

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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CONTENTS

CHAPTER 1 An Introduction To Technical Communication	1
CHAPTER 2 Digital Communication	5
CHAPTER 3 The Communication Process	9
CHAPTER 4 Objectives in Technical Communication	13
CHAPTER 5 Audience Recognition	17
CHAPTER 6 Ethical Considerations	21
CHAPTER 7 Document Design	24
CHAPTER 8 Visual Aids	28
CHAPTER 9 Routine Correspondence	32
CHAPTER 10 The Job Search	35
CHAPTER 11 Communicating to Persuade	39
CHAPTER 12 Social Media	42
CHAPTER 13 Web Sites and Online Help	46
CHAPTER 14 Technical Descriptions and Process Analyses	50
CHAPTER 15 Instructions, User Manuals, and Standard Operating Procedures	54
CHAPTER 16 Research	58
CHAPTER 17 Short, Informal Reports	62
CHAPTER 18 Long, Formal Reports	65
CHAPTER 19 Proposals and Business Plans	69
CHAPTER 20 Oral Presentations	73

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.