

# APPENDIX A

## Multiple Choice:

1. A desktop computer is also known as a:

- A. Palm Pilot.
- B. laptop.
- C. mainframe.
- D. PC.

**Answer:** D     **Reference:** Hardware Basics

**Difficulty:** Easy

2. The physical parts of a computer are known as:

- A. hardware.
- B. software.
- C. firmware.
- D. read-only memory (ROM).

**Answer:** A     **Reference:** Hardware Basics

**Difficulty:** Easy

3. The device that controls all PCs is the:

- A. RAM.
- B. microprocessor.
- C. memory.
- D. hard disk.

**Answer:** B     **Reference:** Hardware Basics

**Difficulty:** Easy

Appendix

4. CPU stands for:

- A. central processor unit.
- B. centralized practical unit.
- C. central processing unit.
- D. computer processing unit.

**Answer:** C      **Reference:** Hardware Basics

**Difficulty:** Moderate

5. What device is considered the “brains” of the computer?

- A. CPU
- B. RAM
- C. ROM
- D. System unit

**Answer:** A      **Reference:** Hardware Basics

**Difficulty:** Moderate

6. Built-in memory is referred to as:

- A. ROM.
- B. a hard disk.
- C. RAM.
- D. a CD-ROM drive.

**Answer:** C      **Reference:** Hardware Basics

**Difficulty:** Moderate

7. External devices that are connected to a PC through cables are known as:

- A. storage devices.
- B. optical storage devices.
- C. peripherals.
- D. system unit devices.

**Answer:** C      **Reference:** Hardware Basics

**Difficulty:** Easy

Appendix

8. Removable media include all of the following EXCEPT:

- A. CD-ROMs.
- B. diskettes.
- C. DVDs.
- D. hard disk drives.

**Answer:** D      **Reference:** Hardware Basics

**Difficulty:** Easy

9. What is the difference between a CD-ROM and a CD-RW?

- A. They are the same—just two different terms used by different manufacturers.
- B. A CD-ROM can be written to and a CD-RW cannot.
- C. A CD-ROM holds more information than a CD-RW.
- D. A CD-RW can be written to, but a CD-ROM can only be read from.

**Answer:** D      **Reference:** Hardware Basics

**Difficulty:** Moderate

10. A popular type of removable media is:

- A. the hard disk.
- B. RAM.
- C. the CD.
- D. the 5¼" floppy disk.

**Answer:** C      **Reference:** Hardware Basics

**Difficulty:** Easy

11. CD-RW and DVD drives are known as \_\_\_\_\_ drives.

- A. magnetic
- B. temporary storage
- C. optical
- D. floppy

**Answer:** C      **Reference:** Hardware Basics

**Difficulty:** Moderate

Appendix

12. All of the following are considered common peripheral devices EXCEPT a:

- A. mouse.
- B. keyboard.
- C. zip drive.
- D. monitor.

**Answer:** C      **Reference:** Hardware Basics

**Difficulty:** Easy

13. What peripheral device generates hard copies?

- A. Printer
- B. Monitor
- C. Scanner
- D. PC tablet

**Answer:** A      **Reference:** Hardware Basics

**Difficulty:** Easy

14. Cursor keys are located on a:

- A. mouse.
- B. keyboard.
- C. touchpad.
- D. monitor.

**Answer:** B      **Reference:** Using a Keyboard

**Difficulty:** Easy

15. Holding the mouse button down while moving an object or text is known as:

- A. moving.
- B. dragging.
- C. dropping.
- D. highlighting.

**Answer:** B      **Reference:** Using a Mouse

**Difficulty:** Easy

Appendix

16. Pointing to an object and clicking the right button on the mouse will most likely generate a:

- A. menu.
- B. delete option.
- C. toolbar.
- D. table of options.

**Answer:** A      **Reference:** Using a Mouse      **Difficulty:** Easy

17. The software that handles the background tasks and details of a computer is known as the:

- A. system software.
- B. Mac OS.
- C. application software.
- D. executable files.

**Answer:** A      **Reference:** Software Basics      **Difficulty:** Easy

18. Macintosh computers use a version of \_\_\_\_\_ Mac OS.

- A. Microsoft's
- B. Apple's
- C. IBM's
- D. Intel's

**Answer:** B      **Reference:** Software Basics      **Difficulty:** Easy

19. Programs, such as Microsoft Word, that allow a user to accomplish a task or goal are referred to as:

- A. system software.
- B. application software.
- C. Web browsers.
- D. operating systems.

**Answer:** B      **Reference:** Software Basics      **Difficulty:** Easy

Appendix

20. What controls the CPU?

- A. RAM
- B. ROM
- C. Software
- D. Peripheral devices

**Answer:** C      **Reference:** Software Basics

**Difficulty:** Moderate

21. The \_\_\_\_\_ primarily take(s) care of the behind-the-scenes details and manage(s) the hardware.

- A. operating system
- B. application software
- C. peripheral devices
- D. hard disk

**Answer:** A      **Reference:** Software Basics

**Difficulty:** Moderate

22. A(n) \_\_\_\_\_ is created by an application.

- A. executable file
- B. software program
- C. operating system
- D. document

**Answer:** D      **Reference:** Software Basics

**Difficulty:** Easy

23. Applications are often referred to as:

- A. data files.
- B. executable files.
- C. system software.
- D. the operating system.

**Answer:** B      **Reference:** Software Basics

**Difficulty:** Moderate

Appendix

24. When a file contains instructions that can be carried out by the computer, it is often called a(n) \_\_\_\_\_ file.

- A. data
- B. executable
- C. information
- D. application

**Answer:** B     **Reference:** Software Basics

**Difficulty:** Moderate

25. To what temporary area can you store text and other data, and later paste them to another location?

- A. The clipboard
- B. ROM
- C. The hard disk
- D. CD-ROM

**Answer:** A     **Reference:** Entering, Editing, and Formatting Text

**Difficulty:** Easy

26. When you change fonts, how text looks, or how a paragraph looks on a page, you are changing the:

- A. formatting.
- B. point size.
- C. structure.
- D. print setup.

**Answer:** A     **Reference:** Formatting Characters

**Difficulty:** Easy

27. What is a size and style of typeface called?

- A. A serif typeface
- B. A letter
- C. A print style
- D. A font

**Answer:** D     **Reference:** Formatting Characters

**Difficulty:** Easy

Appendix

28. Which type of font has the most plain clean lines?

- A. Monospaced fonts
- B. Proportionally spaced fonts
- C. Sans-serif fonts
- D. Serif fonts

**Answer:** C      **Reference:** Formatting Characters

**Difficulty:** Moderate

29. What are the three characters that follow the period and file name referred to as?

- A. An extension
- B. A file folder
- C. A file locator
- D. An expansion

**Answer:** A      **Reference:** File Management Basics

**Difficulty:** Easy

30. What is the electronic equivalent to using paper file folders to organize your paper documents?

- A. File compression
- B. Folders
- C. Files
- D. A file extension

**Answer:** B      **Reference:** File Management Basics

**Difficulty:** Easy

31. Files that contain video, songs, or images are often:

- A. stored as gifs.
- B. saved in RAM.
- C. compressed.
- D. compacted.

**Answer:** C      **Reference:** File Compression Basics

**Difficulty:** Easy



Appendix

32. A common compressor utility program is:

- A. Microsoft word.
- B. PKZIP.
- C. JPEG.
- D. MP3.

**Answer: B**      **Reference:** File Compression Basics

**Difficulty:** Easy

33. The Windows \_\_\_\_\_ is a screen that includes icons of software programs and possibly files and/or folders.

- A. toolbar
- B. menu
- C. desktop
- D. XP window

**Answer: C**      **Reference:** Using Microsoft Word with Microsoft Windows

**Difficulty:** Moderate

34. A common feature of both a Macintosh desktop and a Windows desktop is the use of:

- A. icons to represent each object.
- B. a menu bar at the bottom of the screen.
- C. a Dock.
- D. a menu bar at the top of the screen.

**Answer: A**      **Reference:** Using Microsoft Word with Mac OS X

**Difficulty:** Moderate

35. Using a modem to connect to a network is referred to as a:

- A. direct connection.
- B. local area network (LAN).
- C. wide area network (WAN).
- D. remote access connection.

**Answer: D**      **Reference:** PC Network Basics

**Difficulty:** Moderate

Appendix

36. An extensive network of interconnected networks is known as:

- A. the Internet.
- B. the World Wide Web.
- C. a Web browser.
- D. a LAN.

**Answer:** A     **Reference:** PC Network Basics

**Difficulty:** Moderate

37. You can view Web pages on your own PC through the use of:

- A. a Web browser.
- B. utility software.
- C. Web site browser files.
- D. file transfer protocol (FTP) sites.

**Answer:** A     **Reference:** World Wide Web Basics

**Difficulty:** Moderate

38. The \_\_\_\_\_ for Intel is <http://www.intel.com>.

- A. hyperlink
- B. uniform resource locator (URL)
- C. subdirectory
- D. file name

**Answer:** B     **Reference:** World Wide Web Basics

**Difficulty:** Easy

39. Google is an example of a:

- A. URL.
- B. bookmark.
- C. portal.
- D. search engine.

**Answer:** D     **Reference:** Web Search Basics

**Difficulty:** Easy

Appendix

**40.** ISP stands for:

- A. Internet surplus provider.
- B. Internet service provisions.
- C. Internet service provider.
- D. Internet social provider.

**Answer:** C     **Reference:** Email Basics

**Difficulty:** Moderate

**41.** An email address contains two parts—the user name and the:

- A. ISP.
- B. host name.
- C. URL.
- D. WWW address.

**Answer:** B     **Reference:** Email Basics

**Difficulty:** Challenging

**42.** What is the storage area for email messages called?

- A. A folder
- B. A mailbox
- C. A directory
- D. The hard disk

**Answer:** B     **Reference:** Email Basics

**Difficulty:** Easy

**43.** Hotmail is a popular:

- A. email service.
- B. ISP.
- C. spam filter software program.
- D. host computer company.

**Answer:** A     **Reference:** Communicating with Electronic Mail

**Difficulty:** Easy

Appendix

44. \_\_\_\_\_ are often delivered to a PC through an email attachment and are often designed to do harm.

- A. Viruses
- B. Spam
- C. Portals
- D. Email messages

**Answer:** A     **Reference:** Internet Security Basics

**Difficulty:** Moderate

45. People that write viruses are often known as:

- A. ID thieves.
- B. hackers.
- C. Web browsers.
- D. hosts.

**Answer:** B     **Reference:** Internet Security Basics

**Difficulty:** Easy

**Fill in the Blank:**

46. PC typically stands for \_\_\_\_\_.

**Answer:** personal computer     **Reference:** Hardware Basics

**Difficulty:** Easy

47. The primary permanent storage and retrieval device for information is the \_\_\_\_\_.

**Answer:** hard disk     **Reference:** Hardware Basics

**Difficulty:** Moderate

48. Disk drives that are included in the system unit are called \_\_\_\_\_.

**Answer:** internal drives     **Reference:** Hardware Basics

**Difficulty:** Moderate

49. \_\_\_\_\_ can be attached to the system unit through cables.

**Answer:** External drives     **Reference:** Hardware Basics

**Difficulty:** Moderate

50. All hardware is controlled by the \_\_\_\_\_.

**Answer:** CPU     **Reference:** Software Basics

**Difficulty:** Moderate

51. The operating system most commonly used on PCs is \_\_\_\_\_.

**Answer:** Microsoft Windows     **Reference:** Software Basics

**Difficulty:** Easy

Appendix

52. An easy way to keep documents organized is to create \_\_\_\_\_, which store files.

**Answer:** folders                      **Reference:** File Management Basics                      **Difficulty:** Moderate

53. The hardware device that connects a computer to the Internet through phone lines is known as a(n) \_\_\_\_\_.

**Answer:** modem                      **Reference:** PC Network Basics                      **Difficulty:** Moderate

54. WWW stands for \_\_\_\_\_.

**Answer:** World Wide Web                      **Reference:** World Wide Web Basics                      **Difficulty:** Easy

55. A Web browser is used to view information on the \_\_\_\_\_.

**Answer:** Web or WWW                      **Reference:** World Wide Web Basics                      **Difficulty:** Easy

56. The WWW is made up of millions of interlinked documents referred to as \_\_\_\_\_.

**Answer:** Web pages                      **Reference:** World Wide Web Basics                      **Difficulty:** Easy

57. A unique address on the Internet is called a(n) \_\_\_\_\_.

**Answer:** URL or uniform resource locator                      **Reference:** World Wide Web Basics                      **Difficulty:** Easy

58. Instances of text on a Web page that are usually underlined and shown in a different color are \_\_\_\_\_.

**Answer:** hyperlinks                      **Reference:** World Wide Web Basics                      **Difficulty:** Moderate

59. Netscape and Yahoo! are \_\_\_\_\_ and are designed as a first stop for a Web user because they offer a wide variety of options.

**Answer:** portals                      **Reference:** Web Search Basics                      **Difficulty:** Moderate

60. When you are looking for specific information on the Web, a(n) \_\_\_\_\_ can assist you in looking for the information that you need.

**Answer:** search engine                      **Reference:** Web Search Basics                      **Difficulty:** Easy

61. The pages that contain the keywords within a search are called \_\_\_\_\_.

**Answer:** hits                      **Reference:** Web Search Basics                      **Difficulty:** Easy

62. Google is an example of a(n) \_\_\_\_\_.

**Answer:** Search engine                      **Reference:** Web Search Basics                      **Difficulty:** Easy

63. When you want to revisit a page more often, it is advisable to \_\_\_\_\_ that page.

**Answer:** Bookmark                      **Reference:** Web Search Basics                      **Difficulty:** Easy

Appendix

64. A document, picture, or multimedia file connected to an email message is known as a(n) \_\_\_\_\_.

**Answer:** attachment                      **Reference:** Email Basics                      **Difficulty:** Easy

65. The \_\_\_\_\_ is the portion of an email address after the at sign (@).

**Answer:** host name                      **Reference:** Email Basics                      **Difficulty:** Challenging

66. The \_\_\_\_\_ goes before the at sign (@) in an email address.

**Answer:** user name                      **Reference:** Email Basics                      **Difficulty:** Challenging

67. Sometimes an underscore character (\_) is used in email addresses in place of a(n) \_\_\_\_\_, which can't be used in an address.

**Answer:** space                      **Reference:** Email Basics                      **Difficulty:** Easy

68. ISP stands for\_\_\_\_\_.

**Answer:** Internet service provider    **Reference:** Email Basics                      **Difficulty:** Easy

69. One of the most popular free email services is \_\_\_\_\_.

**Answer:** Hotmail or gmail              **Reference:** Email Basics                      **Difficulty:** Easy

70. Junk email is also known as \_\_\_\_\_.

**Answer:** spam                      **Reference:** Internet Security Basics                      **Difficulty:** Moderate

71. The most common way viruses are delivered to your PC is through a(n) \_\_\_\_\_.

**Answer:** email attachment              **Reference:** Internet Security Basics                      **Difficulty:** Moderate

72. Viruses that delete files or folders on your PC or that duplicate themselves and possibly cause harm to your computer are created by \_\_\_\_\_.

**Answer:** hackers                      **Reference:** Internet Security Basics                      **Difficulty:** Moderate

73. The elaborate, extensive network of networks that has changed how people work and communicate is known as the \_\_\_\_\_.

**Answer:** Internet                      **Reference:** PC Network Basics                      **Difficulty:** Moderate

Appendix

**Matching:**

**74.** Match the following terms to their meanings:

- |                          |  |
|--------------------------|--|
| I. WWW                   | A. software to view Web pages  |
| II. Web browser          | B. clickable item that jumps somewhere else                                  |
| III. Web site            | C. database of Web page locations  |
| IV. URL                  | D. collection of Web pages with text and images                              |
| V. hyperlink             | E. multimedia content through the Internet                                   |
| VI. bookmark or favorite | F. <a href="http://computerconfluence.com">http://computerconfluence.com</a> |
| VII. search engine       | G. URL you want to revisit   |
| VIII. directory          | H. hierarchical catalog of Web sites   |

**Answers:** E, A, D, F, B, G, C, H

**Reference:** Network and Internet Basics

**Difficulty:** Moderate

**75.** Match the following devices to their functions:

- |                |                               |
|----------------|-------------------------------|
| I. CPU         | A. storage                    |
| II. RAM        | B. removable media            |
| III. hard disk | C. “brains”                   |
| IV. CD         | D. hard copies                |
| V. printer     | E. can “burn”                 |
| VI. monitor    | F. memory                     |
| VII. CD-RW     | G. displays text and pictures |

**Answers:** C, F, A, B, D, G, E

**Reference:** Hardware Basics

**Difficulty:** Moderate