

# TEST BANK

*to accompany*

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## **Technical Communication: Process and Product**

**Ninth Edition**

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*Forsyth Technical Community College*

**PEARSON**

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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) About 30 percent of all jobs are described as “writing intense.” 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 asynchronously 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) Technical communication channels generally 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) What is true about using technologies for collaboration? 13) \_\_\_\_\_
- A) Technologies are not equal.
  - B) Some allow for more interactivity than others
  - C) Some are more synchronous than others.
  - D) All of the above.
- 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) Take a stand on an issue.
  - 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 HPI intervention techniques include 17) \_\_\_\_\_
- A) health and wellness incentives.
  - B) bonuses.
  - C) zero-tolerance rules.
  - D) All of these answers are correct.
  - E) A and B only

- 18) According to the National Commission on Writing for America's Families, Schools and Colleges, writing is a critical skill in 18) \_\_\_\_\_
- A) banking.
  - B) knowing your team.
  - C) banking, finance, insurance and real estate.
  - D) computer fields.
- 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 team's collaborative approach can be which of the following? 20) \_\_\_\_\_
- A) segmented
  - B) individualistic
  - C) practical
  - D) A and C only
  - E) All of these answers are correct.

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

- 21) Discuss how you would use collaboration channels for your dispersed team. Provide specific examples along with justifications for their uses.
- 22) 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) Answers will vary.
- 22) Answers will vary.

## CHAPTER TWO

### Digital Communication

NAME: \_\_\_\_\_

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

- 1) Web collaboration is important for companies with employees worldwide. 1) \_\_\_\_\_
- 2) Almost one half of Fortune 500 companies use blogs. 2) \_\_\_\_\_
- 3) A Quick Response code is an image that can be scanned to access various information. 3) \_\_\_\_\_
- 4) Mobile application software, though popular with the public, has limited use in corporate communication. 4) \_\_\_\_\_
- 5) Digital teams are dispersed groups using various online collaborative software. 5) \_\_\_\_\_
- 6) Groupware does not allow for long distance or extended communication with teams. 6) \_\_\_\_\_
- 7) Threaded discussions eliminate lengthy e-mail communications. 7) \_\_\_\_\_

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

- 8) Some types of writing apps are 8) \_\_\_\_\_
  - A) Simplenote.
  - B) Documents To Go.
  - C) Notesy.
  - D) MS OneNote.
  - E) All of these answers are correct.
- 9) A Wiki can be used to 9) \_\_\_\_\_
  - A) create Web sites.
  - B) collaborate on peer review.
  - C) group author documents.
  - D) All of these answers are correct.
- 10) Google Documents is a collaborative writing tool. Using it, you can 10) \_\_\_\_\_
  - A) edit Word documents.
  - B) post documents to a blog.
  - C) add team members and delete writers.
  - D) edit HTML files.
  - E) All of these answers are correct.
- 11) Two uses for a QR code are to 11) \_\_\_\_\_
  - A) access Web sites and provide survey information.
  - B) link social media sites and add blog writers.
  - C) share project drafts and HTML code.
  - D) substitute for user manuals and provide customer service information.
  - E) None of these answers is correct.

- 12) Groupware tools can include 12) \_\_\_\_\_
- A) digital conferencing and management tools.
  - B) MS Office Suite.
  - C) Social media sites and wikis.
  - D) A and C are correct.
  - E) All of these answers are correct.
- 13) Dropbox is a site where 13) \_\_\_\_\_
- A) teams can be contacted face-to-face.
  - B) team members can be tracked and scheduled.
  - C) documents can be securely accessed and revised.
  - D) All of these answers are correct.
- 14) SharePoint allows workers to 14) \_\_\_\_\_
- A) retrieve text and graphics.
  - B) access files on smart devices.
  - C) schedule dates and access team e-mail.
  - D) All of these answers are correct.
- 15) Skype 15) \_\_\_\_\_
- A) provides visual, audible, and written communication for teams.
  - B) is only accessible through special subscribers.
  - C) can't be used with tablets or phones.
  - D) allows transfer of large documents online.
- 16) Smartphones and tablets allow employees 16) \_\_\_\_\_
- A) the ability to text, tweet or e-mail anytime.
  - B) to use mobile apps to enhance work output.
  - C) A and B are correct.
  - D) None of the answers is correct.
- 17) Examples of mobile apps can include 17) \_\_\_\_\_
- A) apps for writing.
  - B) storage apps.
  - C) apps to manage time.
  - D) All of the answers are correct.
- 18) Other collaborative sites available for technical communicators are 18) \_\_\_\_\_
- A) WetPaint.
  - B) Access Grid.
  - C) TikiWiki.
  - D) All of these answers are correct.

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

- 19) Discuss using writing apps and collaboration tools in working with dispersed teams. What are some of the challenges these tools overcome?
- 20) How can mobile apps and the use of smart devices affect workplace communication? Use specific examples in your discussion.

## ANSWER KEY

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