### MS Word 2003

**Performance Tasks**

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Correct Answers</th>
</tr>
</thead>
</table>
| 1. Move the last 2 sentences of the first paragraph (beginning with 'If you have any questions') to the end of the second paragraph (after the words "and clothing lines."). | **Using the Menu**
   1. Select the sentences.
   2. Click Edit on the menu bar.
   3. Click Cut.
   4. Move the insertion point to the end of the second paragraph.
   5. Click Edit on the menu bar.
   6. Click Paste.

**Using the Keyboard**
1. Select the sentences.
2. Press CTRL+X.
3. Move the insertion point to the end of the second paragraph.
4. Press CTRL+V.

**Using the Toolbar**
1. Select the sentences.
2. Click the Cut button on the Standard toolbar.
3. Move the insertion point to the end of the second paragraph.
4. Click the Paste button on the Standard toolbar.

**Using a Mouse Right-Click**
1. Select the sentences.
2. Right-click to show the shortcut menu.
3. Click Cut.
4. Move the insertion point to the end of the second paragraph.
5. Right-click to show the shortcut menu.
6. Click Paste.

**Using Another Method**
1. Select the sentences.
2. Place the mouse pointer over the sentence.
3. Click and drag downward until the insertion point...
reaches the end of the second paragraph.
4. Release the mouse button.

- **Using Another Method (2)**
  1. Select the sentences.
  2. Right-click on the sentences and drag to the end of the second paragraph.
  3. Click Move Here.

<table>
<thead>
<tr>
<th>2.</th>
<th>Using AutoComplete, insert the current date two lines above 'Cap Duggan.' Use August as the month.</th>
<th><strong>Using Another Method</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><em>Using Another Method (2)</em></td>
<td>1. Move the insertion point to two lines above &quot;Cap Duggan&quot;.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Type the first four letters of the month.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Press ENTER to accept the AutoComplete month.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Press the SPACEBAR.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. Press ENTER to accept the AutoComplete date.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Using Another Method (2)</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Move the insertion point to two lines above &quot;Cap Duggan&quot;.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Type &quot;August&quot;.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Press the SPACEBAR.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Press ENTER to accept the AutoComplete date.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3.</th>
<th>Find a synonym for the word, clientele, in the first paragraph. [If using the Research task pane, search all reference books.] Replace the word, clientele, with any of the synonyms presented by the Thesaurus.</th>
<th><strong>Using the Menu</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><em>Using the Menu</em></td>
<td>1. Select the word 'clientele' in the first paragraph</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Click Tools on the menu bar</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Click Research</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Click the green Start Searching arrow</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. Click the down arrow next to a synonym in the Research task pane</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6. Click Insert</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Using the Menu (2)</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1. Select the word clientele in the first paragraph</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Click Tools on the menu bar</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Point to Language</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Click Thesaurus</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5. Click the green Start Searching arrow</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6. Click the down arrow next to a synonym in the Research task pane</td>
</tr>
</tbody>
</table>
7. Click Insert

- **Using the Keyboard**
  1. Select clientele in the first paragraph
  2. Press SHIFT+F7
  3. Click the green start searching arrow next to clientele
  4. Click the down arrow next to the synonym in the Research task pane
  5. Click Insert

- **Using the Toolbar**
  1. Select the word "clientele" in the first paragraph
  2. Click the Research button on the Standard toolbar
  3. Click the green start searching arrow next to clientele
  4. Point to a synonym in the Research task pane
  5. Click the down arrow next to the synonym
  6. Click Insert

- **Using a Mouse Right-Click**
  1. Right-click the word clientele in the first paragraph
  2. Point to Synonyms on the shortcut menu
  3. Click one of the synonyms in the Synonyms submenu

- **Using the Task Pane**
  1. Select the word "clientele" in the first paragraph
  2. Open the Research task pane
  3. Click the green start searching arrow next to clientele
  4. Point to a synonym
  5. Click the arrow next to the synonym
  6. Click Insert

- **Using Another Method**
  1. Press and hold the Alt key
  2. Click the word clientele in the first paragraph
  3. Click the green start searching arrow next to clientele
  4. Point to a synonym in the Research task pane
  5. Click the down arrow next to the synonym
  6. Click Insert
• Using Another Method (2)
  1. Right-click the word 'clientele' in the first paragraph.
  2. Click Look Up on the shortcut menu.
  3. Click the green start searching arrow next to clientele.
  4. Point to a synonym in the Research task pane.
  5. Click the DOWN ARROW next to the synonym.
  6. Click Insert.

MS Excel 2003

Performance Tasks

Tasks | Correct Answers
--- | ---
4. Merge and center the three green cells (A1:C1) into a single cell. [3]

• Using the Menu
  1. Select cells A1:C1
  2. Click Format on the menu bar
  3. Click Cells
  4. Click the Alignment tab
  5. Choose Center from the Horizontal drop-down box
  6. Click Merge cells (steps 5 and 6 can be done in any order)
  7. Confirm the dialog box

• Using the Keyboard
  1. Select cells A1:C1
  2. Press CTRL+1
  3. Continue from step 4 of Using the Menu

• Using the Toolbar
  1. Select cells A1:C1
  2. Click the Merge and Center button on the Formatting toolbar

• Using a Mouse Right-Click
  1. Select cells A1:C1
  2. Right-click
  3. Click Format cells on the shortcut menu
  4. Continue from step 4 of Using the Menu

5. Center and merge cells A1:G1. [624]

• Using the Menu
  1. Select cells A1:G1
2. Click Format on the menu bar
3. Click Cells
4. Click the Alignment tab
5. Click the Horizontal box arrow
6. Click Center
7. Click Merge cells
8. Confirm the dialog box

- **Using the Menu (2)**
  1. Select cells A1:G1
  2. Click Format on the menu bar
  3. Click Cells
  4. Click the Alignment tab
  5. Click Merge cells
  6. Click the Horizontal box arrow
  7. Click Center
  8. Confirm the dialog box

- **Using the Keyboard**
  1. Select cells A1:G1
  2. Press CTRL+1
  3. Click Alignment tab
  4. Click the Horizontal box arrow
  5. Click Center
  6. Click Merge cells
  7. Confirm the dialog box

- **Using the Toolbar**
  1. Select cells A1:G1
  2. Click the Merge and Center button on the Formatting toolbar

- **Using a Mouse Right-Click**
  1. Select cells A1:G1
  2. Right-click
  3. Select Format Cells from shortcut menu
  4. Click the alignment tab
  5. Click Horizontal box arrow
  6. Click Center
  7. Select merge cells
  8. Confirm dialog box

- **Using Another Method**
  2. Press CTRL+1.
  3. Click Alignment tab.
  4. Click Merge cells.
  5. Click the Horizontal box arrow.
  6. Click Center.
  7. Confirm the dialog box.

- **Using Another Method (2)**
  1. Select cells A1:G1
  2. Right-click
  3. Select Format Cells from
6. Alphabetize the list of sites.

• Using the Menu
  1. Click anywhere in Column A
  2. Click Data on the menu bar
  3. Click Sort
  4. Click Ascending
  5. Confirm the dialog box

• Using the Menu (2)
  1. Click anywhere in the list
  2. Click Data on the menu bar
  3. Click Sort
  4. Click the Sort by box arrow
  5. If necessary, click Site
  6. Click Ascending
  7. Confirm the dialog box

• Using the Toolbar
  1. Click anywhere in Column A
  2. Click the Sort Ascending button on the Standard toolbar

7. In cell D17, use the MAX function to find the most expensive program.

• Using the Menu
  1. Select cell D17
  2. Click Insert on the menu bar
  3. Click Function
  4. Click MAX in the Select a function list (or search for max, or click Statistical category, or click All category to find MAX)
  5. Confirm the dialog box (or double-click in Step 4)
  6. Confirm the Function Arguments dialog box

• Using the Menu (2)
  1. Select cell D17
  2. Type “=max(”
  3. Select cells D3:D16
  4. Confirm the formula (press Enter key or click Enter button on the formula bar)

• Using the Keyboard
1. Select cell D17
2. Type "+max"
3. Press CTRL+A
4. Confirm the dialog box

**Using the Toolbar**
1. Select cell D17
2. Click the AutoSum button arrow on the Standard toolbar
3. Click MAX
4. Confirm the formula

**Using the Formula Bar**
1. Select cell D17
2. Click the Insert Function button on the formula bar
3. Click MAX in the Most Recently Used box
4. Confirm the dialog box (or double-click in Step 2)
5. Confirm the Function Arguments dialog box

**Using Another Method**
1. Select cell D17
2. Type "+max(D3:D16)"
3. Confirm the formula (press Enter key or click Enter button on the formula bar)

**Using Another Method (2)**
1. Select cell D17
2. Type "+max(
3. Drag to select the range D3:D16.
4. Press the ENTER key. (or type ")" and press and confirm the formula)

8. Use the Chart Wizard and the data in cells A2:E5 to create a stacked column chart that will compare the total contributions over four quarters. Use “Sources of Income” as the chart title. Make the chart a new sheet named Chart1.

**Using the Menu**
1. Select cell A2:E5
2. Click Insert on the menu bar
3. Click Chart
4. Click the Stacked Column subtype (middle of top row)
5. Click the Next button
6. Click the Next button to accept the selected range
7. Enter "Sources of Income" in the Chart title box
8. Click the Next button
9. Click As new sheet
10. Click the Finish button

**Using the Toolbar**
1. Select cells A2:E5
2. Click the Chart Wizard
### MS PowerPoint 2003

#### Performance Tasks

**Scenario:** Motivational Speaker

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Correct Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>9. On Slide 3, enlarge the text of the bulleted list items to 32</td>
<td><strong>Using the Menu</strong></td>
</tr>
<tr>
<td>points.</td>
<td>1. In Normal view, make Slide 3 the current slide</td>
</tr>
<tr>
<td></td>
<td>2. In the Slide pane or outline tab, select the text of the bulleted list items</td>
</tr>
<tr>
<td></td>
<td>3. Click Format on the menu bar</td>
</tr>
<tr>
<td></td>
<td>4. Click Font</td>
</tr>
<tr>
<td></td>
<td>5. Click 32 in the Size box</td>
</tr>
<tr>
<td></td>
<td>6. Confirm the dialog box</td>
</tr>
<tr>
<td></td>
<td><strong>Using the Keyboard</strong></td>
</tr>
<tr>
<td></td>
<td>1. In Normal view, make Slide 3 the current slide</td>
</tr>
<tr>
<td></td>
<td>2. In the Slide pane or outline tab, select the text of the bulleted list items</td>
</tr>
<tr>
<td></td>
<td>3. Press CTRL+SHIFT+&gt; (or press CTRL+]) right square bracket</td>
</tr>
<tr>
<td></td>
<td><strong>Using the Toolbar</strong></td>
</tr>
<tr>
<td></td>
<td>1. In Normal view, make Slide 3 the current slide</td>
</tr>
<tr>
<td></td>
<td>2. In the Slide pane or outline tab, select the text of the bulleted list items</td>
</tr>
<tr>
<td></td>
<td>3. Click the Font Size button arrow</td>
</tr>
<tr>
<td></td>
<td>4. Click 32 (or in Step 3, click the Font Size box and Step 4 type 32 and</td>
</tr>
</tbody>
</table>
Step 5 press Enter)

**Using a Mouse Right-Click**
1. In Normal view, make Slide 3 the current slide
2. In the Slide pane or outline tab, select the text of the bulleted list items
3. Right-click
4. Click Font on the shortcut menu
5. Click 32 in the Size box
6. Confirm the dialog box

**Using Another Method**
1. In Normal view, make Slide 3 the current slide
2. In the Slide pane or outline tab, select the text of the bulleted list items
3. Click the Increase Font Size button

10. Add a table with two columns and three rows to Slide 5. Add the text "Driving Force Reward" in row 1, column 1; "% increase in Sales" in row 1, column 2; "Trips" in row 2, column 1; "15%" in row 2, column 2; "Merchandise" in row 3, column 1; and "12%" in row 3, column 2.

**Using the Menu**
1. Make Slide 5 the current slide (if necessary)
2. Click Insert on the menu bar
3. Click Table
4. Keep 2 as the Number of columns
5. Type 3 as the Number of rows (or click the up spin box arrow)
6. Confirm the dialog box
7. Enter in the cells on row 1: "Driving Force Reward" and "% increase in Sales"
8. Enter in the cells on row 2: "Trips" and "15%"
9. Enter in the cells on row 3: "Merchandise" and "12%"

**Using the Toolbar**
1. Make slide 5 the current slide (if necessary)
2. Click the Insert Table button on the Standard toolbar
3. Drag to select a 3x2 table and click
4. Enter in the cells on row 1: "Driving Force Reward" and "% increase in Sales"
5. Enter in the cells on row
2. "Trips" and "15%"
6. Enter in the cells on row 3: "Merchandise" and "12%"

**Using Another Method (2)**
1. Make Slide 5 the current slide (if necessary)
2. Click the Insert Table icon in the middle of the slide
3. Keep 2 as the Number of columns
4. Type 3 as the Number of rows (or click the up spin box arrow)
5. Confirm the dialog box
6. Enter in the cells on row 1: "Driving Force Reward" and "% increase in Sales"
7. Enter in the cells on row 2: "Trips" and "15%"
8. Enter in the cells on row 3: "Merchandise" and "12%"

**Using the Menu**
1. Select the subtitle text (either click the placeholder or select the text within the placeholder).
2. Click Format on the menu bar.
3. Click Font.
4. Click the Color box arrow.
5. Click More colors.
6. Click the black color sample.
7. Confirm the Colors dialog box.
8. Confirm the Font dialog box.
9. Click anywhere on the slide outside of the subtitle text placeholder.

**Using the Toolbar**
1. Select the subtitle text (either click the placeholder or select the text within the placeholder).
2. Click the Font Color button on the Drawing toolbar.
3. Click More Colors.

11. On Slide 1, change the subtitle text so that it is black. When finished, click anywhere on the slide outside of the subtitle text placeholder.

[401]
4. Click the black color sample.
5. Confirm the dialog boxes.
6. Click anywhere on the slide outside of the subtitle text placeholder.

- **Using a Mouse Right-Click**
  1. Select the subtitle text (either click the placeholder or select the text within the placeholder).
  2. Right-click.
  3. Click Font on the shortcut menu.
  4. Click the Color box arrow.
  5. Click More colors.
  6. Click the black color sample.
  7. Confirm the Colors dialog box.
  8. Confirm the Font dialog box.
  9. Click anywhere on the slide outside of the subtitle text placeholder.

---

**MS Windows 2000**

### Performance Tasks

<table>
<thead>
<tr>
<th>Tasks</th>
<th>Correct Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>12. The Learning to Save.doc file has previously been saved in the</td>
<td><img src="launch" alt="launch" /></td>
</tr>
<tr>
<td>DOC format in the My Documents folder; now save it in the same</td>
<td></td>
</tr>
<tr>
<td>location in the RTF format [864]</td>
<td></td>
</tr>
<tr>
<td>- <strong>Using the Menu</strong></td>
<td></td>
</tr>
<tr>
<td>1. Click File on the menu bar</td>
<td></td>
</tr>
<tr>
<td>2. Click Save As on the File menu</td>
<td></td>
</tr>
<tr>
<td>3. Click the Save as type list arrow in the Save As dialog box</td>
<td></td>
</tr>
<tr>
<td>4. Click Rich Text Format (RTF) in the Save as type list</td>
<td></td>
</tr>
<tr>
<td>5. Click the Save button (or Press ENTER)</td>
<td></td>
</tr>
<tr>
<td>- <strong>Using the Keyboard</strong></td>
<td></td>
</tr>
<tr>
<td>1. Press ALT+F</td>
<td></td>
</tr>
<tr>
<td>2. Press A</td>
<td></td>
</tr>
<tr>
<td>3. Press TAB until the Save as type list is selected</td>
<td></td>
</tr>
<tr>
<td>4. Press ALT+ DOWN ARROW</td>
<td></td>
</tr>
</tbody>
</table>
13. Sort the files in the My Documents window by the date they were last modified, from earliest to latest.

- **Using the Menu**
  1. Click View on the menu bar
  2. Point to Arrange Icons on the View menu
  3. Click By Date on the Arrange Icons submenu

- **Using the Keyboard**
  1. Press ALT+V
  2. Press I
  3. Press D

- **Using a Mouse Right-Click**
  1. Right-click the mouse.
  2. Select Arrange Icons.
  3. Then select By Date.

- **Using Another Method**
  1. Click the Modified button at the top of the list of files.

---

### Internet

<table>
<thead>
<tr>
<th>Performance Tasks</th>
<th>Correct Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tasks</strong></td>
<td><strong>Correct Answers</strong></td>
</tr>
</tbody>
</table>
| 14. Navigate to the Contact Us page of the Downtown Records Web site and return to the Downtown Records main page using your mouse. | • **Using the Menu**
  1. Click the Contact Us link
  2. Click View on the menu bar
  3. Point to Go To
  4. Click on 'Downtown Records'

  • **Using the Toolbar**
  1. Click on the Contact Us link
  2. Once the Contact Us Web page has loaded, click on the Back Button on the Standard toolbar

  • **Using a Mouse Right-Click**
  1. Right-click the |
15. Navigate to the Downtown Records main page by entering the URL in the Address bar. Use the URL www.course.com/downtown_records.

- **Using a Mouse Right-Click**
  1. Right-click the Address bar
  2. Choose Delete from the shortcut menu
  3. Type in the url www.course.com/downtown_records
  4. Hit Go (or press enter)

- **Using Another Method**
  1. Click on the url currently in the Address bar
  2. Hit back space to delete the current URL
  3. Type www.course.com/downtown_records into the address bar
  4. Click Go (or press enter)

- **Using Another Method (2)**
  1. Double-click the URL currently in the Address Bar
  2. Type the url www.course.com/downtown_records
  3. Press Enter

**MS Windows XP**
## Custom Questions

<table>
<thead>
<tr>
<th>Questions</th>
<th>Correct Answers</th>
</tr>
</thead>
</table>
| **16.** MC: Which of the following is the binary equivalent to the decimal number 186?  
A. 01110001  
B. 10111010  
C. 10111100  
D. 10110101 | B. 10111010 |

| 17. MC: Which of the following numbers is the decimal equivalent of the binary number 11110011?  
A. 242  
B. 245  
C. 243  
D. 238 | C. 243 |

## Computer Concepts

### Essential Computer Concepts

## Testbank Questions

<table>
<thead>
<tr>
<th>Questions</th>
<th>Correct Answers</th>
</tr>
</thead>
</table>
| **18.** MC: The physical components of a computer are referred to as  
A. software.  
B. hardware.  
C. configurations.  
D. specifications. | B. hardware. |

| 19. MC: The computer needs additional components called ___ to accomplish its input, output, and storage functions.  
A. mice  
B. specifications  
C. architecture  
D. peripherals | D. peripherals |

| 20. MC: Which of the following is NOT a pointing device? | D. display adapter |
21. **MC:** When data is processed, the result is referred to as  
   A. configuration.  
   B. resolution.  
   C. output.  
   D. an LCD.

22. **MC:** Resolution is  
   A. the maximum number of pixels a monitor can display.  
   B. the distance between pixels in a graphics display.  
   C. the number of rectangles in a character-based display grid.  
   D. dot pitch in a graphics display.

23. **MC:** Personal computers commonly use the ____ code to represent character data.  
   A. PCMCIA  
   B. LAN  
   C. ASCII  
   D. COBOL

24. **MC:** Which number would most likely represent the letter “B” in the ASCII code?  
   A. 2  
   B. 2  
   C. 1000020  
   D. 1000010

25. **MC:** The storage capacity of a computer is measured in ____ .  
   A. bits.  
   B. bytes.  
   C. binary digits.  
   D. ASCII characters.

26. **MC:** Which of the following is the largest unit of measurement?  
   A. a bit  
   B. a gigabyte
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
</table>
| 27. **MC:** Megahertz is a measurement of ______.  
  A. the amount of memory.  
  B. the amount of RAM.  
  C. the speed of the microprocessor.  
  D. cache memory.  
|   | C. the speed of the microprocessor. |
| 28. **MC:** Where is program and data information that is being used temporarily stored by your computer?  
  A. cache  
  B. RAM  
  C. ROM  
  D. CMOS  
|   | B. RAM |
| 29. **MC:** Communication between the microprocessor, RAM, and the peripherals of a computer system is referred to as the ______.  
  A. driver.  
  B. cache.  
  C. serial port.  
  D. data bus.  
|   | D. data bus. |
| 30. **MC:** ______ software helps the computer carry out its basic operating tasks.  
  A. Virus protection  
  B. Hardware  
  C. System  
  D. Application  
|   | C. System |
| 31. **MC:** The seamless nature of OLE among some applications is referred to as ______.  
  A. authoring.  
  B. referencing.  
  C. integration.  
  D. interfacing.  
|   | C. integration. |
| 32. **MC:** What replaces a proliferation of different ports with one standardized plug and port combination, allowing  
<p>|   | A. USB |</p>
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
</table>
| 33. **MC:** Item 1 in the figure above points to the _____.
  A . CD drive
  B . 3 1/2” disk drive
  C . On button
  D . DVD + RW drive | B . 3 1/2” disk drive |
| 34. **T/F:** The design and construction of a particular computer is referred to as its configuration. | True |
| 35. **T/F:** Technical details about components on a computer are called specifications. | True |
| 36. **T/F:** A high-density floppy disk has the capacity to store 144 MB. | False |
| 37. **T/F:** A tape drive is a type of magnetic storage device. | True |
| 38. **T/F:** A CD-ROM drive uses a laser to read information on a disk. | True |
| 39. **T/F:** The storage capacity of a CD is equivalent to more than 450 floppy disks. | True |
| 40. **T/F:** Sending an e-mail is an example of data communication. | True |
| 41. **T/F:** Expansion cards cannot connect peripheral devices to the main board of a computer. | False |
| 42. **T/F:** A parallel port is relatively slow, as it transmits data one bit at a time. | False |
| 43. **T/F:** A workstation is the same as a terminal. | False |
| 44. **T/F:** A printer on a network is considered a node. | True |
| 45. **T/F:** A modem converts the digital signals your computer | True |
outputs to analog signals.