

UNIT

21

Word Processing

REVIEW QUESTIONS

PART A

Complete the following sentences by filling in the blanks.

1. The _____ is by far the most frequently used input device for word processing.
2. The term used to describe the automatic continuation of lines within paragraphs is _____.
3. Pages in a document may be automatically identified with captions at the top or bottom known as _____ and _____.
4. A/an _____ allows a user to select menu options from icons.
5. Word processing is a major part of the _____ office automation process.

PART B

Indicate your answer by circling True or False in each of the following.

1. Electronic mail is a term used to describe what appear to be individually keyed communications but are in fact documents created from standard paragraphs. True or false?
2. Formatting is the process of setting margins, indents, etc. True or false?
3. The capacity of the word processing software to locate a particular word or expression and replace it automatically is known as soft copying. True or false?
4. All word processing software has default settings. True or false?
5. Hard copy is a keyed or printed document on paper. True or false?

PART C

1. Define the term *word processing*.

2. List four word processing input devices.

3. What does the merge feature of a word processing program do?

4. List four word processing features that would be of assistance to personnel involved in creating reports and manuscripts.

5. What does the phrase *laser printer with PostScript* mean?

6. List the seven stages of the word processing cycle.

7. List the points to follow to use your word processing software to its full advantage.

8. List the points to consider when choosing word processing software.

9. What steps can you take to protect your software and storage disks?

10. If you had a directory called WP81 for your word processing files and subdirectories for letters, reports, and quotations, what path and file name would you give to a letter to Mr. Wang?

CALCULATIONS

Insert the answers to the following calculations in the spaces provided.

1. Your latest word processing software upgrade cost \$149.00. While you were in the store, you picked up two 25-packs of diskettes @ \$7.99 each, five boxes of printer paper @ \$13.95 each, and a scanner @ \$169.99. What was the total of the invoice? Add 7% GST.

2. If Kyle keys at 65 words per minute, how long will it take him to key ten pages with 221 words on each page?

3. In a memo with 20 lines of text using 12 pitch, there are 72 characters in a 15.25-cm (6") line. If you change to 15 pitch, how many lines would this memo take up?

4. Melissa keys a page every ten minutes. How much will you pay her to key a 50-page report, if her hourly rate is \$20?

5. What is the percentage difference if Melissa charges \$3 a page?

RESEARCH ACTIVITIES

1. Keyboards and scanners are common inputting devices for word processing, but voice recognition is being used more and more. Find out how prevalent voice recognition is in your area. Present your findings in a short report.

2. Off-machine data storage (diskettes, removable hard drives, CD-ROMs) are in use today. Research what other storage media are available and produce a chart showing the size, price, data storage capabilities, etc.
3. Review the help-wanted ads in a major newspaper to see what information you can find to answer the following questions:
 - What word processing software is used most?
 - Are employers looking for personnel with just word processing skills? If not, what other skills are identified?

Present your findings in a short report.

4. Do typewriters still have a role in offices? If so, what role do they play? Present your findings in an e-mail to your instructor.
5. For people involved in keyboarding as the major part of their job, research the current designs in ideal chair and work surfaces. Also consider the use of copy holders and any other devices that will make the task of keying less stressful and tiring. Present your findings in a written report.
6. There are many different kinds of printers available today, from ink-jet to postscript laser printers. Visit a computer store in your area and obtain copies of each printer's output capabilities. Produce a written report, complete with samples, summarizing your findings.
7. Desktop publishing has brought some new terms from the printing industry into the office. Build a vocabulary list and provide definitions of each of these terms as they apply to word processing:

• fonts	• leading	• widows and orphans
• ascenders	• paragraph defaults	• layout
• bold face	• grammar checking	• proportional spacing
• serif	• justified	• tables
• macros	• ragged	• scanning
• headers and footers	• master document	• kerning
• columns	• search and replace	• styles
• table of contents	• index	• table of authorities
8. Research the different ways people store their documents (or files) on their computer's hard disk. Prepare a list of "Tips, Tricks, and Traps" for distribution on ways to improve hard disk usage.
9. Research specialty software that might assist personnel who prepare medical, legal, and foreign language documentation. Present your findings in an oral report or presentation.

ON-THE-JOB ACTIVITIES

1. Word processing is used for creating attractive business letters quickly and affordably. Unfortunately your company does not have a company standard and you have been asked to rectify this situation. Create a memo to all department heads explaining the corporate letter and punctuation style you have recommended for use. You will, of course, have to determine which style is suitable before you write your memo.
2. In small groups, select one of the following procedures, locate it in your word processing software manual, and follow it step by step as you teach yourself how to:
 - use mail/merge
 - show changes
 - create a macro
 - print envelopes
 - change fonts
 - add headers/footers
 - import text or graphics
 - create mailing labels
 - create tables
 - create newspaper columns
 - create graphics
 - add lines and boxes
 - create an automatic table of contents
 - use math functions.

When you have mastered the technique, produce an instruction sheet in your own words that, if necessary, improves on the manual's instructions and eliminates any confusion that you may have encountered. Share your instruction sheet with your colleagues.

3. Create a list of standard editing capabilities and write a brief description of each in your own words. Share your list with your colleagues.
4. Form teams and think of different macros that would be helpful in a large office; e.g., a macro to automatically load a frequently accessed document such as a time log sheet. Do not limit your thinking to just macros to automate text; for example, what about a set of macros to automatically display the required directory when the Open icon is pressed, etc? Write your macros to make sure they work as planned, then document each of them for distribution to your colleagues.
5. Divide into teams and arrange to visit companies in your area to ask what letter and punctuation style they use and why. If possible obtain samples of letters for discussion later in class. Decide which letter and punctuation style works the best.
6. Invite a speaker from a company working with or selling voice recognition software to speak to the class about its use. Prepare questions ahead of time for the question-and-answer period following the speaker's talk. Afterwards, discuss your impressions of the technology. Is it really suitable for an office environment?
7. A review of last year's production statistics shows the following page counts:
Administration: 4368, Information Processing: 5354, Advertising: 345, Marketing and Sales: 1500, Customer Service: 9857, Engineering: 12 984, and Production: 679.
Use your integrated software package or spreadsheet software and:
 - a) produce a bar graph that illustrates the production figures for the year.
 - b) insert the graph into a memo to your manager explaining last year's production.

8. The methods of inputting for word processing are machine dictation, longhand script, shorthand, direct composition via the keyboard, OCR (scanner), and voice recognition. Produce an attractively keyed document that describes each of these methods and compares their advantages and disadvantages.
9. Spelling and grammar checkers and thesauruses are features of most word processing programs. Compare the spelling, grammar checkers, and thesaurus features on as many programs as you have available in your education centre. Compare them as to number of words available, whether you can add your own words, whether these are saved permanently, and whether they are geared only to U.S. spelling. Document your findings.
10. Because some offices use machine transcription, authors must be adept at dictating – speaking clearly, spelling confusing words or proper names, etc. Prepare a document entitled "How to Dictate Efficiently." Your document will be distributed to all of the staff who have dictating machines, so be sure to "cover all the bases."
11. Compare the use of macros v. autotext functions in word processing programs available at your education centre. Compare the ease of use and functionality when it comes to preparing the following:
 - a letterhead with a logo
 - the heading of a memo
 - a standard complimentary closing
 - "canned" or boilerplate paragraphs such as are used in a law firm.

WHAT WOULD YOU DO?

In the space provided, indicate what you would do in the following situations.

1. A close personal friend knows that you use Word in your office and asks you to make a copy of it for him to use at home.

2. Your laser printer does not handle file folder labels or envelopes. You need to create both of these items.

3. You had some repair work done on your laser printer, thinking it was under warranty – but it was not.

4. You operate a small word processing service company. You estimate a job to be worth \$1000. In fact, the project takes far longer than you thought.

5. Your company has decided to change its standard word processing program from WordPerfect to Word. You do not know the Word program.

6. You send a document on disk to the printer but it does not print out.

7. Your supervisor has just taken a training course to learn the word processing program used by your company. He tells you that from now on he will be creating his own documents rather than dictating them for you to key. You are concerned about your job security.

8. You attend a two-day training course to learn a new word processing program. On your return to the office, your supervisor expresses surprise and concern that your productivity on the new software program is low.

9. You send a project to your production department. They key the material and you edit it. When the material comes back the second time, you notice that there are errors that were not there the first time around.

10. You are having a project keyed by your information processing department. One of the production personnel telephones you to say that their word processing software will not do what you are requesting. You know that this is not true.

11. You are keying a long document. The fire alarm sounds and the fire marshal for your department tells you to evacuate the building immediately. You have not backed up your work for 30 minutes.

12. Your employer has decided to buy a new word processing program. You know that this program is not at all user-friendly and that your employer is merely buying it because her partner uses it and likes it. Your existing word processing program is user-friendly and does everything you require in your office.

13. Your supervisor is creating her own documents. Your job is to properly format her documents before they are distributed. Your supervisor does not use the software properly; for example, she uses spaces instead of tabs and indents. Whenever you try to reformat her work, you spend hours correcting her poor inputting. Your supervisor does not like to be told anything; she likes to do things her way.

14. Your company is changing its word processing software. Your supervisor tells you to print hard copies of everything on your existing floppies and then to scan the hard copies.

15. Your supervisor asks you to prepare a merge letter for distribution to all of the customers listed on your database program.

16. Your supervisor has asked you to key a 200-page report. She wants headers and footers, page numbers, four different levels of headings, and a consistent format.

17. Whenever you send an item to your information processing department, it is never ready on time. Your supervisor is upset at you because you are not meeting deadlines.
