1. The following statement appeared in an online journal article written by Dr. Lydia Garrett:

   "Dr. Sanderson has limited expertise in the area of biophysics, and I do not believe that he has conducted enough research to support his theory."

   This is an example of
   A. an opinion.
   B. supporting evidence.
   C. hearsay.
   D. a fact.

2. You have been asked to quickly locate information comparing the number of home foreclosures in Arkansas in 2000 with those in 2010. Which of the following searches should yield the fastest, most relevant search results:
   A. "home foreclosures"; Arkansas; years: 2000 OR 2010
   B. "home foreclosures in Arkansas in 2000 OR 2010"
   C. Arkansas home foreclosures between 2000, 2010
   D. "home foreclosures; Arkansas"; "2000 OR 2010"

3. Which of the following sources is most likely to contain timely information:
   A. A second edition history textbook that contains a 2000 copyright date
   B. A journal article about a medical breakthrough that was published a decade ago
   C. A stock table that appeared in a national newspaper on January 14, 2010
   D. A technical-trends report that was written on February 5, 2011

4. What is the best way for Michelle to organize the information that she has collected for a research report that she is writing?
   A. Edit her draft
   B. Create the appendices
   C. Correct grammatical errors
   D. Develop an outline

5. Chloe recently took over the family business so that her parents could retire. While reorganizing her dad's desk so that she could use it, Chloe found several 5.25-inch floppy disks. She'd like to find out what is stored on each disk, but she doesn't have a computer with a floppy disk drive. She can't access the data on the disks because floppy disks have become
   A. networked.
   B. destructive.
   C. obsolete.
   D. decentralized.

6. Wireless networks are now more common due to
   A. information overload.
   B. increased distribution of the workforce.
   C. government regulations requiring them.
   D. increased competition.

7. Which of the following is *not* considered a technological innovation:
   A. The wheel
   B. The weather
   C. The Internet
   D. The cell phone

8. Payroll, hotel reservations, and sales orders are handled by a(n) _____ type of information system.
   A. executive support system
   B. knowledge work system
   C. decision support system
   D. transaction processing system

9. Which of the following is the primary computer-system tool used to input data:
   A. Software
   B. Printer
   C. Keyboard
   D. Hardware

10. To use various software programs, a computer must have a(n)
    A. search-engine mechanism.
    B. Internet connection.
    C. operating system.
    D. task toolbar.

11. Which of the following is an umbrella term referring to any type of Internet transaction:
    A. URL
    B. E-commerce
    C. E-business
    D. Website

12. Joseph received an email message from his supervisor and wants to send it to his coworker, Jackie. What email function key would Joseph use to send the message to Jackie?
    A. Reply
    B. Forward
    C. Edit
    D. New

13. What types of applications help computer users manage their appointments and work activities through email software programs?
    A. Task, calendar, and contact functions
    B. Calendar, address book, and view mechanisms
    C. Contact, workbook, and view settings
    D. Address book, task, and workbook features

14. Where in the Microsoft Word word-processing program should you look to determine what page of a document you're on and how many words are in the document?
    A. Status Bar
    B. Ribbon
    C. Quick Access Toolbar
    D. Title Bar

15. What is the visual tool in presentation software that smoothly moves one slide into the next slide?
    A. Transition
    B. Animation
    C. Effects
    D. Formatting

16. A business wants to send a mailing to all customers who have ordered at least $2,500 in merchandise in the past year. To obtain the appropriate list of customers, the business should set the query by
    A. credit rating and location.
    B. last name and account number.
    C. product code and zip code.
    D. sales dollars and dates.

17. Which of the following statements is true of spreadsheets:
     A. "Row" and "column" are interchangeable terms.
     B. A cell is where a column and row intersect.
     C. A column is horizontal, while a row is vertical.
     D. A row is where a column and cell intersect.

18. Which of the following is an example of an integrated software application:
     A. URL
     B. Java
     C. SMS
     D. Point-of-sale

19. A primary advantage to businesses that use groupware computer applications is that they can
     A. boost liability.
     B. increase efficiency.
     C. decrease output.
     D. reduce competition.

20. Ken is developing a web page for a new bed-and-breakfast inn. He wants to add information on the web
     page that describes local tourist attractions and restaurants. To allow website visitors the ability to visit
     these other websites from the bed-and breakfast inn's website, Ken should create
     A. a site map.
     B. portals.
     C. cookies.
     D. hyperlinks.

1. A
An opinion. It is important to separate opinion from fact, when analyzing information. An opinion is a person's point of view or belief. In the example, the author (Dr. Garrett) is expressing her opinion about another individual's (Dr. Sanderson) research. The author does not provide specific facts or data to support her opinion. Facts contain true data or information. Hearsay is gossip or rumor.
SOURCE: NF:077
SOURCE: Ertl, S. (n.d.). *Fact vs. opinion.* Retrieved May 19, 2014, from
                http://www.learnnc.org/lp/pages/4017

2. A
"Home foreclosures"; Arkansas; years: 2000 OR 2010. When quotes are put around phrases, search engines will select only those websites containing the exact phrase. By putting Arkansas within the quotes, you would delete results that had Arkansas appearing after the phrase home foreclosures. Adding the year's designation before 2000 OR 2010, lets the computer know that you are not searching for footage, phone numbers, etc. By using OR rather than AND, the results will contain one or the other years; they would not need to contain both years for the websites to appear in the results.
SOURCE: NF:078
SOURCE: Google.com. (2014). *Google search: Search operators.* Retrieved May 19, 2014, from
                https://support.google.com/websearch/answer/136861?hl=en&ref_topic=3180167

3. D
A technical-trends report that was written on February 5, 2011. An important factor to consider when evaluating information is its timeliness. If an article or report was published a long time ago, the information may not be relevant or accurate anymore, particularly if the topic involves technology. Because the technical-trends report was written recently, the information is likely to be up to date. Due to technology, the world is constantly experiencing medical breakthroughs and changes; therefore, a journal article that was published a decade (10 years) ago is less likely to contain up-to-date information. Stock values change rapidly, so a stock table that appeared in a newspaper on January 14, 2010 would not contain the most current information about stock values. Because the world's history has dramatically changed since 2000, the history textbook is outdated.
SOURCE: NF:079
SOURCE: Southern Illinois University: School of Law Library. (n.d.). *Evaluating web sites and other*
                information resources. Retrieved May 19, 2014, from
                http://www.law.siu.edu/lawlib/guides/eval.htm

4. D
Develop an outline. An outline helps the writer organize key points in a logical, cohesive manner. After the information is organized in the desired way, the writer uses the outline to develop a draft of the report. After developing the draft, Michelle should edit and correct grammatical errors. The appendices are supporting information placed at the end of the document.
SOURCE: NF:080
SOURCE: Young, D.J. (2006). *Foundations of business communication: An integrative approach* (pp.
                13-14). New York: McGraw-Hill/Irwin.

5. C
Obsolete. Records can be either paper or digital. Paper records are stored in drawers, in cabinets, or on shelves. Digital records, on the other hand, are stored in computer-related media such as flash drives, networked storage servers, or disks. Unfortunately, some computer-related media, including 5.25-inch floppy disks, have become obsolete, outmoded, and inaccessible; many business owners such as Chloe no longer own the older technology needed to access data stored in the obsolete media. Floppy disks are not typically destructive, networked, or decentralized.
SOURCE: NF:081
SOURCE: Fletcher, R. (2007, January 30). *PC World announces the end of the floppy disk.* Retrieved
                May 19, 2014, from http://www.telegraph.co.uk/finance/2803487/PC-World-announces-the-
                end-of-the-floppy-disk.html

6. B
   Increased distribution of the workforce. Wireless networks are now more common due to increased distribution of the workforce. Many employees no longer have permanent offices. Instead, they work from home or the road. Wireless networks keep employees connected to the information they need. Wireless networks are not related to information overload, government regulations, or increased competition.
   SOURCE: NF:110
   SOURCE: NF LAP 3—In the Know (Nature of Information Management)

7. B
   The weather. Though humans can study the weather to understand and prepare for it better, it is not considered a technological innovation, and it was not invented by humans. The wheel, the Internet, and the cell phone are all considered technological innovations invented and improved upon by humans.
   SOURCE: NF:003
   SOURCE: NF LAP 4—TECH-tastic (Technology's Impact on Business)

8. D
   Transaction processing system. This is a computerized information system that processes daily, routine business transactions at the operational level of companies. Knowledge work systems aid knowledge workers in the creation and integration of new knowledge into companies. Their purpose is to improve worker productivity. Decision support systems aid managers in making decisions that are unique and rapidly changing. Executive support systems are reporting tools that enable managers to turn a company's data into useful reports.
   SOURCE: NF:083
   SOURCE: techopedia. (2010-2014). *Transaction process system (TPS).* Retrieved May 19, 2014, from
            http://www.techopedia.com/definition/707/transaction-process-system-tps

9. C
   Keyboard. Computer keyboards are used to type or place text, numbers, and graphics into the computer. A keyboard is an essential item for inputting data into a computer system. Printers allow the user to print (or copy or scan) documents and graphics from the computer. The hardware consists of the central processing unit, hard drive, and modem. Software programs are installed in the computer and instruct the computer to perform certain operations.
   SOURCE: NF:084
   SOURCE: Webopedia.com. (2014). *Operating system.* Retrieved May 19, 2014, from
            http://www.webopedia.com/TERM/O/operating_system.html

10. C
    Operating system. The operating system consists of the basic components (i.e., central processing unit, hard drive, modem, keyboard, display screens) needed to run all of a computer's applications and programs. Without the operating system intact, computer users cannot connect to the Internet, conduct a query through an Internet search-engine, or use a software program's task toolbar.
    SOURCE: NF:085
    SOURCE: Webopedia.com. (2014). *Operating system.* Retrieved May 19, 2014, from
             http://www.webopedia.com/term/o/operating_system.html

11. C
    E-business. E-business goes beyond buying and selling electronically as referred to in e-commerce. It also includes providing service to customers and suppliers and enabling interactive communication such as teleconferencing. URLs are Internet addresses, while websites are collections of web pages.
    SOURCE: NF:086
    SOURCE: Jensen, B. (n.d.). *Jensen's technology glossary.* Retrieved May 19, 2014, from
             http://www.translationdirectory.com/glossaries/glossary017_e.htm

12. B
    Forward. By clicking the "forward" button, the message recipient can send the message to another
    person. The reply key allows the recipient to respond to the sender's message. The edit function allows
    changes to be made to an email message. The new key allows the sender to create an email message.
    SOURCE: NF:004
    SOURCE: About.com. (n.d.). *How to forward e-mails.* Retrieved May 19, 2014, from
         http://email.about.com/od/howtoforwardemails/How_to_Forward_Emails.htm

13. A
    Task, calendar, and contact functions. Email software programs, such as Microsoft Outlook, have
    applications that help businesspeople manage their time and work. Applications such as task organizers,
    calendars, contact (address book) functions help businesspeople keep track of appointments, travel
    plans, and due dates. In the Excel spreadsheet program, a workbook consists of worksheets, which is
    where the computer user enters and manipulates data. View settings allow computer users to change the
    size of the document they are viewing on the computer screen.
    SOURCE: NF:005
    SOURCE: Microsoft. (2014). *Basic tasks in Outlook 2013.* Retrieved May 19, 2014, from
         http://office.microsoft.com/en-us/outlook-help/basic-tasks-in-outlook-2013-
         HA102835390.aspx

14. A
    Status Bar. The Status Bar appears at the very bottom of your window and provides such information as
    the current page and the number of words in your document. You can change what displays on the
    Status Bar by right-clicking on the Status Bar and selecting the options you want from the Customize
    Status Bar menu. The Ribbon In Microsoft Word 2007 is used to issue commands. The Ribbon is located
    near the top of the screen, below the Quick Access Toolbar. The Title Bar displays the title of the
    document on which you are currently working.
    SOURCE: NF:007
    SOURCE: Baycon Group. (1999-2011). *Lesson 1: Getting familiar with Microsoft Word 2007 for
         Windows.* Retrieved May 19, 2014, from
         http://www.baycongroup.com/word2007/01_word2007.html

15. A
    Transition. The transition tool provides a variety of ways for slides to move smoothly from one to the next.
    The effects tool is used to determine how the text or graphics will appear within the slide. Animation is the
    overall term for creating movement in the presentation. Formatting is the tool for creating the overall look
    of the presentation.
    SOURCE: NF:008
    SOURCE: FYI Center. (2014). *What are slide transition effects?* Retrieved May 19, 2014, from
         http://windows.fyicenter.com/888_Tools_PowerPoint_What_Are_Slide_Transition_Effects.ht
         ml

16. D
    Sales dollars and dates. A database software program allows a business to sort customer information by
    various criteria—customer name, sales volume, customer type, zip code, etc. Queries are database fields
    that the business uses to sort the data. The type of data that the business wants to retrieve or analyze
    determines the database query (sorting mechanism) that the business uses. To obtain the desired
    customer list, the query should include the minimal sales dollars ($2,500) and the desired dates (e.g.,
    April 2, 2010 - March 31, 2011). The product codes, the customers' last names, account numbers, zip
    codes, cities, and credit ratings will not yield the desired results.
    SOURCE: NF:009
    SOURCE: Microsoft Corporation. (2014). *Access 2010: Database tasks.* Retrieved May 19, 2014, from
         http://office.microsoft.com/en-us/access-help/access-2010-database-tasks-
         HA101829991.aspx

17. B
     A cell is where a column and row intersect. Spreadsheets, electronic documents that store data, contain
     cells, rows, and columns. A cell, which can contain data and be involved in calculations within the
     spreadsheet, is the box where a column and row intersect. "Row" and "column" are not interchangeable
     terms—in fact, they mean very different things! A row is horizontal, while a column is vertical. A row is not
     where a column and cell intersect.
     SOURCE: NF:010
     SOURCE: Florida Gulf Coast University. (2007). *Excel 2007 Tutorial.* Retrieved May 19, 2014, from
                   http://www.fgcu.edu/support/office2007/excel/index.asp

18. D
     Point-of-sale. There are many point-of-sale software applications that enable businesses to perform a
     variety of functions beyond the point of sale. Some of these functions include placing orders, controlling
     inventory, placing special orders, etc. SMS is an abbreviation for short messaging service and is used to
     send text messages on a variety of cell phones. Java is a computer-programming language. URL or
     uniform resource locator is the website's web address.
     SOURCE: NF:088
     SOURCE: Wuorio, J. (2011). *7 reasons to switch to a point-of-sale system.* Retrieved May 19, 2014,
                   from http://www.microsoft.com/business/en-us/resources/technology/business-software/7-
                   reasons-to-switch-to-a-point-of-sale-system.aspx?fbid=3h9nmGa6RE9

19. B
     Increase efficiency. Groupware computer applications allow employees to access the same information
     from different locations. When employees have easy access to the information they need to do their jobs,
     their efficiency and productivity levels increase because they do not need to go to other locations (work
     stations) to obtain what they need. The primary advantage in using groupware applications does not
     boost a business's liability or reduce its competition.
     SOURCE: NF:011
     SOURCE: Marotta, L. (2006, October 3). *Utilizing the full advantages of groupware applications to boost
                   team collaboration.* Retrieved May 19, 2014, from http://www.web-conferencing-
                   zone.com/advantages-of-groupware-applications.htm

20. D
     Hyperlinks. A hyperlink is a component of an electronic document that can be clicked on in order to jump
     to another place within the document or into a different document. By linking the inn's website with the
     website of area attractions, the site visitor can immediately go to an attraction's website to obtain further
     information such as location, hours, services, etc. A portal is a popular starting point for surfing the Web
     (e.g., Yahoo!). Cookies are text files that are put on a website visitor's hard disk and then later retrieved
     during subsequent visits to the site in order to track Internet behavior. A site map is a flowchart that puts
     information on the Web in a logical format, so that Internet users can find what they are looking for.
     SOURCE: NF:042
     SOURCE: Miles, J.E., & Dolce, C. (2006). *E-Commerce* (p. 52). New York: Glencoe/McGraw-Hill.