

Business Technology and Operations

Customized Written Assessment
Test Code: 8614 Version: 01

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Instructions for Taking the Written Assessment

1. Fill in ALL of the information requested on the Participant Answer Sheet with a soft black lead No. 2 pencil. Every field must be completed in order to ensure your answer sheet is scored properly. The test administrator will provide you with instructions for completing the *Participant Information and Test Information* portions of the answer sheet.
2. Use only as many of the response spaces on the answer sheet as are required for this test. Record your written responses in the section of the answer sheet labeled Written Test and your performance responses in the section of the answer sheet labeled Performance Test.
3. Mark each item by darkening the corresponding circle with a No. 2 pencil for the answer choice you think is correct.
4. Erase completely any answer you want to change and then darken the circle for the answer you believe to be correct. You must erase your first mark completely; failure to do so may result in a wrong reading by the scanner.
5. Mark only one answer for each test item. Items marked with more than one choice are automatically scored as incorrect. You should answer all items to the best of your ability. Items left blank are automatically scored as incorrect.
6. Erase any stray marks on the answer sheet as these may lower your score.
7. If you need to return to a question, place a check in the margin of the test booklet and return to it for additional consideration after you have completed the last question.
8. Look over your answer sheet when you have finished and darken any marks that are not black and shiny.

NOTE: the test proctor will announce the time limit for this test.

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Directions: Each of the questions or incomplete statements listed below is followed by four possible answers. Read each question carefully and completely before you attempt to select an answer. Choose the response that you believe best answers the question or completes the statement. Completely fill in the circle containing the letter of your choice on the answer sheet. If you make a mistake, be sure to erase completely.

A nonprogrammable calculator may be used for this test.

BUSINESS

1. The most useful characteristic of electronic mail is the
 - A. speed with which the same document or message can be transmitted to several individuals at once
 - B. length of the document or message transmitted
 - C. saves mailing costs
 - D. accuracy of the documents or messages that are transmitted
2. You have completed the memo and want to be sure that it conveys its intended message. To achieve this goal, you should
 - A. read the document as if you were the memo's recipient
 - B. print a copy and carefully proofread the document
 - C. carefully proofread the document on the screen
 - D. execute the spell check and grammar check features of the word processing software
3. The Internet has become a popular recruitment tool for employers and potential employees because
 - A. many sites provide services, such as resumé preparation help and online resumé posting and retrieval
 - B. there is no interview involved in the job-seeking process if the Internet is used
 - C. resumé can often be posted and retrieved online, though there is always a fee
 - D. job listings are numerous, yet time-consuming, because there are no category listings
4. Determine which sentence is edited correctly.
 - A. There are many sources of career information including, but not limited to, career counselors, workforce services, and online job search sites.
 - B. There are many sources of career information including, but not limited to career counselors, workforce services, and online job search sites.
 - C. They're many sources of career information including but not limited to, career counselors, workforce services, and online job search sites.
 - D. Their many sources of career information including, but not limited to; career counselors, workforce services, and online job search sights.

5. You have been asked to train the staff on the proper way to wash your hands. Which communication method would you choose?
- video
 - memo
 - poster
 - text message
6. What is the most appropriate form of communication given the workplace situation illustrated? You need to ask a question of a colleague, but you can wait for the response until tomorrow. You also need to keep a record of the communication.
- text messaging
 - face to face
 - letter
 - email
7. You have decided to plan a retirement party for a long-time employee at your workplace. You contact several staff members from different departments and ask them to help, set up a timeline, and begin developing tasks to complete the project. The positive work behaviors demonstrated are
- initiative, teamwork, time management and employee relations
 - customer relations, confidentiality, initiative, responsibility
 - consistency, public speaking, employee relations, book keeping
 - teamwork, critical thinking, time management, initiative
8. Using the list, which of the following is in the correct order for the steps for solving problems?
- Identify possible solutions
 - Analyze the problem
 - Evaluate solutions
 - Select the best solutions
 - Define and identify the problem
 - Develop an action plan
 - Implement the solution
- A, B, C, D, E, F, G
 - A, E, C, D, B, F, G
 - E, B, A, D, C, F, G
 - G, F, E, D, C, B, A
9. You are on the company committee to set a new sales goal. Which element below is **NOT** important in your considerations?
- your goal should be specific
 - your goal should have a clear time frame
 - your goal should help you decide which action to take next
 - your goal needs to insure that the company down the street will liquidate within 6 months
10. When working on a team project, which of the following behaviors is an example of effective interpersonal behavior?
- texting during discussion
 - reading email
 - getting up during a presentation
 - maintaining eye contact with the speaker

11. Sample Email:
 To: susan@xxx.net
 From: patty@yyyy.net
 Subject: New Game
 ATTACHMENT: game.exe

There is a problem with the email. Can you identify it?

- A. To Line
- B. From line
- C. Subject line
- D. Attachment Line

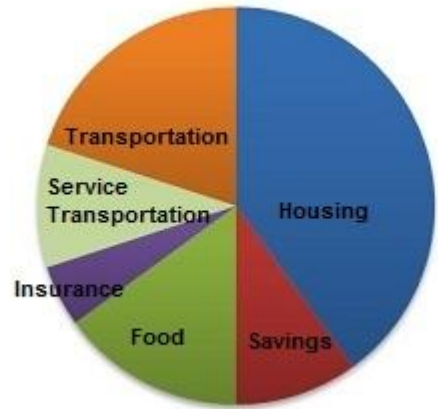
12. Sample Email:
 To: leroy12@xxx.net
 From: jackie@yyyy.net
 Subject: There is a bunch of information that we need to talk about can you get back to me right away!
 Body: I was just double checking to see if you were taking vacation this week.

There is a problem with the email can you identify it?

- A. To Line
- B. From line
- C. Subject line
- D. Body

13. Which would **NOT** be considered a reliable resource to assist you in making a career plan?
- A. career counselor
 - B. admission office of local college
 - C. Occupational Outlook Handbook
 - D. job shadowing
 - E. Wikipedia

14. This pie chart shows the breakdown of monthly expenses. Determine which are the three largest expenses in your monthly budget.



- A. housing, transportation, food
- B. food, Insurance, savings
- C. housing, food, savings
- D. housing, service transportation, food

15. When analyzing information for use in business decisions, it is important to make sure that the data is
- A. valid
 - B. reliable
 - C. current
 - D. all of the above

16. Which of the following is **NOT** a component of ethical behavior?
- A. Is it illegal?
 - B. Does it hurt anyone?
 - C. Is it against company policy?
 - D. No one will know.

17. The Code of Conduct for a major publishing house, states in part, “The Doomsday Publishing House and its employees must, at all times, comply with all applicable laws and regulations. All business conduct should be well above the minimum standards required by law. The Doomsday Publishing House expects its employees to conduct themselves in an honest and businesslike manner.” Employees must not use their positions or the knowledge gained as a result of their positions for private or personal advantage. Assume you are an employee at Doomsday Publishing House. Which of the following examples would **NOT** be in violation of the Code of Conduct?
- A. accepting a gift from an author who has submitted a manuscript for review
 - B. submitting travel bills for reimbursement related to personal travel
 - C. using your cell phone to conduct personal business during your lunch hour
 - D. sharing the plot from a submitted manuscript with a friend who is writing a book
18. Software _____ is the unauthorized copying of software.
- A. piracy
 - B. design
 - C. hijacking
 - D. virus
19. A/An _____ keyboard is designed to reduce the stress of long hours of typing.
- A. ergonomic
 - B. natural
 - C. qwerty
 - D. standard

20. What would negatively impact a paperless office?
- A. create PDF documents
 - B. attach documents to email
 - C. post to the WWW
 - D. print handouts

BUSINESS TECHNOLOGY

21. Identify the list that includes all hardware components.
- A. printer, mouse, keyboard, system unit, monitor
 - B. keyboard, scanner, Internet, CD rom
 - C. system unit, jump drive, scanner, desktop
 - D. laptop, smart phone, operating system, Excel
22. When using desktop publisher software, which of the following office tasks would be most appropriate?
- A. preparing a financial statement
 - B. making a 3-fold brochure
 - C. keeping track of benefits for employees
 - D. creating a procedure manual
23. When using word processing software, which of the following office tasks would be most appropriate?
- A. preparing a financial statement
 - B. making a 3-fold brochure
 - C. keeping track of benefits for employees
 - D. creating a procedure manual

24. When using database software, which of the following office tasks would be most appropriate?
- A. preparing a financial statement
 - B. making a 3-fold brochure
 - C. keeping track of benefits for employees
 - D. creating a procedure manual
25. When using spreadsheet software, which of the following office tasks would be most appropriate?
- A. preparing a Financial Statement
 - B. making a 3-fold brochure
 - C. keeping track of benefits for employees
 - D. creating a procedure manual
26. A group of programs that coordinate and control the resources of a computer system is called
- A. systems software
 - B. applications software
 - C. language translator
 - D. utility program
27. The world's largest computer network that connects smaller networks to each other is the
- A. commercial online service
 - B. Internet
 - C. email
 - D. bulletin board service
28. When you evaluate a website, you should consider which of the following?
- A. relevance
 - B. validity
 - C. timely content
 - D. all of the above
29. Some domain names are verified and are safer than others. In the following list, pick the domain name that is **NOT** as reliable as the others.
- A. .gov (government)
 - B. .edu (education)
 - C. .mil (military)
 - D. .com (commercial)
30. There are a few ways to validate the information on a website. Pick the best way.
- A. look for the date the site was updated; look for the author or publishing company; look at other sites
 - B. look for the most animated website; look for the author; look for the most controversial
 - C. look at other website; look at the website that is listed first in the search engine; look for the oldest information
 - D. look at the title of the website; look at the length of the article; does the website have supporting pictures

31. Online storage and backing up files to a secondary storage device are ways to
- A. delete all of your files because they are no longer necessary
 - B. protect your documents in case of theft or hardware failure
 - C. view your important files and eliminate your non-essential files
 - D. protect your system files
32. Email etiquette would have you enter a/an _____ for your email message.
- A. subject line
 - B. attachment
 - C. CC
 - D. description
33. What is unsolicited email?
- A. spam
 - B. trash
 - C. instant message
 - D. application
34. Email messages should
- A. be short and to the point
 - B. be long and descriptive
 - C. require a response
 - D. include a CC
35. Which list identifies tools that may be used to edit a word processing document?
- A. Find and Replace, Spell/Grammar Check, Thesaurus
 - B. Format Printer, Word Count, Insert Table
 - C. Margin Settings, Arrange All, Text Wrapping
 - D. Zoom, Orientation, Spell/Grammar Check
36. Effective formatting of documents includes the following steps, EXCEPT
- A. searching the Internet for an appropriate graphic
 - B. setting margins according to accepted practice for an MLA Report
 - C. reviewing a business letter to see that all parts are included and the correct spacing is used
 - D. selecting main headings on a resume and setting them to 18-pt bold
37. You have been directed to create a document using word processing software. Which item is not an editing or formatting step?
- A. determine formatting requirements of the document
 - B. determine correct margins, spacing and page orientation for the document
 - C. saving the document
 - D. use editing tools to proofread and check the document

38. Which of the following steps would visually enhance a document?
- A. using editing tools to correct mistakes
 - B. selecting a font theme
 - C. saving in a file that has been created using file management concepts
 - D. setting the view to page layout
39. Text that has been spaced to align on the left and right margins is
- A. justified
 - B. block style
 - C. left justified
 - D. vertically centered
40. When adding one or more graphics to a document created using word processing software, which of the following describe steps that may be used to properly place the graphic?
- A. text wrapping, resizing, bring to front
 - B. grouping, word wrap, resizing
 - C. inserting a watermark, rotating, re-coloring
 - D. adding 3-D effect, shadowing, changing background color
41. In a table, use the _____ feature to merge the content of a group of cells into one cell.
- A. Merge Cells
 - B. Text Wrapping
 - C. Insert Row
 - D. Center Alignment
42. Tables organize data into
- A. horizontal rows, vertical columns and cells
 - B. vertical rows, cells and columns
 - C. cells, rows and tabs
 - D. all of the above
43. When you complete your table, you wish to sort the names from A-Z. You select Sort/Descending Order.
- A. True
 - B. False
44. Mail Merge is a tool that may be used to
- A. send the same letter to multiple recipients with the individual's personal information inserted in the address and salutation
 - B. send the same letter to multiple recipients with general information for all recipients
 - C. send a fax to multiple recipients
 - D. track the number of mailings that have been sent to a specific individual in a given time period

45. When creating a mail merge, which steps are in the proper order?
- A. a. Create data base b. Create original document c. Add merged fields d. Merge primary source with secondary source
 - B. a. Create data base b. Create original document c. Merge primary source with secondary source d. Add merged fields
 - C. a. Create original document b. Create data base c. Add merged fields d. Merge primary source with secondary source
 - D. a. Add merged fields b. Create data base c. Create original document d. Merge primary source with secondary source
46. One limitation of Mail Merge is that documents created may only be sent to all recipients in the database.
- A. True
 - B. False
47. When using a word processing program, you have the option to insert information created from a spreadsheet.
- A. True
 - B. False
48. A database created using spreadsheet software cannot be used as the database for a Mail Merge document.
- A. True
 - B. False
49. A document created in a word processing program may be saved as a PDF file.
- A. True
 - B. False
50. The first step in creating an effective worksheet is to make sure you
- A. apply font formatting
 - B. understand what is required
 - C. include a chart
 - D. enter the data
51. Data is in _____ sequence if it is in order from highest to lowest.
- A. descending
 - B. chronological
 - C. ascending
 - D. reporting
52. Software best used for organizing financial data is
- A. word processing
 - B. spreadsheet
 - C. photo editing
 - D. system
53. The purpose of formatting a spreadsheet is to
- A. ensure accuracy of all of the numbers
 - B. make the information easy to read
 - C. format all numbers exactly the same
 - D. make sure spelling and grammar is correct

54. A _____ is a prewritten formula that is built into spreadsheet software.
- A. function
 - B. feature
 - C. task
 - D. calculation
55. The _____ function totals the numbers in a specified group of cells and then divides the total by the number of cells in the group.
- A. MIN
 - B. SUM
 - C. AVERAGE
 - D. MAX
56. Which of the following formulas multiplies 25 by 0.02?
- A. =25*0.02
 - B. =25*20%
 - C. =25+.02
 - D. =25-.02
57. Using the _____ =SUM(E20:E24) will total the contents of cells E20 through E24 in a worksheet.
- A. Function
 - B. Text
 - C. Label
 - D. Value
58. The chart type that best shows the relationship of parts to a whole is a _____ chart.
- A. column
 - B. bar
 - C. line
 - D. pie
59. Charts can make spreadsheet data more visually appealing and can make it easy for users to see _____ in the data.
- A. comparisons
 - B. patterns
 - C. trends
 - D. all of the above
60. As you change your data that is used to create a chart, the chart will **NOT** automatically update.
- A. True
 - B. False
61. Spreadsheet software can assist in analyzing and interpreting all EXCEPT
- A. financial data
 - B. statistical information
 - C. customer sales
 - D. photo quality

62. Which sales person had the highest monthly sales?

Computer Company						
Monthly Sales						
	Laptops	Desktops	Printers	Scanners	Software	Total
Janie	2,500	9,000	3,000	750	2,000	17,250
Cindy	12,000	8,000	2,000	900	3,600	26,500
Kent	--	2,000	1,500	2,000	1,200	6,700
John	9,000	3,500	400	550	950	14,400
Total Sales	23,500	22,500	6,900	4,200	7,750	64,850
Average Sales						16,213

- A. Janie
- B. Cindy
- C. Kent
- D. John

63. Which item should the company consider discontinuing?

Computer Company						
Monthly Sales						
	Laptops	Desktops	Printers	Scanners	Software	Total
Janie	2,500	9,000	3,000	750	2,000	17,250
Cindy	12,000	8,000	2,000	900	3,600	26,500
Kent	--	2,000	1,500	2,000	1,200	6,700
John	9,000	3,500	400	550	950	14,400
Total Sales	23,500	22,500	6,900	4,200	7,750	64,850
Average Sales						16,213

- A. Laptops
- B. Desktops
- C. Printers
- D. Scanners
- E. Software

64. How many salespeople sold less than the average?

Computer Company						
Monthly Sales						
	Laptops	Desktops	Printers	Scanners	Software	Total
Janie	2,500	9,000	3,000	750	2,000	17,250
Cindy	12,000	8,000	2,000	900	3,600	26,500
Kent	--	2,000	1,500	2,000	1,200	6,700
John	9,000	3,500	400	550	950	14,400
Total Sales	23,500	22,500	6,900	4,200	7,750	64,850
Average Sales						16,213

- A. one
 - B. two
 - C. three
 - D. four
65. You wish to use data to create a chart and then import it into a presentation. Which program would be the most effective program to use for this application?
- A. spreadsheet software
 - B. publishing software
 - C. word processing software
 - D. database software
66. In a table or a database, the line of information related to one person or item is called a
- A. formula
 - B. field
 - C. calculation
 - D. record

67. Using database software, you can
- change, add, and delete data
 - sort and retrieve data
 - create forms and reports
 - all of the above
68. What is an example of a primary key?
- employee number
 - gender
 - full name
 - address
69. When comparing queries and filters in a database program, which of the following statements is the most true?
- queries are more permanent than filters
 - filters are more accurate
 - you can add pictures in filters
 - you have to know a programming language to write a query
70. Queries are used to search for information in fields or may be used for calculations.
- True
 - False
71. Which guideline is **NOT** effective when designing a slide for a presentation?
- one key message per slide
 - use a simple font
 - limit text to six lines per slide and eight words per line
 - use lots of graphics, animations, and sounds
72. The convert to SmartArt button is a handy tool for quickly converting your text to a number of preset artwork designs.
- True
 - False
73. In reviewing a completed computer presentation, you realize that slide number 3 needs to become slide number 12. The best way to make slide number 3 become slide number 12 in presentation is to select
- slide number 3 and drag it to the correct position for slide number 12
 - slide number 3 and then copy it in the correct position for slide number 12
 - slide number 3 delete it and then recreate the slide in the correct position
 - select slides number 4-12 and drag above slide number 3
74. When you add animation to a presentation slide, you are adding
- text
 - visual effects
 - color
 - timings
75. When using a video in a presentation, users can choose whether to play the movie automatically when the slide is displayed or require a mouse click to play the video.
- True
 - False

76. A transition in an electronic presentation is defined as
- A. visual motion when one slide changes to the next
 - B. visual motion for an object on a slide
 - C. hyperlink to another file or web page
 - D. the background associated with a theme
77. When printing handouts in an electronic presentation, you can print _____ slides to a page.
- A. two
 - B. three
 - C. six
 - D. all of the above
78. The notes pane is handy when you only need to add a sentence or two about the current slide, but what should you do if you need to enter a large amount of text for a slide?
- A. there is nothing you can do
 - B. switch to master slide view
 - C. switch to notes pane view
 - D. create a hyperlink to a word document
79. You have been asked to give a presentation at a club meeting. Which delivery method would you use?
- A. web
 - B. kiosk (self-running)
 - C. paper handouts only
 - D. on-screen presentation
80. Which of the following keys is not in the home row?
- A. B
 - B. F
 - C. G
 - D. H
81. Which is **NOT** a modifier key?
- A. Shift
 - B. Alt
 - C. Control
 - D. Home
82. When _____ is enabled, your text will automatically move to the next line as you type. Hitting the enter key is not necessary.
- A. Word Wrap
 - B. Thesaurus
 - C. Page Layout
 - D. Paragraph Form
83. I need to pick a storage media for my files. Which storage medium would be the best to share pictures with my coworkers?
- A. Flash Drive
 - B. DVD
 - C. Hard Drive
 - D. CD

84. I need to pick a storage media for my files. Which storage medium would be the best to save an application program?

- A. Flash Drive
- B. DVD
- C. Hard Drive
- D. CD

END OF ASSESSMENT

85. I need to pick a storage media for my files. Which storage medium would be the best to save movie files?

- A. Flash Drive
- B. DVD
- C. Hard Drive
- D. CD

86. To select files that are adjacent (located next to each other) you would use the _____ key along with a mouse click.

- A. Control
- B. Shift
- C. Alt
- D. Tab

87. In addition to a filename, files also have a three character _____ at the end of the filename.

- A. extension
- B. domain
- C. pathway
- D. guide

