

Comprehensive Final Examination - Version B

Technical Communication

EN360

Select the single best answer for each question or statement, then transfer your answers to the appropriate scan sheet provided.

1 As a technical writer, having to consider likely audience receptivity to your written material is an example of a(n):

- a. organizational constraint.
- b. legal constraint.
- c. social/psychological constraint.
- d. power constraint.

2 Digital writing tools include:

- a. social media.
- b. Microsoft Word tracking systems.
- c. storyboarding software.
- d. All of the above.

Comprehensive Final Examination - Version B

3 Which of the following is NOT a summary?

a. Executive abstract

b. Audience abstract

c. Descriptive abstract

d. Informative abstract

4 When integrating visuals into documents:

a. use 3-D graphics as much as possible.

b. avoid simplifying (combing) categories so the audience will see all the data.

c. use pie charts to graphically depict percentage breakdowns.

d. include diagrams and maps where appropriate, but exclude photographs.

5 In designing documents, all of the following guidelines are valid EXCEPT:

a. use white space selectively to reduce the number of pages.

b. use full caps sparingly.

c. include PDF files where appropriate.

d. web pages should include lengthy text segments.

Comprehensive Final Examination - Version B

6 Workplace letters:

- a. have different formats when in digital versus hard-copy form.
- b. should avoid "letterese."
- c. should never be used to convey bad or unwelcome news.
- d. None of the above

7 When writing an expanded technical definition:

- a. research its etymology.
- b. compare and contrast with previous information.
- c. use visuals.
- d. All of the above

8 Formal reports generally include:

- a. a recommended course of action.
- b. an abstract or executive summary.
- c. references.
- d. All of the above

Comprehensive Final Examination - Version B

- 9 An effective oral presentation requires:
- a. just a few appropriate visual media.
 - b. extensive preparation and focus on audience needs.
 - c. dramatic gestures and voice inflections to capture audience attention.
 - d. All of the above
- 10 Social media include all of the following EXCEPT:
- a. Twitter.
 - b. blogs.
 - c. wikis.
 - d. All of the above are examples of social media.