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)** \_\_\_\_\_\_\_\_\_\_ is*not* 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 against you.

⊚ 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 a*hybrid*.

⊚ 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

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65) TRUE

66) FALSE