

This closed book exam covers Microsoft Word 2010 and the topic of word processing in general. You are advised to review the chapters about Word covered in the course textbook and examine the Online Study Guide area of the publisher's web site for each Word chapter, such as the first one at:

http://wps.prenhall.com/bp_exploring_mso2010_vol1/157/40251/10304441.cw/content/index.html

You can use the Submit Answers for Grading button to check your answers, but do *not* email your results to your instructor – these are just practice tests.

For this exam, you do not need to memorize keyboard shortcuts, EXCEPT for the ones for: copy, cut, paste, basic motions of the insertion point, and characters listed in #2 below.

As a bare minimum, you should know at least the following:

1. The implications of the terms "hard" and "soft" in word processing software.
2. Define and know how to insert: line break, hard return, hard page break, section page break, nonbreaking space, nonbreaking hyphen, and special characters that are not on a keyboard.
3. What the following Word features are: Office button, Quick Access toolbar, Title bar, Ribbon, Word Wrap, Style, Theme, AutoCorrect, Hyphenation, Orphan, Mail Merge and WordArt.
4. How the Spell Check feature works.
5. Differentiate between Word command levels: character, paragraph, section, and document.
6. The difference between using the Enter key and the Shift+Enter keystroke combination.
7. How Word allows users to manage "sections".
8. Familiarity with the functioning of the vertical scroll bar.
9. How to set margins, indents and tabs.
10. The difference between the Delete key and the Backspace key.
11. How to use the mouse to navigate through and select various quantities of text.
12. The terms: font, typeface, type size, type style, point and serif. Know the defaults for these too.
13. The different document views and what the default view is.
14. The default values for: document margins, line spacing, tab positions, paragraph indents and alignment.
15. The procedures to change the values above.
16. How to define and remove tab positions and use tab characters.
17. How to use the Format Painter feature.
18. The different data formats that can be read (opened) or written (saved) by Word.
19. What the Word AutoRecover feature is and how it works.
20. Explain the different types of lists Word can manage: numbered, bulleted, multi-level.
21. How to control automatic page numbering.
22. The terms: header, footer, footnote, endnote, citation, table of contents, table of figures, index, bibliography, and plagiarism.
23. How to insert and manipulate (resize, crop, compress, etc.) pictures in a document.
24. How to print preview and print documents.
25. How to create, navigate and edit (insert, delete, merge, sort, etc.) tables in Word.
26. How to insert formulas in tables to use the contents of cells in calculations.
26. How Word allows users to insert and view document comments.
27. The terminology and steps used in the mail merge feature: data source, record, merge field, etc.