MULTIPLE CHOICE

1. When using the MLA style, position in-text parenthetical references either at the _____, as shown in the accompanying figure.
   a. top of the page as headnotes or at the end of the paper as endnotes
   b. bottom of the page as footnotes or at the end of the paper as endnotes
   c. top of the page as headnotes or at the beginning of the paper as frontnotes
   d. bottom of the page as footnotes or at the beginning of the paper as frontnotes

ANS: B   PTS: 1   REF: WD 69

2. On the works cited page, list works by each author's last name, as shown in the accompanying figure, or, if the author's name is not available, by the _____.
   a. title of the source   c. date of the source
   b. publisher   d. MLA citation number

   ANS: A   PTS: 1   REF: WD 69

3. A note reference mark signals that an explanatory note exists at the bottom of the page as a(n) ____, as shown in the accompanying figure.
   a. keynote   c. endnote
   b. citation   d. footnote

   ANS: D   PTS: 1   REF: WD 93

4. By default, the Normal style places ____ points of blank space after each paragraph.
   a. 8   c. 12
   b. 10   d. 14

   ANS: B   PTS: 1   REF: WD 72

5. By default, the Normal style inserts a vertical space equal to ____ line(s) between each line of text.
   a. 1   c. 2
   b. 1.15   d. 2.15

   ANS: B   PTS: 1   REF: WD 72

6. If the top of a set of characters is chopped off, then line spacing may be set to ____.
   a. Exactly   c. About
   b. Cut   d. Near

   ANS: A   PTS: 1   REF: WD 72
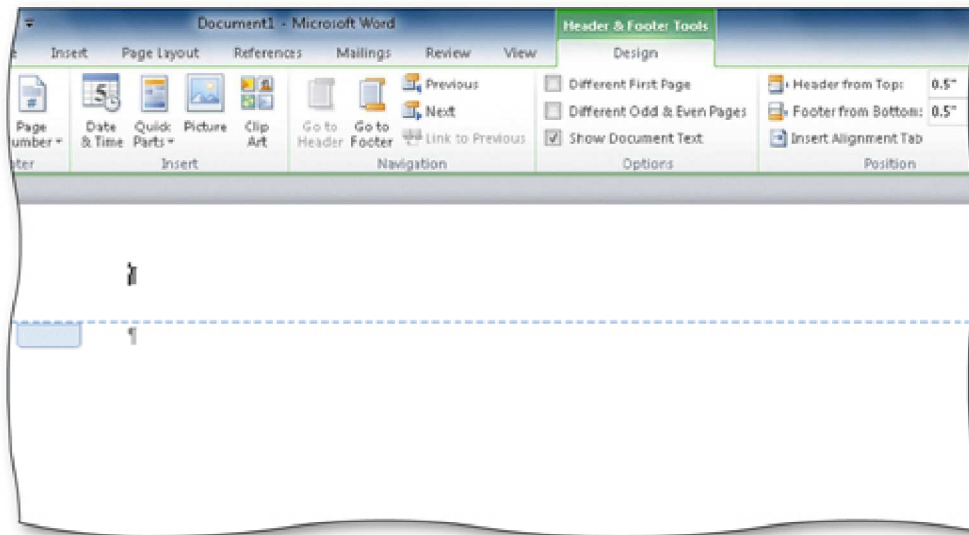
7. Headers (as shown in the accompanying figure) and footers can include text and graphics, as well as the _____.
   a. current date
   b. page number
   c. current time
   d. all of the above

   ANS: D   PTS: 1   REF: WD 75

8. Headers print in the top margin ____ inch from the top of every page.
   a. one-quarter
   b. one-half
   c. three-quarters of a(n)
   d. one

   ANS: B   PTS: 1   REF: WD 75

9. Each time the _____ key is pressed, the paragraph formatting in the previous paragraph is carried forward to the next paragraph.
   a. ENTER
   b. SHIFT
   c. CTRL
   d. ALT

   ANS: A   PTS: 1   REF: WD 80

10. The ____ shortcut keys remove character formatting.
    a. CTRL+0 (zero)
    b. CTRL+I
    c. CTRL+SPACEBAR
    d. CTRL+U

    ANS: C   PTS: 1   REF: WD 81

11. The ____ shortcut keys underline words, and not spaces.
    a. CTRL+U
    b. CTRL+W
    c. CTRL+SHIFT+W
    d. CTRL+SHIFT+PLUS SIGN

    ANS: C   PTS: 1   REF: WD 81

12. The shortcut keys for the _____ character formatting are CTRL+SHIFT+PLUS SIGN.
    a. case of letters   c. superscript
    b. underline words, not spaces   d. all capital letters

    ANS: C   PTS: 1   REF: WD 81

13. The shortcut keys used to left-align a paragraph are _____.
    a. CTRL+J   c. CTRL+L
    b. ALT+J   d. ALT+L

    ANS: C   PTS: 1   REF: WD 81

14. The shortcut keys used to center a paragraph are _____.
    a. CTRL+T   c. CTRL+SHIFT+T
    b. CTRL+M   d. CTRL+E

    ANS: D   PTS: 1   REF: WD 81

15. To decrease a font size, use the _____ shortcut keys.
    a. CTRL+<   c. CTRL+<
    b. CTRL+SHIFT+<   d. CTRL+SHIFT+>

    ANS: B   PTS: 1   REF: WD 81

16. To right-align a paragraph, use the _____ shortcut keys.
    a. CTRL+T   c. CTRL+R
    b. CTRL+M   d. CTRL+K

    ANS: C   PTS: 1   REF: WD 81

17. To increase a paragraph indent, use the _____ shortcut keys.
    a. CTRL+L   c. CTRL+1
    b. CTRL+E   d. CTRL+M

    ANS: D   PTS: 1   REF: WD 81

18. Although you can use a dialog box to indent paragraphs, Word provides a quicker way through the
    _____.
    a. Quick Access Toolbar   c. vertical ruler
    b. Office Button menu   d. horizontal ruler

    ANS: D   PTS: 1   REF: WD 82

19. The _____ feature automatically corrects typing, spelling, capitalization, or grammar errors as you type
    them.
    a. AutoEntry   c. AutoAdd
    b. AutoCorrect   d. AutoSpell

    ANS: B   PTS: 1   REF: WD 85

20. If you want to remove the AutoCorrect Options button from the screen, you can press the ____ key.
    a. ESC   c. CTRL
    b. F5   d. SHIFT

    ANS: A   PTS: 1   REF: WD 86

21. If you do not want to keep a change automatically made by Word and you immediately notice the automatic correction, you can undo the change by clicking the Undo button on the ____ toolbar.
    a. Office Button menu   c. Ribbon
    b. Quick Access Toolbar   d. any of the above

    ANS: B   PTS: 1   REF: WD 87

22. The rule is to press the SPACEBAR ____ time(s) after periods, colons, and other punctuation marks.
    a. one   c. three
    b. two   d. either A or B, in MLA style

    ANS: A   PTS: 1   REF: WD 88

23. A(n) ____ is a placeholder for data whose contents can change.
    a. attribute   c. field
    b. element   d. value

    ANS: C   PTS: 1   REF: WD 90

24. A tag name is an identifier that links a(n) ____ to a source.
    a. citation   c. attribute
    b. index   d. field

    ANS: A   PTS: 1   REF: WD 94

25. Footnote text is _____.
    a. double-spaced, right-aligned, and a smaller font size than the text in the research paper
    b. double-spaced, left-aligned, and the same font size as the text in the research paper
    c. double-spaced, left-aligned, and a smaller font size than the text in the research paper
    d. single-spaced, left-aligned, and a smaller font size than the text in the research paper

    ANS: D   PTS: 1   REF: WD 95

26. One way to delete a note is to click immediately to the left of the note reference mark in the document text and then press the ____ key twice.
    a. BACKSPACE   c. ESC
    b. DELETE   d. F3

    ANS: B   PTS: 1   REF: WD 100

A more complex application of triangulation occurs in a global positioning system (GPS).
A GPS consists of one or more earth-based receivers that accept and analyze signals sent by

Cordoba and Sarkis state that electronic theodolites calculate angles automatically and
then send the calculated angles to a computer for analysis (25).

satellites to determine a receiver's geographic location. GPS receivers, found in handheld
navigation devices and many vehicles, use triangulation to determine their location relative to at
least three geostationary satellites. According to Sanders, the satellites are the fixed points in the
triangulation formula (Sanders).

Page: 2 of 2   Words: 309   100%

27. Automatic page breaks, like the one in the accompanying figure, are determined by _____.
    a. paper size   c. margin settings
    b. line spacing   d. all of the above

    ANS: D   PTS: 1   REF: WD 101

28. The Word Count dialog box displays the number of words as well as the number of _____ in the current
    document.
    a. lines   c. paragraphs
    b. characters   d. all of the above

    ANS: D   PTS: 1   REF: WD 101

29. According to the MLA style, the _____ is a list of sources that are referenced directly in a research
    paper.
    a. parenthetical citations page   c. explanatory notes page
    b. works cited page   d. superscript reference page

    ANS: B   PTS: 1   REF: WD 105

30. Which of the following is a bibliographic source?
   a. map   c. letter
    b. memo   d. all of the above

    ANS: D   PTS: 1   REF: WD 106

31. Word shades fields _____ on the screen.
    a. blue   c. green
    b. gray   d. tan

    ANS: B   PTS: 1   REF: WD 110

32. The Office _____ is a temporary storage area.
    a. Warehouse
    b. Clipboard
    c. Storehouse
    d. Gallery

    ANS: B   PTS: 1   REF: WD 113

33. _____ is the process of copying an item from the Office Clipboard into the document at the location of the insertion point.
    a. Clipping
    b. Dragging
    c. Pasting
    d. Dropping

    ANS: C   PTS: 1   REF: WD 113

34. With _____ editing, Word automatically displays a Paste Options button near the pasted or moved text.
    a. drag-and-drop
    b. inline
    c. copy-and-carry
    d. cut-and-paste

    ANS: A   PTS: 1   REF: WD 114

35. To search for a special character, use the _____ button in the expanded Find dialog box.
    a. Characters
    b. Special
    c. Options
    d. Advanced

    ANS: B   PTS: 1   REF: WD 117

36. To search for formatting or a special character, click the _____ button to expand the Find dialog box.
    a. Additional searching
    b. Find more
    c. More
    d. Search options

    ANS: C   PTS: 1   REF: WD 117

37. When the same word is used in multiple locations or a word is used that was not quite appropriate, a thesaurus can be used to look up a(n) _____, or a word similar in meaning.
    a. synonym
    b. homonym
    c. antonym
    d. metronym

    ANS: A   PTS: 1   REF: WD 118

38. A(n) _____ is a book of synonyms.
    a. dictionary
    b. glossary
    c. index
    d. thesaurus

    ANS: D   PTS: 1   REF: WD 118

39. One way to add a correctly spelled word to the custom dictionary is to click the _____ button in the Spelling and Grammar dialog box.
    a. Add to Dictionary
    b. New Entry
    c. Add to Custom
    d. Custom Entry

    ANS: A   PTS: 1   REF: WD 120
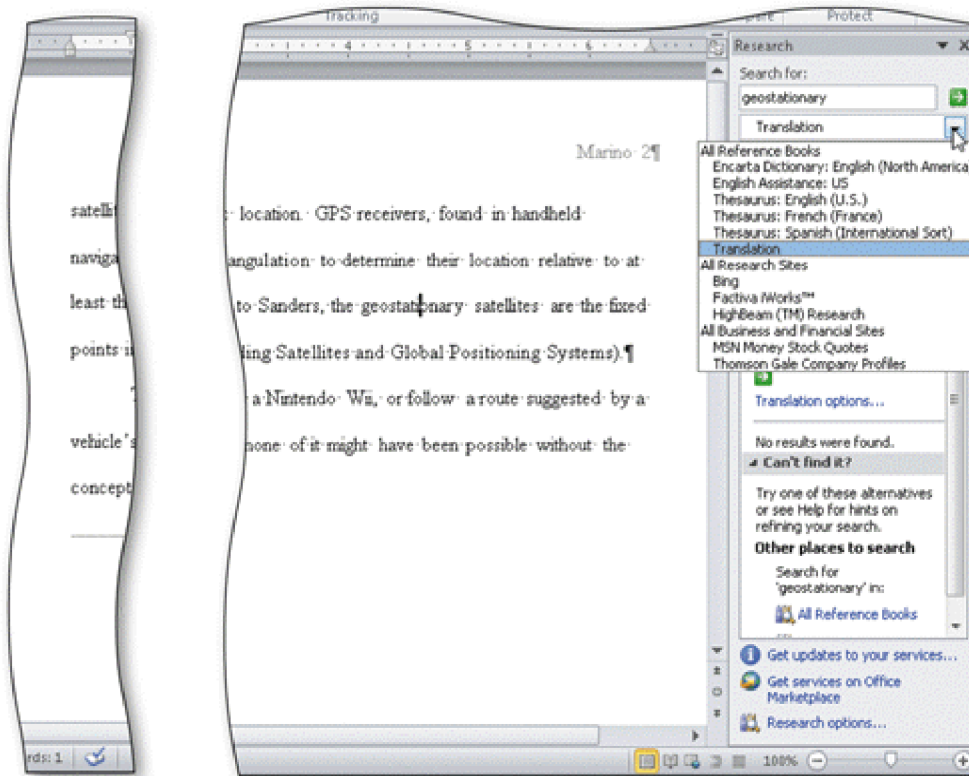
40. Some _____ available in the Research task pane, as shown in the accompanying figure, include a dictionary and, if you are connected to the Web, a search engine and other Web sites.
    a. dialogs   c. indices
    b. pathways   d. services

    ANS: D   PTS: 1   REF: WD 120

MULTIPLE RESPONSE

Modified Multiple Choice

1. The first draft of a research paper should include _____.
   a. an introduction   c. the body
   b. a conclusion   d. sources

   ANS: A, B, C, D   PTS: 1   REF: WD 78

2. Sources should be evaluated for _____.
   a. efficacy   c. authority
   b. currency   d. accuracy

   ANS: B, C, D   PTS: 1   REF: WD 78

3. You can use the rulers to ____.
   a.   set tab stops   c.   format characters
   b.   change page margins   d.   adjust column widths

   ANS: A, B, D   PTS: 1   REF: WD 82

4. ____ is/are required information for a citation for a book in MLA style.
   a.   Full name of author(s)   c.   Page numbers
   b.   Edition (if available)   d.   Publication city

   ANS: A, B, D   PTS: 1   REF: WD 88

5. ____ is required information for a citation for a Web site in MLA style.
   a.   Date viewed   c.   Title of Web site
   b.   Page numbers   d.   Web site publisher or sponsor

   ANS: A, C, D   PTS: 1   REF: WD 88

TRUE/FALSE

1. Although many different styles of documentation exist for report preparation, each style requires the same basic information.

   ANS: T   PTS: 1   REF: WD 66

2. To follow the MLA style, single-space text on all pages with one and a half-inch top and bottom margins, and one-inch left and right margins.

   ANS: F   PTS: 1   REF: WD 69

3. According to MLA style, on each page of the research paper, precede the page number by the title of the paper.

   ANS: F   PTS: 1   REF: WD 69

4. In the APA documentation style, a separate title page is required instead of placing name and course information on the paper's first page.
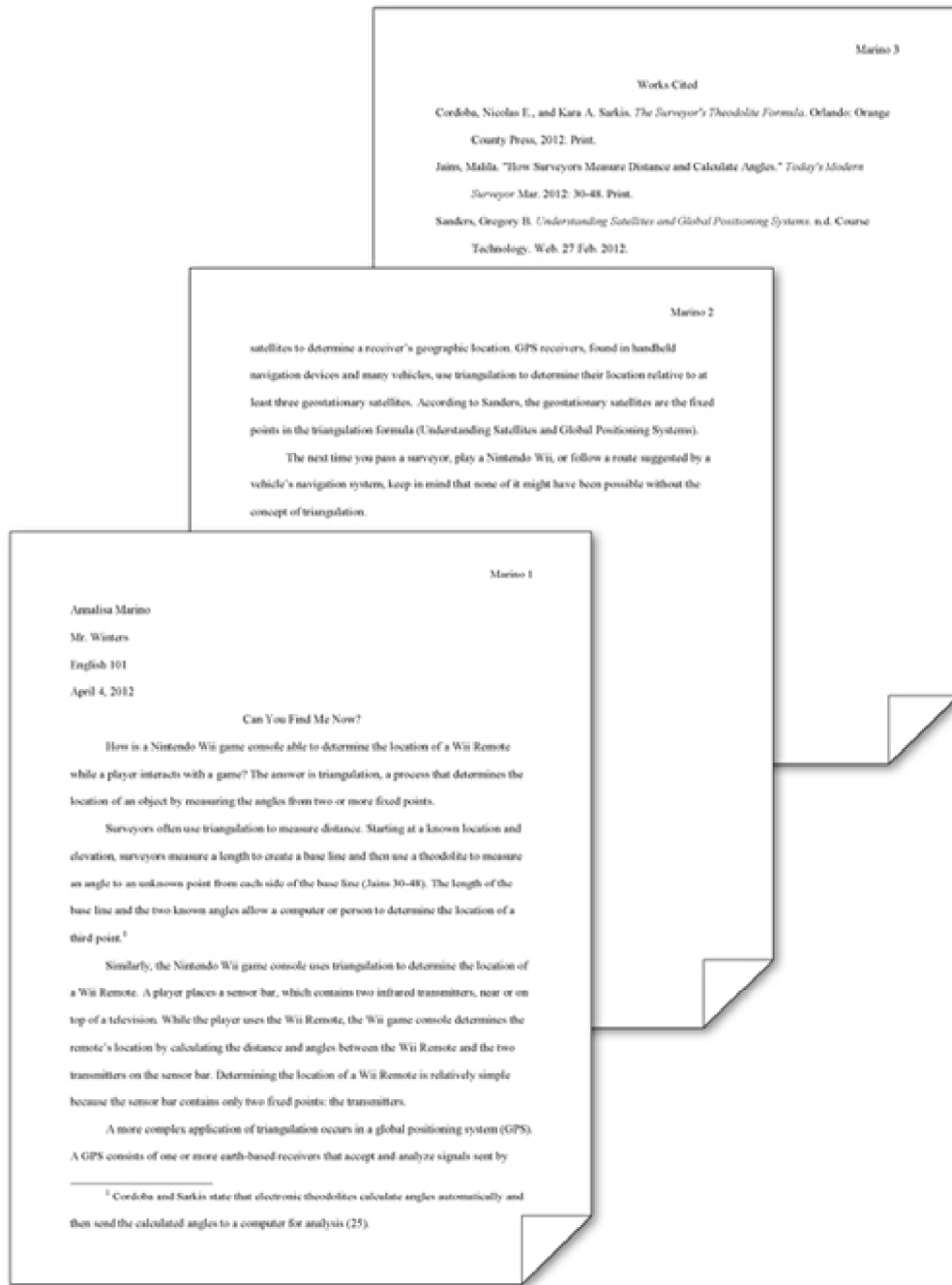
   ANS: T   PTS: 1   REF: WD 69

5. In the MLA style, notes are used only for optional explanatory content or bibliographic notes.

   ANS: T   PTS: 1   REF: WD 69

6. The MLA style uses the term bibliographical references for works cited.

   ANS: F   PTS: 1   REF: WD 69

7. To place your name to the left of the page number, as shown in the accompanying figure and as required by the MLA style, you must create a header that contains the page number.

ANS: T   PTS: 1   REF: WD 75

8. While plagiarism is unethical, it is not considered an academic crime.

ANS: F   PTS: 1   REF: WD 79

9. To use Click and Type, you right-click a blank area of the document window.

    ANS: F   PTS: 1   REF: WD 80

10. CTRL+B, CTRL+], and CTRL+U are all shortcut keys for formatting paragraphs.

    ANS: F   PTS: 1   REF: WD 81

11. In addition to a predefined list of AutoCorrect spelling, capitalization, and grammar errors, you can create your own AutoCorrect entries to add to the list.

    ANS: T   PTS: 1   REF: WD 86

12. To delete a note, select the note reference mark in the footnote text by dragging through the note reference mark, and then click the Cut button on the Home tab.

    ANS: F   PTS: 1   REF: WD 100

13. To count words, click the Word Count indicator on the Home tab to display the Word Count dialog box.

    ANS: F   PTS: 1   REF: WD 101

14. If you add text, delete text, or modify text on a page, Word recomputes the location of automatic page breaks and adjusts them accordingly.

    ANS: T   PTS: 1   REF: WD 101

15. According to the MLA style, the first line of each entry on the works cited page begins at the left margin.

    ANS: T   PTS: 1   REF: WD 105

16. The MLA style requires that the works cited be listed in alphabetical order by the author's last name or, if the work has no author, by the work's title.

    ANS: T   PTS: 1   REF: WD 105

17. Word never moves or adjusts automatic page breaks; however, Word adjusts manual page breaks that follow an automatic page break.

    ANS: F   PTS: 1   REF: WD 106

18. The shortcut keys, CTRL+ENTER, instruct Word to insert an automatic page break immediately above the insertion point and position the insertion point immediately below the automatic page break.

    ANS: F   PTS: 1   REF: WD 106

19. A bibliography lists all publication information about the source.

    ANS: T   PTS: 1   REF: WD 106

20. A manual page break is also known as a soft page break.

ANS: F   PTS: 1   REF: WD 106

21. To apply a style to a paragraph, first position the insertion point in the paragraph and then apply the style.

ANS: T   PTS: 1   REF: WD 107

22. If you have multiple custom dictionaries, you can specify which one Word should use when checking spelling.
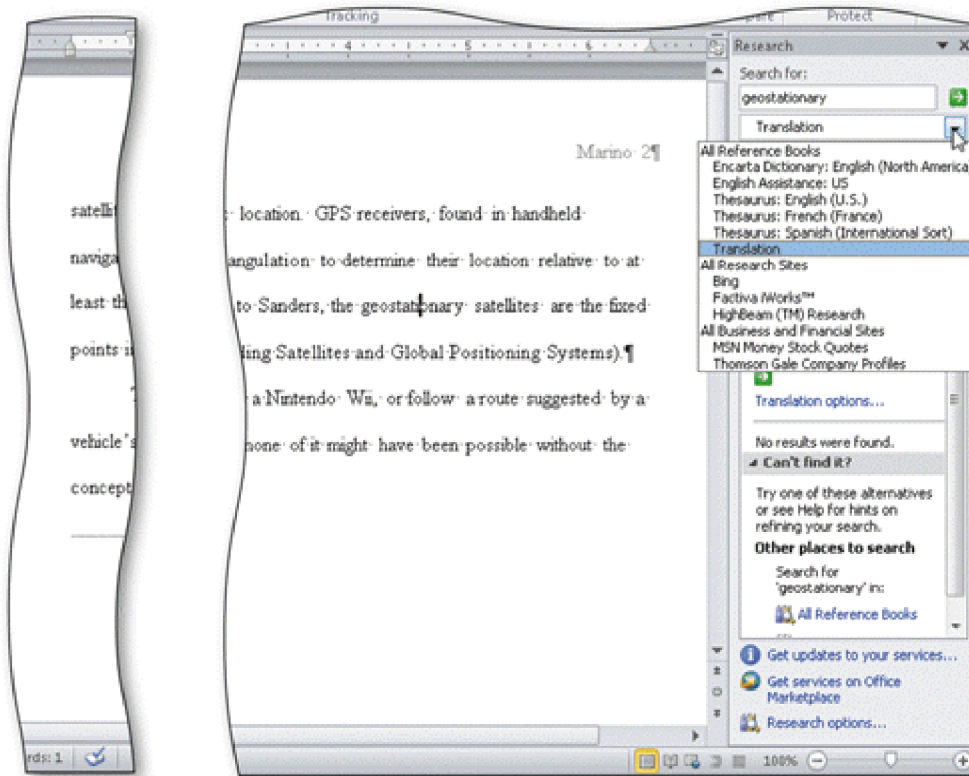
ANS: T   PTS: 1   REF: WD 120

23. You can use the Ignore All button in the Spelling and Grammar dialog box to ignore the current and all future occurrences of a flagged word.

ANS: T   PTS: 1   REF: WD 119

24. From within Word, you can search through various forms of reference information.

ANS: T   PTS: 1   REF: WD 120

25. You can use the Copy and Paste commands to copy information from the Research task pane into your document, as shown in the accompanying figure.

ANS: T   PTS: 1   REF: WD 121

MODIFIED TRUE/FALSE

1. <u>Line</u> spacing is the amount of space above and below a paragraph. _____

ANS: F, Paragraph

PTS: 1   REF: WD 72

2. If you have a right-aligned paragraph and you want to make it left-aligned, click the <u>Align Text Left</u> button. _____

ANS: T   PTS: 1   REF: WD 76

3. The <u>conclusion</u>, which follows the introduction, consists of several paragraphs that support the topic. _____

ANS: F, body

PTS: 1   REF: WD 78

4. If your hand is on the <u>keyboard</u>, use the Ribbon for formatting. _____

    ANS: F, mouse

    PTS: 1   REF: WD 81

5. Word has many <u>Quick Access</u> keys for your convenience while typing. _____

    ANS: F, shortcut

    PTS: 1   REF: WD 81

COMPLETION

1. The MLA style uses in-text _____ instead of noting each source at the bottom of the page or at the end of the paper.

    ANS: parenthetical references

    PTS: 1   REF: WD 69

2. The MLA style uses the term _____ for the bibliographical list of sources.

    ANS: works cited

    PTS: 1   REF: WD 69

3. _____ is the amount of vertical space between lines of text in a document.
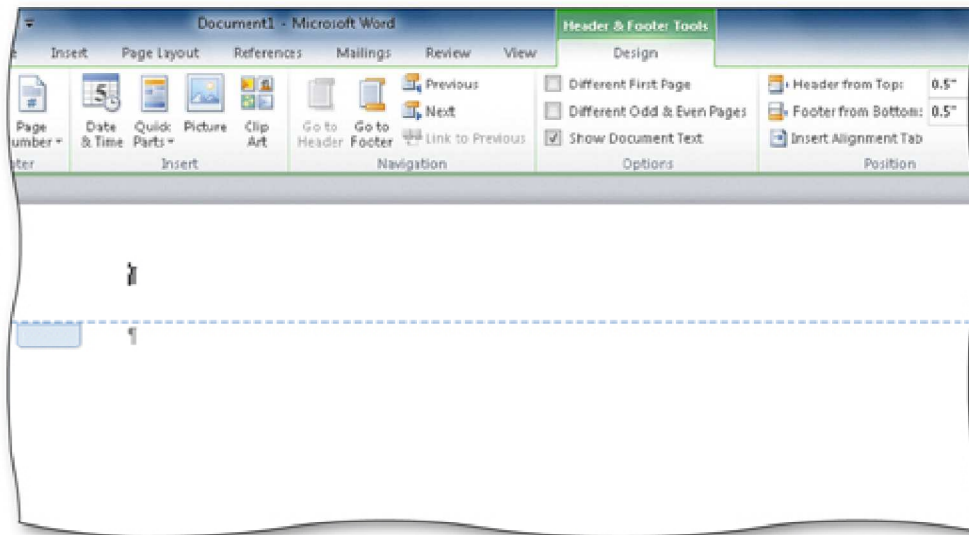
    ANS: Line spacing

    PTS: 1   REF: WD 72

4. The MLA documentation style requires that you _____ the entire research paper; that is, one blank line should display between each line of text.

    ANS: double-space

    PTS: 1   REF: WD 72

5. A(n) _____, like the one in the accompanying figure, is text printed at the top of each page in a document.

   ANS: header

   PTS: 1   REF: WD 75

6. The _____ feature can be used to format and enter text, graphics, and other items.
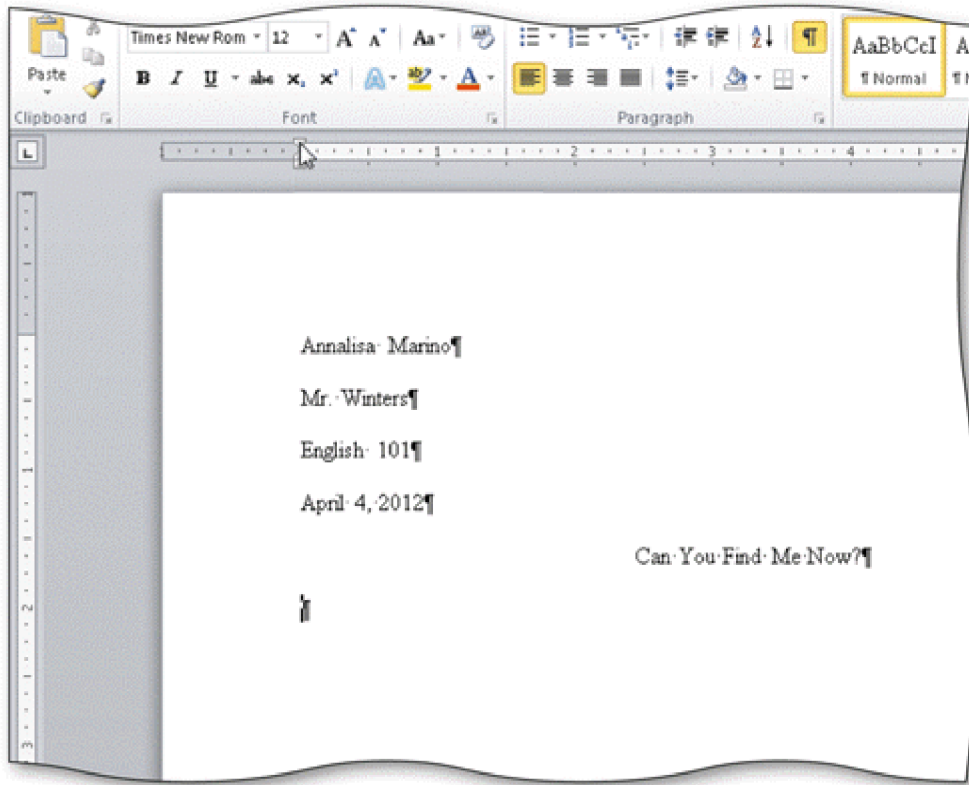
   ANS: Click and Type

   PTS: 1   REF: WD 80

7. When fingers are already on the keyboard, it often is more efficient to use _____, or keyboard key combinations, to format text as it is typed.

   ANS: shortcut keys

   PTS: 1   REF: WD 81

8. Word can be instructed to indent the first line of a paragraph, called _____, as shown in the accompanying figure, using the horizontal ruler.

   ANS: first-line indent

   PTS: 1   REF: WD 83

9. The _____ is the top triangle at the 0" mark on the horizontal ruler shown in the accompanying figure.

   ANS: First Line Indent marker

   PTS: 1   REF: WD 83

10. The small square at the 0" mark on the horizontal ruler shown in the accompanying figure is the _____, which can be used to change the entire left margin.

    ANS: Left Indent marker

    PTS: 1   REF: WD 83

11. The _____ is the bottom triangle at the 0" mark on the horizontal ruler, as shown in the accompanying figure.

ANS: Hanging Indent marker

PTS: 1   REF: WD 109

12. Word provides a(n) _____ feature that automatically corrects some typing, spelling, capitalization, or grammar errors as they are typed in a document.

ANS: AutoCorrect

PTS: 1   REF: WD 85

13. When the _____ is clicked, Word displays a menu that allows a correction to be undone or changes how Word handles future automatic corrections of this type.
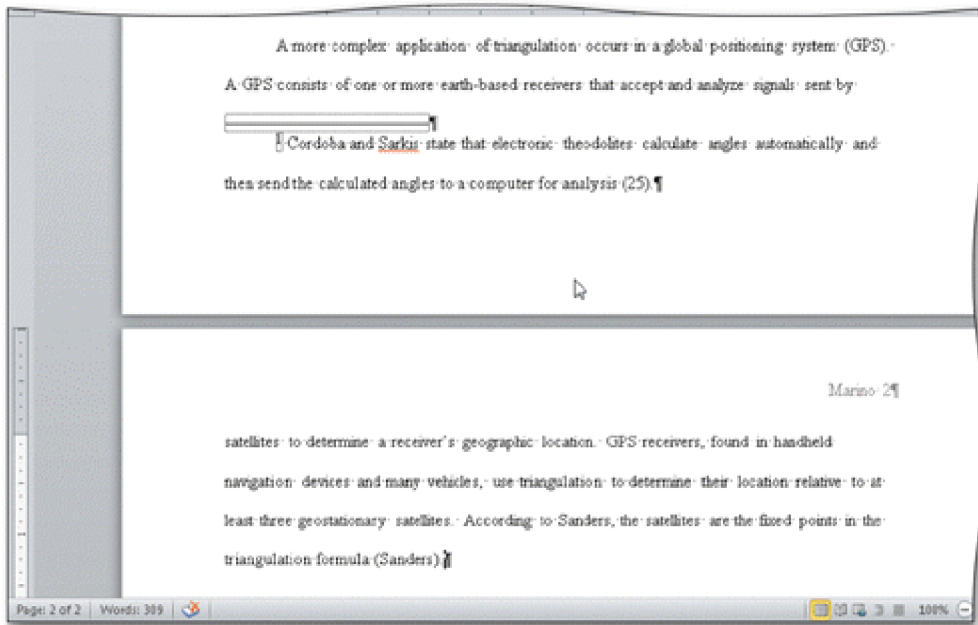
ANS: AutoCorrect Options button

PTS: 1   REF: WD 85

14. Word automatically numbers notes sequentially by placing a(n) _____ in the body of the document and also to the left of the note text.

ANS: note reference mark

PTS: 1   REF: WD 93

15. As documents that exceed one page are typed, Word automatically inserts page breaks like those in the accompanying figure, called _____, when it determines the text has filled one page according to paper size, margin settings, line spacing, and other settings.

    ANS:
    automatic page breaks
    soft page breaks

    PTS: 1   REF: WD 101

16. Because page repagination is performed between keystrokes, Word refers to the task of creating automatic page breaks, like the one shown in the accompanying figure, as _____.

    ANS: background repagination

    PTS: 1   REF: WD 101

17. Because the works cited are to display on a separate numbered page, a(n) _____ must be inserted at a specific location following the body of a research paper.

    ANS:
    manual page break
    hard page break

    PTS: 1   REF: WD 106

18. A(n) _____ is a type of paragraph formatting in which the first line extends to the left of the rest of the paragraph.

ANS: hanging indent

PTS: 1   REF: WD 109

19. While _____, you review a document to look for grammatical errors and spelling errors.

ANS: proofreading

PTS: 1   REF: WD 112

20. The _____ displays when you drag-and-drop text and allows you to change the format of the text that was moved.

ANS: Paste Options button

PTS: 1   REF: WD 114

MATCHING

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

a.	parenthetical references	f.	vertical ruler
b.	works cited	g.	AutoCorrect
c.	header	h.	field
d.	Click and Type	i.	endnote
e.	shortcut keys	j.	tag name

1. Used in MLA style instead of noting each source at the bottom of the page.
2. The bibliographic list of sources at the end of an MLA-styled research paper.
3. Text and graphics that prints at the top of each page in a document.
4. Used to format text as you type it.
5. Used to format and enter text, graphics, and other items.
6. An identifier that links a citation to a source.
7. Explanatory note that exists at the end of a document.
8. A placeholder for data whose contents can change.
9. Word feature that fixes errors as you type them in the document.
10. Displays along the left edge of the Word window.

1. ANS: A   PTS: 1   REF: WD 69
2. ANS: B   PTS: 1   REF: WD 69
3. ANS: C   PTS: 1   REF: WD 75
4. ANS: E   PTS: 1   REF: WD 81
5. ANS: D   PTS: 1   REF: WD 80
6. ANS: J   PTS: 1   REF: WD 94
7. ANS: I   PTS: 1   REF: WD 93
8. ANS: H   PTS: 1   REF: WD 90

9. ANS: G   PTS: 1   REF: WD 85
10. ANS: F   PTS: 1   REF: WD 82

ESSAY

1. List the general guidelines to follow as you create a research paper.

   ANS:
   1. Select a topic. Spend time brainstorming ideas for a topic. Choose one you find interesting. For shorter papers, narrow the scope of the topic; for longer papers, broaden the scope. Identify a tentative thesis statement, which is a sentence describing the paper's subject matter.

   2. Research the topic and take notes. Gather credible, relevant information about the topic that supports the thesis statement. Sources of research include books, magazines, newspapers, and the Internet. As you record facts and ideas, list details about the source: title, author, place of publication, publisher, date of publication, etc. When taking notes, be careful not to plagiarize. That is, do not use someone else's work and claim it to be your own. If you copy information directly, place it in quotation marks and identify its source.

   3. Organize your ideas. Classify your notes into related concepts. Make an outline from the categories of notes. In the outline, identify all main ideas and supporting details.

   4. Write the first draft, referencing sources. From the outline, compose the paper. Every research paper should include an introduction containing the thesis statement, supporting details, and a conclusion. Follow the guidelines identified in the required documentation style. Reference all sources of information.

   5. Create the list of sources. Using the formats specified in the required documentation style, completely list all sources referenced in the body of the research paper in alphabetical order.

   6. Proofread and revise the paper. If possible, proofread the paper with a fresh set of eyes, that is, at least one to two days after completing the first draft. Proofreading involves reading the paper with the intent of identifying errors (spelling, grammar, etc.) and looking for ways to improve the paper (wording, transitions, flow, etc.). Try reading the paper out loud, which helps to identify unclear or awkward wording. Ask someone else to proofread the paper and give you suggestions for improvements.

   PTS: 1   REF: WD 68   TOP: Critical Thinking

2. *Explain in detail what it means to evaluate sources and what the criteria for evaluation are.*

   ANS:
   You should evaluate sources for authority, currency, and accuracy. Be especially wary of information obtained from the Web. Any person, company, or organization can publish a Web page on the Internet. Ask yourself these questions about the source:

   1. *Authority: Does a reputable institution or group support the source? Is the information presented without bias? Are the author's credentials listed and verifiable?*
   2. *Currency: Is the information up to date? Are dates of sources listed? What is the last date revised or updated?*

   Accuracy: Is the information free of errors? Is it verifiable? Are the sources clearly identified?

   PTS: 1   REF: WD 78   TOP: Critical Thinking

3. *What are the questions to ask yourself as you proofread and revise a research paper?*

   ANS:
   Does the title suggest the topic?
   Is the thesis clear?
   Is the purpose of the paper clear?
   Does the paper have an introduction, body, and conclusion?
   Does each paragraph in the body relate to the thesis?
   Is the conclusion effective?
   Are all sources acknowledged?

   PTS: 1   REF: WD 112   TOP: Critical Thinking

CASE

Critical Thinking Questions
Case 2-1

Your friend Riley knows that you have a lot of experience with proofreading works cited pages, as you have a background from your time as a graduate student and now as a professional researcher.

1. Riley brings to you the research paper on which she is currently working. Which of the following is a correct and complete citation for a book?

a. Connors, Jack. Dreaming of Jeannie. 4th edition. Volume 2. 2010.
b. Santos, Matthew, and Joshua Lyman. How to Run (and Win) a Presidential Campaign. Houston: GOP Publishing, 2011.
c. Shelly, Gary B. "How a GPS Works." Computing in Today's World March 2011: 34-42.
d. Hutton, Laura. Effective Management for the 21st Century. Albuquerque: Manhattan Publishers.

ANS:
B

PTS: 1   REF: WD 88   TOP: Critical Thinking

2. Her most recent research paper is the first example of a paper on which Riley has worked that will use Web sites as sources. Can you help her indicate which of the following is a correct and complete citation for a Web site?

a. Cashman, Thomas J. How a USB Flash Drive Works. Course Technology. 14 April 2011. <www.scsite.com/wd2010/pr2/wc.htm>
b. Cashman, Thomas J. Course Technology. 14 April 2011. <www.scsite.com/wd2010/pr2/wc.htm>
c. Cashman, Thomas J. How a USB Flash Drive Works. Course Technology. <www.scsite.com/wd2010/pr2/wc.htm>
d. None of the citations above is correct.

ANS:
A

PTS: 1   REF: WD 88   TOP: Critical Thinking

Critical Thinking Questions
Case 2-2

A new colleague of yours has been eyeing your computer skills with envy, as you seem to know all of the shortcuts. He wants to know what your "secret" is.

3. Which of the following allows you to remove character formatting?

a. Press and hold down the CTRL key and then click the paragraph.
b. Move the mouse to the left of the first line until the mouse pointer changes to a right-pointing block arrow and then click.
c. Move the mouse to the left of the text until the mouse pointer changes to a right-pointing block arrow and then triple-click.
d. Press the CTRL+SPACEBAR keys.

ANS:
D

PTS: 1   REF: WD 81   TOP: Critical Thinking

4. Which of the following keys do you recommend to your colleague for adding a hanging indent?

a. CTRL+H	c. ALT+H
b. CTRL+T	d. CTRL+SHIFT+I

ANS:
B

PTS: 1   REF: WD 81   TOP: Critical Thinking