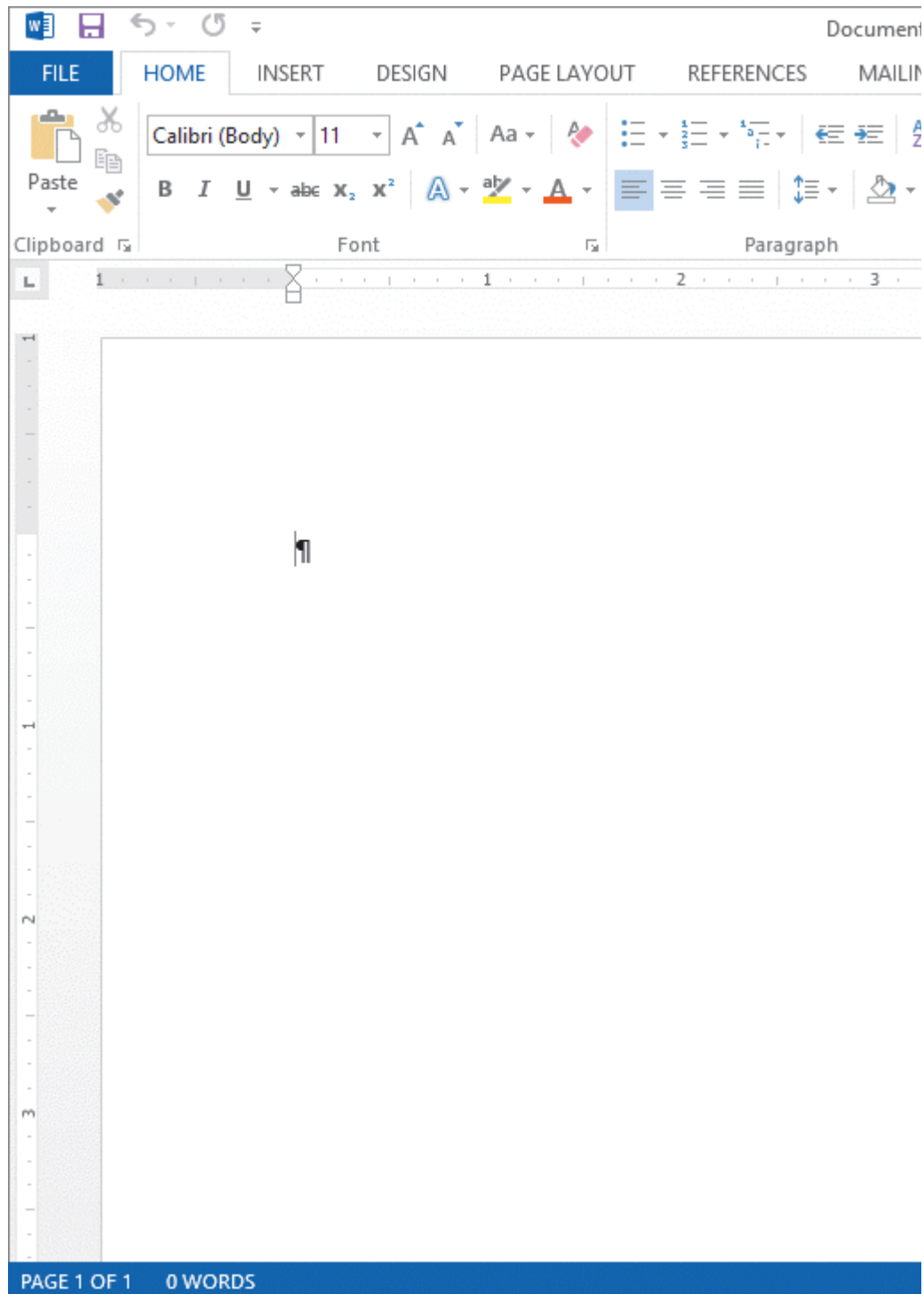


TRUE/FALSE



1. A paragraph mark like the one in the accompanying figure marks the beginning of a new paragraph.

ANS: F

PTS: 1

REF: WD 2

4. The grammar checker marks grammatical errors with a wavy red line.

ANS: F PTS: 1 REF: WD 15

5. By default, Word documents include .5-inch margins on all sides of the document.

ANS: F PTS: 1 REF: WD 23

6. The PAGE LAYOUT tab displays options for adjusting the margins of your document.

ANS: T PTS: 1 REF: WD 23

7. To preview the document, click the FILE tab to open Stagefront view and then click the Print tab in the navigation bar.

ANS: F PTS: 1 REF: WD 25

8. You can add envelopes to existing documents.

ANS: T PTS: 1 REF: WD 26

9. The New screen displays a variety of template options.

ANS: T PTS: 1 REF: WD 27

10. Portrait orientation is the default page orientation for Word documents.

ANS: T PTS: 1 REF: WD 37

MODIFIED TRUE/FALSE

1. The paragraph mark shows where characters will appear when you start typing.

ANS: F, insertion point

PTS: 1 REF: WD 2

2. Before typing a document, you should make sure nonprinting characters are displayed..

ANS: T PTS: 1 REF: WD 8

3. To restore your original change, use the Undo button, which reverses the action.

ANS: F, Redo

PTS: 1 REF: WD 13

4. To move the insertion point to the end of the document press Ctrl+End. _____

ANS: T

PTS: 1

REF: WD 14

5. Line spacing is the amount of space that appears between lines of text within a paragraph.
- _____

ANS: T

PTS: 1

REF: WD 18

6. To select an entire document, double-click in the white space to the left of the document text.
- _____

ANS: F, triple-click

PTS: 1

REF: WD 22

7. Landscape orientation is the default page orientation for Word documents. _____

ANS: F, Portrait

PTS: 1

REF: WD 37

8. Blue is the default font color and appears at the top of the Font Color gallery, with “Automatic” next to it. _____

ANS: F, Black

PTS: 1

REF: WD 41

9. With center alignment, text is centered between the left and right margins and is ragged along both the left and right margins. _____

ANS: T

PTS: 1

REF: WD 42

10. A paragraph border is an outline that appears around one or more paragraphs in a document.
- _____

ANS: T

PTS: 1

REF: WD 44

MATCHING

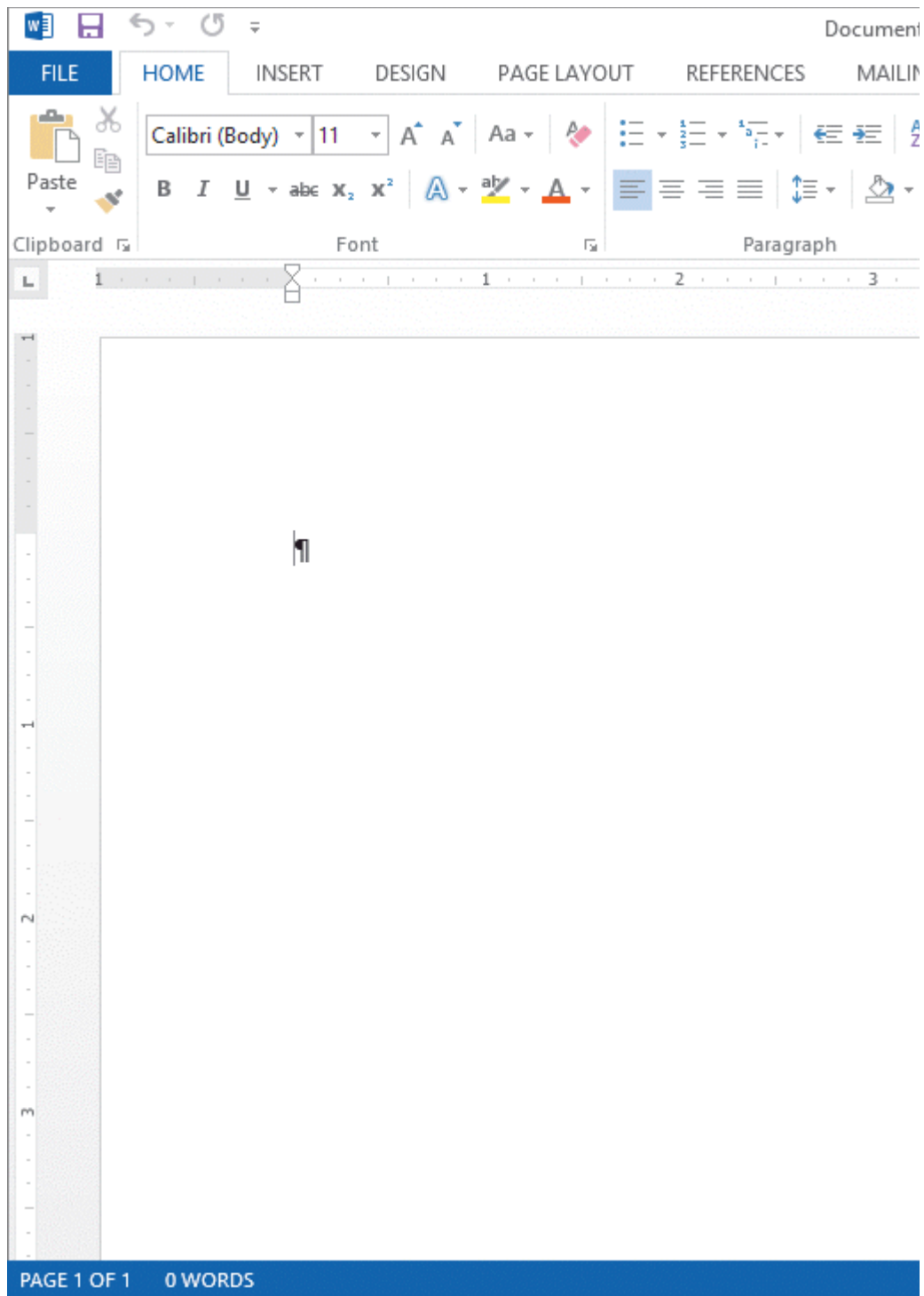
Identify the letter of the choice that best matches the phrase or definition.

- | | |
|-------------------------|---------------------------|
| a. Quick Access Toolbar | f. margins |
| b. paragraph mark | g. Format Painter button |
| c. insertion point | h. Zoom level |
| d. block style | i. alignment |
| e. paragraph spacing | j. nonprinting characters |
1. Symbols that can appear on the screen but are not visible on the printed page
 2. Indicates the end of a paragraph
 3. How the text lines up according to the margins on a page
 4. Controls the onscreen magnification of the content in the window
 5. Provides one-click access to commonly used commands, such as Save
 6. A type of business letter
 7. Used to copy formatting from the selected text to other text in the document

8. Shows where characters will appear when you start typing
9. Refers to space that appears directly above and below a paragraph
10. The blank spaces around the edges of a document's contents

1. ANS: J	PTS: 1	REF: WD 2
2. ANS: B	PTS: 1	REF: WD 2
3. ANS: I	PTS: 1	REF: WD 42
4. ANS: H	PTS: 1	REF: WD 3
5. ANS: A	PTS: 1	REF: WD 2
6. ANS: D	PTS: 1	REF: WD 9
7. ANS: G	PTS: 1	REF: WD 46
8. ANS: C	PTS: 1	REF: WD 2
9. ANS: E	PTS: 1	REF: WD 18
10. ANS: F	PTS: 1	REF: WD 2

MULTIPLE CHOICE



1. The _____ shown in the accompanying figure is only visible if nonprinting characters are turned on.
 - a. insertion point
 - b. paragraph mark
 - c. ruler
 - d. status bar
- ANS: B PTS: 1 REF: WD 2
2. Buttons for related commands are organized on a tab in _____.
 - a. columns
 - b. groups
 - c. ribbons
 - d. bars

ANS: B

PTS: 1

REF: WD 2

3. The _____ shown in the accompanying figure is the main set of buttons and other tools you can use to complete tasks.
- | | |
|---------------|---------------|
| a. ribbon | c. title bar |
| b. button bar | d. status bar |

ANS: A

PTS: 1

REF: WD 2

4. The _____ shown in the accompanying figure provides information about the current document, such as the page and number of words in the document.
- a. ribbon c. title bar
b. Quick Access Toolbar d. status bar

ANS: D

PTS: 1

REF: WD 2

5. The _____ tab shown in the accompanying figure includes options for formatting and editing text.
- | | |
|-----------|----------------|
| a. HOME | c. INSERT |
| b. DESIGN | d. PAGE LAYOUT |

ANS: A

PTS: 1

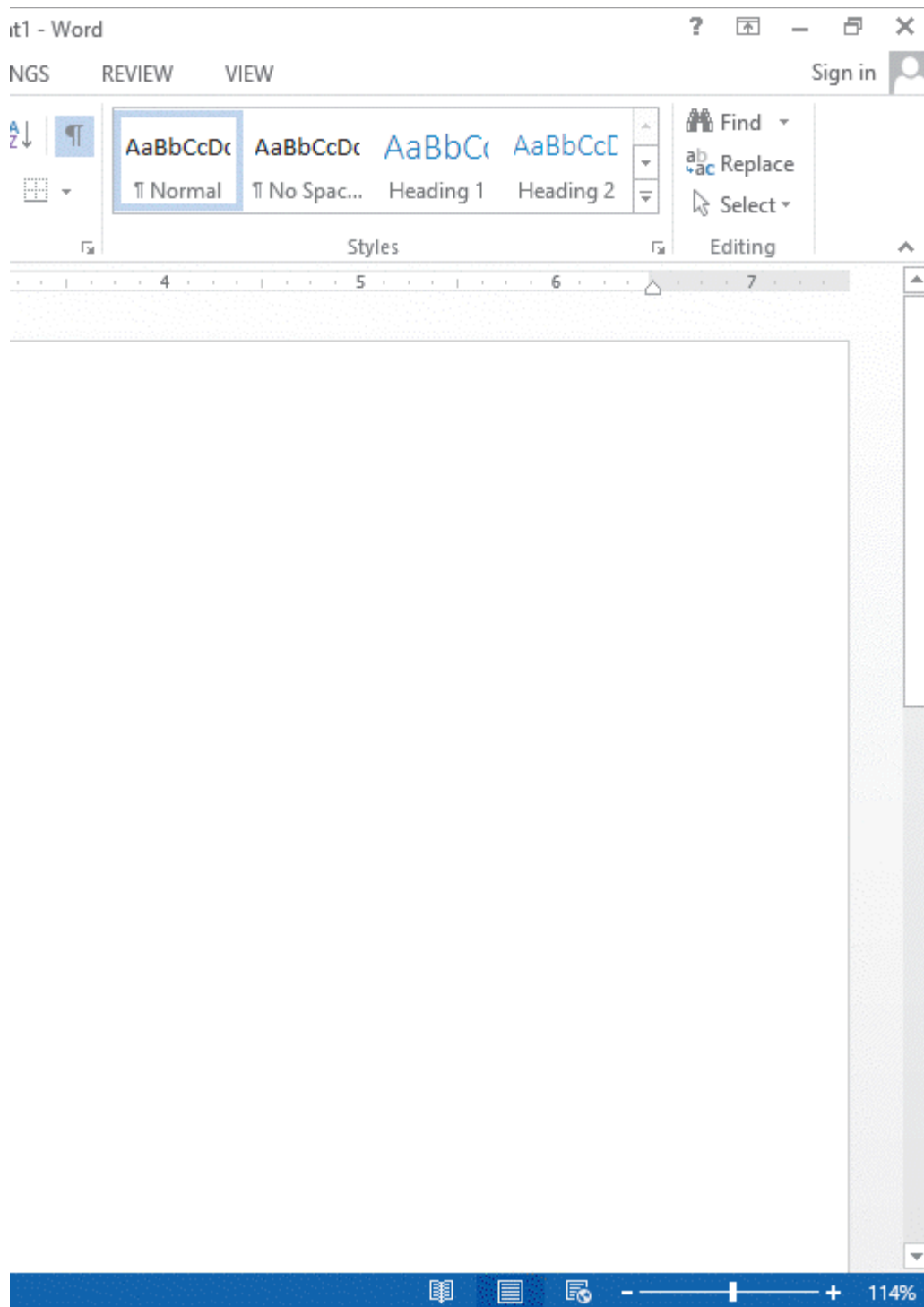
REF: WD 2

6. The _____ displays the name of the open file and the program.
- | | |
|-------------------|-----------------|
| a. title bar | c. status bar |
| b. paragraph mark | d. address link |

ANS: A

PTS: 1

REF: WD 2



7. The _____ buttons shown in the accompanying figure allow you to change the way the document displays.
- | | |
|----------|--------------|
| a. View | c. Preview |
| b. Print | d. Show/Hide |

ANS: C

PTS: 1

REF: WD 3

8. In _____ Mode, extra space around the buttons on the ribbon allows your finger to tap the specific button you need.
- | | |
|--------|----------|
| a. Tap | c. Touch |
|--------|----------|

17. Which keystroke(s) should you use to move the insertion point to the end of the line you are currently on?
- a. End
 - b. Page Up
 - c. Ctrl+Home
 - d. Alt+Ctrl+Page

ANS: A PTS: 1 REF: WD 14

18. To move the insertion point left or right one character at a time, you would press _____.
- a. the down or up arrow key
 - b. the Home or End key
 - c. the left or right arrow key
 - d. the Ctrl + right arrow keys or the Ctrl +left arrow keys

ANS: C PTS: 1 REF: WD 14

19. To correct an error marked by either the spelling or grammar checker, you can right-click the error, and then select the correct replacement on the _____ menu.
- a. file
 - b. pop-up
 - c. insert
 - d. shortcut

ANS: D PTS: 1 REF: WD 15

20. A wavy _____ line appears if you type a word that is not in the dictionary at all.
- a. red
 - b. green
 - c. blue
 - d. black

ANS: A PTS: 1 REF: WD 15

21. As you continue to add text at the end of a document, the text typed earlier will _____ and disappear from the top of the document window.
- a. zip
 - b. wrap
 - c. slip
 - d. scroll

ANS: D PTS: 1 REF: WD 17

22. Line spacing is the amount of space that appears between lines of text within a _____.
- a. word
 - b. sentence
 - c. paragraph
 - d. fragment

ANS: C PTS: 1 REF: WD 18

23. In the _____ group on the HOME tab, you use the Line and Paragraph Spacing button to adjust paragraph and line spacing.
- a. File
 - b. Fonts
 - c. Insert
 - d. Paragraph

ANS: D PTS: 1 REF: WD 19

24. The white space in the left margin is sometimes referred to as the _____ bar.
- a. scan
 - b. index
 - c. baseline
 - d. selection

ANS: D PTS: 1 REF: WD 19

25. If you press the Shift+Enter keys at the end of a line, this inserts a _____ line break.
- a. hard
 - c. standard

- b. manual d. double-space

ANS: B

PTS: 1

REF: WD 21

26. A method for selecting multiple lines of text is to _____.
 a. double-click the word
 b. click and drag in the white space to the left of the lines
 c. press and hold the Ctrl key, then drag the mouse pointer to select multiple blocks of nonadjacent text
 d. click the beginning of the block, then press and hold down the Alt key until the entire block is selected

ANS: B

PTS: 1

REF: WD 22

27. By default Word documents include _____ margins on all sides of the document.
- | | |
|------------|-------------|
| a. .5-inch | c. 1.5-inch |
| b. 1-inch | d. 2-inch |

ANS: B

PTS: 1

REF: WD 23

28. To be sure the document is ready to print, and to avoid wasting paper and time, you should first review it in _____ view.
- | | |
|----------|---------------|
| a. File | c. Backstage |
| b. Print | d. Page Setup |

ANS: C

PTS: 1

REF: WD 25

29. Preformatted files in Word (e.g., fax cover sheets, memos) are known as _____.
a. indices c. staged documents
b. templates d. default documents

ANS: B

PTS: 1

REF: WD 26

30. You can click the Clear All Formatting button to restore selected text to the _____ font, font size, and color.
- | | |
|-------------|-----------|
| a. original | c. new |
| b. default | d. edited |

ANS: B

PTS: 1

REF: WD 30

31. A _____ is a set of characters that uses the same typeface.
- | | |
|----------|-----------|
| a. font | c. style |
| b. theme | d. format |

ANS: A

PTS: 1

REF: WD 30

32. A(n) _____ is a window that helps you navigate through a complex feature.
- | | |
|--------------|-------------|
| a. task pane | c. portrait |
| b. landscape | d. manager |

ANS: A

PTS: 1

REF: WD 31

33. To save a document with a new name, click _____ in the navigation bar and enter a new filename.
- | | |
|---------|------------|
| a. Save | c. Send to |
| b. Copy | d. Save As |

ANS: D

PTS: 1

REF: WD 32

34. Which of the follow is a question to consider when creating effective documents?

- a. Who is the audience?
- b. What do they know?
- c. What do they need to know?
- d. All of the above

ANS: D PTS: 1 REF: WD 33

35. The _____ feature shows the results that would occur in your document if you clicked the option to which you are pointing.

- a. Quick View
- b. AutoDisplay
- c. Live Preview
- d. Sample Showcase

ANS: A PTS: 1 REF: WD 39

36. Text in newspapers uses _____ alignment so that full lines of text are spaced between the left and right margins without the text being ragged.

- a. left
- b. right
- c. centered
- d. justified

ANS: D PTS: 1 REF: WD 42

37. The _____ group on the HOME tab includes a button for each of the four major types of alignment.

- a. Font
- b. Styles
- c. Editing
- d. Paragraph

ANS: D PTS: 1 REF: WD 43

38. To select the entire document, press _____.

- a. Alt+A
- b. Ctrl+A
- c. Shift+A
- d. Alt+Ctrl+A

ANS: B PTS: 1 REF: WD 43

39. _____ is background color that you can apply to one or more paragraphs and can be used in conjunction with a border for a more defined effect.

- a. Fill
- b. Shading
- c. Highlight
- d. Paragraph border

ANS: B PTS: 1 REF: WD 44

40. To apply an outline to the selected paragraph, use the _____ button in the Paragraph group on the HOME tab.

- a. Fill
- b. Border
- c. Shadow
- d. Outline

ANS: B PTS: 1 REF: WD 44

41. To copy formatting from the selected text to other text in the document, use the _____ button.

- a. Copy
- b. Format
- c. Format Painter
- d. Transfer Format

ANS: A PTS: 1 REF: WD 46

42. A(n) _____ tab appears on the ribbon only when an object is selected.

- a. layout
- b. automatic
- c. selection
- d. contextual

Case-Based Critical Thinking Questions**Case 1-1**

Gabrielle wants very much to get a job in television. Each day she visits local television station websites and peruses the Help Wanted sections. To her surprise, there is an opening for a production assistant at Channel 30. To apply for the job, applicants must download a form from the Channel 30 website, fill it out, and then email it to the human resources manager. The form is a Microsoft Word 2013 document.

43. Anxious to apply, Gabrielle downloads the form and opens it on her computer. In the space allocated for today's date, Andrea types Janu and then is prompted by _____.
a. Spell Check to spell "January" correctly
b. AutoCorrect to finish typing "January"
c. AutoComplete to insert the name of the month, January
d. AutoAdjust to adjust her font size to match the rest of the document

ANS: C

PTS: 1

REF: WD 10

TOP: Critical Thinking

44. The first part of the form asks applicants to write one paragraph about why they would like to at work Channel 30. Right away, Gabrielle knows what she wants to write; she's grown up with Channel 30 and has always been impressed by the quality of the news anchors, especially Katie Couric. Each time she types Couric in her response, a red wavy underline appears beneath it. Gabrielle realizes that _____.
a. she must be spelling "Couric" wrong
b. Word considers "Couric" to be a misspelled word
c. the form must be set up so as to discourage applicants from referring to specific Channel 30 employees
d. the word "Katie" has already been added to the Word dictionary and the red underline is a reminder to add "Katie" to AutoCorrect

ANS: B

PTS: 1

REF: WD 15

TOP: Critical Thinking

45. Gabrielle is very excited and rushing. She continually types "teh" instead of "the." Fortunately, the _____.
a. AutoCorrect feature corrects it automatically
b. spelling checker corrects it automatically
c. AutoComplete feature corrects it automatically
d. grammar checker corrects it automatically

ANS: A

PTS: 1

REF: WD 14

TOP: Critical Thinking

46. As she types, Gabrielle notices that there are little dots between each word in her paragraph. Sometimes there is one dot and other times there are two dots. Confused, Gabrielle types her next two words very slowly to try and figure out what the dots are all about. She realizes that _____.
a. each dot is a symbol of a completed word
b. each dot is a symbol of no spelling errors in the previous word
c. each dot represents a space between words, so she should go back and add an extra one wherever there is only one
d. each dot represents a space between words, so she should go back and delete the extra ones she inserted

ANS: D

PTS: 1

REF: WD 10

TOP: Critical Thinking

47. The last part of the form asks applicants to create a bulleted list of their accomplishments. Gabrielle does not like the amount of space the program inserts between the bulleted items each time she presses Enter, so she adjusts the _____.
a. line spacing
b. paragraph spacing
c. word wrap spacing
d. leading

ANS: B

PTS: 1

REF: WD 18

TOP: Critical Thinking

Case-Based Critical Thinking Questions

Case 1-2

Kade is writing a cover letter that he will send with copies of his resume to different software development firms. Since a cover letter determines the first impression he will make, it has to be flawless. He has finished typing the letter but must stop to go to an evening class. He quickly saves it and exits Word 2013.

48. The next day Kade opens the letter in order to proofread it. He realizes that there is some formatting in part of the letter that he would like to use elsewhere in the letter. After using the Format Painter, he wants to turn it off. What key should he press?
a. F4
b. Esc
c. Ctrl
d. Shift

ANS: B

PTS: 1

REF: WD 47

TOP: Critical Thinking

49. Kade thinks that a photo may help to illustrate a point he is making in the letter about a project on which he has worked. What is the term for the photo he wants to insert into this document?
a. Img
b. Icon
c. Picture
d. Graphical unit

ANS: C

PTS: 1

REF: WD 48

TOP: Critical Thinking

50. In his work on the letter, Kade inserts a sentence, then changes his mind and deletes the sentence using the Cut command. He then changes his mind again and _____.
a. clicks the Undo button to undo the delete
b. clicks the Redo button to insert the sentence again
c. clicks the Restore Text button to insert the picture again
d. inserts the sentence again using the same method he used to insert it the first time

ANS: A

PTS: 1

REF: WD 13

TOP: Critical Thinking

51. Kade's dad takes a look at the letter and finds a typo: Kade has misspelled "valedictorian" as "valedictoran." He wonders why Word did not place a wavy red line underneath the misspelled word. Then he figures out that _____.
a. his AutoCorrect feature has been disabled
b. the incorrect spelling was added to the dictionary
c. "valedictoran" was not added to his AutoCorrect list
d. the Correct spelling as you type check box is not checked in the Word Options dialog box

ANS: B

PTS: 1

REF: WD 15

TOP: Critical Thinking

52. Kade's dad suggests that Kade also check the cover letter for grammatical errors. Kade notices that he typed "you're" instead of "your," so the word is underlined with _____.
a. a blue wavy line
b. a black wavy line
c. a green wavy line
d. an orange wavy line

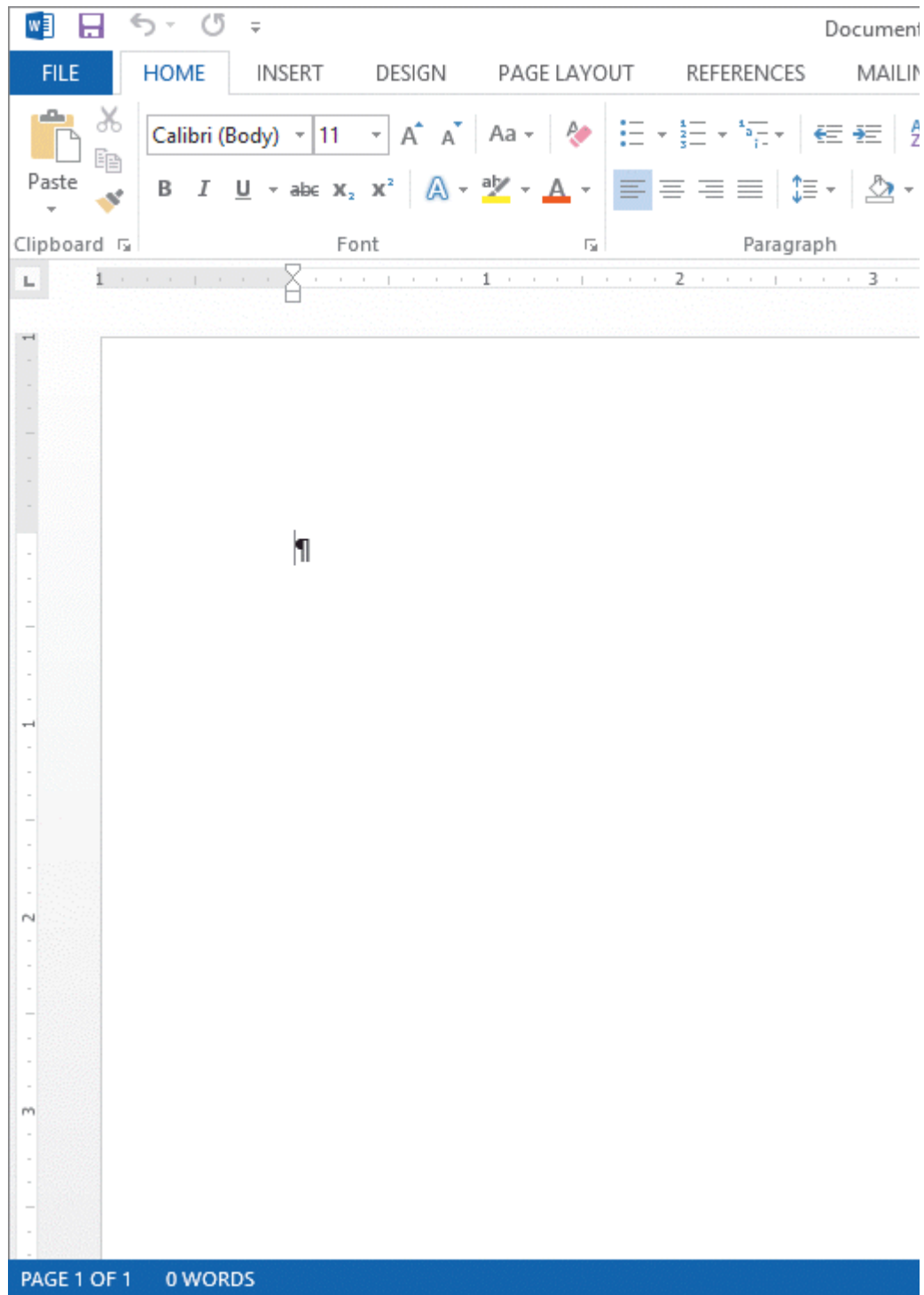
ANS: A

PTS: 1

REF: WD 15

TOP: Critical Thinking

COMPLETION



1. As shown in the accompanying figure, you can choose to display the _____, which can be useful as you position elements in a document.

ANS: rulers

PTS: 1

REF: WD 2

2. To undo the last thing you did in a document, click the Undo button on the _____ Toolbar, shown in the accompanying figure.

ANS: Quick Access

PTS: 1 REF: WD 13

3. The _____ allow you to change the way the document is displayed.

ANS: View buttons

PTS: 1 REF: WD 3

4. _____ automatically corrects common typing errors.

ANS: AutoCorrect

PTS: 1 REF: WD 14

5. The Ctrl+Right Arrow keystroke moves the insertion point right one _____ at a time.

ANS: word

PTS: 1 REF: WD 14

6. The _____ feature capitalizes the first letter of a sentence automatically.

ANS: AutoCorrect

PTS: 1 REF: WD 14

7. Line spacing determines the amount of space between lines within a(n) _____.

ANS: paragraph

PTS: 1 REF: WD 18

8. _____ in the white space to the left of the document text to select an entire document.

ANS: Triple-click

PTS: 1 REF: WD 22

9. On the _____ ruler the 0-inch mark is like the origin on a number line.

ANS: horizontal

PTS: 1 REF: WD 23

10. _____ orientation is the default orientation for Word documents.

ANS: Portrait

PTS: 1 REF: WD 37

11. To verify that the pointer is located at the beginning of the document, press the _____ keys.

ANS: Ctrl + Home

PTS: 1 REF: WD 38

12. With _____ alignment the text is aligned along the right margin and is ragged along the left margin.

ANS: right

PTS: 1 REF: WD 42

13. A paragraph _____ is an outline that appears around one or more paragraphs in a document.

ANS: border

PTS: 1 REF: WD 44

14. You will use the _____ button in the Clipboard group on the HOME tab to copy a format from selected text to other text.

ANS: Format Painter

PTS: 1 REF: WD 46

15. To work with a photo or other type of picture in a document, you first need to _____ it.

ANS: select

PTS: 1 REF: WD 48

ESSAY

1. List the steps to create an envelope.

ANS:

- On the ribbon, click the MAILINGS tab.
- In the Create group, click the Envelopes button to open the Envelopes and Labels dialog box with the Envelopes tab displayed.
- On the Envelopes tab, type a new address or edit the existing one.
- If necessary, type a return address. If you are using preprinted stationery that already includes a return address, click the Omit check box to insert a checkmark.
- To print the envelope immediately, insert an envelope in your printer, and then click the Print button. Or, to store the envelope along with the rest of the document, click the Add to Document button and print the envelope later.

PTS: 1

REF: WD 27

TOP: Critical Thinking

2. Discuss the use of color and special effects in formal documents.

ANS:

In more formal documents, use color and special effects sparingly. The goal of letters, reports, and many other types of documents is to convey important information, not to dazzle the reader with fancy fonts and colors. Such elements only serve to distract the reader from your main point. In formal documents, it's a good idea to limit the number of colors to two and to stick with left alignment for text. In a document like a flyer, for example, you have a little more leeway because the goal of the document is to attract attention. However, you still want it to look professional.

PTS: 1

REF: WD 48

TOP: Critical Thinking

3. Discuss working with inline pictures. What are they and what do they permit?

ANS:

By default, when you insert a picture in a document, it is treated as an inline object, which means its position changes in the document as you add or delete text. Also, because it is an inline object, you can align the picture just as you would align text, using the alignment buttons in the Paragraph group on the HOME tab. Essentially, you can treat an inline picture as just another paragraph. When you become a more advanced Word user, you'll learn how to wrap text around a picture so that the text flows around the picture—with the picture maintaining its position on the page no matter how much text you add to or delete from the document. The alignment buttons don't work on pictures that have text wrapped around them. Instead, you can drag the picture to the desired position on the page.

PTS: 1

REF: WD 51

TOP: Critical Thinking