Outlook).
	
	Tell students:
	    In your notebook, write down your:
	    – *first name, last name*
	    – *date of birth / age*
	    – *country*
	    – *mobile phone number (except Outlook)*
	    – *username (from Digital Skill 1)*
	
	    Now think of a password that:
	    – *is easy to remember*
	    – *uses capital letters, small letters, symbols*
	    – *has 8 characters or more*
	    Do not use your name or phone number. Not safe.
	    Write it down in your notebook.
	
	Students will now fill in all *required fields to create a new email account, with the help of classroom volunteers.
	
	Tell students:
	    Sometimes, another person has used the username you want. Make another username. For example, add numbers to your username.

If students are setting up a yahoo.ca or gmail.com email account, they will be asked to verify the information they have entered. A text message will be sent to the student's mobile phone. The code sent to the phone should be entered on the website when prompted.

IMPORTANT: Have students write down their username, password and web address of the free email provider they chose in their notebooks.

Students should now have a free email account. Before going any further, it is important to teach them how to sign out of this account and sign back in.

Tell students:

> *Congratulations! You now have a free email account. This is your inbox. This is where you get your email.*

Explain that it is important to sign out of an email account each time it is used. Ask students:

> *When you go out, do you lock the door? What can happen? Yes, people can go into your home and take your things. Same for your email account. Always sign out after you finish.*

Show **Module 5-Literacy-CLB 1-Digital Skill 4-Learn-Handout B Free Email Account: Sign out** on Smartboard, project on screen in room, or hand out printed copies for students. All students should now have an inbox that looks like one of these pages.

Have all students sign out of their free email accounts. Check to make sure everyone has signed out. Have students close their web browsers too. Volunteers to check that all students have done so.

Tell students as you demonstrate on the screen:

> *Click on your name or initial. It is on the top right hand corner.*
> *Click on Sign out.*
> *Close the browser. Click on the X.*

Show **Module 5-Literacy-CLB 1-Digital Skill 4-Learn-Handout C Free Email Account: Sign in** on Smartboard, project on screen in room, or hand out printed copies for students. All students should now have a sign in page that looks like one of these pages. Classroom volunteers should assist as necessary.

Tell students as you demonstrate on the screen:

> *Go to the internet.*
> *Type www.yahoo.ca, www.google.ca, or www.outlook.com in the address bar. (Choose only one for your class)*
> *Click on Mail, Gmail, or Sign in (usually in the top right corner of your screen).*
> *Click on Sign in.*
> *Type your email address.*
> *Click Next.*
> *Type your password. Be careful of capital letters and spaces.*
> *Click on Next.*
> *You should now see your email inbox.*

If students have already forgotten their usernames or passwords, have them refer to their notebooks where they recorded this information.

Practice *Approximate time: 15-25 mins*	Have students use the handouts: **Module 5-Literacy-CLB 1-Digital Skill 4-Learn-Handout C Free Email Account: Sign in** and **Module 5-Literacy-CLB 1-Digital Skill 4-Learn-Handout B Free Email Account: Sign out** to practice signing in and out of their email accounts. Repeat as time allows. Classroom volunteers can read the instructions on the handouts as a variation for listening practice.
DIGITAL SKILL 5 Approximate time: 45-60 min	**Understand Inbox layout and compose and send an email** **Information for the teacher:** It is essential that students have successfully set up an email account and are able to sign in and sign out of their email account before continuing with this skill. Teacher may wish to demonstrate this skill using own workplace email.
Objectives	**Students will be able to:** • understand Inbox layout • compose an email and send it to one person
Vocabulary	• **inbox** – the place where emails sent to you are kept • **compose** – write • **subject** – title of email • **recipient** – the person you send an email to (the receiver of the email) • **field** – area, box

Learn
 	
Approximate time: 15-20 mins
	Have students sign in to their email accounts.
	Show **Module 5-Literacy-CLB 1-Digital Skill 5-Learn-Handout A Understanding Your Inbox** on Smartboard, project on screen in room, or hand out printed copies for students.
	
	Tell students as you demonstrate on your work email:
	    After you sign in, you see this screen.
	    This is your Inbox. When someone sends you an email, it goes into your Inbox. You can see the emails and the people who sent them.
	    At the top left corner, this is the 'Compose' (or 'New Message', depending on the email provider) button. Click on it to write a new email.
	Tell students:
	    Today, we write and send an email.
	
	Show **Module 5-Literacy-CLB 1-Digital Skill 5-Learn-Handout B Composing and Sending an Email** (Yahoo, Gmail or Outlook) on Smartboard, project on screen in room, or hand out printed copies for students.
	Tell students as you demonstrate:
	    Click on Compose or New message button.
	    The person you are sending an email to is called the recipient. Enter the recipient's email address in the 'To' field.
	    Type a subject (title) in the 'Subject' field.
	    Type your message.
	    Click on the blue 'Send' button.

Review:

> *I want to write a new email. Which button do I click? (Answer: Compose or New message)*
>
> *I want to write an email to my friend. Where should I type my friend's email address? (Answer: in the 'To' field)*
>
> *I want to write the title of my message. Where should I type it? (Answer: in the 'Subject' field).*
>
> *I finished my message. I want to send it. What button should I click? (Answer: the 'Send' button or icon.)*

Practice

Approximate time: 20-30 min

Place students in pairs. Distribute **Module 5-Literacy-CLB 1-Digital Skill 5-Learn-Handout B Composing and Sending an Email** (Yahoo, Gmail or Outlook) to each student or each pair.

Tell students:

> *Find a partner.*
>
> *Write down your email address on a piece of paper.*
>
> *Give it to your partner.*
>
> *Send an email to your partner.*
>
> *Follow the steps on the handout.*

With classroom volunteers, assist students with the task as necessary.

Closing

What have you learned today?

Review the skills learned and practiced in this workshop. Ask concept-check questions. For example:

> *Show me which is an email address.*
>
> *I want to go out of my email account. What do I do?*
>
> *I want to write a new email. Which button do I click?*
>
> *I want to send an email to my friend. Where do I write her email address?*

What are you going to do to practice on your own?

Have students say what they will do for independent practice before the next session. e.g.

> *Do the Online Practice Activities*
>
> *Send an email message to my teacher*