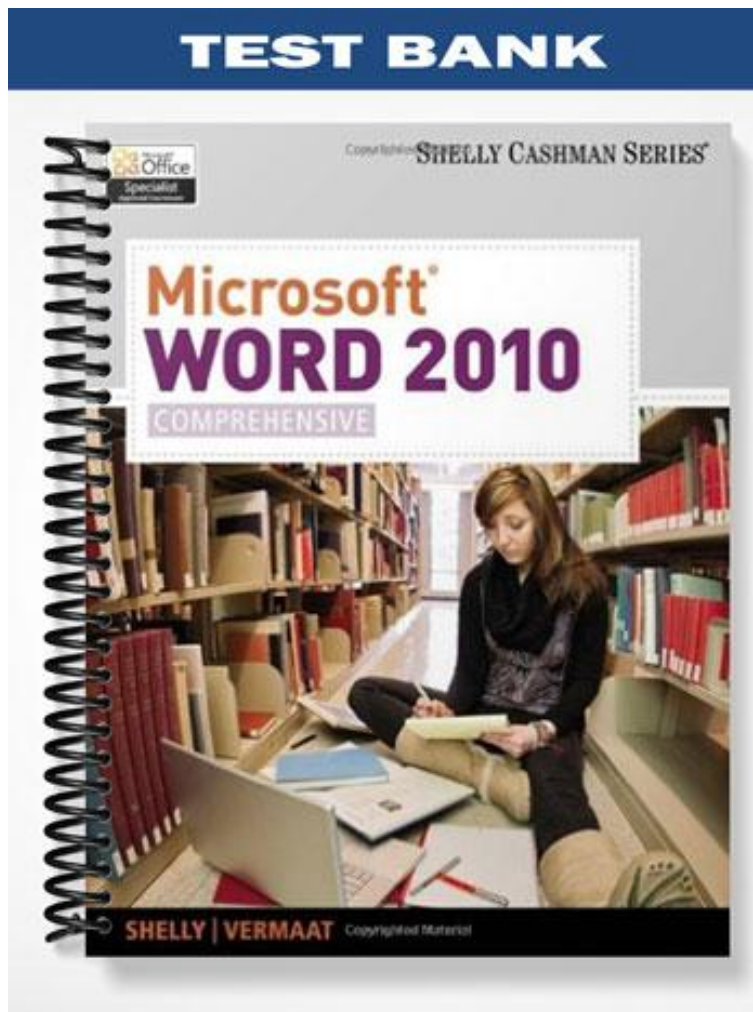


# TEST BANK



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## Word Chapter 2 – Creating a Research Paper with Citations and References

### MULTIPLE CHOICE

**Memo 3**

Works Cited

Cordoba, Nicolas E., and Kara A. Sarkis. *The Surveyor's Theodolite Formula*. Orlando: Orange County Press, 2012. Print.

Jain, Madh. "How Surveyors Measure Distance and Calculate Angles." *Today's Modern Surveyor* Mar. 2012: 30-48. Print.

Sanders, Gregory B. *Understanding Satellites and Global Positioning Systems*. n.d. Course Technology. Web. 27 Feb. 2012.

**Memo 2**

satellites to determine a receiver's geographic location. GPS receivers, found in handheld navigation devices and many vehicles, use triangulation to determine their location relative to at least three geostationary satellites. According to Sanders, the geostationary satellites are the fixed points in the triangulation formula (*Understanding Satellites and Global Positioning Systems*).

The next time you pass a surveyor, play a Nintendo Wii, or follow a route suggested by a vehicle's navigation system, keep in mind that none of it might have been possible without the concept of triangulation.

**Memo 1**

Annalisa Marino  
Mr. Winters  
English 101  
April 4, 2012

Can You Find Me Now?

Here is a Nintendo Wii game console able to determine the location of a Wii Remote while a player interacts with a game? The answer is triangulation, a process that determines the location of an object by measuring the angles from two or more fixed points.

Surveyors often use triangulation to measure distance. Starting at a known location and elevation, surveyors measure a length to create a base line and then use a theodolite to measure an angle to an unknown point from each side of the base line (Jain 30-48). The length of the base line and the two known angles allow a computer or person to determine the location of a third point.<sup>1</sup>

Similarly, the Nintendo Wii game console uses triangulation to determine the location of a Wii Remote. A player places a sensor bar, which contains two infrared transmitters, near or on top of a television. While the player uses the Wii Remote, the Wii game console determines the remote's location by calculating the distance and angles between the Wii Remote and the two transmitters on the sensor bar. Determining the location of a Wii Remote is relatively simple because the sensor bar contains only two fixed points: the transmitters.

A more complex application of triangulation occurs in a global positioning system (GPS). A GPS consists of one or more earth-based receivers that accept and analyze signals sent by

<sup>1</sup> Cordoba and Sarkis state that electronic theodolites calculate angles automatically and then send the calculated angles to a computer for analysis (25).

1. When using the MLA style, position in-text parenthetical references either at the \_\_\_\_\_, as shown in the accompanying figure.
  - a. top of the page as headnotes or at the end of the paper as endnotes
  - b. bottom of the page as footnotes or at the end of the paper as endnotes
  - c. top of the page as headnotes or at the beginning of the paper as frontnotes
  - d. bottom of the page as footnotes or at the beginning of the paper as frontnotes

ANS: B

PTS: 1

REF: WD 69

2. On the works cited page, list works by each author's last name, as shown in the accompanying figure, or, if the author's name is not available, by the \_\_\_\_.
- a. title of the source
  - b. publisher
  - c. date of the source
  - d. MLA citation number

ANS: A                      PTS: 1                      REF: WD 69

3. A note reference mark signals that an explanatory note exists at the bottom of the page as a(n) \_\_\_\_, as shown in the accompanying figure.
- a. keynote
  - b. citation
  - c. endnote
  - d. footnote

ANS: D                      PTS: 1                      REF: WD 93

4. By default, the Normal style places \_\_\_\_ points of blank space after each paragraph.
- a. 8
  - b. 10
  - c. 12
  - d. 14

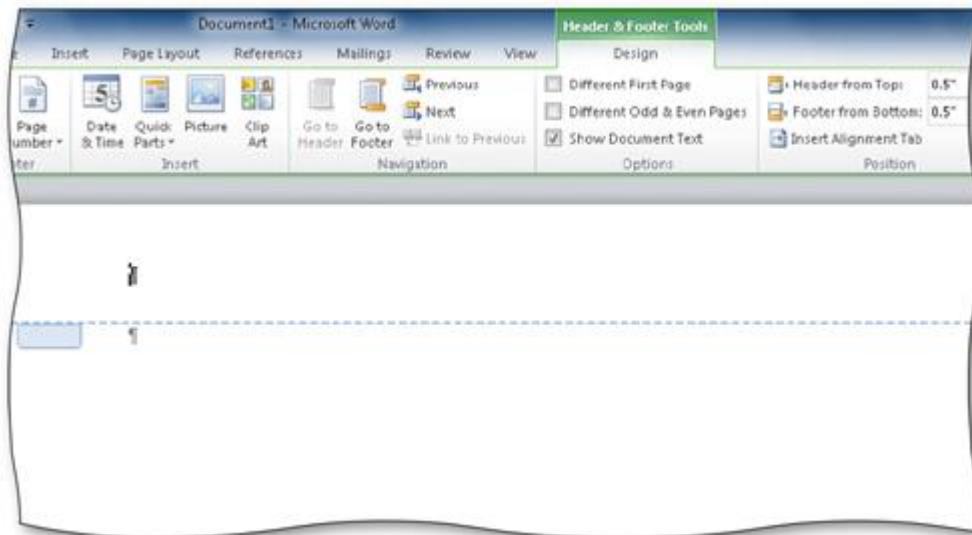
ANS: B                      PTS: 1                      REF: WD 72

5. By default, the Normal style inserts a vertical space equal to \_\_\_\_ line(s) between each line of text.
- a. 1
  - b. 1.15
  - c. 2
  - d. 2.15

ANS: B                      PTS: 1                      REF: WD 72

6. If the top of a set of characters is chopped off, then line spacing may be set to \_\_\_\_.
- a. Exactly
  - b. Cut
  - c. About
  - d. Near

ANS: A                      PTS: 1                      REF: WD 72



7. Headers (as shown in the accompanying figure) and footers can include text and graphics, as well as the \_\_\_\_.
- a. current date
  - b. page number
  - c. current time
  - d. all of the above

ANS: D                    PTS: 1                    REF: WD 75

8. Headers print in the top margin \_\_\_\_ inch from the top of every page.
- a. one-quarter
  - b. one-half
  - c. three-quarters of a(n)
  - d. one

ANS: B                    PTS: 1                    REF: WD 75

9. Each time the \_\_\_\_ key is pressed, the paragraph formatting in the previous paragraph is carried forward to the next paragraph.
- a. ENTER
  - b. SHIFT
  - c. CTRL
  - d. ALT

ANS: A                    PTS: 1                    REF: WD 80

10. The \_\_\_\_ shortcut keys remove character formatting.
- a. CTRL+0 (zero)
  - b. CTRL+I
  - c. CTRL+SPACEBAR
  - d. CTRL+U

ANS: C                    PTS: 1                    REF: WD 81

11. The \_\_\_\_ shortcut keys underline words, and not spaces.
- a. CTRL+U
  - b. CTRL+W
  - c. CTRL+SHIFT+W
  - d. CTRL+SHIFT+PLUS SIGN

ANS: C                    PTS: 1                    REF: WD 81

12. The shortcut keys for the \_\_\_\_ character formatting are CTRL+SHIFT+PLUS SIGN.
- a. case of letters
  - b. underline words, not spaces
  - c. superscript
  - d. all capital letters

ANS: C                    PTS: 1                    REF: WD 81

13. The shortcut keys used to left-align a paragraph are \_\_\_\_.
- a. CTRL+J
  - b. ALT+J
  - c. CTRL+L
  - d. ALT+L

ANS: C                    PTS: 1                    REF: WD 81

14. The shortcut keys used to center a paragraph are \_\_\_\_.
- a. CTRL+T
  - b. CTRL+M
  - c. CTRL+SHIFT+T
  - d. CTRL+E

ANS: D                    PTS: 1                    REF: WD 81

15. To decrease a font size, use the \_\_\_\_ shortcut keys.
- a. CTRL+<
  - b. CTRL+SHIFT+<
  - c. CTRL+>
  - d. CTRL+SHIFT+>

ANS: B                    PTS: 1                    REF: WD 81

16. To right-align a paragraph, use the \_\_\_\_ shortcut keys.
- a. CTRL+T
  - b. CTRL+M
  - c. CTRL+R
  - d. CTRL+K

ANS: C                    PTS: 1                    REF: WD 81

17. To increase a paragraph indent, use the \_\_\_\_\_ shortcut keys.
- a. CTRL+L
  - b. CTRL+E
  - c. CTRL+1
  - d. CTRL+M

ANS: D                      PTS: 1                      REF: WD 81

18. Although you can use a dialog box to indent paragraphs, Word provides a quicker way through the \_\_\_\_\_.
- a. Quick Access Toolbar
  - b. Office Button menu
  - c. vertical ruler
  - d. horizontal ruler

ANS: D                      PTS: 1                      REF: WD 82

19. The \_\_\_\_\_ feature automatically corrects typing, spelling, capitalization, or grammar errors as you type them.
- a. AutoEntry
  - b. AutoCorrect
  - c. AutoAdd
  - d. AutoSpell

ANS: B                      PTS: 1                      REF: WD 85

20. If you want to remove the AutoCorrect Options button from the screen, you can press the \_\_\_\_\_ key.
- a. ESC
  - b. F5
  - c. CTRL
  - d. SHIFT

ANS: A                      PTS: 1                      REF: WD 86

21. If you do not want to keep a change automatically made by Word and you immediately notice the automatic correction, you can undo the change by clicking the Undo button on the \_\_\_\_\_ toolbar.
- a. Office Button menu
  - b. Quick Access Toolbar
  - c. Ribbon
  - d. any of the above

ANS: B                      PTS: 1                      REF: WD 87

22. The rule is to press the SPACEBAR \_\_\_\_\_ time(s) after periods, colons, and other punctuation marks.
- a. one
  - b. two
  - c. three
  - d. either A or B, in MLA style

ANS: A                      PTS: 1                      REF: WD 88

23. A(n) \_\_\_\_\_ is a placeholder for data whose contents can change.
- a. attribute
  - b. element
  - c. field
  - d. value

ANS: C                      PTS: 1                      REF: WD 90

24. A tag name is an identifier that links a(n) \_\_\_\_\_ to a source.
- a. citation
  - b. index
  - c. attribute
  - d. field

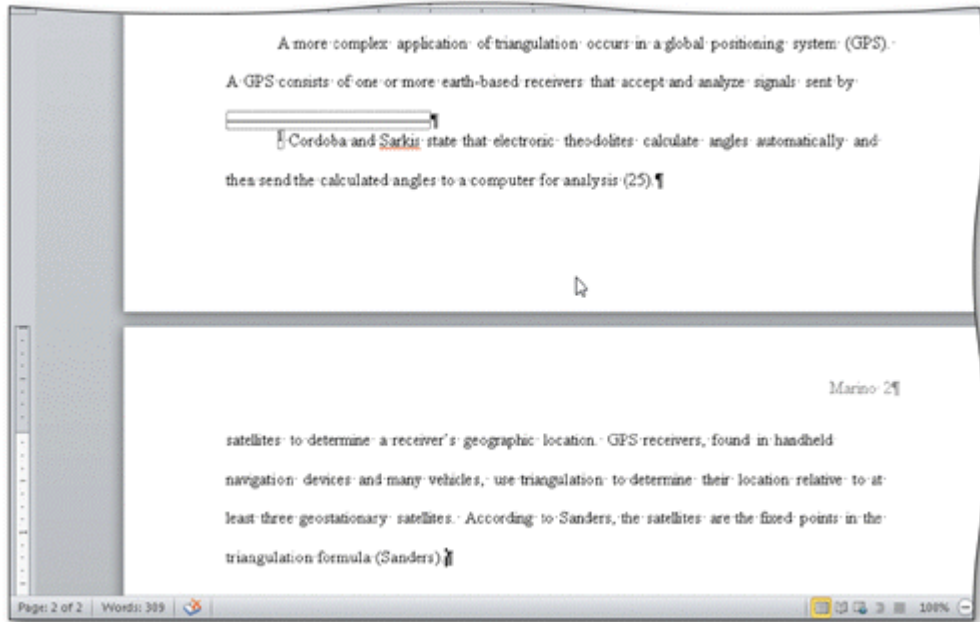
ANS: A                      PTS: 1                      REF: WD 94

25. Footnote text is \_\_\_\_\_.
- a. double-spaced, right-aligned, and a smaller font size than the text in the research paper
  - b. double-spaced, left-aligned, and the same font size as the text in the research paper
  - c. double-spaced, left-aligned, and a smaller font size than the text in the research paper
  - d. single-spaced, left-aligned, and a smaller font size than the text in the research paper

ANS: D                    PTS: 1                    REF: WD 95

26. One way to delete a note is to click immediately to the left of the note reference mark in the document text and then press the \_\_\_\_ key twice.
- a. BACKSPACE
  - b. DELETE
  - c. ESC
  - d. F3

ANS: B                    PTS: 1                    REF: WD 100



27. Automatic page breaks, like the one in the accompanying figure, are determined by \_\_\_\_.
- a. paper size
  - b. line spacing
  - c. margin settings
  - d. all of the above

ANS: D                    PTS: 1                    REF: WD 101

28. The Word Count dialog box displays the number of words as well as the number of \_\_\_\_ in the current document.
- a. lines
  - b. characters
  - c. paragraphs
  - d. all of the above

ANS: D                    PTS: 1                    REF: WD 101

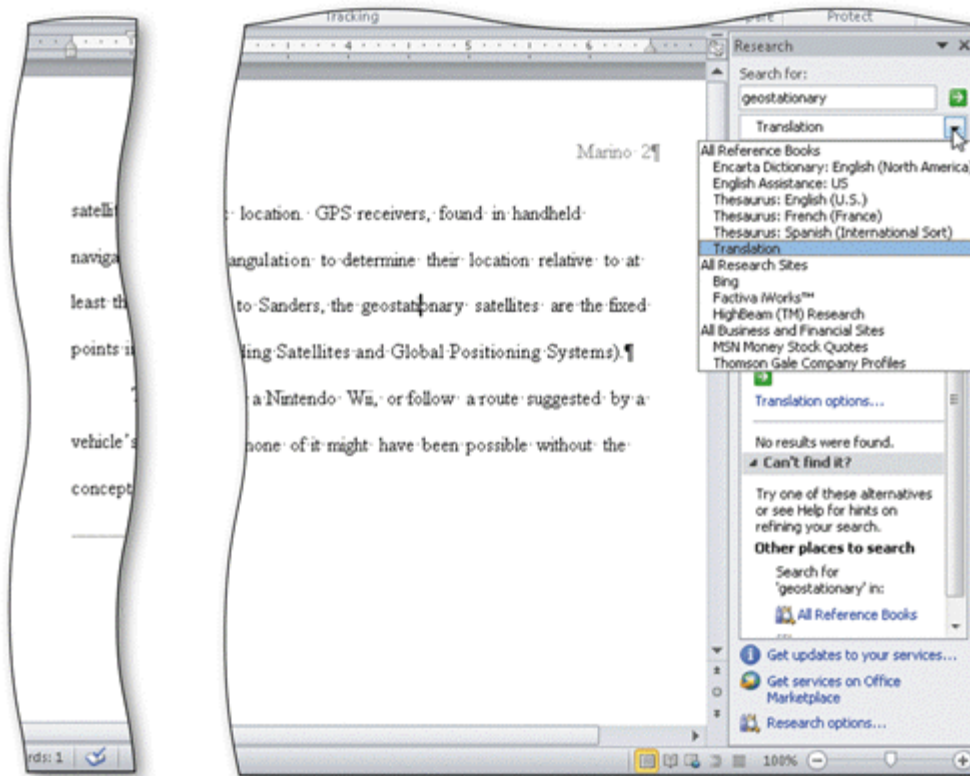
29. According to the MLA style, the \_\_\_\_ is a list of sources that are referenced directly in a research paper.
- a. parenthetical citations page
  - b. works cited page
  - c. explanatory notes page
  - d. superscript reference page

ANS: B                    PTS: 1                    REF: WD 105

30. Which of the following is a bibliographic source?
- a. map
  - b. memo
  - c. letter
  - d. all of the above

ANS: D                    PTS: 1                    REF: WD 106





40. Some \_\_\_\_ available in the Research task pane, as shown in the accompanying figure, include a dictionary and, if you are connected to the Web, a search engine and other Web sites.
- dialogs
  - pathways
  - indices
  - services

ANS: D                      PTS: 1                      REF: WD 120

## MULTIPLE RESPONSE

### Modified Multiple Choice

1. The first draft of a research paper should include \_\_\_\_.
- an introduction
  - a conclusion
  - the body
  - sources

ANS: A, B, C, D                      PTS: 1                      REF: WD 78

2. Sources should be evaluated for \_\_\_\_.
- efficacy
  - currency
  - authority
  - accuracy

ANS: B, C, D                      PTS: 1                      REF: WD 78

3. You can use the rulers to \_\_\_\_.
- set tab stops
  - change page margins
  - format characters
  - adjust column widths

ANS: A, B, D                      PTS: 1                      REF: WD 82

4. \_\_\_\_ is/are required information for a citation for a book in MLA style.



- a. Full name of author(s)
- b. Edition (if available)
- c. Page numbers
- d. Publication city

ANS: A, B, D      PTS: 1      REF: WD 88

5. \_\_\_\_ is required information for a citation for a Web site in MLA style.
- a. Date viewed
  - b. Page numbers
  - c. Title of Web site
  - d. Web site publisher or sponsor

ANS: A, C, D      PTS: 1      REF: WD 88

### TRUE/FALSE

1. Although many different styles of documentation exist for report preparation, each style requires the same basic information.

ANS: T      PTS: 1      REF: WD 66

2. To follow the MLA style, single-space text on all pages with one and a half-inch top and bottom margins, and one-inch left and right margins.

ANS: F      PTS: 1      REF: WD 69

3. According to MLA style, on each page of the research paper, precede the page number by the title of the paper.

ANS: F      PTS: 1      REF: WD 69

4. In the APA documentation style, a separate title page is required instead of placing name and course information on the paper's first page.

ANS: T      PTS: 1      REF: WD 69

5. In the MLA style, notes are used only for optional explanatory content or bibliographic notes.

ANS: T      PTS: 1      REF: WD 69

6. The MLA style uses the term bibliographical references for works cited.

ANS: F      PTS: 1      REF: WD 69



10. CTRL+B, CTRL+], and CTRL+U are all shortcut keys for formatting paragraphs.

ANS: F                      PTS: 1                      REF: WD 81

11. In addition to a predefined list of AutoCorrect spelling, capitalization, and grammar errors, you can create your own AutoCorrect entries to add to the list.

ANS: T                      PTS: 1                      REF: WD 86

12. To delete a note, select the note reference mark in the footnote text by dragging through the note reference mark, and then click the Cut button on the Home tab.

ANS: F                      PTS: 1                      REF: WD 100

13. To count words, click the Word Count indicator on the Home tab to display the Word Count dialog box.

ANS: F                      PTS: 1                      REF: WD 101

14. If you add text, delete text, or modify text on a page, Word recomputes the location of automatic page breaks and adjusts them accordingly.

ANS: T                      PTS: 1                      REF: WD 101

15. According to the MLA style, the first line of each entry on the works cited page begins at the left margin.

ANS: T                      PTS: 1                      REF: WD 105

16. The MLA style requires that the works cited be listed in alphabetical order by the author's last name or, if the work has no author, by the work's title.

ANS: T                      PTS: 1                      REF: WD 105

17. Word never moves or adjusts automatic page breaks; however, Word adjusts manual page breaks that follow an automatic page break.

ANS: F                      PTS: 1                      REF: WD 106

18. The shortcut keys, CTRL+ENTER, instruct Word to insert an automatic page break immediately above the insertion point and position the insertion point immediately below the automatic page break.

ANS: F                      PTS: 1                      REF: WD 106

19. A bibliography lists all publication information about the source.

ANS: T                      PTS: 1                      REF: WD 106

20. A manual page break is also known as a soft page break.

ANS: F                      PTS: 1                      REF: WD 106

21. To apply a style to a paragraph, first position the insertion point in the paragraph and then apply the style.

ANS: T                    PTS: 1                    REF: WD 107

22. If you have multiple custom dictionaries, you can specify which one Word should use when checking spelling.

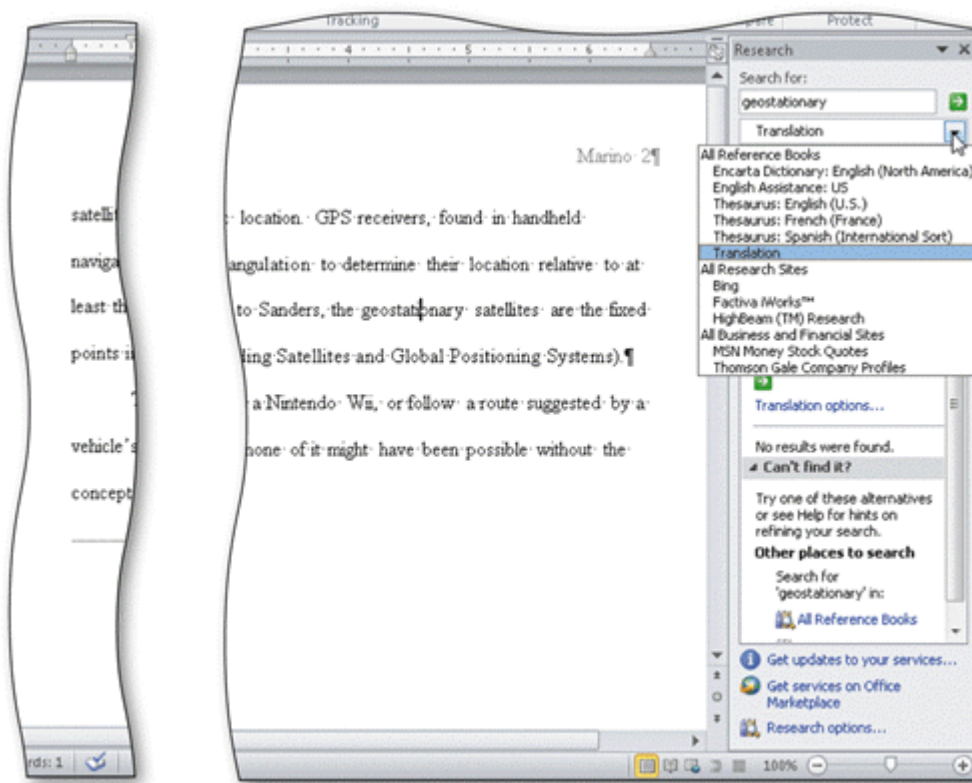
ANS: T                    PTS: 1                    REF: WD 120

23. You can use the Ignore All button in the Spelling and Grammar dialog box to ignore the current and all future occurrences of a flagged word.

ANS: T                    PTS: 1                    REF: WD 119

24. From within Word, you can search through various forms of reference information.

ANS: T                    PTS: 1                    REF: WD 120



25. You can use the Copy and Paste commands to copy information from the Research task pane into your document, as shown in the accompanying figure.

ANS: T                    PTS: 1                    REF: WD 121

### MODIFIED TRUE/FALSE

1. Line spacing is the amount of space above and below a paragraph. \_\_\_\_\_

ANS: F, Paragraph

PTS: 1                      REF: WD 72

2. If you have a right-aligned paragraph and you want to make it left-aligned, click the Align Text Left button. \_\_\_\_\_

ANS: T    PTS: 1                      REF: WD 76

3. The conclusion, which follows the introduction, consists of several paragraphs that support the topic.  
\_\_\_\_\_

ANS: F, body

PTS: 1                      REF: WD 78

4. If your hand is on the keyboard, use the Ribbon for formatting. \_\_\_\_\_

ANS: F, mouse

PTS: 1                      REF: WD 81

5. Word has many Quick Access keys for your convenience while typing. \_\_\_\_\_

ANS: F, shortcut

PTS: 1                      REF: WD 81

## COMPLETION

1. The MLA style uses in-text \_\_\_\_\_ instead of noting each source at the bottom of the page or at the end of the paper.

ANS: parenthetical references

PTS: 1                      REF: WD 69

2. The MLA style uses the term \_\_\_\_\_ for the bibliographical list of sources.

ANS: works cited

PTS: 1                      REF: WD 69

3. \_\_\_\_\_ is the amount of vertical space between lines of text in a document.

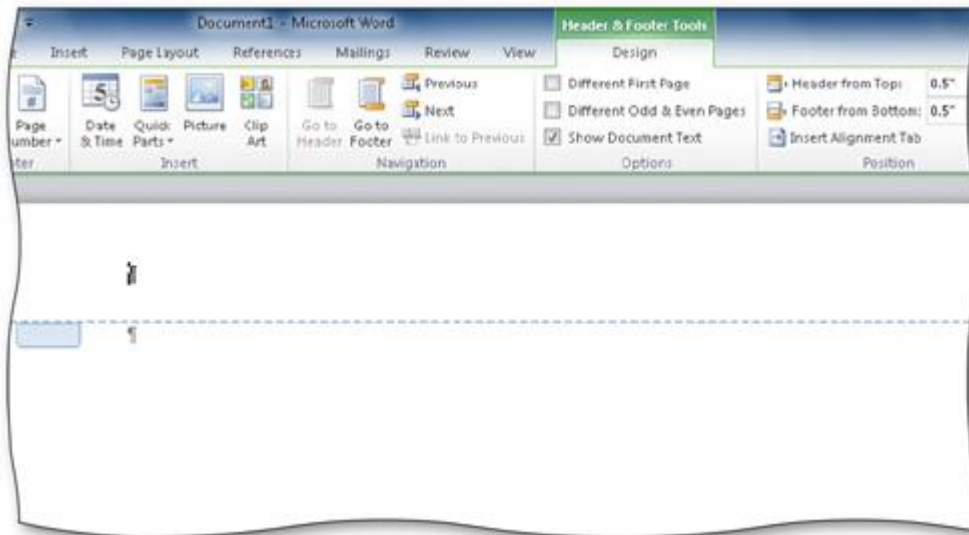
ANS: Line spacing

PTS: 1                      REF: WD 72

4. The MLA documentation style requires that you \_\_\_\_\_ the entire research paper; that is, one blank line should display between each line of text.

ANS: double-space

PTS: 1                      REF: WD 72



5. A(n) \_\_\_\_\_, like the one in the accompanying figure, is text printed at the top of each page in a document.

ANS: header

PTS: 1 REF: WD 75

6. The \_\_\_\_\_ feature can be used to format and enter text, graphics, and other items.

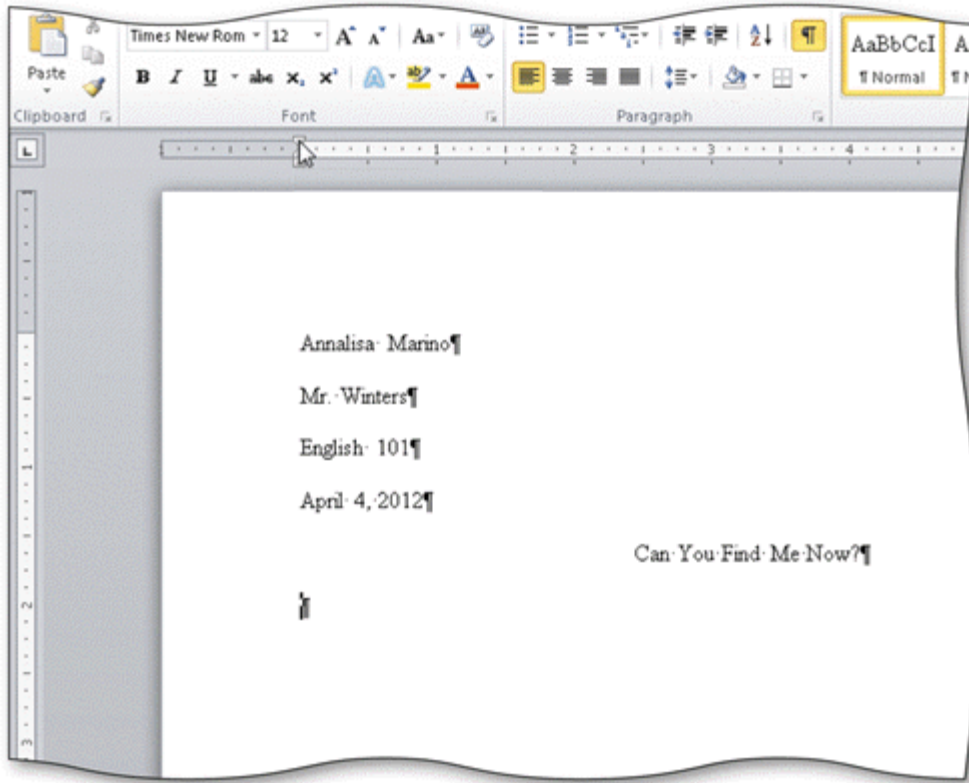
ANS: Click and Type

PTS: 1 REF: WD 80

7. When fingers are already on the keyboard, it often is more efficient to use \_\_\_\_\_, or keyboard key combinations, to format text as it is typed.

ANS: shortcut keys

PTS: 1 REF: WD 81



8. Word can be instructed to indent the first line of a paragraph, called \_\_\_\_\_, as shown in the accompanying figure, using the horizontal ruler.

ANS: first-line indent

PTS: 1 REF: WD 83

9. The \_\_\_\_\_ is the top triangle at the 0" mark on the horizontal ruler shown in the accompanying figure.

ANS: First Line Indent marker

PTS: 1 REF: WD 83

10. The small square at the 0" mark on the horizontal ruler shown in the accompanying figure is the \_\_\_\_\_, which can be used to change the entire left margin.

ANS: Left Indent marker

PTS: 1 REF: WD 83

11. The \_\_\_\_\_ is the bottom triangle at the 0" mark on the horizontal ruler, as shown in the accompanying figure.

ANS: Hanging Indent marker

PTS: 1 REF: WD 109

12. Word provides a(n) \_\_\_\_\_ feature that automatically corrects some typing, spelling, capitalization, or grammar errors as they are typed in a document.

ANS: AutoCorrect

PTS: 1 REF: WD 85

13. When the \_\_\_\_\_ is clicked, Word displays a menu that allows a correction to be undone or changes how Word handles future automatic corrections of this type.

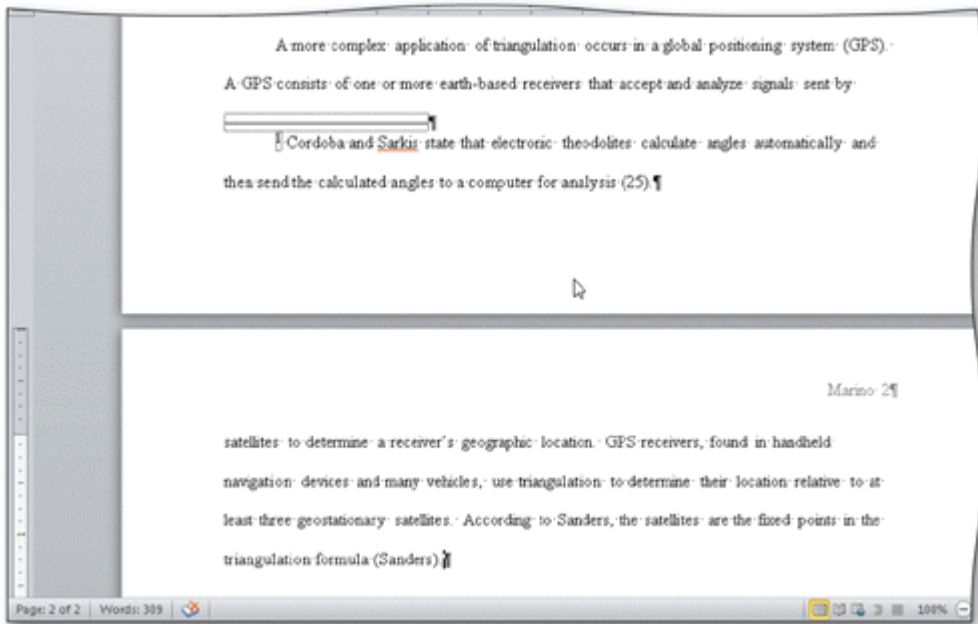
ANS: AutoCorrect Options button

PTS: 1 REF: WD 85

14. Word automatically numbers notes sequentially by placing a(n) \_\_\_\_\_ in the body of the document and also to the left of the note text.

ANS: note reference mark

PTS: 1 REF: WD 93



15. As documents that exceed one page are typed, Word automatically inserts page breaks like those in the accompanying figure, called \_\_\_\_\_, when it determines the text has filled one page according to paper size, margin settings, line spacing, and other settings.

ANS:  
automatic page breaks  
soft page breaks

PTS: 1 REF: WD 101

16. Because page repagination is performed between keystrokes, Word refers to the task of creating automatic page breaks, like the one shown in the accompanying figure, as \_\_\_\_\_.



ANS: background repagination

PTS: 1 REF: WD 101

17. Because the works cited are to display on a separate numbered page, a(n) \_\_\_\_\_ must be inserted at a specific location following the body of a research paper.

ANS:  
manual page break  
hard page break

PTS: 1 REF: WD 106

18. A(n) \_\_\_\_\_ is a type of paragraph formatting in which the first line extends to the left of the rest of the paragraph.

ANS: hanging indent

PTS: 1 REF: WD 109

19. While \_\_\_\_\_, you review a document to look for grammatical errors and spelling errors.

ANS: proofreading

PTS: 1 REF: WD 112

20. The \_\_\_\_\_ displays when you drag-and-drop text and allows you to change the format of the text that was moved.

ANS: Paste Options button

PTS: 1 REF: WD 114

## MATCHING

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

- |                             |                   |
|-----------------------------|-------------------|
| a. parenthetical references | f. vertical ruler |
| b. works cited              | g. AutoCorrect    |
| c. header                   | h. field          |
| d. Click and Type           | i. endnote        |
| e. shortcut keys            | j. tag name       |

1. Used in MLA style instead of noting each source at the bottom of the page.
2. The bibliographic list of sources at the end of an MLA-styled research paper.
3. Text and graphics that prints at the top of each page in a document.
4. Used to format text as you type it.
5. Used to format and enter text, graphics, and other items.
6. An identifier that links a citation to a source.
7. Explanatory note that exists at the end of a document.
8. A placeholder for data whose contents can change.
9. Word feature that fixes errors as you type them in the document.

10. Displays along the left edge of the Word window.

1. ANS: A	PTS: 1	REF: WD 69
2. ANS: B	PTS: 1	REF: WD 69
3. ANS: C	PTS: 1	REF: WD 75
4. ANS: E	PTS: 1	REF: WD 81
5. ANS: D	PTS: 1	REF: WD 80
6. ANS: J	PTS: 1	REF: WD 94
7. ANS: I	PTS: 1	REF: WD 93
8. ANS: H	PTS: 1	REF: WD 90
9. ANS: G	PTS: 1	REF: WD 85
10. ANS: F	PTS: 1	REF: WD 82

## ESSAY

1. List the general guidelines to follow as you create a research paper.

ANS:

*1. Select a topic. Spend time brainstorming ideas for a topic. Choose one you find interesting. For shorter papers, narrow the scope of the topic; for longer papers, broaden the scope. Identify a tentative thesis statement, which is a sentence describing the paper's subject matter.*

*2. Research the topic and take notes. Gather credible, relevant information about the topic that supports the thesis statement. Sources of research include books, magazines, newspapers, and the Internet. As you record facts and ideas, list details about the source: title, author, place of publication, publisher, date of publication, etc. When taking notes, be careful not to plagiarize. That is, do not use someone else's work and claim it to be your own. If you copy information directly, place it in quotation marks and identify its source.*

*3. Organize your ideas. Classify your notes into related concepts. Make an outline from the categories of notes. In the outline, identify all main ideas and supporting details.*

*4. Write the first draft, referencing sources. From the outline, compose the paper. Every research paper should include an introduction containing the thesis statement, supporting details, and a conclusion. Follow the guidelines identified in the required documentation style. Reference all sources of information.*

*5. Create the list of sources. Using the formats specified in the required documentation style, completely list all sources referenced in the body of the research paper in alphabetical order.*

*6. Proofread and revise the paper. If possible, proofread the paper with a fresh set of eyes, that is, at least one to two days after completing the first draft. Proofreading involves reading the paper with the intent of identifying errors (spelling, grammar, etc.) and looking for ways to improve the paper (wording, transitions, flow, etc.). Try reading the paper out loud, which helps to identify unclear or awkward wording. Ask someone else to proofread the paper and give you suggestions for improvements.*

PTS: 1                      REF: WD 68                      TOP: Critical Thinking

2. Explain in detail what it means to evaluate sources and what the criteria for evaluation are.

ANS:

You should evaluate sources for authority, currency, and accuracy. Be especially wary of information obtained from the Web. Any person, company, or organization can publish a Web page on the Internet. Ask yourself these questions about the source:

1. Authority: Does a reputable institution or group support the source? Is the information presented without bias? Are the author's credentials listed and verifiable?
2. Currency: Is the information up to date? Are dates of sources listed? What is the last date revised or updated?

Accuracy: Is the information free of errors? Is it verifiable? Are the sources clearly identified?

PTS: 1                      REF: WD 78                      TOP: Critical Thinking

3. What are the questions to ask yourself as you proofread and revise a research paper?

ANS:

Does the title suggest the topic?  
Is the thesis clear?  
Is the purpose of the paper clear?  
Does the paper have an introduction, body, and conclusion?  
Does each paragraph in the body relate to the thesis?  
Is the conclusion effective?  
Are all sources acknowledged?

PTS: 1                      REF: WD 112                      TOP: Critical Thinking

## CASE

### Critical Thinking Questions

#### Case 2-1

Your friend Riley knows that you have a lot of experience with proofreading works cited pages, as you have a background from your time as a graduate student and now as a professional researcher.

1. Riley brings to you the research paper on which she is currently working. Which of the following is a correct and complete citation for a book?

a. Connors, Jack. <u>Dreaming of Jeannie</u> . 4 <sup>th</sup> edition. Volume 2. 2010.
b. Santos, Matthew, and Joshua Lyman. <u>How to Run (and Win) a Presidential Campaign</u> . Houston: GOP Publishing, 2011.
c. Shelly, Gary B. "How a GPS Works." <u>Computing in Today's World</u> March 2011: 34-42.
d. Hutton, Laura. <u>Effective Management for the 21<sup>st</sup> Century</u> . Albuquerque: Manhattan Publishers.

ANS:

B

PTS: 1                      REF: WD 88                      TOP: Critical Thinking

2. Her most recent research paper is the first example of a paper on which Riley has worked that will use Web sites as sources. Can you help her indicate which of the following is a correct and complete citation for a Web site?

a. Cashman, Thomas J. How a USB Flash Drive Works. Course Technology. 14 April 2011. <www.scsite.com/wd2010/pr2/wc.htm>
b. Cashman, Thomas J. Course Technology. 14 April 2011. <www.scsite.com/wd2010/pr2/wc.htm>
c. Cashman, Thomas J. How a USB Flash Drive Works. Course Technology. <www.scsite.com/wd2010/pr2/wc.htm>
d. None of the citations above is correct.

ANS:

A

PTS: 1                      REF: WD 88                      TOP: Critical Thinking

**Critical Thinking Questions**

**Case 2-2**

A new colleague of yours has been eyeing your computer skills with envy, as you seem to know all of the shortcuts. He wants to know what your “secret” is.

3. Which of the following allows you to remove character formatting?

a. Press and hold down the CTRL key and then click the paragraph.
b. Move the mouse to the left of the first line until the mouse pointer changes to a right-pointing block arrow and then click.
c. Move the mouse to the left of the text until the mouse pointer changes to a right-pointing block arrow and then triple-click.
d. Press the CTRL+SPACEBAR keys.

ANS:

D

PTS: 1                      REF: WD 81                      TOP: Critical Thinking

4. Which of the following keys do you recommend to your colleague for adding a hanging indent?

a. CTRL+H	c. ALT+H
b. CTRL+T	d. CTRL+SHIFT+I

ANS:

B

PTS: 1                      REF: WD 81                      TOP: Critical Thinking