

TEST BANK

to accompany

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TECHNICAL COMMUNICATION

Process and Product

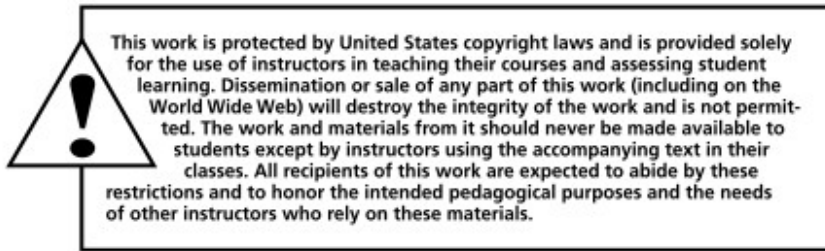
Eighth Edition

Bart Ganzert

Forsyth Technical Community College

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Test Bank to accompany Gerson/Gerson, *Technical Communication: Process and Product*, Eighth Edition

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10 9 8 7 6 5 4 3 2 1—online—16 15 14 13



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ISBN 10: 0-321-89969-5
ISBN 13: 978-0-321- 89969-9

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CHAPTER ONE

An Introduction to Technical Communication

NAME: _____

TRUE/FALSE. Write 'T' if the statement is true and "F" if the statement is false.

- 1) Technical writing focuses on products and services. 1) _____
- 2) Collaboration is more important than silo building in the workplace. 2) _____
- 3) The top five skills employers want include communication skills, honesty/integrity, internship/co-op experience, strong work ethic, and teamwork. 3) _____
- 4) When team members from varied disciplines provide their input, it is called collaboration. 4) _____
- 5) Knowing how to communicate in the workplace will help you influence people. 5) _____
- 6) HPI can be used to solve problems in teamwork. 6) _____
- 7) To communicate successfully, you must adapt to different channels of communication. 7) _____

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 8) Diverse teams consist of 8) _____
 - A) people with different areas of expertise, such as engineers, accountants, technical communicators, and graphic artists.
 - B) people with different academic credentials, such as a GED, high school diploma, or some college coursework.
 - C) people who represent different cultures, ages, genders, and races.
 - D) All of these answers are correct.
 - E) A and C
- 9) The reason(s) dispersed teams may be used by a corporation is (are) 9) _____
 - A) employees are located across time and space.
 - B) employees work in different cities, states, or countries.
 - C) employees work different shifts.
 - D) All of these answers are correct.
 - E) A and B
- 10) How can you use a Wiki in your dispersed team? 10) _____
 - A) to create a Web site and to track group projects
 - B) for group authoring, editing, and reviewing older versions of text
 - C) for e-mailing and instant messaging
 - D) All of these answers are correct.
 - E) A and B

- 11) Written communication channels include which of the following? 11) _____
- A) memos, letters, reports, and essays
 - B) brochures, proposals, resumes, and journal entries
 - C) e-mail, letters, newsletters, and Web sites
 - D) letters, reports, poetry, and memos
- 12) Oral communication channels in the field of technical communication include 12) _____
- A) a corporate Web site.
 - B) training sessions.
 - C) online help screens.
 - D) blogs.
 - E) instant messaging.
- 13) In communication, smartphone technology has an impact on 13) _____
- A) availability of messaging.
 - B) workplace professionalism.
 - C) audience awareness in writing.
 - D) size, speed, and tone of correspondence.
- 14) The textbook provides various reasons why technical communication is important. From an employer's perspective, which of the following is most important? 14) _____
- A) Technical and business writing differ from other types of writing.
 - B) This type of writing costs and earns money.
 - C) Technical and business writing depend on factual documentation.
 - D) Your purpose is determined by your audience.
- 15) Which of the following is a guideline for establishing teamwork? 15) _____
- A) Establish a team leader.
 - B) Hold yourself responsible for how well your audience understands your message.
 - C) Watch for cultural biases.
 - D) Avoid shun words.
- 16) Technical communication uses two main types of communication channels. Sometimes the channels can overlap. Which type of channel(s) would be best suited for initially informing an employee of a forthcoming layoff? 16) _____
- A) Written. B) Oral. C) Either A or B. D) Both A and B.
- 17) Some mobile apps that are helpful for writing are 17) _____
- A) Quickoffice Mobile.
 - B) Documents To Go.
 - C) BlogWriter.
 - D) All of these answers are correct.
 - E) A and B only

- 18) According to the National Association of Colleges and Employers (2006), the most important quality/skill employers want is 18) _____
- A) analytical skills. B) strong work ethic.
C) communication skills. D) computer skills.
- 19) Electronic conferencing tools are one type of groupware used for collaboration in virtual teams. Such electronic tools include 19) _____
- A) message and discussion boards.
B) videoconferences and teleconferences.
C) instant messaging and e-mail.
D) All of these answers are correct.
E) A and B only
- 20) A Wiki can be used to 20) _____
- A) create Web sites.
B) collaborate on peer review.
C) group author documents.
D) All of these answers are correct.
- 21) Google Documents is a collaborative writing tool. By using this tool, you can 21) _____
- A) edit Word documents.
B) post documents to a blog.
C) add new team members and delete writers.
D) edit HTML files.
E) All of these answers are correct.

ESSAY. Write your answer in the space provided or on a separate sheet of paper.

- 22) Discuss how you would use a Wiki in your dispersed team? Provide specific examples along with justifications for its use.
- 23) HPI lists 10 possible causes of conflict in collaborative projects. Identify at least five of these causes and discuss the problems that come from each one; include examples of your own or from the textbook.

ANSWER KEY

- 1) TRUE
- 2) TRUE
- 3) FALSE
- 4) TRUE
- 5) TRUE
- 6) TRUE
- 7) TRUE
- 8) E
- 9) D
- 10) E
- 11) C
- 12) B
- 13) D
- 14) B
- 15) A
- 16) B
- 17) D
- 18) C
- 19) E
- 20) D
- 21) E
- 22) Answers will vary.
- 23) Answers will vary.

CHAPTER TWO

The Communication Process

NAME: _____

TRUE/FALSE. Write “T” if the statement is true and “F” if the statement is false.

- 1) Poorly written correspondence wastes time. 1) _____
- 2) Part of prewriting is to determine your communication channel. 2) _____
- 3) Answering the “reporter’s questions” helps you create the content of your correspondence. 3) _____
- 4) Flowcharting is an effective visual technique that does not organize data chronologically. 4) _____
- 5) Usability testing helps determine the success of a draft. 5) _____
- 6) The most important phase in the writing process is gathering documentation. 6) _____
- 7) Accuracy in technical writing requires that you proofread your text. 7) _____

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 8) When you are given a writing assignment, usability testing is designed to be used for the 8) _____
 - A) prewriting phase.
 - B) formatting phase.
 - C) writing phase.
 - D) rewriting phase.
 - E) All of these answers are correct.
- 9) The objectives of the prewriting process include 9) _____
 - A) organizing content.
 - B) examining purposes.
 - C) proofreading.
 - D) formatting content.
- 10) The writing process is subdivided into the following three-part sequence: 10) _____
 - A) prewriting, rewriting, and revising.
 - B) prewriting, drafting, and proofreading.
 - C) prewriting, writing, and rewriting.
 - D) prewriting, revising, and rewriting.
 - E) None of these answers is correct.
- 11) Two examples of prewriting techniques are 11) _____
 - A) flowcharting and reformatting.
 - B) branching and enhancing.
 - C) mind mapping and brainstorming.
 - D) usability testing and simplifying.
 - E) None of these answers is correct.

- 12) Probably the most important stage in the writing process is 12) _____
- A) proofreading.
 - B) rewriting.
 - C) writing.
 - D) prewriting.
 - E) All phases are equally important.
- 13) During the writing process, 13) _____
- A) once the purpose and goal of the document are determined, the steps can be completed in any order.
 - B) all three steps may occur simultaneously.
 - C) it is important to work through each of the three steps one at a time.
 - D) the prewriting step must be completed before moving on to any other step.
- 14) Single sourcing is 14) _____
- A) producing a document that is intended for one source.
 - B) using one source for data gathering.
 - C) producing documents that are intended to be recombined and reused across projects and various media.
 - D) None of these answers is correct.
- 15) Storyboarding 15) _____
- A) is especially useful for preparing instructions.
 - B) answers the reporter's questions.
 - C) allows you to look at your topic from multiple perspectives.
 - D) allows you to see what your document might look like.
- 16) Mind mapping 16) _____
- A) answers the reporter's questions.
 - B) is especially useful for preparing instructions.
 - C) allows you to look at your topic from multiple perspectives.
 - D) allows you to see what your document might look like.
- 17) If, before a staff meeting, you asked employees for agenda items, you are using which of the following techniques? 17) _____
- A) mind mapping
 - B) storyboarding
 - C) outlining
 - D) brainstorming or listing
- 18) Content should be formatted for readability during which step in the writing process? 18) _____
- A) prewriting
 - B) rewriting
 - C) writing
 - D) None of these answers is correct.
- 19) If your purpose for writing was to complain about the poor quality of a coat you purchased at your favorite clothing store, what kind of letter would you write? 19) _____
- A) a letter to build rapport
 - B) a letter to instruct
 - C) a letter to persuade
 - D) a letter to inform

20) The National Commission of Writing identified essential skills in technical communication that employers want. The most important was

20) _____

- A) documentation and supporting data.
- B) spelling, grammar, and punctuation.
- C) accuracy.
- D) logic.

ESSAY. Write your answer in the space provided or on a separate sheet of paper.

- 21) Through usability testing, the technical communicator decides what works in the draft and what requires rewriting. Usability focuses on four key factors. List and discuss each of the four.
- 22) Discuss the six objectives in prewriting and explain why each step is important to the technical communicator.
- 23) Explain why proofreading is important. Provide examples.

ANSWER KEY

- 1) TRUE
- 2) TRUE
- 3) TRUE
- 4) FALSE
- 5) TRUE
- 6) FALSE
- 7) TRUE
- 8) D
- 9) B
- 10) C
- 11) C
- 12) B
- 13) B
- 14) C
- 15) D
- 16) C
- 17) D
- 18) C
- 19) C
- 20) C
- 21) Answers will vary.
- 22) Answers will vary.
- 23) Answers will vary.