

English 219 Quiz Database – Technical Communication Today – 4th Edition

1. Chapter 01 - Question 1

Please match the quality of technical communication with why it is important.

- [c] 1. Visual
- [b] 2. Collaborative
- [a] 3. Reader-Centered
- [d] 4. Interactive & Adaptable

- a. Helps readers understand what they need to know so they can take action.
- b. Helps individuals with different specialties share information when creating a document.
- c. Helps readers quickly locate the information they need.
- d. Helps documents fit the specific needs of many different kinds of readers and situations.

2. Chapter 01 - Question 2

At what stage of the technical writing process do you define the rhetorical situation?

- *a. Planning and Researching
- b. Organizing and Drafting
- c. Improving the Style
- d. Designing the Document
- e. Revising and Editing

3. Chapter 01 - Question 3

Why is it important to incorporate design in technical and professional writing? (choose two answers)

- a. To entertain your readers.
- [50.0] b. To allow your readers to "raid" the document for information they need.
- [50.0] c. To make your document easier to read.
- d. To persuade your reader.

4. Chapter 01 - Question 4

According to a Silicon Valley survey, what percentage of employers want their new hires to have better writing skills?

- a. 10%
- *b. 25%
- c. 40%
- d. 20%

5. Chapter 01 - Question 5

Technical communication is a process of _____ technical information in ways that allow people to take _____.

- Answers:
- a. managing
 - b. action

6. Chapter 01 - Question 6

When preparing and researching a document what should you do?

- a. Brainstorm with others to develop ideas.
- b. Create an outline.
- *c. Define the rhetorical situation, define your purpose, and research your subject.
- d. Do logical mapping to come up with ideas.

7. Chapter 01 - Question 7

What is the second level of revising and editing?

- a. Revising
- b. Proofreading
- c. Copyediting
- *d. Substantive editing

8. Chapter 01 - Question 8

What comprises the rhetorical situation?

- a. Invention, drafting, organization, revision
- b. Development, research, compilation
- *c. Subject, purpose, audience, context of use
- d. Content, organization, style, design

9. Chapter 01 - Question 9

The writing process is a linear process that moves from planning and research to drafting and organizing to revising and editing with no blurred lines between these stages.

- a. True
- *b. False

10. Chapter 02 - Question 1

Please match the type of reader with its description.

- [a] 1. Primary Readers
- [b] 2. Gatekeepers
- [d] 3. Tertiary Readers
- [c] 4. Secondary Readers

- a. People who will do something or make a decision because of the information you provide.
- b. People who look over your document before you send it to your primary readers.
- c. People who advise your primary readers.
- d. People who may want to evaluate your document for various reasons.

11. Chapter 02 - Question 2

One of the statements below does not describe guidelines you should consider when you analyze your readers.

- a. Readers "raid" documents for information.

- b. Readers prefer documents with graphics and effective page design.
- c. Readers are wholly responsible for interpreting your text.
- *d. Readers prefer documents that include extra information about the subject.
- e. Readers prefer concise texts.
- f. Readers want only "need-to-know" information.

12. Chapter 02 - Question 3

What strategy should you avoid when you communicate with cross-cultural readers?

- a. Highlight actions, deadlines, and dates.
- b. Use language consistently.
- *c. Use humor to establish a relaxed relationship.
- d. Rank issues by importance.
- e. State objectives and purpose clearly.

13. Chapter 02 - Question 4

What is an example of a gatekeeper?

- a. Local reporters
- b. Your client
- *c. Your supervisor
- d. Politicians
- e. Engineers
- f. Scientists

14. Chapter 02 - Question 5

In thinking about the context of use, you need to consider four main areas. Please match the context with an example of that kind of context.

- [c] 1. Physical
- [a] 2. Economic
- [b] 3. Ethical
- [d] 4. Political

- a. Will accepting your ideas change the financial situation of your readers, their company, or their industry?
- b. Does your document involve any social or environmental issues that might be of concern to your readers?
- c. How can you write and design your document to anticipate the place your reader will read it?
- d. Will your document affect your reader's relationships with their supervisor or colleagues?

15. Chapter 02 - Question 6

When analyzing your readers, there are three characteristics to consider. Match the definition to the characteristic.

- [c] 1. Information the readers need to take action or make a decision.
- [b] 2. Issues, goals, or beliefs that the readers feel are important.
- [a] 3. The readers' emotional response to you, your project, or your company

- a. Attitudes

- b. Value
- c. Needs

16. Chapter 02 - Question 7

The organization of content in a document doesn't need to be changed for international audiences since logic is universal and doesn't vary from culture to culture.

- a. True
- *b. False

17. Chapter 03 - Question 1

Match the definition of the stages of teaming with the name.

[b] 1. Team members handle disagreements, experience tension and anxiety, doubt leadership, address conflict, and feel uncertain and frustrated

[c] 2. Team members define the mission, set objectives, define responsibilities, and establish a schedule

[d] 3. Team members share a vision, delegate tasks, and resolve conflicts

[a] 4. Team members form consensus, refine objectives and outcomes, solidify team roles, and focus group members on mission and objectives

- a. Norming
- b. Storming
- c. Forming
- d. Performing

18. Chapter 03 - Question 2

Which of the following is NOT a step in mediation?

- a. Prioritize the issues.
- b. Both sides state positions.
- c. Address each issue separately.
- *d. Consider perceived wrongs.
- e. Choose a mediator.
- f. Isolate the issues.
- g. Write down an agreement.

19. Chapter 03 - Question 3

What are action-oriented team roles?

- a. Monitor/evaluator, plant, specialist
- b. Coordinator, resource investigator, team worker
- *c. Shaper, implementor, completer/finisher

20. Chapter 03 - Question 4

When your team is performing, a helpful technique is to develop _____ in which your team regularly compares outcomes to project objectives.

- *a. quality feedback loops

- b. additional meetings
- c. measurement rubrics
- d. higher quality standards

21. Chapter 03 - Question 5

What is the name of the document that the meeting coordinator should send out prior to a team meeting?

- a. To do list
- b. Minutes
- c. Activity report
- *d. Agenda
- e. Timeline

22. Chapter 04 - Question 1

Match the category of ethical situations with its description.

- [a] 1. Utility
- [c] 2. Care
- [b] 3. Rights
- [d] 4. Justice

- a. The greatest good for the greatest number of people.
- b. Fundamental freedoms that are innate to humans or granted by a nation to its citizens
- c. Tolerance and compassion take precedence over rules
- d. Fairness among equals

23. Chapter 04 - Question 2

If you are researching industrial waste management practices as a part of report you will publish on the Internet and you decide to use text from an article by another author in your report, in order to avoid copyright infringement, you need to...

- a. do nothing.
- b. use citation to acknowledge where you obtained the information.
- *c. contact the author of the article and ask for permission.
- d. get permission from your instructor.

24. Chapter 04 - Question 3

When balancing the different issues in an ethical dilemma, what three perspectives should you consider?

- a. Legal, personal, and community
- *b. Personal, social, and conservation
- c. Rights, justice, and care
- d. Professional, legal, and religious

25. Chapter 04 - Question 4

When trying to resolve an ethical dilemma, which question do you not need to ask yourself?

- a. Are there any historical records to learn from?

- b. Do any corporate or professional codes of ethics offer guidance?
- c. What do my colleagues think?
- *d. What will protect me most?
- e. Do any laws or rules govern my decision?
- f. What would moral leaders do?

26. Chapter 04 - Question 5

When you disagree with the company you work with over an ethical situation, you should always blow the whistle and report the unethical behavior to the authorities.

- a. True
- *b. False

27. Chapter 05 - Question 01

Which of the following is NOT true about e-mails used in the workplace?

- a. E-mail can be used in legal proceedings.
- b. E-mail you send via your employer's computer network belongs to your employer.
- *c. Spelling and grammar are unimportant because e-mails are considered informal forms of communication.
- d. Businesses vary in their views about how e-mail should be used.

28. Chapter 05 - Question 02

Match the part of an e-mail to the description

- [a] 1. cc:
- [c] 2. subject line:
- [b] 3. bcc:
- [d] 4. attachments

- a. shows your message's recipient that others are receiving copies of the message too.
- b. allows you to copy your message to others without anyone knowing.
- c. signals the topic of the email.
- d. signals there are additional files attached to the message.

29. Chapter 05 - Question 03

Using humor in an e-mail is a good idea because it makes reading your message more enjoyable.

- a. True
- *b. False

30. Chapter 05 - Question 04

E-mail is a hybrid technology that combines the functions of the phone, memos, and letters.

- *a. True
- b. False

31. Chapter 05 - Question 05

When writing an email to an international client or co-worker, you should do all of the following EXCEPT...

- *a. include photographs and graphics.
- b. focus on the facts.
- c. use titles and last names.
- d. use plain text.
- e. avoid cliches and humor.

32. Chapter 05 - Question 06

In most cases, where should you first state your purpose in a letter or memo?

- a. At the end so your reader remembers it.
- *b. In the first or second sentence.
- c. In the middle of the letter after you have provided context.
- d. The location of the purpose varies according to your reader's needs.

33. Chapter 05 - Question 07

Please match the parts of an email with what you should do in that part.

- [a] 1. Body
- [b] 2. Conclusion
- [c] 3. Introduction
- [d] 4. Subject line

- a. Provide information needed to prove or support the purpose of your email.
- b. Restate the main point of your email and look to the future.
- c. State the subject, your purpose, and the main point of your email.
- d. Explain the topic of the email.

34. Chapter 05 - Question 08

Match each type of letter and memo to its appropriate description of purpose.

- [c] 1. Transmittal
- [a] 2. Adjustment
- [f] 3. Response
- [b] 4. Refusal
- [e] 5. Claim
- [d] 6. Inquiry

- a. Resolve a problem described by a client, customer, or coworker.
- b. Tell a reader in a professional way something he or she doesn't want to hear.
- c. Explain the reason the enclosed documents are sent.
- d. Gather information.
- e. Explain a problem or ask for amends.
- f. Answer an inquiry.

35. Chapter 05 - Question 09

You should include your name and signature at the end of a memo.

- a. True
- *b. False

36. Chapter 05 - Question 10

Letters are written to people inside your organization. Memos are written to people outside your organization.

- a. True
- *b. False

37. Chapter 05 - Question 11

When writing an adjustment letter specifically describe who is to blame at the beginning of the letter.

- a. True
- *b. False

38. Chapter 05 - Question 12

You can develop an effective style in your letters and memos by addressing your readers in which style?

- *a. "You" style
- b. Declarative
- c. Third person
- d. Imperative

39. Chapter 06 - Question 1

A sentence definition should include...

- *a. the term, category, and distinguishing features.
- b. at least one example.
- c. a description of similarities and differences.
- d. the purpose and objectives.

40. Chapter 06 - Question 2

Which of the following is NOT a way to create an extended definition?

- a. Provide examples of how the term is used in a specific field.
- b. Divide it into parts.
- c. Compare your subject by highlighting similarities and differences
- d. Include the word history or etymology.
- e. Compare it to something different but with similar qualities by creating an analogy.
- *f. Use simple words and limit the amount of jargon.

41. Chapter 06 - Question 3

When writing a technical definition, to keep the style plain and simple, you should do all of the following EXCEPT:

- a. Only use specialized words if your reader is an expert.
- b. Use words and phrases that allow readers to visualize the subject.
- *c. Avoid including definitions within the definition.

d. Avoid long sentences.

42. Chapter 06 - Question 4

When describing an item, what is the correct process of partitioning it?

- a. By doing research.
- b. By making direct observations.
- *c. By listing its features, functions, and the stages of its process.
- d. By determining its purpose.

43. Chapter 06 - Question 5

Match the type of technical description with its purpose.

- [d] 1. Observations
- [a] 2. Basic technical description
- [c] 3. Specifications
- [b] 4. Field Notes

- a. Used to describe products for patents, quality control, and sales.
- b. Used by scientists to describe people, animals, and places.
- c. Used to describe a product in great detail and provide exact details.
- d. Used by medical personnel to track and describe the progress of their patients.

44. Chapter 06 - Question 6

When writing a technical description, what are three research strategies you might use?

- [33.3] a. Use your senses.
- b. Create an analogy.
- [33.3] c. Ask subject matter experts.
- d. Partition the subject.
- [33.3] e. Do background research.

45. Chapter 06 - Question 7

When writing the introduction for a description, what element should you begin with?

- a. Major features, functions, or stages.
- b. Importance of the subject.
- c. Purpose statement.
- d. Main point.
- *e. Definition of the subject.

46. Chapter 07 - Question 1

Match the type of instruction with its description

- [c] 1. Procedures
- [b] 2. Instructions
- [a] 3. Specifications

- a. Describe products, or how to assemble products, in exact detail.
- b. Describe how to perform a specific task. They typically describe how to assemble a product or do something step-by-step.
- c. Describe tasks to ensure consistency and quality in a workplace.

47. Chapter 07 - Question 2

When writing instructions, what should NOT be included in the sequentially ordered steps?

- a. One action per step
- b. Feedback.
- c. Comments, notes, or examples
- *d. List of tools required
- e. Command voice

48. Chapter 07 - Question 3

Match the type of hazard with the definition.

- [b] 1. Danger
- [a] 2. Caution
- [c] 3. Warning

- a. Alerts readers that mistakes may cause damage to the product or equipment.
- b. Signals that the reader may be at risk for serious injury or even death.
- c. Signals that the reader may be injured if the step is handled improperly.

49. Chapter 07 - Question 4

Which of the following instructive steps are in the appropriate command voice for instructions?

- a. Connect the i-Pod to the computer using the USB cable.
- b. The valve should remain closed while not in use.
- c. Remove the spare tire from the trunk of the car.
- d. It is best to leave the stove off until you are ready to cook the potatoes.
- e. B and D.
- *f. A and C.

50. Chapter 07 - Question 5

When writing instructions, which of the following moves should NOT be included in a conclusion?

- a. Provide contact information
- b. Signal the completion of the task
- c. Describe the finished product
- *d. Provide additional warnings and cautions
- e. Offer troubleshooting advice

51. Chapter 07 - Question 6

Which of the following are the basic features of a set of instructions?

- *a. Title, Introduction, List of Materials/Parts/Tools, Steps, Conclusion

- b. Title, Introduction, Feature/Function/Stage, Conclusion
- c. Title, Introduction, Specifications, Steps, Conclusion

52. Chapter 08 - Question 1

After the introduction, your proposal should include a description of the current situation, project plan, cost and benefits, and what other section?

- a. Timeline
- *b. Qualifications
- c. References
- d. Appendix

53. Chapter 08 - Question 2

Match the type of proposal with the most appropriate description.

- [c] 1. Internal proposal
- [d] 2. Solicited proposal
- [b] 3. External proposal
- [a] 4. Unsolicited proposal

- a. Written as a sales tools to offer clients products or services they may need but have not requested.
- b. Written to an audience outside of the company.
- c. Written to plan a new project within a company.
- d. Written in response to an RFP.

54. Chapter 08 - Question 3

Which are three methods to use when you are doing research for a proposal?

- [33.3] a. Find similar proposals.
- b. Do logical mapping.
- [33.3] c. Do background research.
- [33.3] d. Collect visuals.
- e. Create an outline.

55. Chapter 08 - Question 4

Another name for a RFP is...

- a. Response from Proposal
- *b. Request for Proposal
- c. Reference from Profession
- d. Report for Proposal

56. Chapter 08 - Question 5

When you describe the project plan, which of the following does NOT belong in this section?

- a. Identifying the solution.
- *b. Discussing the costs.
- c. Identifying deliverables.

- d. Stating the objectives.
- e. Describing the plan's major and minor steps.

57. Chapter 08 - Question 6

A typical qualifications section does NOT include which of the following information?

- a. Short biographies of managers who will be involved in the project.
- *b. The goal and objectives of the project.
- c. Corporate mission, philosophy, and history of the company.
- d. A list of similar projects that have been completed.
- e. Demographic information on the company's workforce.

58. Chapter 08 - Question 7

When you present the costs of a proposal you should...

- a. Apologize for the amount of funding needed.
- b. Include some form of a sales pitch.
- c. Include a lengthy and detailed budget.
- *d. Summarize the benefits of your proposal.

59. Chapter 08 - Question 8

The situation section of a proposal does all of the following EXCEPT...

- *a. Identifies the outcomes.
- b. Defines and describes the problem.
- c. Discusses the effects if nothing is done about the problem.
- d. Discusses the causes of the problem.

60. Chapter 09 - Question 1

Match the type of activity report to the appropriate description.

- [c] 1. Written in response to an experiment, testing, or inspections.
- [d] 2. Used to inform management or clients about an important issue.
- [a] 3. Written to inform management of the current status of a project.
- [b] 4. Used to describe an event, such as an accident or irregular occurrence, and identify what corrective actions have been taken.

- a. Progress report
- b. Incident report
- c. Lab report
- d. Briefing

61. Chapter 09 - Question 2

Which of the following items is NOT usually included in the body of an activity report?

- a. Summary of activities.
- b. Results of activities or research.
- c. Future activities or research.

- *d. Qualifications of the group members.
- e. Expenses.

62. Chapter 09 - Question 3

Because activity reports are usually so short, you should not label graphics and refer to them by number in the text.

- a. True
- *b. False

63. Chapter 09 - Question 4

The body of an activity report tells readers several different things. Please match what you discuss with the section in which you discuss it.

- [a] 1. In chronological order, the project's two to five major events.
- [c] 2. The two to five most significant results of your project.
- [d] 3. What you plan to do during the next work period.
- [b] 4. What you have spent over the previous week or month.

- a. Summary of activities
- b. Expenses
- c. Results of activities
- d. Future activities

64. Chapter 09 - Question 5

The introduction to an activity report should do all of the following EXCEPT...

- a. define your subject.
- *b. describe what you need to accomplish.
- c. provide background for readers not familiar with your subject.
- d. state your purpose.
- e. state your main point.

65. Chapter 10 - Question 1

Match the type of analytical report to the appropriate description.

- [d] 1. Empirical research
- [b] 2. Feasibility
- [a] 3. Recommendation
- [c] 4. Completion

- a. Written to make suggestions about choosing the right course of action.
- b. Written to determine whether a product or course of action is possible.
- c. Written to report back to management or a client, assessing the accomplishments of a project or initiative.
- d. Written when a scientific project is completed, describing the methods used, and discussing the results and drawing conclusions.

66. Chapter 10 - Question 2

The correct format for an analytical report is...

- a. Introduction, body, conclusion
- *b. Introduction, methods, results, discussion.
- c. Introduction, research, conclusions
- d. Introduction, procedures, steps, conclusion

67. Chapter 10 - Question 3

Which of the following elements is included in the back matter?

- *a. Glossary
- b. Abstract
- c. Transmittal letter
- d. Table of figures

68. Chapter 10 - Question 4

In preparing to research a report, you should first

- a. gather and analyze information
- *b. define a research question
- c. develop a research methodology
- d. state a hypothesis

69. Chapter 10 - Question 5

In the acronym "IMRaD" used to describe the basic features of an analytical report, what do the R and D stand for.

- a. Research and Describe
- *b. Results and Discussion
- c. Revision and Design
- d. Review and Determine

70. Chapter 10 - Question 6

Your research hypothesis provides the answer to your research question and should not change as you write your report.

- a. True
- *b. False

71. Chapter 10 - Question 7

What does the discussion section of a report do?

- a. It summarizes the major findings.
- b. It mentions possible exceptions to your hypothesis.
- *c. It analyzes the results of your research.
- d. It stresses the importance of your research.

72. Chapter 11 - Question 1

A _____ approach in resumes organizes them according to your talents, abilities, skills, and accomplishments.

- *a. Functional
- b. Chronological
- c. Simple
- d. Bulleted
- e. Archival

73. Chapter 11 - Question 2

In the body paragraphs of your application letter, you should include all of the following EXCEPT

- a. your educational background.
- b. facts, examples, details, and reasoning to prove your points.
- c. your work experience.
- *d. the salary you desire and the promotions you hope to attain in the position.

74. Chapter 11 - Question 3

A "searchable" resume means that a resume

- a. is focused on how the applicant searched for the job.
- b. organizes the information into sections with headings.
- *c. contains keywords that employers use to sort and rank job candidates.
- d. is created on a computer.

75. Chapter 11 - Question 4

When describing your work experience you should do all of the following EXCEPT

- a. list jobs and internships that relate to the career you are interested in.
- *b. list your career-related skills to show your special abilities.
- c. list your jobs starting with the most recent and working back chronologically.
- d. use brief action-oriented, verb-first phrases.

76. Chapter 11 - Question 5

What kind of information should be listed under the Skills heading in your resume? (Choose more than one)

- [33.3] a. computer skills
- b. awards
- c. scholarships
- [33.3] d. leadership abilities
- [33.3] e. communication skills
- f. hobbies

77. Chapter 11 - Question 6

References should... (Choose more than one answer)

- a. be listed at the end of your resume.

- [33.3] b. be placed on a separate sheet of paper.
- [33.3] c. not list someone you haven't asked to serve as a positive reference.
- [33.3] d. include the person's name, phone number, and e-mail address.

78. Chapter 12 - Question 1

When drafting the content of a document, which of the following methods is a highly visual way to invent your ideas, helping you find their logical relationships?

- a. Freewriting
- b. Outlining or boxing
- *c. Logical Mapping
- d. Brainstorming

79. Chapter 12 - Question 2

When creating steps in a project plan, you should identify the "TRO." TRO means...

- a. Thorough research objective
- b. Time related objective
- *c. Top-rank objective
- d. Task related objective

80. Chapter 12 - Question 3

The first step in planning is to...

- a. Map out the project tasks
- b. Create a task list
- c. Identify the top-rank objective
- *d. List project objectives

81. Chapter 12 - Question 4

Which of the following strategic planning steps allows you to keep track of your progress in completing the project?

- a. Setting your objectives
- b. Creating a list of tasks
- *c. Setting a timeline
- d. Researching a topic

82. Chapter 12 - Question 5

After you create a map of your plan, what should you do next?

- a. Create a timeline
- *b. Convert it into a task list
- c. Freewrite
- d. Use the journalistic questions

83. Chapter 13 - Question 1

When using reasoning-based persuasion, you can do all of the following EXCEPT:

- *a. Common goals
- b. Costs and benefits
- c. Experiences and observations
- d. Quotes from experts
- e. Cause and effect

84. Chapter 13 - Question 2

When you persuade with values you are trying to do all of the following EXCEPT...

- *a. show your readers how specific causes lead to specific effects.
- b. convince your readers to identify with your company or your company's products and services.
- c. relate to your readers's personal or professional goals.
- d. relate to the positive or negative attitudes of your reader.

85. Chapter 13 - Question 3

Which of the following is NOT a guideline when working and communicating with high-context cultures?

- a. Minimizing emotions
- b. Developing long-term relationships
- c. Relying on facts and reasoning
- d. Striving to reach consensus
- *e. Being informal
- f. Deferring to hierarchy

86. Chapter 13 - Question 4

Which of the following is NOT a strategy to persuade readers online:

- a. Create an impression of scarcity
- b. Label the reader into a specific group
- c. Admit you were wrong (if you were)
- *d. Increase the number of options
- e. Use the word because to make your arguments sound rational

87. Chapter 13 - Question 5

Frames are:

- *a. the use of words, phrases, and themes that reflect your readers point of view
- b. the use of goals, needs, values, and attitudes that you share with your readers
- c. the use of words, phrases, and themes that reflect the company's point of view
- d. the use of quotes from experts to show you are an expert on the subject

88. Chapter 14 - Question 1

Triangulating your research materials means to... (choose two answers)

- [50.0] a. compare and contrast sources to determine which information is reliable.
- [50.0] b. try to draw information from three types of sources: electronic, print, and empirical.

- c. check with three experts about your research.
- d. locate information from three websites.
- e. create a research question, do research, and analyze the research.

89. Chapter 14 - Question 2

When you start to define your research subject, you might create a logical map. This approach has all of the following advantages EXCEPT:

- a. finding relationships between ideas.
- b. helping to cluster related ideas.
- c. helping to bring up unexpected ideas.
- d. helping you think visually and spatially.
- *e. helping you to triangulate materials.

90. Chapter 14 - Question 3

The scientific method involves all of these steps EXCEPT to:

- a. use the hypothesis or theory to make predictions..
- b. form a hypothesis or theory to explain phenomenon.
- *c. report only results that support your theory or hypothesis.
- d. set up observations or experiments to generate results that confirm or deny your predictions.
- e. modify the hypothesis or theory to account for your results.

91. Chapter 14 - Question 4

Which of the following is NOT a part of the research process:

- a. Define your research subject
- b. Formulate a research question and hypothesis
- c. Develop a research methodology
- *d. Draft the body of your project

92. Chapter 14 - Question 5

The purpose of the research question is:

- a. to articulate your best guess
- *b. to guide your empirical or analytical research
- c. to compare and contrast sources
- d. to modify your hypothesis

93. Chapter 15 - Question 1

When paraphrasing someone else's ideas, you should do all of the following EXCEPT:

- a. Present the other person's ideas in your own words.
- b. Reorganize the information to highlight important points.
- c. Use plain language, replacing jargon and technical terms with simpler words.
- d. Include an in-text citation of the original source.
- *e. Duplicate the other person's language verbatim.

94. Chapter 15 - Question 2

When appraising your information, you should ask all of the following questions, EXCEPT:

- a. Is the source reliable?
- b. Is the source biased?
- *c. Is the source popular?
- d. Is the source up to date?
- e. Can I verify this information?

95. Chapter 15 - Question 3

In order to carefully notetake you must do all of the following EXCEPT:

- a. Record each source separately, including the author, title of the work (or webpage), and the place you found the work.
- b. Take down quotations exactly as they are written.
- c. Paraphrase ideas, putting the author's ideas into your own words.
- *d. Write down word-for-word all of the information you locate from each source.
- e. Write commentary to help interpret your sources.

96. Chapter 15 - Question 4

All of the following are ways to avoid plagiarism EXCEPT:

- *a. Cutting and pasting information into your document directly from the internet
- b. Keeping track of sources
- c. Asking permission if you plan to use the document outside of class purposes
- d. Acknowledging the source of ideas, text, and graphics

97. Chapter 15 - Question 5

In APA style, in-text citations can include all of the following EXCEPT:

- a. Author's name
- b. Year of publication
- c. Page number
- *d. URL

98. Chapter 15 - Question 6

Using a lot of quotes in technical writing builds credibility.

- a. True
- *b. False

99. Chapter 16 - Question 1

An effective introduction should include all of the following moves except...

- a. stress the importance of the subject.
- b. state your purpose and main point.
- c. define the subject.

- d. forecast the content.
- *e. look to the future.
- f. provide background information.

100. Chapter 16 - Question 2

There are several patterns for arranging information in the body of a technical document. Which of the following is NOT a pattern for arranging information?

- a. Cause and effect
- b. Compare and contrast
- c. Example
- *d. Adjustment

101. Chapter 16 - Question 3

A genre is a predictable pattern for organizing information to achieve specific purposes. Match the genre with its purpose

- [b] 1. I need to tell others about a decision or event.
- [e] 2. I need to present information or make a recommendation.
- [c] 3. I need to describe an item, product, or service.
- [f] 4. I need a job.
- [d] 5. I need to make a suggestion or propose a new project.
- [a] 6. I need to explain how to do something.

- a. Instructions
- b. Correspondence
- c. Description
- d. Proposal
- e. Report
- f. Resume

102. Chapter 16 - Question 4

What does the problem/needs/solution pattern of organizing information do?

- a. Arranges events according to the sequence of events.
- *b. Leads readers logically from the problem to the solution.
- c. Plays the advantages off the disadvantages.
- d. Shows the causes and effects of why the problem exists.

103. Chapter 16 - Question 5

The conclusion should introduce new information to keep your reader's interest alive throughout the entire document.

- a. True
- *b. False

104. Chapter 17 - Question 1

Match the style that is most appropriate to the types of communication.

- [a] 1. Plain
- [b] 2. Grand
- [c] 3. Persuasive

- a. Technical descriptions, instructions, and activity reports.
- b. Speeches by Martin Luther King, Jr. and John F. Kennedy.
- c. Proposals, letters, articles, and presentations.

105. Chapter 17 - Question 2

Match each sentence to the appropriate "voice."

- [b] 1. James made sure that the package was shipped to the vendor in time.
- [a] 2. The shuttle will be piloted to the international space station, where Captain Anthony Rogers is stationed.

- a. Passive
- b. Active

106. Chapter 17 - Question 3

Match the kind of sentence with its definition.

- [d] 1. Transition sentence
- [b] 2. Support sentence
- [a] 3. Point sentence
- [c] 4. Topic sentence

- a. Concludes the paragraph by restating main idea.
- b. Gives details about the topic.
- c. Provides the claim that the rest of the paragraph will support.
- d. Makes a transition from the previous paragraph.

107. Chapter 17 - Question 4

Match the part of a sentence with its definition.

- [c] 1. Comment
- [b] 2. Verb
- [a] 3. Subject

- a. What the sentence is about.
- b. What the subject is doing.
- c. Says something about the subject.

108. Chapter 17 - Question 5

Match the sentence part with the guideline related to it.

- [a] 1. Prepositional phrases
- [d] 2. Subject
- [e] 3. Sentence length

[c] 4. Nominalizations

[b] 5. Verb

- a. Should be avoided in excess.
- b. Should state the action, what the doer is doing, and appear fairly soon after the doer.
- c. Should be avoided because these are nouns made out of perfectly good verbs.
- d. Should be the doer in the sentence and appear early in the sentence.
- e. Should be short enough to be spoken in one breath.

109. Chapter 18 - Question 1

Effective headings do all of the following EXCEPT

- a. follow consistent wording patterns.
- b. clearly stand out from the body text.
- c. serve as access points for readers, breaking a large document into smaller groups.
- d. help readers quickly understand the structure of the document.
- *e. are kept to a minimum so that the document flows easily from one section to another without interruption.

110. Chapter 18 - Question 2

There are five principles of design. Match the principle with its definition.

[b] 1. Alignment

[a] 2. Contrast

[c] 3. Balance

[e] 4. Consistency

[d] 5. Grouping

- a. Makes things look significantly different, adding energy and sharpening boundaries among items on a page.
- b. Helps readers identify different levels of information in a document.
- c. Creates a feeling of stability on the page.
- d. Places information (words and images) near each other on a page to create scannable blocks.
- e. Creates a sense of order or uniformity in a document while limiting the amount of clutter.

111. Chapter 18 - Question 3

It is best to use no more than two different typefaces in your document.

- *a. True
- b. False

112. Chapter 18 - Question 4

A pullout...

- a. summarizes key points in the document.
- *b. quotes or paraphrases text from the document.
- c. provides links to other parts of the document.
- d. provides examples.

113. Chapter 18 - Question 5

A sequential list should use bullets and a non-sequential list should use numbers.

- a. True
- *b. False

114. Chapter 19 - Question 1

Match the graphs with the story they best tell.

- [d] 1. Pie chart
- [a] 2. Gantt chart
- [f] 3. Line graph
- [c] 4. Bar chart
- [e] 5. Flowchart
- [b] 6. Table

- a. To show how a project will meet its goals over time.
- b. To present data for analysis and comparison.
- c. To compare two or more quantities.
- d. To show how a whole is divided into parts.
- e. To show how things, people, or steps are linked together.
- f. To show a trend.

115. Chapter 19 - Question 2

What is NOT a true statement about using graphics?

- *a. A graphic should replace the text so as not to be redundant.
- b. A graphic should be labeled and placed properly.
- c. A graphic should tell a simple story that is easy to understand in a quick glance.
- d. A graphic should be ethical and not hide information, distort facts, or exaggerate trends.

116. Chapter 19 - Question 3

Which kind of graphic would best allow a reader to analyze and compare numeric data that describes the age and salary of ten employees?

- a. Photograph
- *b. Table
- c. Line graph
- d. Pie chart
- e. Gantt chart

117. Chapter 19 - Question 4

Labeling a graphic helps readers move back and forth between written and visual text. Please match the component of a graphic with the recommended treatment.

- [d] 1. Source of the data
- [c] 2. Columns/rows in tables
- [b] 3. Important features
- [a] 4. X-Y axes

- a. Should show standard units of measurement.
- b. Should be identified by arrows or lines and some explanatory text.
- c. Should be labeled so readers can easily locate specific data points.
- d. Should be clearly identified underneath the graphic.

118. Chapter 19 - Question 5

Line drawings and diagrams can provide all of these advantages EXCEPT

- *a. realistic image of exactly what the subject looks like.
- b. clear view of relationships.
- c. labels pointing out important features.
- d. a close-up view of important features or parts.

119. Chapter 20 - Question 1

When you review a document to catch grammar mistakes, misspellings, and usage problems, you are...

- *a. proofreading
- b. revising
- c. copyediting
- d. substantive editing

120. Chapter 20 - Question 2

Please match the questions that you should ask about the rhetorical situation when you are working at Level One: Revising.

- [d] 1. Has your document strayed off topic anywhere?
 - [a] 2. What do you want your document to achieve?
 - [c] 3. Have you thoroughly addressed the needs of each audience?
 - [b] 4. Do you better understand the physical environment in which your document may be read?
-
- a. Purpose
 - b. Context of use
 - c. Readers
 - d. Subject

121. Chapter 20 - Question 3

When you are sure that your document is meeting its purpose and addressing its readers, you can begin substantive editing. You start by looking at content and asking a series of questions. You should ask all of these questions EXCEPT:

- a. Are there gaps in the content?
- b. Do you need to do more research to support some point?
- c. Have you included information that people do not need to know to make a decision?
- *d. Have you avoided arguments?
- e. Are there any digressions you should remove?

122. Chapter 20 - Question 4

When checking your organization, you should ask all of the following questions EXCEPT

- a. Am I following a recognizable genre?
- b. Does the conclusion restate my main point?
- c. Is the body substantive enough?
- *d. Is the text scannable?
- e. Does the introduction provide enough background information or stress the importance of the subject?

123. Chapter 20 - Question 5

All of the following are things you should do when doing Cross-Culture Editing EXCEPT:

- a. Use short, direct sentences that follow subject, verb, object order.
- b. Use a limited set of words that are familiar to most readers.
- *c. Use jargon and slang to show you are an expert on the subject.
- d. Avoid obvious metaphors.
- e. Use positive sentences and avoid negative sentences.

124. Chapter 21 - Question 1

When preparing a public presentation, the first thing you should do is

- a. choose an appropriate presentation style.
- b. organize ideas.
- *c. plan and research your subject.
- d. develop your introduction.
- e. create graphics and slides.

125. Chapter 21 - Question 2

Grabbers in presentations include all of the following except...

- a. a compelling statement.
- b. a startling statistic.
- c. a show of hands.
- d. a quotation.
- *e. a joke.
- f. a rhetorical question.

126. Chapter 21 - Question 3

When making your presentation, you should

- a. speak quickly so you don't waste your audience's time.
- *b. pause to highlight main points so your audience will consider and retain them.
- c. read from your notes to make sure you don't leave out any important information.
- d. avoid looking at the audience so you don't become overly embarrassed.

127. Chapter 21 - Question 4

When you design slides for a presentation, use all of the following guidelines EXCEPT:

- a. Title each slide with an action-oriented heading.

- b. Use a simple typeface that is no smaller than 24-points.
- *c. Use all uppercase letters.
- d. Use clip art and photos to add life to your slides.

128. Chapter 21 - Question 5

When you give a presentation, you should always use PowerPoint or another presentation software.

- a. True
- *b. False

129. Chapter 22 - Question 1

Match the element in a website to the part of a document:

- [c] 1. Home Page
- [b] 2. Linking
- [a] 3. Site map
- [d] 4. Node page

- a. Index
- b. Turning a page
- c. Introduction, Table of Contents
- d. Chapter or section

130. Chapter 22 - Question 2

All of the following are guidelines on how many levels a professional website should have EXCEPT:

- a. A maximum of three links for the most important information.
- *b. A maximum of four links for 50% of the information.
- c. A maximum of seven links for all information.

131. Chapter 22 - Question 3

Which of the following is the definition of a node page?

- *a. Pages that direct traffic on the website, follow links from the homepage, and introduce readers to one of the site's major topics.
- b. The page that first introduces readers to the subject and purpose of the website.
- c. The search engine for the overall website.
- d. The map that guides the overall website.

132. Chapter 22 - Question 4

All of the following are things you should consider when designing the interface EXCEPT:

- a. Balance of elements on the screen
- *b. Personal preference
- c. Alignment of items
- d. Grouping or arrangement
- e. Consistency of look of each page
- f. Contrast between images and text

133. Chapter 22 - Question 5

Why is it important to maintain your website?

- a. Because company information can quickly go out of date.
- b. Because you might want to add or change information.
- c. Because you might want to add links to other websites.
- *d. All of the above.

134. Chapter 23 - Question 1

All of the following are things you should do when using a corporate networking site EXCEPT:

- a. Actively maintain the site
- b. Answer posts from fans
- *c. Vent your frustrations about clients or the company
- d. Show fans how their comments are being used

135. Chapter 23 - Question 2

When you create a blog for a company its not necessary to let others add comments because the purpose is to promote your companys ideas.

- a. True
- *b. False

136. Chapter 23 - Question 3

Why are wikis becoming important in the technical workplace?

- *a. They help keep documentation up to date
- b. They are the best forums for discussion
- c. They help people meet and communicate with one another

137. Chapter 23 - Question 4

When you create a podcast, it is best to record without a script because it will provide more spontaneity.

- a. True
- *b. False

138. Chapter 23 - Question 5

YouTube is not an appropriate site to post corporate videos and podcasts because the site was created to post home videos that are humorous and for enjoyment.

- a. True
- *b. False