







Microsoft Outlook: Training Needs Analysis Questionnaire

The Outlook **document** should be taken to include items such as emails, notes, calendar and contact entries, tasks and email forms.





Rate your knowledge and ability to do each item as either –

-  not needed,
-  know very little about how to do this,
-  still have some problems still doing this or
-  can do this confidently every time.

		Not needed	Very Little	Some Problems	Confidently
1	How much do you use Microsoft Outlook in your day to day work.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	How to use toolbars and icons that appear in MS Outlook.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	The basics (How to open and close Outlook).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Use the help features of Outlook.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Creating a simple message.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Attaching files to messages.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attaching other items such as Business Cards to messages.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Using rules to automate filing of messages and deletion of spam and other certain emails.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Adding your contact details or other wording to every message.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Creating and using 'standard' emails.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Sending emails that let you know when they have been received and/or opened.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Labelling emails as more important and/or more sensitive.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Send emails which are returned to a different email address.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Sending emails that are delayed or to be delivered at a certain time and date.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Sending emails that have will remind you to follow up later.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Read messages and view and save attachments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Reply to and forward messages to one or more email addresses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Create a list of people you regularly email to save time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Create a distribution list of people you regularly send emails to.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Rate your knowledge and ability to do each item as either –

-  not needed,
-  know very little about how to do this,
-  still have some problems still doing this or
-  can do this confidently every time.

		Not needed	Very Little	Some Problems	Confidently
20	Create a To-Do list which you can use to track the progress of tasks you have to achieve.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Create tasks that can be assigned to others using outlook and track their status.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Creating short notes on outlook, which can be used to track contact with your customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Using the journal to track other office documents such as letters and presentations that you have produced for people in your contact list.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Sorting documents, filing them, searching for particular emails you have sent or appointments you have made.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Creating, moving, renaming and deleting folders used for keeping your documents in.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Creating a diary of your appointments and meetings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Creating recurring events such as anniversaries, monthly meetings,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Creating meetings using calendar which automatically email the participants and allow you to track their responses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Saving drafts and copies of messages in different formats.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Printing emails and your diary, task list, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>