Microsoft Office 2013 Introductory 1st Edition Vermaat Test Bank

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PowerPoint Chapter 1 — Creating and Editing a Presentation with Pictures

MULTIPLE CHOICE

1. A PowerPoint _____ can help you deliver a dynamic, professional-looking message to an audience.
   a. calendar
   b. worksheet
   c. presentation
   d. database

   ANS: C   PTS: 1   REF: PPT 2

2. _____ help one slide flow gracefully into the next during a slide show.
   a. Videos
   b. Transitions
   c. Variants
   d. Shapes

   ANS: B   PTS: 1   REF: PPT 2

3. PowerPoint _____ should reinforce the speaker's message and help the audience retain the information presented.
   a. events
   b. slides
   c. markers
   d. files

   ANS: B   PTS: 1   REF: PPT 2

4. An accompanying _____ gives audience members reference notes and review material for your presentation.
   a. handout
   b. slide
   c. file
   d. database

   ANS: A   PTS: 1   REF: PPT 2

5. When you begin creating a new PowerPoint presentation, you need to select a _____.
   a. variant
   b. theme
   c. document
   d. slide

   ANS: B   PTS: 1   REF: PPT 5

6. The accompanying figure illustrates the screen you use to choose a _____.
   a. placeholder   c. title
   b. presentation   d. document theme

   ANS: D   PTS: 1   REF: PPT 5

7. A _____ is a specific design with coordinating colors, fonts, and special effects.
   a. placeholder   c. chart
   b. slide show   d. document theme

   ANS: D   PTS: 1   REF: PPT 5

8. If you use the _____ template, as opposed to a formatted theme, you must make all design decisions.
   a. placeholder   c. Blank Presentation
   b. variant   d. Ion theme

   ANS: C   PTS: 1   REF: PPT 5

9. _____ are the alternate designs that exist for each theme.
   a. Layouts   c. Variants
   b. Ions   d. Placeholders

   ANS: C   PTS: 1   REF: PPT 5

10. When you open a new presentation, a slide with the default _____ layout appears.
    a. Home   c. Blank Slide
    b. Title Slide   d. variant

    ANS: B   PTS: 1   REF: PPT 7

11. The box on a slide that has a dotted or hatch-marked border and that contains the insertion point is a text _____.
    a. placeholder   c. layout

b. pane

d. recorder

ANS: A   PTS: 1   REF: PPT 7

12. PowerPoint assumes every new slide, except for a blank slide, has _____.
   a. clip art   c. large font sizes
   b. a title   d. transitions

ANS: B   PTS: 1   REF: PPT 7

13. By default, slides in a new presentation are in _____ orientation.
   a. right to left   c. top to bottom
   b. landscape   d. portrait

ANS: B   PTS: 1   REF: PPT 7

14. The Undo button is located on the _____.
   a. HOME tab on the ribbon   c. vertical scroll bar
   b. Quick Access Toolbar   d. status bar

ANS: B   PTS: 1   REF: PPT 8

15. When you type the wrong character, you can press the _____ key to erase all the characters back to and
    including the one that is incorrect.
   a. ENTER   c. BACKSPACE
   b. DELETE   d. HOME

ANS: C   PTS: 1   REF: PPT 8

16. Pressing the _____ key when entering title text in a placeholder creates a new paragraph.
   a. BACKSPACE   c. DELETE
   b. SHIFT   d. ENTER

ANS: D   PTS: 1   REF: PPT 8

17. When you install PowerPoint, the default setting allows you to reverse up to the last _____ changes by
    tapping or clicking the Undo button on the Quick Access Toolbar.
   a. 2   c. 12
   b. 20   d. 200

ANS: B   PTS: 1   REF: PPT 8

18. _____ a slide can help you see slide elements more clearly so that you can position them precisely
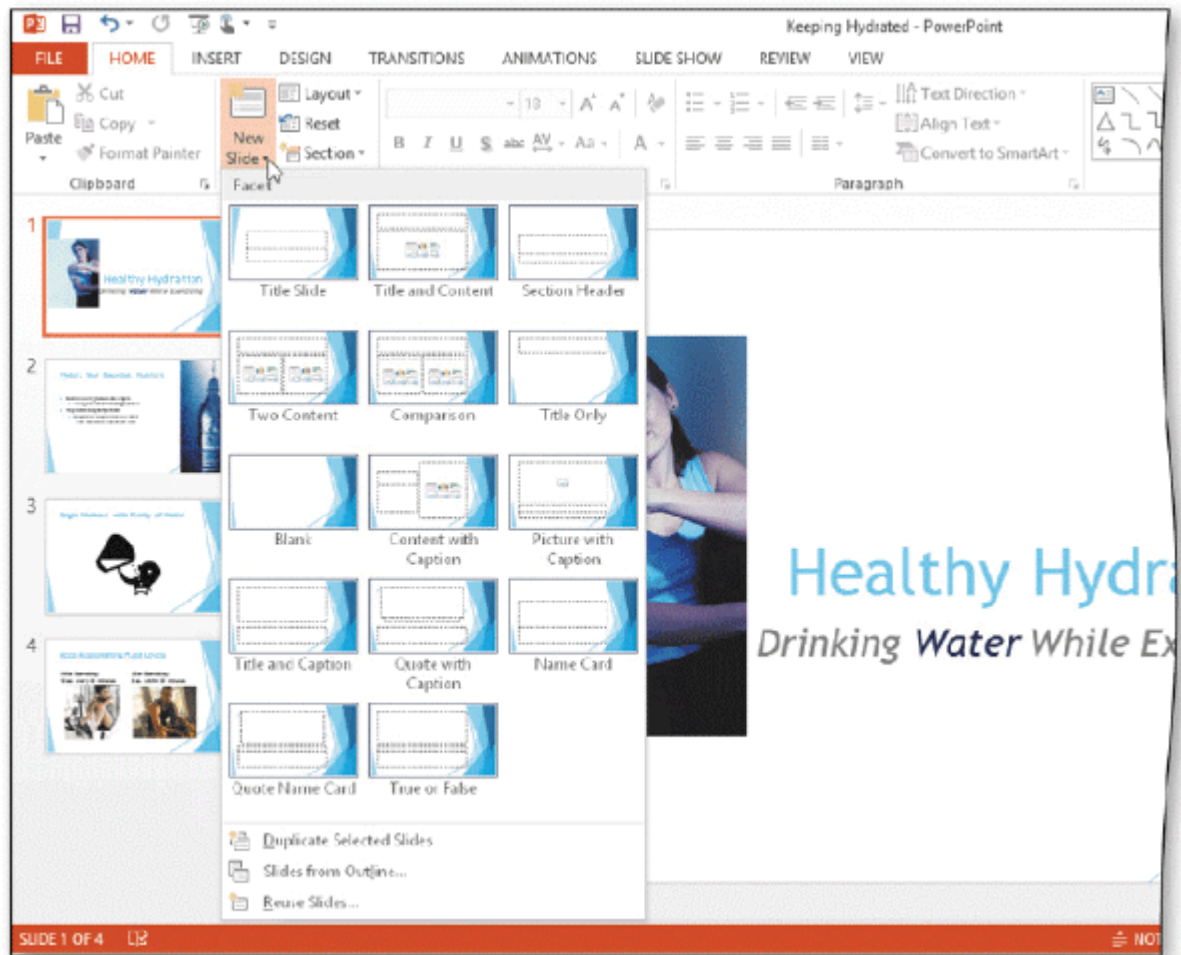   where desired.
   a. Coloring   c. Formatting
   b. Styling   d. Zooming

ANS: D   PTS: 1   REF: PPT 10

19. Text _____ defines the appearance and shape of letters, numbers, punctuation marks, and symbols.
   a. size   c. format
   b. style   d. font

ANS: D   PTS: 1   REF: PPT 10

20. A point is _____ of an inch in height.
    a. 1/72   c. 1/5
    b. 1/6   d. 1/65

    ANS: A   PTS: 1   REF: PPT 10

21. _____ text has a slanted appearance.
    a. Colored   c. Bolded
    b. Highlighted   d. Italicized

    ANS: D   PTS: 1   REF: PPT 11

22. The Italic button is located on the _____.
    a. Quick Access Toolbar   c. mini toolbar
    b. FILE tab   d. status bar

    ANS: C   PTS: 1   REF: PPT 11

23. When you add a new slide following the title slide, PowerPoint uses the _____ slide layout for the new slide.
    a. Title Only   c. Comparison
    b. Title and Content   d. Blank

    ANS: B   PTS: 1   REF: PPT 15

24. You can insert a new slide by pressing the _____ keyboard shortcut keys.
    a. CTRL+M   c. CTRL+N
    b. CTRL+I   d. CTRL+HOME

    ANS: A   PTS: 1   REF: PPT 16

25. You can move the insertion point into the next text placeholder by pressing the _____ keyboard shortcut keys.
    a. CTRL+M   c. CTRL+ENTER
    b. CTRL+N   d. CTRL+I

    ANS: C   PTS: 1   REF: PPT 18

26. In a multilevel bulleted list slide, creating a lower-level paragraph is called _____ the text.
    a. demoting   c. promoting
    b. decreasing   d. increasing

    ANS: A   PTS: 1   REF: PPT 18

27. What is the correct path to the Bold button?
    a. (HOME tab | Font group)   c. (HOME tab | Paragraph group)
    b. (DESIGN tab | Themes group)   d. VIEW tab | Presentation Views group)

    ANS: A   PTS: 1   REF: PPT 21

28. To increase the font size of selected text, chose the Increase Font Size button, located _____.
    a. on the shortcut menu   c. on the mini toolbar
    b. on the DESIGN tab   d. in the Paragraph gallery

    ANS: C   PTS: 1   REF: PPT 22

29. Using the ____, you can choose the arrangement of placeholders on a new slide.
   a. Themes gallery
   c. Text gallery
   b. New Slide gallery
   d. layout gallery

   ANS: D   PTS: 1   REF: PPT 22

30. You can type comments to yourself in the ____ for a specific slide while working in Normal view.
   a. Slide pane
   c. Theme pane
   b. Notes pane
   d. Navigation pane

   ANS: B   PTS: 1   REF: PPT 28

31. The default PowerPoint view is ____ view.
   a. Slide Sorter
   c. Normal
   b. Notes Page
   d. Slide Show

   ANS: C   PTS: 1   REF: PPT 28

32. The ____ dialog box allows you to search for and insert files from a range of online sources.
   a. Themes
   c. Clips Organizer
   b. Insert Media
   d. Backstage view

   ANS: B   PTS: 1   REF: PPT 30

33. The ____ dialog box allows you to search for clip art by using descriptive keywords.
   a. Insert Media
   c. Slide Organizer
   b. Tabs pane
   d. Insert Pictures

   ANS: D   PTS: 1   REF: PPT 30

34. As shown in the accompanying figure, the _____ arrow displays the Facet layout gallery.
    a. point   c. New Slide
    b. Facet   d. Previous Slide

    ANS: C   PTS: 1   REF: PPT 41

35. The process of moving a slide object to a new location using the mouse pointer is called _____.
    a. drop and drag   c. drag and drip
    b. drag and drop   d. drip and drop

    ANS: B   PTS: 1   REF: PPT 42

36. A slide _____ is a special animation effect used to progress from one slide to the next slide in a slide show.
    a. animation   c. transition
    b. layout   d. theme

    ANS: C   PTS: 1   REF: PPT 45

37. Document _____ are the details about a file.
    a. properties   c. themes
    b. facts   d. keywords

ANS: A   PTS: 1   REF: PPT 48

38. Which of the following is a standard document property?
    a. author
    b. date the presentation file was created or changed
    c. theme
    d. variant

    ANS: A   PTS: 1   REF: PPT 48

39. Which of the following keys can you press to run a slide show starting with slide 1?
    a. F5   c. F9
    b. F7   d. F11

    ANS: A   PTS: 1   REF: PPT 50

40. Sending electronic documents is a way to contribute to _____ computing.
    a. electronic   c. hard copy
    b. brown   d. green

    ANS: D   PTS: 1   REF: PPT 52

MULTIPLE RESPONSE

   Modified Multiple Choice

1. A document theme sets the _____ for a presentation.
   a. color scheme   c. print parameters
   b. font   d. shadows and reflections

   ANS: A, B, D   PTS: 1   REF: PPT 5

2. You can format slide text by changing the _____.
   a. font   c. point size
   b. color   d. style

   ANS: A, B, C, D   PTS: 1   REF: PPT 10

3. You can increase the font size of slide text by _____.
   a. clicking the Increase Font Size button   c. pressing the CTRL+I keys
      (HOME tab | Font group)
   b. clicking the Font Size arrow (HOME tab | d. clicking the Font Size box arrow on the
      Font group)   mini toolbar

   ANS: A, B, D   PTS: 1   REF: PPT 12

4. Which of the following slide properties can be specified if you create a custom layout?
   a. number, size, and location of placeholders c. number of clips that can be inserted
   b. background content   d. number of slides in the presentation

   ANS: A, B   PTS: 1   REF: PPT 22

5. The Normal view is composed of _____.

a. Slide Pane   c. Properties Pane
b. Thumbnail Pane   d. Notes Pane

ANS: A, B, D   PTS: 1   REF: PPT 28

TRUE/FALSE

1. A slide show is another name for a PowerPoint presentation.

   ANS: T   PTS: 1   REF: PPT 2

2. You easily can give slides in a presentation a professional and integrated appearance by using a placeholder.

   ANS: F   PTS: 1   REF: PPT 5

3. The default slide layouts are set up in portrait orientation.

   ANS: F   PTS: 1   REF: PPT 7

4. A paragraph is a segment of text with the same format that begins when you press the ENTER key and ends when you press the ENTER key again.

   ANS: T   PTS: 1   REF: PPT 8

5. A level is a position within a structure, such as an outline, that indicates the magnitude of importance.

   ANS: T   PTS: 1   REF: PPT 8

6. To display the on-screen touch keyboard, tap the Touch Keyboard button on the Windows taskbar.

   ANS: T   PTS: 1   REF: PPT 9

7. Style defines the hue of text characters.

   ANS: F   PTS: 1   REF: PPT 10

8. The mini toolbar contains the Italic button.

   ANS: T   PTS: 1   REF: PPT 11

9. The Font Color gallery is located in the Color Group on the DESIGN tab.

   ANS: F   PTS: 1   REF: PPT 13

10. The layout gallery displays 10 slide layouts with a variety of placeholders to define text and content positioning and formatting.

    ANS: F   PTS: 1   REF: PPT 22

11. The Theme Fonts group of formatting choices for a document theme contain a set of lines and fill effects.

ANS: F   PTS: 1   REF: PPT 26

12. The Notes pane is located above the Slide pane and is an area where you can type notes and additional information.

ANS: F   PTS: 1   REF: PPT 28

13. After you have created at least four slides, a scroll bar containing scroll arrows and scroll boxes will appear on the right edge of the window.

ANS: T   PTS: 1   REF: PPT 28

14. A clip is a single media file, such as a photo, illustration, sound, or video.

ANS: T   PTS: 1   REF: PPT 30

15. You can insert pictures, such as scanned photographs, line art, and artwork, into a presentation.

ANS: T   PTS: 1   REF: PPT 30

16. Unlike clip art, you cannot resize a photograph using sizing handles.

ANS: F   PTS: 1   REF: PPT 35

17. By default, PowerPoint ends a slide show with a black slide.

ANS: T   PTS: 1   REF: PPT 40

18. You can remove selected text from a slide by pressing the CTRL+X keyboard shortcut keys.

ANS: T   PTS: 1   REF: PPT 45

19. A star next to a slide indicates that animation effects have been applied to that slide.

ANS: T   PTS: 1   REF: PPT 46

20. The Preview Transitions button is located in the Preview group on the HOME tab.

ANS: F   PTS: 1   REF: PPT 47

21. To change document properties, first tap or click FILE on the ribbon to open the Properties view.

ANS: F   PTS: 1   REF: PPT 48

22. When making a presentation to an audience using PowerPoint, you use Notes Page view.

ANS: F   PTS: 1   REF: PPT 49

23. You can advance slides during a slide show by pressing the PAGE DOWN key.

ANS: T   PTS: 1   REF: PPT 52

24. Two popular electronic image formats are PDF and XPS.

ANS: T   PTS: 1   REF: PPT 52

25. It is considered good practice to save a presentation before printing it.

ANS: T   PTS: 1   REF: PPT 52

MODIFIED TRUE/FALSE

1. The Title Slide layout contains <u>three</u> text placeholders. _____

ANS: F, two

PTS: 1   REF: PPT 7

2. Examples of how you can modify or <u>format</u> text include changing its shape, size, color, and position on the slide. _____

ANS: T   PTS: 1   REF: PPT 10

3. Each document <u>format</u> determines the color scheme, font set, and layout of a presentation. _____

ANS: F, theme

PTS: 1   REF: PPT 10

4. Font <u>style</u> indicates the height of text characters. _____

ANS: F, size

PTS: 1   REF: PPT 10

5. You can resize images by dragging the <u>sizing handles</u> to a desired location. _____

ANS: T   PTS: 1   REF: PPT 35

COMPLETION

1. One of the more common uses of a presentation is to enhance a(n) _____ presentation.

ANS: oral

PTS: 1   REF: PPT 2
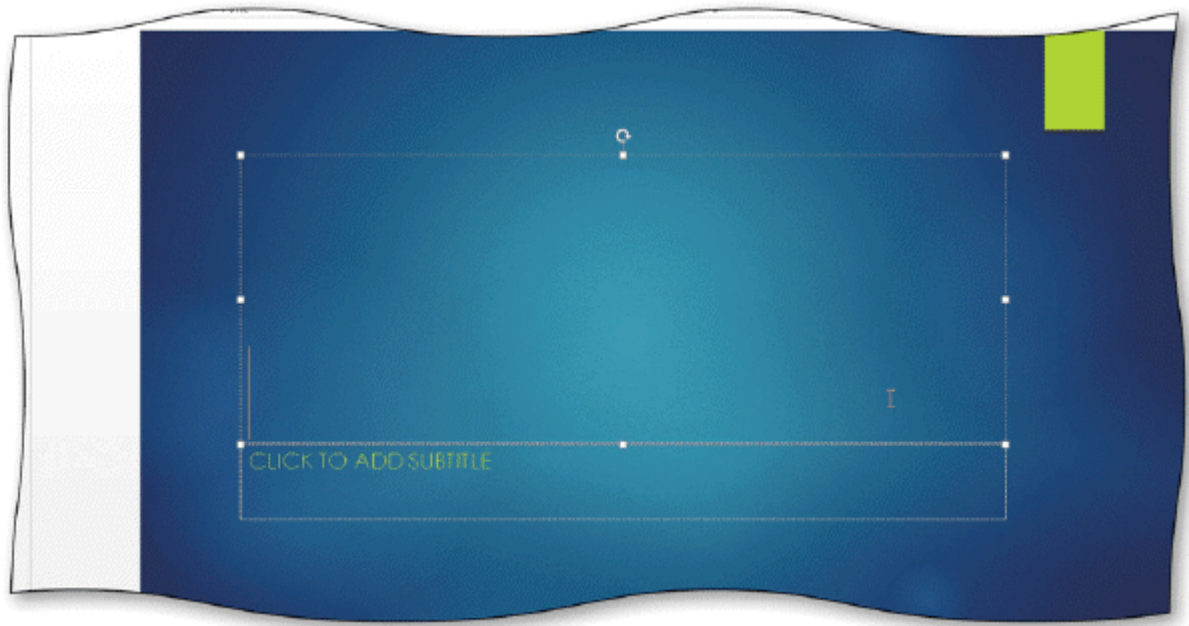
2. Dashed lines around the border of a placeholder indicate that the placeholder is
   _____, as shown in the accompanying figure.

   ANS: selected

   PTS: 1   REF: PPT 7

3. To encourage your audience's eyes to stop at the end of a line, you should avoid
   _____.

   ANS: line wraps

   PTS: 1   REF: PPT 7

4. You can _____ a paragraph to select it, as shown in the accompanying figure.

   ANS: triple-click

PTS: 1   REF: PPT 11

5. One way to increase font size is to press CTRL+ _____.

ANS: SHIFT+>

PTS: 1   REF: PPT 12

6. A(n) _____ is a list of paragraphs, each of which is preceded by a bullet.

ANS: bulleted list

PTS: 1   REF: PPT 17

7. A slide that consists of more than one level of bulleted text is called a(n) _____ slide.

ANS: multilevel bulleted list

PTS: 1   REF: PPT 17

8. Creating a high-level paragraph in a multilevel bulleted list is called _____ text.

ANS: promoting

PTS: 1   REF: PPT 18

9. When you drag the scroll box, the _____ shows the number and title of the slide you are about to display.

ANS: slide indicator

PTS: 1   REF: PPT 29
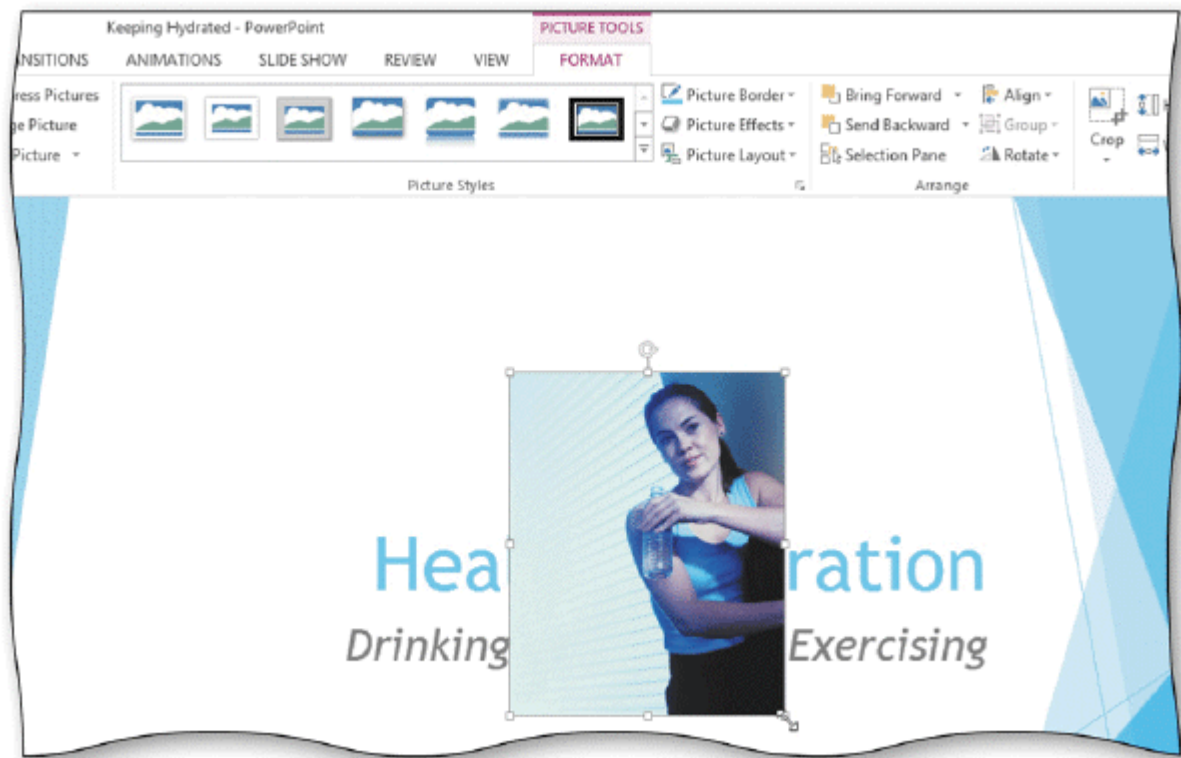
10. When you insert a clip on a slide without a clip content placeholder, the clip is inserted _____ of the slide, as shown in the accompanying figure.

    ANS: in the center

    PTS: 1   REF: PPT 32

11. Clicking the _____ deletes all letters in a box.

    ANS: x button

    PTS: 1   REF: PPT 32

12. When two slides contain similar information and have the same format, _____ one slide and then making minor modifications to the new slide saves time and increases consistency.

    ANS: duplicating

    PTS: 1   REF: PPT 41

13. PowerPoint 2013 does not allow you to _____ text around a picture or other graphic.

    ANS: wrap

    PTS: 1   REF: PPT 42

14. The process of sliding or dragging and then dropping a thumbnail in a new location is called
    _____.

    ANS: drag and drop

    PTS: 1   REF: PPT 42

15. PowerPoint inserts text to the _____ of the insertion point.

    ANS: left

    PTS: 1   REF: PPT 43

16. Details about a presentation can be found in the presentation file's _____.

    ANS: document properties

    PTS: 1   REF: PPT 48

17. The _____ contains areas where you can view and change document
    properties.

    ANS: Document Information Panel

    PTS: 1   REF: PPT 48

18. Pressing the _____ function key runs the slide show starting with the first
    slide.

    ANS: F5

    PTS: 1   REF: PPT 50

19. _____ a presentation enables you to distribute the document to others in a
    form that can be read or viewed but typically not edited.

    ANS: Printing

    PTS: 1   REF: PPT 52

20. Pressing the _____ keyboard shortcut keys displays the Print tab in Backstage
    view.

    ANS: CTRL+P

    PTS: 1   REF: PPT 54

MATCHING

Identify the letter of the choice that best matches the phrase or definition.

a.	CTRL+I	f.	CTRL+X
b.	F5	g.	CTRL+B
c.	CTRL+ENTER	h.	CTRL+SHIFT+>
d.	CTRL+M	i.	CTRL+P
e.	CTRL+Z	j.	CTRL+SHIFT+RIGHT ARROW

1. Move insertion point into next placeholder.
2. Run a slide show.
3. Bold text.
4. Italicize text.
5. Select a group of words.
6. Undo the last task.
7. Display the Print tab in Backstage view.
8. Increase font size.
9. Insert a new slide.
10. Remove text.

1. ANS: C   PTS: 1   REF: PPT 18
2. ANS: B   PTS: 1   REF: PPT 50
3. ANS: G   PTS: 1   REF: PPT 21
4. ANS: A   PTS: 1   REF: PPT 11
5. ANS: J   PTS: 1   REF: PPT 13
6. ANS: E   PTS: 1   REF: PPT 11
7. ANS: I   PTS: 1   REF: PPT 54
8. ANS: H   PTS: 1   REF: PPT 12
9. ANS: D   PTS: 1   REF: PPT 16
10. ANS: F   PTS: 1   REF: PPT 45

ESSAY

1. How can you design a title slide that holds your audience's attention?

   ANS:
   A title should prepare your audience for the material they are about to see and hear. If you look for ways to focus attention on the theme and the method in which you plan to present the theme, then developing an effective title slide follows naturally. A unique photograph or graphic can help generate interest. It's also a good idea to introduce the topic with a startling fact, a rhetorical question, or a quotation. Ultimately, you must take your audience, the occasion, and the presentation's purpose into account.

   PTS: 1   REF: PPT 31   TOP: Critical Thinking

2. What types of document properties does PowerPoint automatically update?

   ANS:
   PowerPoint automatically updates file system properties, such as the date you create or change a file, and statistics, such as the file size.

   PTS: 1   REF: PPT 48   TOP: Critical Thinking

3. Why might you want to print a presentation?

ANS:
Some people prefer proofreading a hard copy of a presentation rather than viewing it on the screen. Copies can be distributed as handouts. Also, a hard copy can serve as a backup reference if your storage medium is lost or becomes corrupted.

PTS: 1   REF: PPT 52   TOP: Critical Thinking

CASE

Critical Thinking Questions
Case 1-1

Angela is creating a presentation to give at her company's annual picnic. She knows that PowerPoint 2013 offers new themes she can apply to her presentation to give it a fun and exciting look.

1. Where should Angela look to review different document themes?

a. in the Themes group on the DESIGN tab   c. in the Themes group on the VIEW tab
b. in the Themes tab in Backstage view   d. in the Themes group on the INSERT tab

ANS:
A

PTS: 1   REF: PPT 26   TOP: Critical Thinking

2. How can Angela display a gallery of available themes?

a. press the F5 key   c. click the More button in the Themes group
b. click the Gallery button in the Themes   d. press the F1 key
group

ANS:
C

PTS: 1   REF: PPT 26   TOP: Critical Thinking

Critical Thinking Questions
Case 1-2

Jean is ready to save and print her new presentation. Because she is just learning to use PowerPoint 2013, she is not sure where to find the Print commands.

3. How can Jean display the Print commands?

a. click the HOME tab on the ribbon and then   c. press the CTRL+SHIFT+ALT keys
click the Print button in the Save & Print
group
b. click the Print view button on the status bar d. click the FILE tab to open Backstage view
and then click the Print tab

ANS:
D

PTS: 1   REF: PPT 53   TOP: Critical Thinking

4. How can Jean preview each of her slides before she prints them?

a. click the Next Page or Previous Page button in the Print gallery

c. scroll the slides horizontally in the Print gallery

b. scroll the slides vertically in the Print gallery

d. click the Slides button in the Print gallery and click Preview

ANS:
A

PTS: 1   REF: PPT 53   TOP: Critical Thinking

Word Chapter 1 — Creating, Formatting, and Editing a Word Document with a Picture

MULTIPLE CHOICE

1. The default view in Word is ____.
   a. Print Layout view
   b. Headline view
   c. Web Layout view
   d. Outline view

   ANS: A   PTS: 1   REF: WD 5
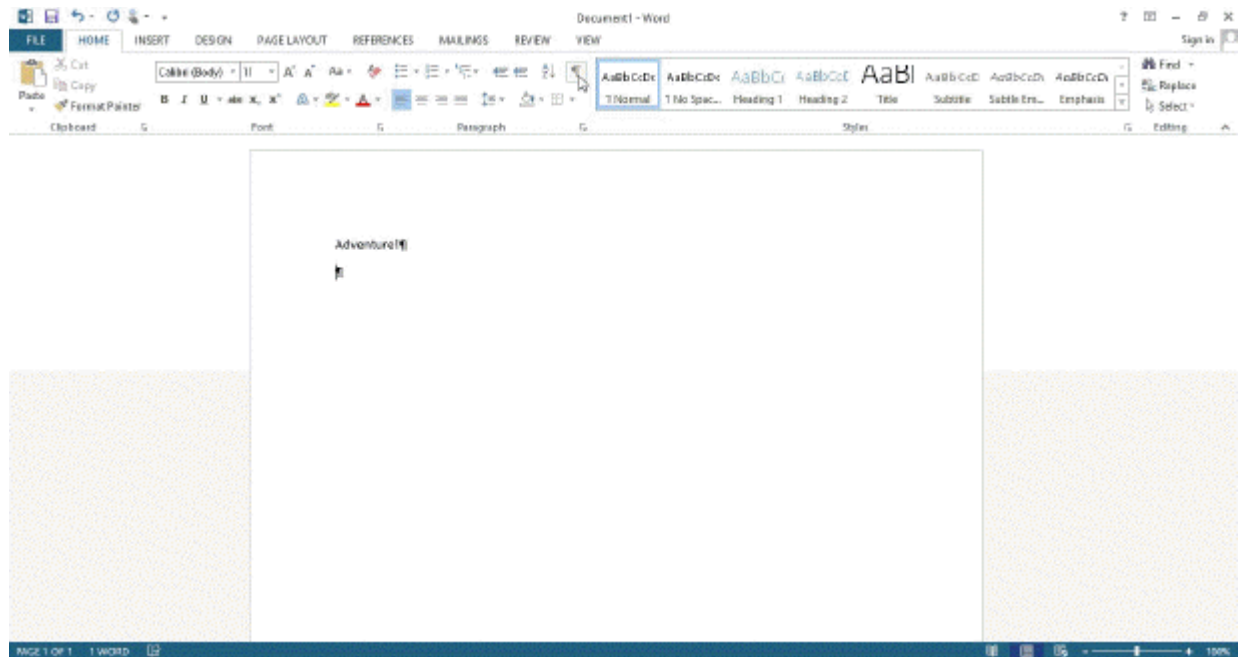
2. The ____ as shown in the accompanying figure is a formatting mark that indicates where the ____ was pressed.
   a. TAB key
   b. SPACEBAR
   c. ENTER key
   d. SHIFT key

   ANS: C   PTS: 1   REF: WD 6

3. To enter a blank line into a document, press the ____ key without typing any text on the line.
   a. CTRL
   b. ALT
   c. ENTER
   d. ESC

   ANS: C   PTS: 1   REF: WD 7

4. Press the ENTER key in all of the following circumstances EXCEPT ____.
   a. to insert a blank line into a document
   b. when the insertion point reaches the right margin
   c. to begin a new paragraph
   d. in response to prompts in Word dialog boxes

   ANS: B   PTS: 1   REF: WD 8

5. When Word flags a possible spelling or grammar error, it also changes the Spelling and Grammar Check icon to a(n) _____.
   a. black circle
   b. green check mark
   c. X
   d. red check mark

   ANS: C   PTS: 1   REF: WD 9

6. If a flagged word is spelled correctly, right-click it and then click _____ on the shortcut menu to instruct Word not to flag future occurrences of the same word in this document.
   a. Not a Mistake
   b. Correct Spelling
   c. Do Not Correct
   d. Ignore All

   ANS: D   PTS: 1   REF: WD 10

7. To move left one word with the keyboard, press the _____ key(s).
   a. HOME
   b. CTRL+LEFT ARROW
   c. ALT+CTRL+LEFT ARROW
   d. ALT+LEFT ARROW

   ANS: B   PTS: 1   REF: WD 12

8. To move to the beginning of a line with the keyboard, press the _____ key(s).
   a. LEFT ARROW
   b. CTRL+HOME
   c. HOME
   d. PAGE UP

   ANS: C   PTS: 1   REF: WD 12

9. To move to the end of the document, press the _____ key(s).
   a. DOWN ARROW
   b. END
   c. CTRL+DOWN ARROW
   d. CTRL+END

   ANS: D   PTS: 1   REF: WD 12

10. To move to the right one word, press the _____ key(s).
    a. ALT+RIGHT ARROW
    b. F1
    c. CTRL+RIGHT ARROW
    d. RIGHT ARROW

    ANS: C   PTS: 1   REF: WD 12

11. To move up one paragraph, press the _____ key(s).
    a. F1
    b. ALT+UP ARROW
    c. UP ARROW
    d. CTRL+UP ARROW

    ANS: D   PTS: 1   REF: WD 12

12. To move down one paragraph, press the _____ key(s).
    a. ALT+DOWN ARROW
    b. CTRL+DOWN ARROW
    c. DOWN ARROW
    d. F1

    ANS: B   PTS: 1   REF: WD 12

13. To move to the bottom of a document window, press the _____ key(s).
    a. ALT+CTRL+PAGE DOWN
    b. CTRL+PAGE DOWN
    c. ALT+PAGE DOWN
    d. PAGE DOWN

ANS: A   PTS: 1   REF: WD 12

14. To move to the top of a document window, press the _____ key(s).
    a. CTRL+PAGE UP   c. PAGE UP
    b. ALT+CTRL+PAGE UP   d. ALT+PAGE UP

ANS: B   PTS: 1   REF: WD 12

15. When you use the keyboard to scroll to a different position in the document, the _____ automatically moves when you press the desired keys.
    a. roster   c. alt tag
    b. insertion point   d. smart tag

ANS: B   PTS: 1   REF: WD 12

16. _____ formatting is the process of changing the way letters, numbers, punctuation marks, and symbols appear on the screen and in print.
    a. Document   c. Paragraph
    b. Character   d. Object

ANS: B   PTS: 1   REF: WD 13

17. Word includes a variety of document _____ to assist you with coordinating visual elements in a document.
    a. layouts   c. themes
    b. formats   d. graphs

ANS: C   PTS: 1   REF: WD 14

18. The _____, or typeface, defines the appearance and shape of letters, numbers, and special characters.
    a. font   c. point
    b. font size   d. paragraph formatting

ANS: A   PTS: 1   REF: WD 14

19. On most computers, the default font size in Word is _____.
    a. 8   c. 14
    b. 11   d. 16

ANS: B   PTS: 1   REF: WD 14

20. A(n) _____ paragraph is a paragraph that begins with a dot or other symbol.
    a. headline   c. bulleted
    b. centered   d. indexed

ANS: C   PTS: 1   REF: WD 14

21. The file type _____ identifies a Word 2013 document.
    a. .doc   c. .dot
    b. .docx   d. .doct

ANS: B   PTS: 1   REF: WD 15

22. Which of the following colors suggests neutrality?

a. green   c. red
b. brown   d. gray

ANS: D   PTS: 1   REF: WD 31

23. With more than ____ predefined color schemes, Word provides a simple way to select colors that work well together.
a. 15   c. 30
b. 20   d. 40

ANS: B   PTS: 1   REF: WD 31

24. The default color scheme is called ____.
a. Microsoft   c. Calibri
b. Standard   d. Office

ANS: D   PTS: 1   REF: WD 31

25. To select nonadjacent items, select the first item as usual, press and hold down the ____ key, and then while holding down the key, select the additional items.
a. HOME   c. CTRL
b. F1   d. ALT

ANS: C   PTS: 1   REF: WD 32

26. You can select characters by using the ____ key.
a. SHIFT+RIGHT ARROW   c. SHIFT+END
b. CTRL+SHIFT+DOWN ARROW   d. SHIFT+UP ARROW

ANS: A   PTS: 1   REF: WD 32

27. You can select a document by using the ____ key.
a. SHIFT+HOME   c. SHIFT+END
b. CTRL+A   d. CTRL+SHIFT+END

ANS: B   PTS: 1   REF: WD 32

28. You can select a paragraph by using the ____ key.
a. CTRL+END   c. CTRL+SHIFT+DOWN ARROW
b. SHIFT+HOME   d. CTRL+SHIFT+END

ANS: C   PTS: 1   REF: WD 32

29. You can select multiple paragraphs by using the ____ key repeatedly.
a. CTRL+END   c. SHIFT+HOME
b. CTRL+A   d. CTRL+SHIFT+DOWN ARROW

ANS: D   PTS: 1   REF: WD 32

30. You can select a word by using the ____ key.
a. CTRL+SHIFT+LEFT ARROW   c. SHIFT+RIGHT ARROW
b. CTRL+A   d. CTRL+W

ANS: A   PTS: 1   REF: WD 32

31. You can select multiple words by using the _____ key repeatedly.
    a. CTRL+A   c. SHIFT+RIGHT ARROW
    b. CTRL+SHIFT+RIGHT ARROW   d. CTRL+SHIFT+END

    ANS: B   PTS: 1   REF: WD 32

32. The small squares and circles around a selected graphic are called _____ handles.
    a. sizing   c. base
    b. shape   d. dimension

    ANS: A   PTS: 1   REF: WD 35

33. When you tap or click the _____ button for a selected graphic, Word provides options for changing how
    a graphic is positioned with text in a document.
    a. Layout Options   c. Positioning
    b. Image Options   d. Graphic Placement

    ANS: A   PTS: 1   REF: WD 35

34. To see the height and width of the currently selected graphic, look in the _____ group on the Picture
    Tools Format tab.
    a. Measurements   c. Size
    b. Options   d. Dimensions

    ANS: C   PTS: 1   REF: WD 37

35. When you drag a graphic's _____ handle, the graphic moves in either a clockwise or counterclockwise
    direction.
    a. turn   c. selection
    b. rotate   d. revolution

    ANS: B   PTS: 1   REF: WD 38

36. To center a page's contents vertically between the top and bottom margins, tap or click the Page Setup
    Dialog Box Launcher, tap or click the _____ tab, tap or click the vertical alignment box arrow, tap or
    click Center in the list, and then tap or click the OK button.
    a. Layout   c. Position
    b. Alignment   d. Format

    ANS: A   PTS: 1   REF: WD 43-WD 44

37. _____ are types of changes that occur when text has been omitted from a document and must be
    inserted later.
    a. Additions   c. Modifications
    b. Deletions   d. All of the above

    ANS: A   PTS: 1   REF: WD 46

38. Press the _____ key(s) to erase one character to the left of the insertion point.
    a. CTRL+HOME   c. BACKSPACE
    b. DELETE   d. END

    ANS: C   PTS: 1   REF: WD 48

39. Press the _____ key(s) to erase one character to the right of the insertion point.
   a. CTRL+HOME
   b. DELETE
   c. BACKSPACE
   d. END

   ANS: B   PTS: 1   REF: WD 48

40. In Word, you can create electronic image files through the _____ tab in the Backstage view.
   a. PDF
   b. XPS
   c. Print
   d. Convert

   ANS: C   PTS: 1   REF: WD 51

MULTIPLE RESPONSE

   Modified Multiple Choice

1. In which of the following circumstances should you press the ENTER key?
   a. To insert a blank line in a document
   b. To terminate a short line of text and advance to the next line
   c. To begin a new paragraph
   d. To respond to questions or prompts in Word dialog boxes, task panes, and other on-screen objects

   ANS: A, B, C, D   PTS: 1   REF: WD 8

2. The text in a flyer is organized into the following areas: _____.
   a. footer
   b. headline
   c. signature
   d. body copy

   ANS: B, C, D   PTS: 1   REF: WD 11

3. Word provides a means of canceling your recent _____.
   a. applications
   b. indices
   c. actions
   d. commands

   ANS: C, D   PTS: 1   REF: WD 24

4. The color orange denotes _____.
   a. success
   b. creativity
   c. victory
   d. harmony

   ANS: A, B, C   PTS: 1   REF: WD 31

5. Word provides a variety of picture effects, including _____.
   a. shape
   b. color
   c. size
   d. content

   ANS: A, B, C, D   PTS: 1   REF: WD 39

TRUE/FALSE

1. If Word finds a potential error in a document, a red, green, or blue wavy underline flags the problem.

ANS: T　　　　　　PTS: 1　　　　　　REF: WD 6

2. A raised dot (·) shows where the ENTER key was pressed.

ANS: F　　　　　　PTS: 1　　　　　　REF: WD 6

3. Each time the ENTER key is pressed, Word creates a new paragraph.

ANS: T　　　　　　PTS: 1　　　　　　REF: WD 6

4. Wordwrap forces you to stop typing words and press the ENTER key at the end of each line.

ANS: F　　　　　　PTS: 1　　　　　　REF: WD 8

5. As you enter text in the Word document window, you must press the ENTER key when the insertion point reaches the right margin.

ANS: F　　　　　　PTS: 1　　　　　　REF: WD 8

6. A document may wordwrap differently depending on the type of printer being used.

ANS: T　　　　　　PTS: 1　　　　　　REF: WD 9

7. A flagged word is one that is misspelled.

ANS: F　　　　　　PTS: 1　　　　　　REF: WD 9

8. To minimize wrist injury, switch frequently among touch gestures, the keyboard, and the mouse.

ANS: F　　　　　　PTS: 1　　　　　　REF: WD 12

9. Paragraph formatting requires the paragraph to be selected prior to formatting.

ANS: F　　　　　　PTS: 1　　　　　　REF: WD 13

10. A single point is about 1/12 of an inch in height.

ANS: F　　　　　　PTS: 1　　　　　　REF: WD 14

11. Formatting marks may not display properly on the screen with some fonts.

ANS: T　　　　　　PTS: 1　　　　　　REF: WD 14

12. The mouse pointer becomes different shapes depending on the pointer's location and locations you click on the screen.

ANS: T　　　　　　PTS: 1　　　　　　REF: WD 19

13. When shading paragraphs, Word shades from the left margin to the right margin of the current paragraph.

ANS: T　　　　　　PTS: 1　　　　　　REF: WD 21

14. Word provides an Undo button that can be used to cancel the most recent command or action.

ANS: T   PTS: 1   REF: WD 24

15. To reload a picture taken with a digital camera means to copy the digital picture from the camera to your computer.

ANS: F   PTS: 1   REF: WD 33

16. To zoom a document using a touch screen, repeatedly pinch and stretch in order to change the size of the document in the document window.

ANS: T   PTS: 1   REF: WD 35

17. If you add a color graphic to a flyer, make sure the colors in the image are not part of the document's color scheme, for maximum contrast and visual interest.

ANS: F   PTS: 1   REF: WD 35

18. A selected graphic can be resized using the Shape Height and Shape Width text boxes in the Size group on the Format tab on the Picture Tools tab.

ANS: T   PTS: 1   REF: WD 37

19. Using document properties is unlikely to save users time locating a particular file because they cannot view a document's properties without opening the document.

ANS: F   PTS: 1   REF: WD 44

20. By creating consistent properties for files having similar content, users can better organize their documents.

ANS: T   PTS: 1   REF: WD 44

21. Some organizations require Word users to add document properties, so that other employees can view details about these files.

ANS: T   PTS: 1   REF: WD 44

22. Word inserts text to the right of the insertion point.

ANS: F   PTS: 1   REF: WD 48

23. With electronic images of documents, such as PDF and XPS, users must have the software that created the original document in order to view the PDF or XPS file.

ANS: F   PTS: 1   REF: WD 51

24. If you want to print multiple copies of a document, display the Print dialog box by clicking the Print button on the Standard toolbar.

ANS: F   PTS: 1   REF: WD 51

25. To quit Word, tap or click the Restore button on the right side of the title bar.

ANS: F   PTS: 1   REF: WD 53

MODIFIED TRUE/FALSE

1. A(n) <u>green</u> wavy underline indicates the text may contain a contextual spelling error such as the misuse of homophones. _____

ANS: F, blue

PTS: 1   REF: WD 9

2. The <u>Standard toolbar</u> appears whenever you select text. _____

ANS: F, mini toolbar

PTS: 1   REF: WD 16

3. A color scheme in Word is a document theme that identifies <u>24</u> complementary colors for text, background, accents, and links in a document. _____

ANS: F, 12

PTS: 1   REF: WD 31

4. Word provides more than 25 picture <u>formats</u> -- named groups of formatting characteristics that enable you easily to change a picture's look to a more visually appealing one. _____

ANS: F, styles

PTS: 1   REF: WD 38

5. Among document properties, <u>standard</u> properties include file system properties, such as the date you create or change a file, and statistics, such as the file size. _____

ANS: F, automatically updated

PTS: 1   REF: WD 44

COMPLETION

1. A(n) _____ is a character that Word displays on the screen but is not visible on a printed document.

ANS:
formatting mark
nonprinting character

PTS: 1   REF: WD 6

2. Word automatically corrects misspelled words and displays the corrected word when you press the
   _____ or type a punctuation mark.

   ANS: SPACEBAR

   PTS: 1   REF: WD 9

3. The _____ copy in a flyer consists of all text between the headline and the signature
   line.

   ANS: body

   PTS: 1   REF: WD 11

4. Many word processing documents use _____ character fonts, where some
   characters are wider than others.

   ANS: variable

   PTS: 1   REF: WD 11

5. As more lines of text are typed than Word can display in the document window, Word
   _____ the top or bottom portion of the document off the screen.

   ANS: scrolls

   PTS: 1   REF: WD 12

6. _____ is the process of changing the appearance of a paragraph.

   ANS: Paragraph formatting

   PTS: 1   REF: WD 13

7. _____ is the process of changing the way characters appear on the screen and
   in print.

   ANS: Character formatting

   PTS: 1   REF: WD 13

8. In Word, the _____ font usually is Calibri.

   ANS: default

   PTS: 1   REF: WD 14

9. When a headline is _____, it is positioned horizontally between the left and right
   margins on the page.

ANS: centered

PTS: 1   REF: WD 15
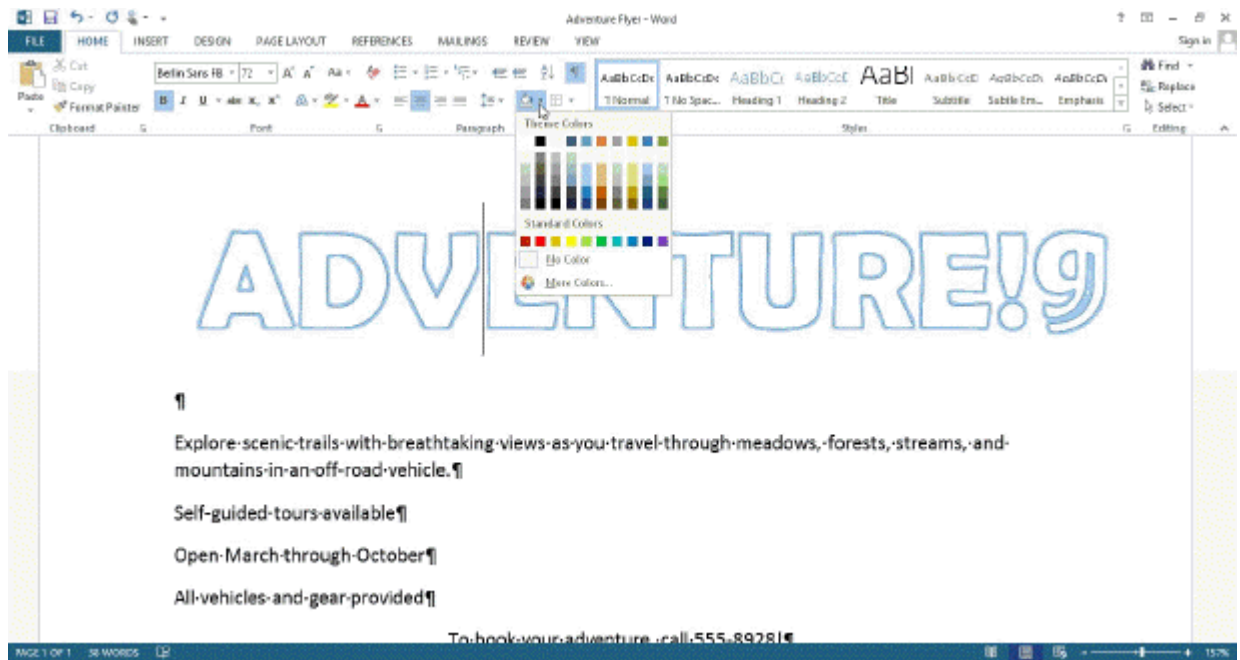
10. When you _____ text, using the tools shown in the accompanying figure, Word colors the rectangular area behind any text or graphics.

ANS: shade

PTS: 1   REF: WD 21

11. A(n) _____ list is a series of paragraphs, each beginning with a dot character.

ANS: bulleted

PTS: 1   REF: WD 23

12. _____ text prints with an underscore below each character.

ANS: Underlined

PTS: 1   REF: WD 29

13. A selected graphic appears surrounded by a(n) _____, which has small squares and circles around its edges.

ANS: selection rectangle

PTS: 1   REF: WD 35

14. _____ includes both enlarging and reducing the size of a graphic.

   ANS: Resizing

   PTS: 1   REF: WD 36

15. A(n) _____ is a computer program that can damage files and programs on your computer.

   ANS: virus

   PTS: 1   REF: WD 37

16. In _____, as a character is typed Word inserts the character and moves all the characters to the right of the typed character one position to the right.

   ANS: insert mode

   PTS: 1   REF: WD 48

17. The default typing mode in Word is _____ mode.

   ANS: insert

   PTS: 1   REF: WD 48

18. With _____ editing, you select the text to be moved, then drag the selected item to the new location and then insert it there.

   ANS:
   drag and drop
   drag-and-drop

   PTS: 1   REF: WD 49

19. A(n) _____ is information that exists on a physical medium such as paper.

   ANS:
   hardcopy
   printout

   PTS: 1   REF: WD 51

20. _____ computing involves reducing the environmental waste generated when using a computer.

   ANS: Green

   PTS: 1   REF: WD 51

MATCHING

Identify the letter of the choice that best matches the phrase or definition.

a. font
b. font size
c. point
d. style
e. Normal

f. Calibri
g. theme
h. headline
i. character
j. color scheme

1. About 1/72 of one inch in height.
2. The default font in Word.
3. Type of formatting used to emphasize certain words and improve readability of a document.
4. Uses points as the units of measurement.
5. Identifies 12 complementary colors for text, background, accents, and links.
6. The first line of text on a flyer.
7. The default style in Word.
8. A set of unified formats for fonts, colors, and graphics.
9. Defines the appearance and shape of the letters, numbers, and special characters.
10. A named group of formatting characteristics.

1. ANS: C   PTS: 1   REF: WD 14
2. ANS: F   PTS: 1   REF: WD 14
3. ANS: I   PTS: 1   REF: WD 13
4. ANS: B   PTS: 1   REF: WD 14
5. ANS: J   PTS: 1   REF: WD 31
6. ANS: H   PTS: 1   REF: WD 11
7. ANS: E   PTS: 1   REF: WD 5
8. ANS: G   PTS: 1   REF: WD 14
9. ANS: A   PTS: 1   REF: WD 14
10. ANS: D   PTS: 1   REF: WD 38

ESSAY

1. Under what circumstances should you press the ENTER key when typing in Word?

    ANS:
    You should only press the ENTER key:
    • To insert a blank line(s) in a document
    • To begin a new paragraph
    • To terminate a short line of text and advance to the next line
    • To respond to questions or prompts in Word dialog boxes, task panes, and other on-screen objects

    PTS: 1   REF: WD 8   TOP: Critical Thinking

2. The text in a flyer is organized into three areas. List all three and briefly describe each.

    ANS:
    • The headline is the first line of text on the flyer. It conveys the product or service being offered, such as a car for sale or personal lessons, or the benefit that will be gained, such as a convenience, better performance, greater security, higher earnings, or more comfort; or it can contain a message such as a lost or found pet.

• The body copy consists of text between the headline and the signature line. This text highlights the key points of the message in as few words as possible. It should be easy to read and follow. While emphasizing the positive, the body copy must be realistic, truthful, and believable.
• The signature line, which is the last line of text on the flyer, contains contact information or identifies a call to action.

PTS: 1   REF: WD 11   TOP: Critical Thinking

3. By formatting the characters and paragraphs in a document, you can improve its overall appearance. List the formatting suggestions to consider when designing a flyer.

ANS:
• Increase the font size of characters. Flyers usually are posted on a bulletin board or in a window. Thus, the font size should be as large as possible so that passersby easily can read the flyer. To give the headline more impact, its font size should be larger than the font size of the text in the body copy. If possible, make the font size of the signature line larger than the body copy but smaller than the headline.

• Change the font of characters. Use fonts that are easy to read. Try to use only two different fonts in a flyer, for example, one for the headline and the other for all other text. Too many fonts can make the flyer visually confusing.

• Change paragraph alignment. The default alignment for paragraphs in a document is left-aligned, that is, flush at the left margin of the document with uneven right edges. Consider changing the alignment of some of the paragraphs to add interest and variety to the flyer.

• Highlight key paragraphs with bullets. A bulleted paragraph is a paragraph that begins with a dot or other symbol. Use bulleted paragraphs to highlight important points in a flyer.

• Emphasize important words. To call attention to certain words or lines, you can underline them, italicize them, or bold them. Use these formats sparingly, however, because overuse will minimize their effect and make the flyer look too busy.

• Use color. Use colors that complement each other and convey the meaning of the flyer. Vary colors in terms of hue and brightness. Headline colors, for example, can be bold and bright. Signature lines should stand out more than body copy but less than headlines. Keep in mind that too many colors can detract from the flyer and make it difficult to read.

PTS: 1   REF: WD 14   TOP: Critical Thinking

CASE

Critical Thinking Questions
Case 1-1

Your colleague Frank is editing a friend's novel in Word. To speed up the process, Frank would like to take advantage of the various techniques available for selecting text, and he asks you for help.

1. Which of the following techniques will allow Frank to select an entire sentence?

a. click the sentence	c. press and hold down the CTRL key and

	then click the sentence
b. double-click the sentence	d. move the mouse to the left of the sentence and then triple-click

ANS:
C

PTS: 1   REF: WD 32   TOP: Critical Thinking

2. Frank would like to be able to select a full paragraph. Which of the following techniques will work?

a. triple-click the paragraph	c. click the paragraph
b. double-click the paragraph	d. move the mouse to the left of the paragraph and then double-click

ANS:
A

PTS: 1   REF: WD 32   TOP: Critical Thinking

Critical Thinking Questions
Case 1-2

You have written a novella on your new laptop and now, as you prepare to find a literary agent for your work, you would like to do some formatting of it to make it more appealing to prospective agents.

3. Which of the following changes you make to your text is an example of paragraph formatting?

a. underlining the title on the title page	c. putting the title in boldface
b. italicizing the dedication section on the first page of the text	d. centering all of the lines of text on the title page

ANS:
D

PTS: 1   REF: WD 13   TOP: Critical Thinking

4. In your novella, you can change the formatting of all of the following EXCEPT _____.

a. a question mark	c. the asterisk symbol
b. paragraph marks	d. the numeral 5

ANS:
B

PTS: 1   REF: WD 13   TOP: Critical Thinking

MULTIPLE CHOICE

1. Access is a _____.
    a. word processing software tool
    b. file management system
    c. workbook management system
    d. database management system

    ANS: D   PTS: 1   REF: AC 2

2. In a(n) _____ database such as those maintained by Access, a database consists of a collection of tables, each of which contains information on a specific subject.
    a. tabular
    b. record
    c. attribute
    d. relational

    ANS: D   PTS: 1   REF: AC 2

3. A(n) _____ contains information about a given person, product, or event.
    a. attribute
    b. record
    c. field
    d. column

    ANS: B   PTS: 1   REF: AC 3

4. _____ words are words that have a special meaning to Access and cannot be used for the names of fields.
    a. Reserved
    b. Restricted
    c. Significant
    d. Tagged

    ANS: A   PTS: 1   REF: AC 4

5. In Access, table and field names can be up to _____ characters in length.
    a. 256
    b. 128
    c. 64
    d. 32

    ANS: C   PTS: 1   REF: AC 8

6. A field whose data type is _____ can contain any characters.
    a. Alpha
    b. Character
    c. Normal
    d. Short Text

    ANS: D   PTS: 1   REF: AC 9

7. A(n) _____ data type can store a variable amount of text or combination of text and numbers where the total number of characters may exceed 255.
    a. Memo
    b. Long Text
    c. Variable
    d. Character

    ANS: B   PTS: 1   REF: AC 9

8. A field with the _____ data type can store a unique sequential number that Access assigns to a record. Access will increment the number by 1 as each new record is added.
    a. Sequential
    b. ValueIncrement
    c. Incremental
    d. AutoNumber

ANS: D   PTS: 1   REF: AC 9

9. A field with the _____ data type can contain an attached file, such as an image, document, chart, or spreadsheet.
   a. Attachment
   b. File
   c. Document
   d. Extend

ANS: A   PTS: 1   REF: AC 9

10. A field whose data type is _____ can store an OLE object, which is an object linked to or embedded in the table.
    a. Illustration
    b. Image
    c. Bitmap
    d. OLE object

ANS: D   PTS: 1   REF: AC 9

11. A field whose data type is _____ can store text that can be used as a hyperlink address.
    a. URL
    b. Web
    c. Placeholder
    d. Hyperlink

ANS: D   PTS: 1   REF: AC 9

12. When you assign a(n) _____ to a field, Access will display the value you assign, rather than the field name, in datasheets and in forms.
    a. alternate
    b. caption
    c. abbreviation
    d. tag

ANS: B   PTS: 1   REF: AC 10

13. When you create a table in Datasheet view, Access automatically adds a field called _____ as the first field in the table.
    a. AutoNumber
    b. AutoFill
    c. ID
    d. PrimaryID

ANS: C   PTS: 1   REF: AC 11

14. To define an additional field in Datasheet view, tap or click the _____ column heading.
    a. New Field
    b. Add Field
    c. Click to Add
    d. Insert Field

ANS: C   PTS: 1   REF: AC 14

15. To undo the most recent change to a table structure, tap or click the _____ button on the Quick Access Toolbar.
    a. Cancel
    b. Reverse
    c. Back
    d. Undo

ANS: D   PTS: 1   REF: AC 15

16. To delete a field in a table, press and hold or right-click the column heading for the field, and then tap or click _____ on the shortcut menu.
    a. Remove Field
    b. Delete Field
    c. Delete Column
    d. Remove Column

ANS: B   PTS: 1   REF: AC 15

17. To change the name of a field, press and hold or right-click the column heading for the field, tap or
     click ____ on the shortcut menu, and then type the desired field name.
     a.   Change Column   c.   Change Field
     b.   Rename Column   d.   Rename Field

     ANS: D   PTS: 1   REF: AC 15

18. To show the symbol for the Euro instead of the dollar sign, change the ____ property for the field
     whose data type is Currency.
     a.   Field Size   c.   Caption
     b.   Format   d.   Description

     ANS: B   PTS: 1   REF: AC 15

19. To insert a field between existing fields, press and hold or right-click the column heading for the field
     that will follow the new field, and then tap or click ____ on the shortcut menu.
     a.   Insert Column   c.   Add Column
     b.   Insert Field   d.   Add Field

     ANS: B   PTS: 1   REF: AC 15-AC 16

20. To open a table in Design view, press and hold or right-click the table in the Navigation Pane and then
     tap or click ____ on the shortcut menu
     a.   Table Design   c.   Structure View
     b.   Layout View   d.   Design View

     ANS: D   PTS: 1   REF: AC 17

21. In the accompanying figure, the key symbol that appears in the row selector for the Book Rep Number field indicates that Book Rep Number is the _____ for the table.

    a. principal key   c. main key
    b. foreign key   d. primary key

    ANS: D   PTS: 1   REF: AC 17

22. In the accompanying figure, the Book Rep table displays in _____.
    a. Structure view   c. Layout view
    b. Design view   d. Table view

    ANS: B   PTS: 1   REF: AC 17

23. In the accompanying figure, the small box or bar to the left of each field is called the _____.
    a. row selector   c. field bar
    b. field selector   d. current field bar

    ANS: A   PTS: 1   REF: AC 18

24. To add a record to a table, tap or click the _____ record button.
    a. Add New   c. Last
    b. New (blank)   d. Insert (New)

    ANS: B   PTS: 1   REF: AC 23

25. You can place an insertion point by tapping or clicking in the field or by pressing _____.

a. F2   c. F4
b. F3   d. F5

ANS: A   PTS: 1   REF: AC 23

26. To delete a record, tap or click the record selector for the record, and then press the _____ key(s).
a. CTRL+DELETE   c. DELETE
b. CTRL+Y   d. CTRL+K

ANS: C   PTS: 1   REF: AC 23

27. To specify AutoCorrect rules and exceptions to the rules, tap or click FILE to open the Backstage view, tap or click _____ , and then tap or click Proofing in the dialog box that displays.
a. Customize   c. Options
b. Manage   d. Grammar

ANS: C   PTS: 1   REF: AC 23

28. To save the changes to the layout of a table, tap or click the Save button on the _____.
a. status bar   c. Navigation Pane
b. TABLE TOOLS tab   d. Quick Access Toolbar

ANS: D   PTS: 1   REF: AC 28

29. To change the print orientation from portrait to landscape, tap or click the _____ button on the PRINT PREVIEW tab.
a. Portrait/Landscape   c. Switch Orientation
b. Orientation   d. Landscape

ANS: D   PTS: 1   REF: AC 31

30. To import data to a table, tap or click the _____ tab on the ribbon.
a. DATABASE TOOLS   c. EXTERNAL DATA
b. FILE   d. IMPORT

ANS: C   PTS: 1   REF: AC 33

31. To open the Navigation Pane, tap or click the _____ Button.
a. Open Navigation Pane   c. Shutter Bar Open/Close
b. Open Pane   d. Navigation Bar Show/Hide

ANS: C   PTS: 1   REF: AC 40

32. To create a query using the Query Wizard, tap or click _____ on the ribbon and then click the Query Wizard button.
a. CREATE   c. NEW OBJECT
b. INSERT   d. REPORT

ANS: A   PTS: 1   REF: AC 40

33. To view the results of a saved query, press and hold or right-click the query in the Navigation Pane and tap or click _____ on the shortcut menu.
a. Datasheet View   c. Results View
b. Open   d. Run

ANS: B   PTS: 1   REF: AC 42-AC 43

34. To change the design of a query, press and hold or right-click the query in the Navigation Pane and then tap or click _____ on the shortcut menu.
    a. Open   c. Query Window
    b. SQL   d. Design View

    ANS: D   PTS: 1   REF: AC 42

35. To create an initial report that can be modified in Layout view, tap or click _____ on the CREATE tab.
    a. Layout   c. Report
    b. Report Layout   d. Simple Report

    ANS: C   PTS: 1   REF: AC 49

36. To exit Access, tap or click the _____ button on the right side of the title bar.
    a. Quit   c. End
    b. Stop   d. Close

    ANS: D   PTS: 1   REF: AC 56

37. To back up the database that is currently open, use the _____ command on the Save As tab in the Backstage view.
    a. Close and Back Up   c. Save As Back Up
    b. Back Up Current   d. Back Up Database

    ANS: D   PTS: 1   REF: AC 56

38. To compact and repair a database, tap or click the ___ button in the Info gallery in the Backstage view.
    a. Restore   c. Compaction
    b. Fix   d. Compact & Repair

    ANS: D   PTS: 1   REF: AC 57

39. To delete a database object, press and hold or right-click the object in the Navigation Pane and then tap or click _____ on the shortcut menu.
    a. Erase   c. Delete
    b. Trash   d. Remove

    ANS: C   PTS: 1   REF: AC 58

40. To rename a database object, press and hold or right-click the object in the Navigation Pane and then tap or click _____ on the shortcut menu.
    a. New Name   c. Rename
    b. Redefine   d. Save Name

    ANS: C   PTS: 1   REF: AC 58

MULTIPLE RESPONSE

Modified Multiple Choice

1. File names cannot contain a(n) _____.

a. question mark (?) c. space
b. colon (:) d. underscore (_)

ANS: A, B PTS: 1 REF: AC 7

2. Field names cannot contain _____.
a. square brackets ([ ]) c. hyphens (-)
b. periods (.) d. accent graves (')

ANS: A, B, D PTS: 1 REF: AC 8

3. The Access window consists of a variety of components. These include the _____.
a. Navigation Pane c. Object tabs
b. Content pane d. Quick Access Toolbar

ANS: A, C, D PTS: 1 REF: AC 8

4. A field with a Yes/No data type can store only one of two values. The choices are _____.
a. True/False c. Yes/No
b. One/Zero d. On/Off

ANS: A, C, D PTS: 1 REF: AC 9

5. You can create a table in _____.
a. Design view c. Layout view
b. Blank view d. Datasheet view

ANS: A, D PTS: 1 REF: AC 10

TRUE/FALSE

1. In Access, the columns in a table are called records.

ANS: F PTS: 1 REF: AC 3

2. A unique identifier also is called a primary key.

ANS: T PTS: 1 REF: AC 3

3. In Access, field names cannot contain digits.

ANS: F PTS: 1 REF: AC 8

4. The Navigation Pane contains a list of all the objects in the database.

ANS: T PTS: 1 REF: AC 8

5. In Datasheet view, a table is represented as a collection of rows and columns called a list.

ANS: F PTS: 1 REF: AC 8

6. The maximum number of characters allowed in a field whose data type is Short Text is 255 characters.

ANS: T   PTS: 1   REF: AC 9

7. Fields that contain numbers but will not be used for arithmetic operations usually are assigned a data
    type of Memo.

    ANS: F   PTS: 1   REF: AC 9

8. The Currency data type is used for fields that contain only monetary data.

    ANS: T   PTS: 1   REF: AC 9

9. The Character data type is used for a field that can store a variable amount of text or combinations of
    text and numbers where the total number of characters may exceed 255.

    ANS: F   PTS: 1   REF: AC 9

10. When Access first creates a database, it automatically creates a table.

    ANS: T   PTS: 1   REF: AC 11

11. One way to undo changes to a field is to click the Undo button on the status bar.

    ANS: F   PTS: 1   REF: AC 15

12. The AutoError Correction feature of Access corrects common data entry errors.

    ANS: F   PTS: 1   REF: AC 23
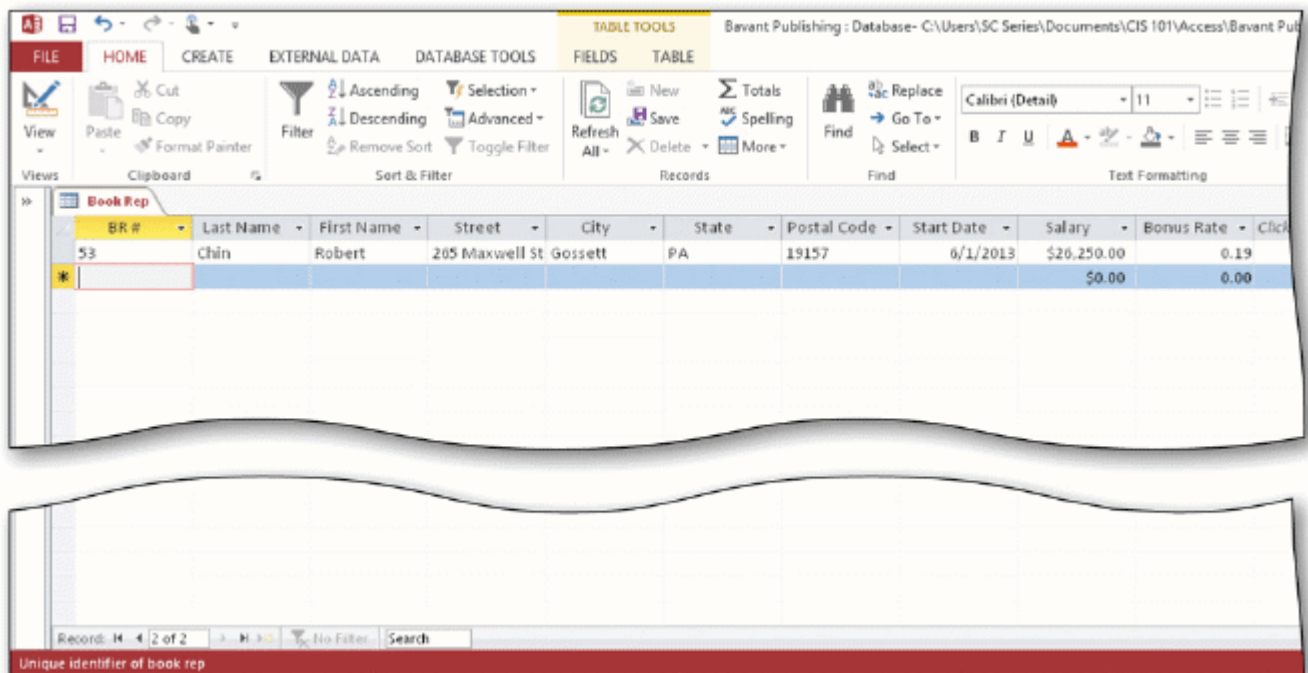
13. As shown in the accompanying figure, you can move to the end of a table to a position for entering a
     new record by clicking the Insert record Navigation button.

ANS: F   PTS: 1   REF: AC 26

14. As shown in the accompanying figure, you can use the Last record button to move to the last record in the table.

ANS: T   PTS: 1   REF: AC 26

15. As shown in the accompanying figure, you can move to the first record in a table by clicking the Start record Navigation button.

ANS: F   PTS: 1   REF: AC 26

16. Changing the column width in a datasheet changes the structure of a table.

ANS: F   PTS: 1   REF: AC 28

17. Landscape orientation means the printout is across the length (height) of the page.

ANS: T   PTS: 1   REF: AC 29

18. To print a wide database table, a table whose contents do not fit on the screen, you will need portrait orientation.

ANS: F   PTS: 1   REF: AC 29

19. To preview and then print the contents of a table, use Table Preview.

ANS: F   PTS: 1   REF: AC 30

20. Form view displays a single record at a time.

ANS: T   PTS: 1   REF: AC 45

21. Layout view shows a report on the screen and allows the user to make changes to the report.

ANS: T   PTS: 1   REF: AC 50

22. Standard properties are associated with all Microsoft Office documents and include author, title, and subject.

ANS: T   PTS: 1   REF: AC 54

23. The DATABASE TOOLS tab provides commands to save a database with another name.

ANS: F   PTS: 1   REF: AC 57

24. Each customer has one book rep, but each book rep can have many customers. This is an example of a one-to-many relationship.

ANS: T   PTS: 1   REF: AC 62

25. Redundancy means storing the same fact in more than one place.

ANS: T   PTS: 1   REF: AC 62

MODIFIED TRUE/FALSE

1. The term <u>list</u> database describes a database that consists of a collection of tables, each of which contains information on a specific subject. _____

   ANS: F, relational

   PTS: 1   REF: AC 2

2. A field that has the <u>Calculated</u> data type can store a unique sequential number that Access assigns to a record. _____

   ANS: F, AutoNumber

   PTS: 1   REF: AC 9

3. To change the name of a field, press and hold or right-click the column heading for the field, and then tap or click <u>Rename</u> Field on the shortcut menu. _____

   ANS: T   PTS: 1   REF: AC 15

4. To insert a field between existing fields, press and hold or right-click the column heading for the field that will follow the new field, and then tap or click Insert <u>Column</u> on the shortcut menu. _____

   ANS: F, Field

   PTS: 1   REF: AC 15-AC 16

5. To delete a field, press and hold or right-click the column heading for the field, and then tap or click <u>Remove</u> Field on the shortcut menu. _____

   ANS: F, Delete

   PTS: 1   REF: AC 15

COMPLETION

1. A(n)_____ is software that can be used to create a database; add, change, and delete data in the database; ask and answer questions concerning the data in the database; and create forms and reports using the data.

   ANS: database management system

   PTS: 1   REF: AC 2

2. The rows in the tables are called _____.

    ANS: records

    PTS: 1   REF: AC 3

3. A(n) _____ contains a specific piece of information within a record.

    ANS: field

    PTS: 1   REF: AC 3

4. A unique identifier also is called a(n) _____.

    ANS: primary key

    PTS: 1   REF: AC 3
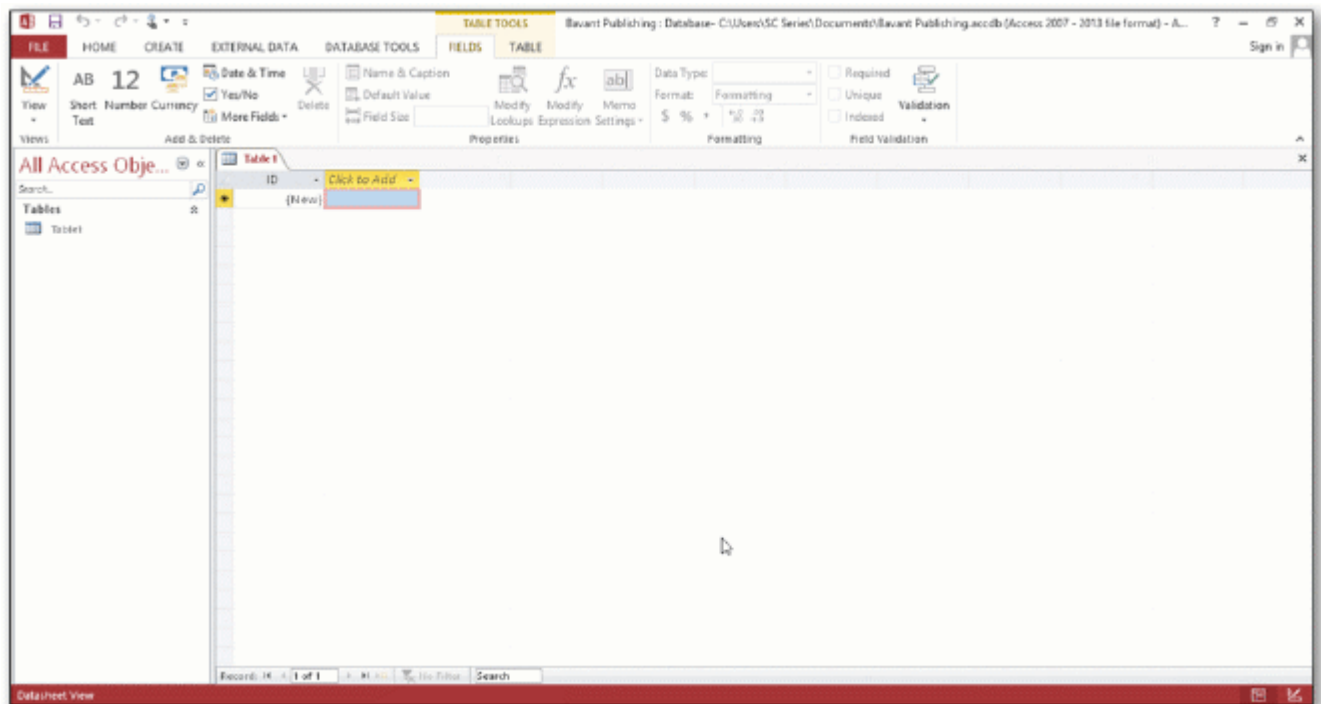
5. In the accompanying figure, the _____ Pane contains a list of all the objects in the
    database.

    ANS: Navigation

    PTS: 1   REF: AC 7

6. In the accompanying figure, the words Datasheet View at the lower left of the screen appear on the
    _____.

    ANS: status bar

PTS: 1   REF: AC 7

7. In the accompanying figure, the entire area that displays on the screen is called the
_____ work area.

ANS: Access

PTS: 1   REF: AC 7

8. In the accompanying figure, _____ for the open objects appear at the top of the
work area.

ANS: object tabs

PTS: 1   REF: AC 7

9. In the accompanying figure, the database name, Bavant Publishing appears on the
_____.

ANS: title bar

PTS: 1   REF: AC 7

10. In the accompanying figure, the buttons at the bottom-right edge of the screen are
_____ buttons, which you use to change the view that is currently displayed.

ANS: View

PTS: 1   REF: AC 7

11. The _____ data type in Access is referred to as Money in SQL Server.

ANS: Currency

PTS: 1   REF: AC 9

12. The Short Text data type replaces the _____ data type in previous editions of
Access.

ANS: Text

PTS: 1   REF: AC 9

13. _____ view has more functionality for creating a table than Datasheet view.

ANS: Design

PTS: 1   REF: AC 10

14. To define an additional field in Datasheet view, tap or click the _____ column
heading, select the data type, and then type the field name.

ANS: Click to Add

PTS: 1 REF: AC 14

15. To insert a field between existing fields, press and hold or right-click the column heading for the field that will follow the new field, and then tap or click _____ on the shortcut menu.

ANS: Insert Field

PTS: 1 REF: AC 15-AC 16

16. Society encourages users to contribute to _____ computing, which involves reducing the electricity consumed and environmental waste generated when using computers, mobile devices, and related technologies.

ANS: green

PTS: 1 REF: AC 29

17. A hard copy or _____ is information that exists on a physical medium such as paper.

ANS: printout

PTS: 1 REF: AC 29

18. _____ refers to the process of determining the tables and fields that make up the database.

ANS: Database design

PTS: 1 REF: AC 58

19. The determination of database requirements is part of a process known as _____.

ANS: systems analysis

PTS: 1 REF: AC 58

20. Designing to omit _____ will help to produce good and valid database designs.

ANS: redundancy

PTS: 1 REF: AC 63

MATCHING

Identify the letter of the choice that best matches the phrase or definition.
a. AutoNumber f. Currency
b. Layout view g. Metadata

c. DBDL

d. Report view

e. Long Text

h. Print Preview

i. Short Text

j. status bar

1. Field can store a variable amount of text or combinations of text and numbers where the total number of characters may exceed 255.
2. Presents information about the database object, the progress of current tasks, and the status of certain commands and keys.
3. Field can contain any characters and the total numbers of characters cannot exceed 255.
4. Field can contain only monetary data.
5. Field can store a unique sequential number that Access assigns to the record.
6. A commonly accepted shorthand representation for showing the structure of a relational database.
7. View that shows a report as it will appear when printed.
8. View that shows a report on the screen and allows changes to the report.
9. View that shows a report on the screen and does not allow changes to the report.
10. Can include such information as the file's author, title, or subject.

1. ANS: E   PTS: 1   REF: AC 9
2. ANS: J   PTS: 1   REF: AC 8
3. ANS: I   PTS: 1   REF: AC 9
4. ANS: F   PTS: 1   REF: AC 9
5. ANS: A   PTS: 1   REF: AC 9
6. ANS: C   PTS: 1   REF: AC 58
7. ANS: H   PTS: 1   REF: AC 50
8. ANS: B   PTS: 1   REF: AC 50
9. ANS: D   PTS: 1   REF: AC 50
10. ANS: G   PTS: 1   REF: AC 54

ESSAY

1. Discuss the difference between the way Access saves a record and the way Excel saves a row in a worksheet.

    ANS:
    In Access, as soon as you move to another record, the record is saved. No separate save step exists. In Excel, data entered into rows is not saved until the entire worksheet is saved.

    PTS: 1   REF: AC 22   TOP: Critical Thinking

Customer Number	Customer Name	Street	...	Book Rep Number	Last Name	First Name
ASU37	Applewood State University	300 University Ave.	...	42	Perez	Melina
BCJ21	Brodkin Junior College	4806 Park Dr.	...	42	Perez	Melina
CSD25	Cowpens ISD	829 Wooster Ave.	...	53	Chin	Robert
CSU10	Camellia State University	725 Camellia St.	...	53	Chin	Robert
DCC34	Dartt Community College	3827 Burgess Dr.	...	65	Rogers	Tracy
...	...	...	...	...	...	...

2. In the accompanying figure, book rep names appear more than once in the table. Storing this data on multiple records is an example of redundancy which can cause several problems.

   What are these problems? What is the solution to the problem?

   ANS:
   Redundancy causes the following problems:
   1. Wasted storage space. The same name is stored more than once. It should be stored only once.
   2. More complex database updates. If the same name is stored more than once and the individual's name changes, then the name would need to be changed in several different places.
   3. A possibility of inconsistent data. There is nothing to prohibit a name being changed on one record and not on another.

   The solution to the problem is to place the redundant data in a separate table.

   PTS: 1   REF: AC 63   TOP: Critical Thinking

3. When you create a database, you should follow some general guidelines for database design. What are these nine guidelines?

   ANS:
   The nine guidelines are:
   1. Identify the tables that will be included in the database.
   2. Determine the primary keys for each of the tables.
   3. Determine the additional fields that should be included in each of the tables.
   4. Determine relationships between the tables.
   5. Determine data types for the fields in the tables.
   6. Determine additional properties for fields.
   7. Identify and remove any unwanted redundancy.
   8. Determine a storage location for the database.
   9. Determine the best method for distributing the database objects.

   PTS: 1   REF: AC 64   TOP: Critical Thinking

CASE

Critical Thinking Questions
Case 1-1

Joe has been asked to create a Special Projects database for his company. The database is to track employees and the special projects to which the employees may be assigned. A special project can have between 2 and 5 employees assigned to it. He has determined that he needs the following tables:

Employee (Social Security Number, Last Name, First Name, Street Address, City, State,
                     Postal Code, Hourly Pay Rate, Project Code)
Project (Project Code, Project Name, Total Hours, Completion Date)

1. Which field in the Employee table should be the primary key and why?

   ANS:
   Social Security Number should be the primary key because the values in the field will be unique for each record.

   PTS: 1   REF: AC 60   TOP: Critical Thinking

2. Which field in the Project table should be the primary key and why?

   ANS:
   Project Code should be the primary key because you can assign unique values to the field.

   PTS: 1   REF: AC 60   TOP: Critical Thinking

Critical Thinking Questions
Case 1-2

Now that Joe has created the tables and determined the primary and foreign keys, he needs to determine the data types for the fields in each table.

3. What data type should Joe use for the Completion Date field?

   ANS:
   Joe should use the Date & Time data type because dates will be stored in the field.

   PTS: 1   REF: AC 9   TOP: Critical Thinking

4. What data type should Joe use for the Social Security Number field? Why?

   ANS:
   Joe should use the Short Text data type. Even though the field contains numbers, the field will not be used for arithmetic operations.

   PTS: 1   REF: AC 9   TOP: Critical Thinking

Excel Chapter 1 — Creating a Worksheet and a Chart

MULTIPLE CHOICE

1. An Excel ____ allows data to be summarized and charted easily.
   a. worksheet
   b. workflow
   c. document
   d. presentation

   ANS: A   PTS: 1   REF: EX 2

2. The person or persons requesting the worksheet should supply their requirements in a ____ document.
   a. blank
   b. test issues
   c. requirements
   d. certified

   ANS: C   PTS: 1   REF: EX 3

3. The first step in creating an effective worksheet is to make sure you ____.
   a. apply font formatting
   b. understand what is required
   c. insert a chart
   d. enter the data

   ANS: B   PTS: 1   REF: EX 3

4. To enter data in a cell, you must first select the ____.
   a. row
   b. worksheet
   c. column
   d. cell

   ANS: D   PTS: 1   REF: EX 6

5. ____ is/are used to place worksheet, column, and row titles on a worksheet.
   a. Color
   b. Text
   c. Links
   d. Tabs

   ANS: B   PTS: 1   REF: EX 6

6. Clicking the ____ box completes an entry.
   a. Cancel
   b. Formula
   c. Enter
   d. Tab

   ANS: C   PTS: 1   REF: EX 8

7. The ____ is a blinking vertical line that indicates where the next typed character will appear.
   a. scroll box
   b. sheet tab
   c. insertion point
   d. split bar

   ANS: C   PTS: 1   REF: EX 9

8. The ____ feature works behind the scenes, fixing common typing or spelling mistakes when you complete a text entry.
   a. AutoComplete
   b. AutoCorrect
   c. AutoFormat
   d. AutoTyping

   ANS: B   PTS: 1   REF: EX 9

9. Pressing the ____ key to complete an entry activates the adjacent cell to the right.
   a. RIGHT ARROW
   b. LEFT ARROW
   c. UP ARROW
   d. DOWN ARROW

   ANS: A   PTS: 1   REF: EX 10

10. By default, text is ____ in a cell.
   a. left-aligned
   b. centered
   c. justified
   d. right-aligned

   ANS: A   PTS: 1   REF: EX 11

11. In Excel, a number can contain the characters ____.
   a. 0 1 2 3 4 5 6 7 8 9
   b. + - ( ) , /
   c. . $ % E e
   d. all of the above

   ANS: D   PTS: 1   REF: EX 12

12. The range of cells receiving copied content is called the ____ area.
   a. fill
   b. range
   c. location
   d. paste

   ANS: D   PTS: 1   REF: EX 15

13. A ____ is a series of two or more adjacent cells in a column or row or a rectangular group of cells, as shown in the accompanying figure.
   a. range
   b. bunch
   c. nearby cell
   d. neighbor

   ANS: A   PTS: 1   REF: EX 14

14. You can enter the correct range in a function by typing the beginning and ending cell references separated by a ____.
   a. semi-colon (;)
   b. colon (:)
   c. period (.)
   d. none of the above

   ANS: B   PTS: 1   REF: EX 14

15. The range of cells receiving the content of copied cells is called the ____.
    a. receiver cell   c. receiving range
    b. final cell   d. destination area

    ANS: D   PTS: 1   REF: EX 15

16. A ____ reference is an adjusted cell reference in a copied and pasted formula.
    a. revised   c. recycled
    b. relative   d. retained

    ANS: B   PTS: 1   REF: EX 16

17. The ____ is the small black square located in the lower-right corner of the heavy border around the active cell.
    a. selection handle   c. fill handle
    b. sizing handle   d. copy handle

    ANS: C   PTS: 1   REF: EX 16

18. The ____ button allows you to choose whether you want to copy the values from the source area to the destination area with formatting.
    a. Copy Options   c. Formatting Options
    b. Replace Options   d. Auto Fill Options

    ANS: D   PTS: 1   REF: EX 17

19. The ____ preceding a formula alerts Excel that you are entering a formula or function and not text.
    a. quotation mark (")   c. plus (+)
    b. colon (:)   d. equal sign (=)

    ANS: D   PTS: 1   REF: EX 20

20. You ____ a worksheet to emphasize certain entries and make the worksheet easier to read and understand.
    a. save   c. format
    b. print   d. clear

    ANS: C   PTS: 1   REF: EX 22

21. You can apply the Bold font style by pressing the ____ keyboard shortcut keys.
    a. ALT+B   c. SHIFT+B
    b. CTRL+B   d. TAB+B

    ANS: B   PTS: 1   REF: EX 26

22. Combining two or more selected cells into one cell is called ____ cells.
    a. merging   c. combining
    b. mixing   d. spanning

    ANS: A   PTS: 1   REF: EX 29

23. Which of the following is the Ribbon path to the Cell Styles button?
    a. (HOME tab | Styles group)   c. (HOME tab | Format group)
    b. (STYLES tab | Home group)   d. (FORMAT tab | Styles group)

ANS: A   PTS: 1   REF: EX 30

24. What effect does the Accounting Number Format have on the selected cells?
    a. Converts alphabetic characters to numbers
    b. Displays cell contents with two decimal places that align vertically
    c. Performs tax calculations
    d. Copies the numbers of one cell to another

    ANS: B   PTS: 1   REF: EX 32

25. What effect does the Comma Style format have on the selected cells?
    a. Converts decimals to commas within a cell
    b. Converts decimals to commas within merged cells
    c. Displays cell contents with two decimal places and commas as thousands separators
    d. Allows for substitution of selected characters

    ANS: C   PTS: 1   REF: EX 33

26. Pressing the ____ keyboard shortcut key(s) selects cell A1.
    a. CTRL+HOME   c. HOME
    b. CTRL+END   d. END

    ANS: A   PTS: 1   REF: EX 36

27. How many chart types does Excel offer?
    a. 5   c. 29
    b. 10   d. 50

    ANS: B   PTS: 1   REF: EX 37

28. A pie chart with one or more slices offset is referred to as a(n) ____ pie chart.
    a. exploded   c. offset
    b. outer   d. rasterized

    ANS: A   PTS: 1   REF: EX 41

29. The date you change a file is an example of a(n) ____ property.
    a. automatically updated   c. standard
    b. baseline   d. indexed

    ANS: A   PTS: 1   REF: EX 44

30. ____ properties are associated with all Microsoft Office files and include author, title, and subject.
    a. Automatic   c. Replacement
    b. Hidden   d. Standard

    ANS: D   PTS: 1   REF: EX 44

31. You use ____ to view an XPS file.
    a. Adobe Reader   c. Microsoft PowerView
    b. Backstage View   d. XPS Viewer

    ANS: D   PTS: 1   REF: EX 45

32. The _____ area on the status bar includes six commands as well as the result of the associated calculation on the right side of the menu.
   a. AutoFormat
   b. AutoComplete
   c. AutoFunction
   d. AutoCalculate

   ANS: D   PTS: 1   REF: EX 49

33. Which of the following keys toggles between Insert mode and Overtype mode?
   a. INSERT
   b. ENTER
   c. TAB
   d. ALT

   ANS: A   PTS: 1   REF: EX 50

34. To erase an entire entry in a cell and then reenter the data from the beginning, press the _____ key.
   a. ALT
   b. ESC
   c. CTRL
   d. TAB

   ANS: B   PTS: 1   REF: EX 50

35. Which of the following keys moves the insertion point to the beginning of data in a cell?
   a. HOME
   b. ENTER
   c. INSERT
   d. TAB

   ANS: A   PTS: 1   REF: EX 51

36. Which of the following keys moves the insertion point to the end of data in a cell?
   a. HOME
   b. DELETE
   c. END
   d. BACKSPACE

   ANS: C   PTS: 1   REF: EX 51

37. The _____ button allows you to erase recent cell entries.
   a. Undo
   b. Cell Style
   c. Bold
   d. Increase Decimal

   ANS: A   PTS: 1   REF: EX 51

38. Excel remembers the last _____ actions you have completed.
   a. 25
   b. 50
   c. 75
   d. 100

   ANS: D   PTS: 1   REF: EX 51

39. Press _____ to select the entire worksheet.
   a. F1
   b. CTRL+A
   c. ALT+A
   d. F4

   ANS: B   PTS: 1   REF: EX 53

40. If you wish to sign out of your Microsoft account, tap or click _____ on the ribbon to open the Backstage view and then tap or click the Account tab to display the Account gallery, and tap or click the Sign out link.
   a. ACCESS
   b. TOOLS
   c. EXIT
   d. FILE

ANS: D   PTS: 1   REF: EX 53

TRUE/FALSE

1. A requirements document includes a needs statement, source of data, summary of calculations, and any other special requirements for a worksheet.

    ANS: T   PTS: 1   REF: EX 3

2. Worksheet titles and subtitles should be as wordy as possible.

    ANS: F   PTS: 1   REF: EX 6

3. A thin red border indicates the active cell.

    ANS: F   PTS: 1   REF: EX 7

4. Both the Cancel box and the Enter box appear on the formula bar when you begin typing in a cell.

    ANS: T   PTS: 1   REF: EX 7

5. When you tap or click the Enter box to complete an entry in a cell, the active cell moves down to the next cell in the same column.

    ANS: F   PTS: 1   REF: EX 8

6. The AutoCorrect feature can automatically capitalize the first letter in the names of days.

    ANS: T   PTS: 1   REF: EX 9

7. When text is longer than the width of a column, Excel displays the overflow characters in adjacent cells to the right as long as those adjacent cells contain no data.

    ANS: T   PTS: 1   REF: EX 8

8. Excel recognizes the following as text: 401AX21, 921-231, 619 321, 883XTY.

    ANS: T   PTS: 1   REF: EX 11

9. When entering dollar values in cells, you also must type the dollar sign ($), commas, and any trailing zeros.

    ANS: F   PTS: 1   REF: EX 12

10. A single point is about 1/32 of one inch in height.

    ANS: F   PTS: 1   REF: EX 23

11. Excel can display characters in only three font colors: black, red, and blue.

    ANS: F   PTS: 1   REF: EX 23

12. A character with a point size of 10 is about 10/72 of one inch in height.

    ANS: T   PTS: 1   REF: EX 23

13. Modifying the column widths usually is done last because other formatting changes may affect the size of data in the cells in the column.

    ANS: T   PTS: 1   REF: EX 23

14. Live preview is available on a touch screen.

    ANS: F   PTS: 1   REF: EX 24

15. You can turn off the Bold formatting for selected text by clicking the Roman button (Home tab | Font group).

    ANS: F   PTS: 1   REF: EX 26

16. A given range contains the data that determines the size of slices in a corresponding pie chart; these entries are called the category names.

    ANS: F   PTS: 1   REF: EX 38

17. To add a pie chart, first select the data to be charted and then tap or click the Insert Pie or Doughnut Chart button (INSERT tab | Charts group).

    ANS: T   PTS: 1   REF: EX 38

18. To use the AutoCalculate area, select the range of cells containing the numbers for a calculation you want to verify and then press and hold or double-click the AutoCalculate area to display the Customize Status Bar shortcut menu.

    ANS: F   PTS: 1   REF: EX 48

19. If a major error is made when typing data into a cell, tap or click the Cancel box in the formula bar or press the ESC key to erase the entire entry, and then reenter the data from the beginning.

    ANS: T   PTS: 1   REF: EX 50

20. With Excel in Edit mode, you can edit cell contents directly in the cell.

    ANS: T   PTS: 1   REF: EX 50

21. You can press the RIGHT ARROW or LEFT ARROW keys to position the insertion point during in-cell editing.

    ANS: T   PTS: 1   REF: EX 51

22. The Microsoft Office Specialist (MOS) program provides an opportunity for you to obtain proof that you have the Excel 2013 skills required by employers.

ANS: T   PTS: 1   REF: EX 52

23. To clear the entire worksheet, tap or click the Clear All button on the worksheet.

ANS: F   PTS: 1   REF: EX 52

24. You can clear cell contents and formatting by tapping or clicking Clear Contents on the Clear button menu.

ANS: T   PTS: 1   REF: EX 52

25. You should press the SPACEBAR to clear a cell.

ANS: F   PTS: 1   REF: EX 52

COMPLETION

1. A(n) _____ conveys a visual representation of data.

ANS: chart

PTS: 1   REF: EX 2

2. Careful _____ can reduce your effort significantly and result in a worksheet that is accurate, easy to read, flexible, and useful.

ANS: planning

PTS: 1   REF: EX 4

3. The easiest way to select a cell is to move the block _____ pointer to the cell and then click.

ANS: plus sign

PTS: 1   REF: EX 6

4. Worksheet _____ typically contain descriptive information about items in rows or contain information that helps to group the data in the worksheet.

ANS: columns

PTS: 1   REF: EX 6

5. The active cell reference appears in the _____ on the left side of the formula bar.

ANS: Name box

PTS: 1   REF: EX 6
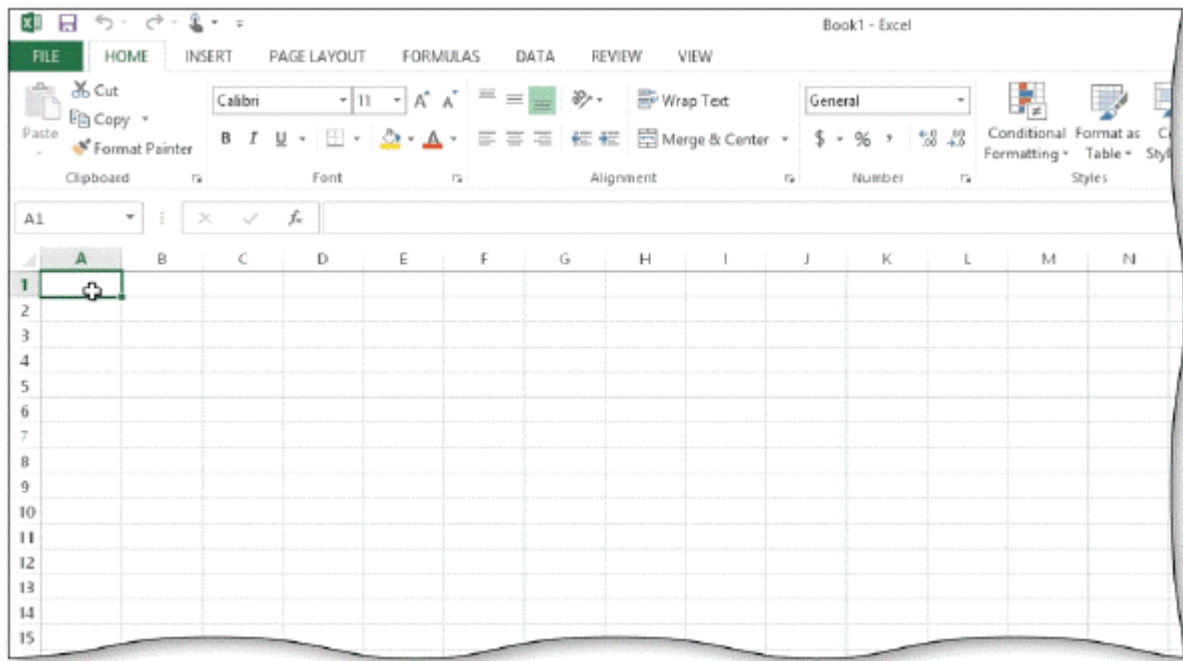
6. A cell is selected, or _____, when a heavy border surrounds the cell, as shown in the accompanying figure.

    ANS: active

    PTS: 1   REF: EX 6

7. As you type, Excel displays the entry (and the Cancel box and Enter box) in the
    _____.

    ANS: formula bar

    PTS: 1   REF: EX 7

8. _____ corrects two initial capital letters by changing the second letter to lowercase.

    ANS: AutoCorrect

    PTS: 1   REF: EX 9

9. If the next entry you want to make is in an adjacent cell, use the _____ keys to complete the entry in the current cell and make the adjacent cell the active cell.

    ANS: ARROW

    PTS: 1   REF: EX 12

10. Excel's _____ function, which adds all of the numbers in a range of cells, provides a convenient means to calculate a total.

ANS: SUM

PTS: 1   REF: EX 14

11. You can click the _____ button arrow (HOME tab | Editing group) to view a list of often-used functions.

ANS: Sum

PTS: 1   REF: EX 15

12. The automatically adjusted cell reference in a pasted formula is called a(n) _____.

ANS: relative reference

PTS: 1   REF: EX 16

13. The _____ button allows you to choose whether you want to copy the values from the source area to the destination area with or without formatting.

ANS: Auto Fill Options

PTS: 1   REF: EX 17

14. _____ indicates how characters are emphasized.

ANS: Font style

PTS: 1   REF: EX 23

15. The default font for a new workbook is _____ 11-point regular black.

ANS: Calibri

PTS: 1   REF: EX 23

16. _____ cells involves creating a single cell by combining two or more selected cells.

ANS: Merging

PTS: 1   REF: EX 29

17. Like an area chart, a(n) _____ chart often is used to illustrate changes in data over time.

ANS: line

PTS: 1   REF: EX 37

18. You can double-tap or double-click the _____ tab of the worksheet whose name you want to change.

ANS: sheet

PTS: 1   REF: EX 42

19. _____ involves reducing the electricity consumed and environmental waste generated when using computers, mobile devices, and related technologies.

ANS: Green computing

PTS: 1   REF: EX 45

20. While typing in a cell, you can press the _____ key to erase all the characters back to and including the incorrect character you just typed.

ANS: BACKSPACE

PTS: 1   REF: EX 50

MODIFIED TRUE/FALSE

1. In a worksheet, <u>columns</u> typically contain information that is similar to a list. _____

   ANS: F, rows

   PTS: 1   REF: EX 6   TOP: Critical Thinking

2. The group of adjacent cells beginning with B4 and ending with B8, written as B4:B8, is called a(n) <u>range</u>. _____

   ANS: T   PTS: 1   REF: EX 14
   TOP: Critical Thinking

3. The opposite of merging cells is <u>splitting</u> a merged cell. _____

   ANS: T   PTS: 1   REF: EX 30
   TOP: Critical Thinking

4. The <u>Top</u> status bar command is used to display the highest value in the selected range in the AutoCalculate area. _____

   ANS: F, Maximize

   PTS: 1   REF: EX 48   TOP: Critical Thinking

5. If you accidentally undo an action, you can use the <u>Redo</u> button to redo it. _____

   ANS: T   PTS: 1   REF: EX 51
   TOP: Critical Thinking

MULTIPLE RESPONSE

Modified Multiple Choice

1. You can insert a function in a cell by ____.
   a. tapping or clicking the Sum button arrow (HOME tab | Editing group)
   b. tapping or clicking the Insert Function button in the formula bar
   c. typing + and one or more letters and then selecting the function name from a list
   d. typing = and one or more letters and then selecting the function name from a list

   ANS: A, B, D   PTS: 1   REF: EX 15

2. The characters that Excel displays on the screen are a specific ____.
   a. font   c. size
   b. style   d. color

   ANS: A, B, C, D   PTS: 1   REF: EX 23

3. ____ is an electronic image format, sometimes called a fixed format.
   a. XPS   c. BMP
   b. TIF   d. PDF

   ANS: A, D   PTS: 1   REF: EX 45

4. A ____ is information that exists on a physical medium such as paper.
   a. hard copy   c. validation
   b. column   d. printout

   ANS: A, D   PTS: 1   REF: EX 45

5. If you have multiple Excel workbooks open, to close all open workbooks and exit Excel, ____.
   a. press F4
   b. press ALT+F4
   c. press and hold the Excel app button on the taskbar and then tap 'Close all windows' on the shortcut menu
   d. right-click the Excel app button on the taskbar and then click 'Close all windows' on the shortcut menu

   ANS: B, C, D   PTS: 1   REF: EX 53

MATCHING

Identify the letter of the choice that best matches the phrase or definition.
   a. ALT+PAGE DOWN   f. END
   b. ARROW   g. INSERT
   c. CTRL+HOME   h. SHIFT+RIGHT ARROW
   d. HOME   i. BACKSPACE
   e. CTRL+F   j. SPACEBAR

1. Selects the cell at the beginning of the row that contains the active cell.
2. Displays the Find dialog box.

3. Selects the cell one worksheet window to the right.
4. Selects the adjacent cell in the direction of the arrow on the key.
5. Highlights one or more adjacent characters to the right.
6. Should not be used to clear a cell.
7. Deletes characters to the left of the insertion point.
8. Selects cell A1.
9. Toggles between Insert and Overtype mode.
10. Moves the insertion point to the end of data in a cell.

1. ANS: D   PTS: 1   REF: EX 36
2. ANS: E   PTS: 1   REF: EX 36
3. ANS: A   PTS: 1   REF: EX 36
4. ANS: B   PTS: 1   REF: EX 36
5. ANS: H   PTS: 1   REF: EX 51
6. ANS: J   PTS: 1   REF: EX 52
7. ANS: I   PTS: 1   REF: EX 51
8. ANS: C   PTS: 1   REF: EX 36
9. ANS: G   PTS: 1   REF: EX 50
10. ANS: F   PTS: 1   REF: EX 51

ESSAY

1. List and briefly describe six chart types from which you can choose in Excel. Mention how you select the appropriate type of chart.

   ANS:
   Excel includes 10 chart types from which you can choose, including column, line, pie, bar, area, X Y (scatter), stock, surface, bubble, and radar. The type of chart you choose depends on the type of data that you have, how much data you have, and the message you want to convey.

   A line chart often is used to illustrate changes in data over time. Pie charts show the contribution of each piece of data to the whole, or total, of the data. Area charts, like line charts, illustrate changes over time, but often are used to compare more than one set of data, and the area below the lines is filled in with a different color for each set of data. An X Y (scatter) chart is used much like a line chart, but each piece of data is represented by a dot and is not connected with a line. A stock chart provides a number of methods commonly used in the financial industry to show stock market data. A surface chart compares data from three columns and/or rows in a three-dimensional manner. A bubble chart is much like an X Y (scatter) chart, but a third set of data results indicates how large each individual dot, or bubble, is on the chart. A radar chart can compare several sets of data in a manner that resembles a radar screen, with each set of data represented by a different color. A column or cylinder chart is a good way to compare values side by side. A pie chart can go even further in comparing values across categories by showing each pie piece in comparison with the others.

   PTS: 1   REF: EX 37   TOP: Critical Thinking

2. Discuss document properties. Include definitions of these terms: *standard properties* and *automatically updated properties*. Be sure to give at least two reasons why document properties are valuable.

ANS:
Excel helps you organize and identify your files by using document properties, which are the details about a file such as the project author, title, and subject. For example, a class name or document topic can describe the file's purpose or content

Document properties are valuable for a variety of reasons:
(1) Users can save time locating a particular file because they can view a file's document properties without opening the workbook.
(2) By creating consistent properties for files having similar content, users can better organize their workbooks.
(3) Some organizations require Excel users to add document properties so that other employees can view details about these files.

The more common document properties are standard and automatically updated properties. Standard properties are associated with all Microsoft Office files and include author, title, and subject. Automatically updated properties include file system properties, such as the date you create or change a file, and statistics, such as the file size.

PTS: 1   REF: EX 44   TOP: Critical Thinking

3. Discuss how to correct errors after entering data into a cell using in-cell editing.

ANS:
If the entry in the cell is long and the errors are minor, using Edit mode may be a better choice than retyping the cell entry. Double-tap or double-click the cell containing the error to switch Excel to Edit mode. In Edit mode, Excel displays the active cell entry in the formula bar and a flashing insertion point in the active cell.

With Excel in Edit mode, you can edit the contents directly in the cell — a procedure called in-cell editing. Make changes using in-cell editing, as indicated below.
(1) To insert new characters between two characters, place the insertion point between the two characters and begin typing. Excel inserts the new characters at the location of the insertion point.
(2) To delete a character in the cell, move the insertion point to the left of the character you want to delete and then press the DELETE key or place the insertion point to the right of the character you want to delete and then press the BACKSPACE key. You also can drag to select the character or adjacent characters you want to delete and then press the DELETE key or CTRL+X, or tap or click the Cut button (HOME tab | Clipboard group).
(3) When you are finished editing an entry, tap or click the Enter box or press the ENTER key.

PTS: 1   REF: EX 50   TOP: Critical Thinking

CASE

Critical Thinking Questions
Case 1-1

Perry has recently expanded his business and hired two employees. As a result of this expansion, he is considering carefully how to establish policies and procedures for creating workbooks.

1. Perry decides that before either of his employees creates a new workbook he must give them a _____.

a. requirements document   c. file name
b. USB flash drive   d. table of keyboard shortcuts

ANS:
A

PTS: 1   REF: EX 3   TOP: Critical Thinking

2. Perry also decides that he should approve _____ of any proposed worksheet.

a. the font and font size   c. a sketch
b. a chart   d. the title and subtitle text

ANS:
C

PTS: 1   REF: EX 4   TOP: Critical Thinking

Critical Thinking Questions
Case 1-2

Anita is new to Microsoft Excel 2013. As she uses the application, she is beginning to see that Excel offers many features to help her save time and be more productive.

3. Which of the following features helps Anita be more productive by automatically reducing the number of misspelled or mistyped words?
a. AutoComplete   c. AutoCorrect
b. AutoCalculate   d. Auto Fill

ANS:
C

PTS: 1   REF: EX 9   TOP: Critical Thinking

4. Which of the following Excel features helps Anita be more productive by helping her more easily organize and identify her workbook files?

a. Shortcut menus   c. Contextual tabs
b. Document properties   d. Enhanced ScreenTips

ANS:
B

PTS: 1   REF: EX 44   TOP: Critical Thinking

MULTIPLE CHOICE

1. Email is the transmission of messages and files between computers or smart devices over a(n) ____.
   a. STMP
   b. network
   c. ISP
   d. Web app

   ANS: B   PTS: 1   REF: OUT 2

2. An email account is an electronic mailbox you receive from an ____.
   a. ISP
   b. email service provider
   c. email client
   d. email address

   ANS: B   PTS: 1   REF: OUT 2

3. An email ____ is an app that allows you to compose, send, receive, store, and delete email messages.
   a. address
   b. client
   c. account
   d. service provider

   ANS: B   PTS: 1   REF: OUT 2

4. ____ could set up an email account for you.
   a. Your employer
   b. A slide transition
   c. A Smart Guide
   d. Windows Explorer

   ANS: A   PTS: 1   REF: OUT 2-OUT 3

5. When you have an email account, you also have an email ____.
   a. message
   b. profile
   c. record
   d. address

   ANS: D   PTS: 1   REF: OUT 3

6. The first time you start Outlook on a home computer, the ____ feature guides you to provide information that Outlook needs to send and receive email messages.
   a. Auto Account Setup
   b. Quick Steps
   c. domain name
   d. Navigation Bar

   ANS: A   PTS: 1   REF: OUT 4

7. The last part of an email address is the ____ name.
   a. user
   b. profile
   c. program
   d. domain

   ANS: D   PTS: 1   REF: OUT 5

8. The ____ is the part of an email address that identifies a specific user.
   a. user name
   b. icon
   c. profile
   d. domain

   ANS: A   PTS: 1   REF: OUT 5

9. Microsoft Outlook uses a special file format called a _____ to save your email files, calendar entries, and contacts.
   a. Sensitivity level
   b. mailbox
   c. data file
   d. personal storage table

   ANS: D   PTS: 1   REF: OUT 8
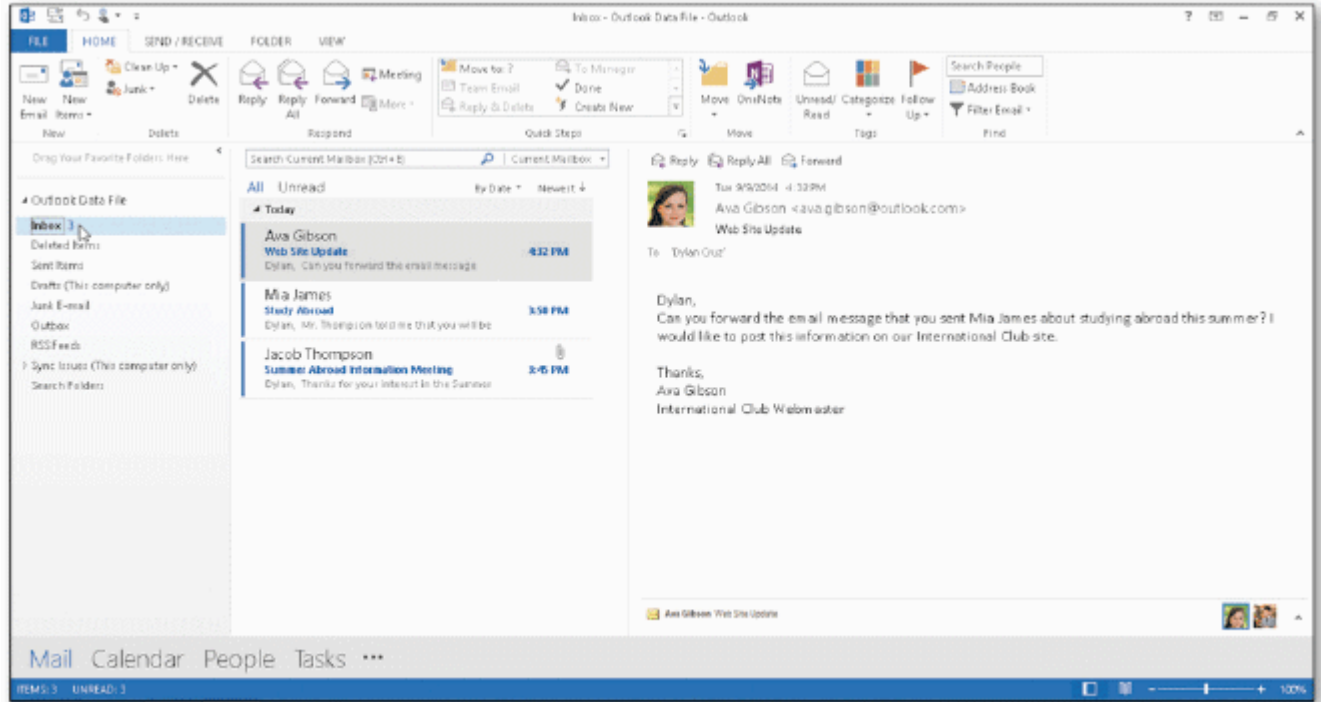
10. As shown in the accompanying figure, the _____ contains the Inbox.
    a. ribbon
    b. title bar
    c. Navigation Pane
    d. File tab

    ANS: C   PTS: 1   REF: OUT 9

11. As shown in the accompanying figure, the _____ contains the message list.
    a. mail folder pane
    b. Navigation Pane
    c. message pane
    d. Reading Pane

    ANS: C   PTS: 1   REF: OUT 9

12. Clicking the FILE tab, as shown in the accompanying figure, will open _____.
    a. the mail folder pane
    b. Backstage view
    c. the message pane
    d. the ribbon

    ANS: B   PTS: 1   REF: OUT 9

13. As shown in the accompanying figure, the _____ is a banner displayed at the top of an email message that indicates whether an email message has been replied to or forwarded.
    a. title bar
    b. ribbon
    c. InfoBar
    d. Reading Pane

    ANS: C   PTS: 1   REF: OUT 9

14. A message selected in the message list will display in the ____, as shown in the accompanying figure.
    a. Mail folder pane   c. Reading Pane
    b. Inbox   d. title bar

    ANS: C   PTS: 1   REF: OUT 9

15. As shown in the accompanying figure, the Navigation bar contains ____ buttons.
    a. one   c. three
    b. two   d. four

    ANS: D   PTS: 1   REF: OUT 9

16. As shown in the accompanying figure, the ____ accesses information that the Outlook Social Connector displays from social networks.
    a. People Pane   c. message pane
    b. Navigation Pane   d. Reading Pane

    ANS: A   PTS: 1   REF: OUT 9

17. Tap or click the Options tab in the Backstage view to display the ____ dialog box.
    a. Mail Options   c. Navigation Options
    b. Outlook Options   d. File Options

    ANS: B   PTS: 1   REF: OUT 10

18. A message's ____ advises the recipient on how to treat the contents of the message.
    a. Sensitivity level   c. Personal Folders File
    b. Internet Service Provider   d. Information Wizard

    ANS: A   PTS: 1   REF: OUT 10

19. The information in the ____ routes a message to its recipients and identifies the subject of the message.
    a. message header   c. message area
    b. profile   d. domain

    ANS: A   PTS: 1   REF: OUT 12

20. The ____ is where you type an email message.
    a. message header   c. message area
    b. greeting line   d. subject line

    ANS: C   PTS: 1   REF: OUT 12

21. The ____ states the reason for an email message.
    a. signature line   c. subject line
    b. greeting line   d. closing line

    ANS: C   PTS: 1   REF: OUT 12

22. A ____ identifies the sender of an email message and may contain additional information, such as a job title and phone number(s).
    a. signature line   c. subject line

b. greeting line   d. closing line

ANS: A   PTS: 1   REF: OUT 12

23. ____ is the default format for a new email message.
     a. Plain Text   c. Rich Text
     b. STMP   d. HTML

ANS: D   PTS: 1   REF: OUT 12

24. The computer at your email service provider that handles outgoing email messages is called the ____.
     a. Internet service provider   c. outgoing service provider
     b. email service provider   d. outgoing email server

ANS: D   PTS: 1   REF: OUT 16

25. Many outgoing email servers use ____ as a set of rules for communicating with other computers.
     a. HTML   c. POP
     b. ISP   d. SMTP

ANS: D   PTS: 1   REF: OUT 16

26. A ____ is a device that forwards data on a network.
     a. router   c. format
     b. server   d. protocol

ANS: A   PTS: 1   REF: OUT 16

27. Some incoming email servers use the ____ communications protocol.
     a. POP3   c. ISP
     b. DNS   d. SMTP

ANS: A   PTS: 1   REF: OUT 16

28. ____ is a communications protocol for incoming email.
     a. ISP   c. SMTP
     b. HTML   d. POP

ANS: D   PTS: 1   REF: OUT 16

29. The ____ lists the contents of a folder.
     a. message list   c. Reading Pane
     b. Navigation Pane   d. message pane

ANS: D   PTS: 1   REF: OUT 18

30. The list of messages displayed in the message pane is called the ____.
     a. reading list   c. subject list
     b. message list   d. subject line

ANS: B   PTS: 1   REF: OUT 18

31. A ____ is information presented on a physical medium, such as paper.
     a. reading copy   c. message list
     b. hard copy   d. hyperlink copy

ANS: B   PTS: 1   REF: OUT 18

32. A(n) ____ is a banner displayed at the top of an email message that indicates whether an email message has been replied to or forwarded.
   a. Navigation Bar   c. Attachment Preview
   b. InfoBar   d. subject line

   ANS: B   PTS: 1   REF: OUT 20

33. A ____ wavy underline means the flagged text is not in Outlook's main dictionary.
   a. red   c. blue
   b. green   d. purple

   ANS: A   PTS: 1   REF: OUT 32

34. A ____ wavy underline indicates the text may be incorrect grammatically.
   a. red   c. blue
   b. green   d. purple

   ANS: B   PTS: 1   REF: OUT 32

35. A ____ wavy underline indicates the text may contain a contextual spelling error such as the misuse of homophones.
   a. red   c. blue
   b. green   d. purple

   ANS: C   PTS: 1   REF: OUT 32

36. The ____ folder is the default location for all saved messages.
   a. Drafts   c. Messages
   b. Documents   d. Downloads

   ANS: A   PTS: 1   REF: OUT 34

37. The default importance level for all new messages is ____ importance.
   a. low   c. normal
   b. high   d. urgent

   ANS: C   PTS: 1   REF: OUT 38

38. One way to organize your Outlook items is to create ____.
   a. attachments   c. folders
   b. profiles   d. protocols

   ANS: C   PTS: 1   REF: OUT 41

39. A ____ folder is the location of a document to be moved or copied.
   a. source   c. target
   b. start   d. personal

   ANS: A   PTS: 1   REF: OUT 43

40. A(n) ____ folder is the location where you want to move or copy a file.
   a. end   c. target

b.   destination   d.   personal

ANS: B   PTS: 1   REF: OUT 43

MULTIPLE RESPONSE

   Modified Multiple Choice

1. An email's message header contains _____.
    a.   the email address of the recipient(s)   c.   the message area
    b.   the subject line   d.   a signature line

    ANS: A, B   PTS: 1   REF: OUT 12

2. The message area consists of _____.
    a.   a greeting line or salutation   c.   the subject line
    b.   the message text   d.   a signature line(s)

    ANS: A, B, D   PTS: 1   REF: OUT 12

3. You can use a _____ at the end of the greeting line.
    a.   comma   c.   colon
    b.   semicolon   d.   period

    ANS: A, C   PTS: 1   REF: OUT 12

4. Outlook messages can use the _____.
    a.   JPEG format   c.   Plain Text format
    b.   HTML format   d.   Rich Text Format

    ANS: B, C, D   PTS: 1   REF: OUT 12

5. A hyperlink is a _____ in an email message or webpage that, when clicked, directs you to another
    document or Web site.
    a.   word   c.   symbol
    b.   phrase   d.   picture

    ANS: A, B, C, D   PTS: 1   REF: OUT 18

TRUE/FALSE

1. Outlook creates email accounts for its users.

    ANS: F   PTS: 1   REF: OUT 2

2. Email is a convenient way to send information to multiple people simultaneously.

    ANS: T   PTS: 1   REF: OUT 3

3. An email message is typically organized into three areas.

    ANS: F   PTS: 1   REF: OUT 5

dylan.cruz@outlook.com

user name   domain name

4. As shown in the accompanying figure, an @ symbol separates the user name from the domain name in an email address.

    ANS: T   PTS: 1   REF: OUT 5

5. Once Outlook's Navigation Bar settings are configured, it is not possible to change them.

    ANS: F   PTS: 1   REF: OUT 6

6. A personal storage table saves your email files, calendar entries, and contacts.

    ANS: T   PTS: 1   REF: OUT 8

7. Outlook configures language settings to match your personal storage table.

    ANS: F   PTS: 1   REF: OUT 9

8. As shown the accompanying figure, you can set Outlook's default language by selecting the name of the language and then tapping or clicking the Set as Default button.

ANS: T   PTS: 1   REF: OUT 10

9. As shown in the accompanying figure, you can tap or click Edit in the Outlook Options dialog box to display the Language options.

ANS: F   PTS: 1   REF: OUT 10

10. Changing the Sensitivity setting in the Outlook Options dialog box changes the default Sensitivity level of all messages created afterward.

ANS: T   PTS: 1   REF: OUT 10

11. Junk emails are low-importance emails sent by friends.

ANS: F   PTS: 1   REF: OUT 18

12. To preview an attached file created in an Office 2013 application, you do not need to have that application installed on your computer.

ANS: F   PTS: 1   REF: OUT 20

13. To help protect your computer, Outlook does not allow you to received files as attachments if they are a certain file type.

    ANS: T   PTS: 1   REF: OUT 20

14. A printed copy of an email should not be counted on as a backup.

    ANS: F   PTS: 1   REF: OUT 22

15. When a message is forwarded, the original message text is included in the message window.

    ANS: T   PTS: 1   REF: OUT 28

16. You should receive permission from the sender before forwarding a message.

    ANS: T   PTS: 1   REF: OUT 28

17. When you reply to a message, you send the message to someone other than the person who sent the message.

    ANS: F   PTS: 1   REF: OUT 28

18. Outlook offers three message formats: HTML, Plain Text, and Rich Text.

    ANS: T   PTS: 1   REF: OUT 31

19. HTML-formatted messages cannot contain viruses.

    ANS: F   PTS: 1   REF: OUT 31

20. Outlook flags only words that are misspelled.

    ANS: F   PTS: 1   REF: OUT 32

21. A word flagged by Outlook using a wavy underline is a misspelled word.

    ANS: F   PTS: 1   REF: OUT 32

22. Many email users prefer to reply to a message without including the original email address along with their response.

    ANS: T   PTS: 1   REF: OUT 32

23. You typically attach a file to an email message to provide additional information to a recipient.

    ANS: T   PTS: 1   REF: OUT 37

24. A message sent with high importance displays a red dot in the message header.

    ANS: F   PTS: 1   REF: OUT 38

25. Quick Steps allows you to customize email actions that you use most often.

ANS: T   PTS: 1   REF: OUT 44

MODIFIED TRUE/FALSE

1. An email address is divided into <u>two</u> parts: a user name and a domain name.
   _____

   ANS: T   PTS: 1   REF: OUT 5

2. An email address contains an <u>exclamation point</u> to separate the user name from the domain name.
   _____

   ANS: F, at symbol

   PTS: 1   REF: OUT 5

3. The <u>Reading Pane</u> displays the content of a message without requiring you to open the message.
   _____

   ANS: T   PTS: 1   REF: OUT 9

4. The <u>message pane</u> displays the list of files into which messages are organized.
   _____

   ANS: F, Navigation Pane

   PTS: 1   REF: OUT 9

5. RTF supports <u>fewer</u> formats than HTML or Plain Text, as well as hyperlinks.
   _____

   ANS: F, more

   PTS: 1   REF: OUT 31

COMPLETION

1. Email is short for _____ mail.

   ANS: electronic

   PTS: 1   REF: OUT 2

2. A(n) _____ client is an app that allows you to compose, send, receive, store, and delete email messages.

   ANS: email

   PTS: 1   REF: OUT 2

3. A(n) _____ account is an electronic mailbox that you receive from an email service provider.

   ANS: email

   PTS: 1   REF: OUT 2

4. A(n) _____ is an organization that provides servers for routing and storing email messages.

   ANS: email service provider

   PTS: 1   REF: OUT 2

5. The first part of an email address contains a(n) _____.

   ANS: user name

   PTS: 1   REF: OUT 5

6. Email messages are stored in a(n) _____ file, also known as a .pst file.

   ANS: personal storage table

   PTS: 1   REF: OUT 8

7. Tap or click the 'Default Sensitivity level' arrow to display a list of _____.

   ANS: Sensitivity levels

   PTS: 1   REF: OUT 12

8. A(n) _____ signals an end to an email message using words such as "Thank you" or "Regards."

   ANS: closing

   PTS: 1   REF: OUT 12

9. When you send someone an email address, it travels across the Internet to the _____ email server at your ISP.

   ANS: outgoing

   PTS: 1   REF: OUT 16

10. The computer handling incoming email messages is known as the _____ email server.

   ANS: incoming

PTS: 1   REF: OUT 16

11. Unsolicited email messages are known as _____ or junk mail.

ANS: spam

PTS: 1   REF: OUT 18

12. A(n) _____ is a word, phrase, symbol, or picture that, when tapped or clicked, directs you to another document or website.

ANS: hyperlink

PTS: 1   REF: OUT 18

13. The _____ feature in Outlook allows you to preview an attachment you receive in an email message.

ANS: Attachment Preview

PTS: 1   REF: OUT 20

14. A(n) _____ is an additional copy of a file or message that you store for safekeeping.

ANS: backup

PTS: 1   REF: OUT 22

15. _____ refers to changing the appearance of text in a document such as the font, font size, and color.

ANS: Formatting

PTS: 1   REF: OUT 31

16. If you have concerns about whether the recipient's server is set up to block messages formatted as HTML, use _____ as the message format.

ANS: Plain Text

PTS: 1   REF: OUT 31

17. When you have a message that requires urgent attention, you can send the message with a(n) _____ level.

ANS: high importance

PTS: 1   REF: OUT 38

18. The _____ level of a message indicates to the recipient the priority level of an email message.

ANS: importance

PTS: 1   REF: OUT 38

19. Outlook provides a basic set of _____, which are containers that store Outlook
     items of a specific type.

ANS: folders

PTS: 1   REF: OUT 41

20. A(n) _____ folder is the location of a document or message to be copied or moved.

ANS: source

PTS: 1   REF: OUT 43

MATCHING

Identify the letter of the choice that best matches the phrase or definition.

a. message text
b. attachment
c. message pane
d. backup
e. personal storage table

f. message header
g. spam
h. POP3
i. Drafts folder
j. SMTP

1. A data file that stores a user's Outlook items.
2. The default location for all saved messages.
3. A file sent along with an email message.
4. Routes an email message and identifies the purpose or contents of the message.
5. Informs the recipient or requests information.
6. Communications protocol used by many outgoing email servers.
7. Communications protocol used to retrieve incoming email messages.
8. Lists the contents of a selected folder.
9. An additional copy of a file or message.
10. Unsolicited email messages.

 1. ANS: E   PTS: 1   REF: OUT 8
 2. ANS: I   PTS: 1   REF: OUT 34
 3. ANS: B   PTS: 1   REF: OUT 18
 4. ANS: F   PTS: 1   REF: OUT 12
 5. ANS: A   PTS: 1   REF: OUT 12
 6. ANS: J   PTS: 1   REF: OUT 16
 7. ANS: H   PTS: 1   REF: OUT 16
 8. ANS: C   PTS: 1   REF: OUT 18
 9. ANS: D   PTS: 1   REF: OUT 22
10. ANS: G   PTS: 1   REF: OUT 18

ESSAY

1. Describe the structure of a typical email message, including the two main areas of the message and the components of each of those areas.

   ANS:
   An email message typically is organized into two areas: the message header and the message area.

   The message header contains:
   • the email address of the recipient(s), the primary person or persons to whom you are sending the message;
   • an optional courtesy copy or carbon copy (cc), which includes one or more additional recipients;
   • the subject line, which states the purpose for the message.

   The message area consists of:
   • a greeting line or salutation that sets the tone of the message and can be formal or informal, depending on the nature of the message;
   • the message text, which informs the recipient or summarizes or requests information;
   • an optional closing that signals an end to the message using courtesy words such as Thank you or Regards;
   • a signature that identifies the sender and may contain additional information, such as a job title and phone number(s). In a signature, the name usually is provided on one line followed by other information listed on separate lines.

   PTS: 1   REF: OUT 12   TOP: Critical Thinking

2. Describe how email messages travel from sender to receiver. Include the names of the types of computers that are involved in the process, as well as the communications protocols that are typically employed.

   ANS:
   When you send someone an email message, it travels across the Internet to the computer at your email service provider that handles outgoing email messages. This computer, called the outgoing email server, examines the email address on your message, selects the best route for sending the message across the Internet, and then sends the email message. Many outgoing email servers use SMTP (Simple Mail Transfer Protocol), which is a communications protocol, or set of rules for communicating with other computers. An email program such as Outlook contacts the outgoing email server and then transfers the email message(s) in its Outbox to that server. If the email program cannot contact the outgoing email server, the email message(s) remains in the Outbox until the program can connect to the server.

   As an email message travels across the Internet, routers direct the email message to a computer at your recipient's email service provider that handles incoming email messages. A router is a device that forwards data on a network. The computer handling incoming email messages, called the incoming email server, stores the email message(s) until your recipient uses an email program such as Outlook to retrieve the email message(s). Some email servers use POP3, the latest version of Post Office Protocol (POP), a communications protocol for incoming email.

   PTS: 1   REF: OUT 16   TOP: Critical Thinking

3. Describe each of the three message formats offered by Outlook.

   ANS:

Outlook offers three message formats: HTML, Plain Text, and Rich Text.
> *• HTML format is the default format for new messages in Outlook. HTML lets you include pictures and basic formatting, such as text formatting, numbering, bullets, and alignment. HTML is the recommended format for Internet mail because the more popular email programs use it.*
> *• Plain Text format is recognized by all email programs and is the most likely format to be allowed through a company's virus-filtering program. Plain Text does not support basic formatting, such as bold, italic, colored fonts, or other text formatting. It also does not support pictures displayed directly in the message.*
> *• Rich Text Format (RTF) is a Microsoft format that only the latest versions of Microsoft Exchange and Outlook recognize. RTF supports more formats than HTML or Plain Text; it also supports hyperlinks. A hyperlink can be text, a picture, or other object that is displayed in an email message.*

PTS: 1   REF: OUT 31   TOP: Critical Thinking

CASE

Critical Thinking Questions
Case 1-1

Your friend Frank has just received an email message that a colleague sent to all of the members of Frank's department. Frank is new to Outlook, so he asks for help in processing the message.

1. Frank wants to send a quick acknowledgment to his colleague, informing her that he received the message. However, he does not want the other recipients to see his acknowledgement. Which Outlook response option should he use?

a. Acknowledge	c. Reply All
b. Reply	d. Forward

ANS:
B

PTS: 1   REF: OUT 28   TOP: Critical Thinking

2. Frank also wants to forward the message to his son. However, he has tried forwarding messages to him in the past, and his son has not received them. You suggest that the messages may be getting blocked by an antivirus program. Is there anything that Frank can do to prevent this?

a. Yes, he can change the message format to Plain Text.
b. Yes, he can change the message format to Rich Text.
c. Yes, he can change the message format to HTML.
d. No, Frank's son must make changes on his computer to allow the message to be received.

ANS:
A

PTS: 1   REF: OUT 31   TOP: Critical Thinking

Critical Thinking Questions
Case 1-2

Your colleague Diane wants to take advantage of Outlook's spelling and grammar-checking capabilities, and she turns to you for help.

3. Diane notices a blue wavy underline in her email message. What does this indicate about the underlined text?

a. It is not in Outlook's main dictionary.	c. It may contain a contextual spelling error.
b. It may be incorrect grammatically.	d. It may be a proper name.

ANS:
C

PTS: 1   REF: OUT 32   TOP: Critical Thinking

4. A name of one of Diane's colleagues is flagged as a misspelling, and she would like to prevent this from happening. What steps should she take?

a. left-click the name, and click AutoCorrect on the shortcut menu
b. right-click the name, and click AutoCorrect on the shortcut menu
c. left-click the name, and click Ignore on the shortcut menu
d. right-click the name, and click Ignore on the shortcut menu

ANS:
D

PTS: 1   REF: OUT 33   TOP: Critical Thinking