

Student name: _____

1) Short lists of important links on a campus website are known as

- A) hotLinks.
- B) quickLinks.
- C) directLinks.
- D) hyperLinks.

2) For many students, their first resource for identifying and understanding the language of their college community is

- A) the admissions office.
- B) the campus life office.
- C) the college catalog.
- D) the student newspaper.

3) Information about internships can most likely be found in the _____ section of your college catalog.

- A) Student services
- B) Admissions
- C) Academic standards
- D) Academic policies

4) To obtain an official transcript of your grades, you should contact the

- A) Dean's Office.
- B) Business Office.
- C) Advising Office.
- D) Registrar's Office.

5) On many campuses, the _____ offers tutoring, workshops in study skills, and computerized instruction.

- A) Student Development Office
- B) Learning Center

- C) Dean's Office
- D) Advising Office

6) Understanding and appreciating campus diversity requires people to

- A) be aware of their own prejudicial thoughts and feelings.
- B) recognize stereotypical characterizations.

C) have an open mind toward others.

D) all of these are correct.

7) Participating in campus activities and service learning gives you the opportunity to

- A) organize teams and compete against others.
- B) get involved in campus life while getting paid.
- C) get involved in ways that are fun and productive.

D) volunteer time to benefit others.

8) Job recruiters are interested in students who have participated in campus life because

- A) they have something to talk about during interviews.
- B) they know that grades aren't really a measure of a person's ability.
- C) they like people who have participated in diverse

activities and been academically successful.

D) they admire people who know how to enjoy themselves.

9) Collecting food and clothing for the homeless is an activity most likely sponsored by

- A) intramural sports.
- B) a special interest group.
- C) a service organization.

D) all of these are correct.

10) Sending texts or checking your emails during class

- A) communicates your intelligence and popularity.
- B) demonstrates your ability to multitask.
- C) conveys your lack of interest in the lecture or

discussion.

D) reflects your interest in the world at large.

11) If you were emailing one of your professors, _____ would be the most appropriate way to begin your correspondence.

- A) "Hey! It's me, Michael, from your Bio class"
- B) "Dear Professor Brown"
- C) "Can u help me?"

D) "Hi Brownie, this is your favorite student from Bio"

12) If you think you have been unfairly graded, you should

- A) speak directly with the professor in question.
- B) go straight to the department chairperson.
- C) make an appointment with the dean.

D) immediately file a grade grievance.

13) When you are emailing a professor, your correspondence should not contain

- A) grammatical and spelling errors.
- B) shorthand or abbreviations.
- C) highly personal information (e.g. discussions of

illnesses, family problems).

D) all of these are correct.

14) What would be the best way to ask a question of your instructor?

- A) "I have no idea what you're talking about"
- B) "Help! I'm totally lost"
- C) "I understand the first three theories you've presented, but not the fourth. Could you please review that?"

D) "I'm confused.
Can you start from the
beginning?"

15) Factors that can influence communication include the participants'

- A) emotions.
- B) backgrounds.

C) skills.
D) All of the
choices are correct.

16) _____ *isnot* a good way to improve communication skills.

- A) Becoming an active listener
- B) Insisting that your view is always correct
- C) Taking a speech course

D) Observing
communication
interactions

17) According to the textbook, conflicts may be resolved in _____ ways.

- A) three
- B) five

C) six
D) ten

18) An effective approach to conflict resolution is to

- A) adopt a "take-no-prisoners" philosophy.
- B) find someone to blame.
- C) choose your battles.

D) stop speaking to
people with whom you
disagree.

19) One way that people can resolve a conflict is

- A) by compromising.
- B) by avoiding each other.
- C) by talking things out with a psychologist.

D) all of these are correct.

20) “Airing your dirty laundry” refers to

- A) telling everyone your personal problems.
- B) sending nasty emails or texts about people you don’t like.
- C) discussing private disagreements with or in front of

others.

D) none of these are correct.

21) What kind of information can you find on the Student Services/Campus Life link of your campus website?

22) In what section of the college catalog can you find information about certificate and degree requirements,

academic standards, and registration regulations?

23) Why is it important for students to become familiar with various campus offices?

24) What can students do to develop a greater appreciation of diversity?

25) Why are students who participate in extracurricular activities more likely to remain in college longer than non-participating students?

26) Why do employers take a special interest in students who have participated in extracurricular activities in college?

27) What are the advantages of joining a special interest group in college?

28) What are three ways that students can make a positive impression in the classroom?

29) What are three examples of positive nonverbal classroom behavior?

30) What are three examples of negative nonverbal classroom behavior?

31) On many campuses, the grade appeal process involves four steps. What are these steps?

32) When emailing faculty, what behaviors should students avoid?

33) According to psychologists, what are four reasons problems occur between people?

34) Discuss ways that conflicts can be resolved.

35) What are three useful techniques for resolving conflicts?

36) When you are trying to resolve a conflict, what actions should you avoid?

37) You can learn about the language of your college community from your campus website and college catalog.

- ☐ true
- ☐ false

38) Students should check their college's information management system daily.

- ☐ true
- ☐ false

39) Your campus website contains your college's academic calendar, information about degree and certificate

programs, and the names of college faculty.

- ☐ true
- ☐ false

40) Though your campus website is a valuable resource, it doesn't provide information about student services and campus life.

- ☐ true
- ☐ false

41) You can find degree requirements (required and elective courses needed for completion of a degree) in your college catalog.

- ☐ true
- ☐ false

42) The Admissions Information section of your college catalog contains rules governing student conduct, including disciplinary sanctions and appeal procedures.

☐ true

☐ false

43) The Financial Aid Office is where you pay your tuition each semester.

☐ true

☐ false

44) In addition to print and online materials, campus libraries may also contain a computer lab and photocopying facilities.

☐ true

☐ false

45) The concept of diversity refers exclusively to racial and religious differences.

☐ true

☐ false

46) Part of the process of understanding and appreciating diversity involves having an open mind about people you meet.

☐ true

☐ false

47) Students who become involved in campus activities or who have other campus interests tend to stay in school longer than students who do not participate.

☐ true

☐ false

48) Job recruiters and employers don't place much emphasis on students' participation in extracurricular activities.

☐ true

☐ false

49) Campus service organizations offer students opportunities to work for the common good of their campus or community.

☐ true

☐ false

50) Your body language can be perceived as reflecting your interest (or lack of interest) in a class discussion or lecture.

☐ true

☐ false

51) Sitting near the front of the classroom in roughly the same spot is a good way to let professors know that you are routinely present.

☐ true

☐ false

52) If your professor is critical of your work, he or she probably has something

- ☐ true
- ☐ false

53) In class, professors can't really tell whether students are using their computers to take notes or to check their email or play games.

- ☐ true
- ☐ false

54) If you enter a class late, you should approach the professor after the session has ended and apologize for your lateness.

- ☐ true
- ☐ false

55) If you want to make a good impression on your professors, make frequent visits to their offices during their office hours.

- ☐ true
- ☐ false

56) Being specific when you ask a question in class makes a better impression than simply saying, "I don't get it" or "I don't understand."

- ☐ true
- ☐ false

57) If you are emailing your professor with a question about an assignment, you should state your question as clearly and concisely as possible.

☐ true

☐ false

58) If you are dissatisfied with a grade you have received, you should speak immediately with the dean of students.

☐ true

☐ false

59) One type of online course is known as *ahybrid*.

☐ true

☐ false

60) Shorthand may be acceptable when you are texting or emailing friends, but it is not appropriate when corresponding

with faculty, staff, or other college employees.

☐ true

☐ false

61) When you take an online course, your professor can't really tell how often you access class material or whether you are keeping up with assigned readings or other requirements.

☐ true

☐ false

62) If you are absent from class, you should contact your professor and ask if you missed anything important.

☐ true

☐ false

63) According to psychologists, one reason for conflict is that people are unwilling to accept responsibility for their own inappropriate actions or behavior.

- ☐ true
- ☐ false

64) To improve your communication skills, you should learn to be an active listener.

- ☐ true
- ☐ false

65) One effective way to resolve a conflict is for all involved to see their differences as positives rather than negatives.

- ☐ true
- ☐ false

66) To resolve a conflict, you first need to determine who's at fault.

- ☐ true
- ☐ false

Answer Key

Test name:
Choosing Success

Author: Atkinson 3th ch2

- 1) B
- 2) C
- 3) A
- 4) D
- 5) B
- 6) D
- 7) C
- 8) C
- 9) C
- 10) C
- 11) B
- 12) A
- 13) D
- 14) C
- 15) D
- 16) B
- 17) A
- 18) C
- 19) A

- 20) C
- 37) TRUE
- 38) TRUE
- 39) TRUE
- 40) FALSE
- 41) TRUE
- 42) FALSE
- 43) FALSE
- 44) TRUE
- 45) FALSE
- 46) TRUE
- 47) TRUE
- 48) FALSE
- 49) TRUE
- 50) TRUE
- 51) TRUE
- 52) FALSE
- 53) FALSE
- 54) TRUE
- 55) FALSE
- 56) TRUE

- 57) TRUE
- 58) FALSE
- 59) TRUE
- 60) TRUE
- 61) FALSE
- 62) FALSE
- 63) TRUE
- 64) TRUE
- 65) TRUE
- 66) FALSE