TEST BANK
to accompany

Lannon/Gurak

TECHNICAL COMMUNICATION

Thirteenth Edition

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## CONTENTS

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PART 1  COMMUNICATING IN THE WORKPLACE

CHAPTER 1. Introduction to Technical Communication

True/False Questions

1. ______ Technical communication rarely focuses on the author’s personal thoughts or feelings.
2. ______ Technical documents are almost always designed for expert readers.
3. ______ Phone calls, conversations, and meetings have largely replaced the need for written documents.
4. ______ Most technical writing is done in teams.
5. ______ All documents have some persuasive aspect.
6. ______ Employers seek technical communicators with portable skills.
7. ______ Technical communication includes digital media such as podcasts and online videos.
8. ______ In the United States, most people read documents from beginning to end.

Fill-in-the-Blank Questions

9. ______-centered documents focus on what people need to learn, do, or decide.
10. Four different types of technical communication documents are ____________, ____________, ____________, and ____________.
11. Accessible and efficient technical documents include elements such as ____________ and ____________.

Multiple-Choice Questions

12. Technical communication seeks to
   (a) anticipate and answer questions.
   (b) help people perform a task.
   (c) persuade people to do something.
   (d) b and c
   (e) All of these answers are correct.
13. When trying to make sense of information, people should never
   (a) determine which information is relevant.
   (b) ask with whom the information should be shared.
   (c) verify the accuracy of the source.
   (d) let the data speak for themselves.
   (e) All of these answers are correct.

14. Effective technical documents
   (a) use obfuscation.
   (b) avoid combining text, visuals, and sound.
   (c) are easy to navigate.
   (d) a and c
   (e) None of these answers is correct.

15. Of the following statements, which is least accurate?
   (a) As long as a document is persuasive, it need not be clear and efficient.
   (b) Instructions and procedures are two types of technical documents.
   (c) At some point, all professionals engage in technical communication.
   (d) Technical documents focus on the reader.
   (e) Technical documents must account for cultural differences among users.

16. Which of the following statements is most accurate?
   (a) Technical communication helps us interact with technology in our daily lives.
   (b) Technical communication helps advance workplace goals.
   (c) Technical communication helps specialists solve complex problems.
   (d) Technical communication helps both to advance workplace goals and to assist specialists in solving complex problems.
   (e) All of these answers are correct.

17. An effective technical communicator does all of the following except
   (a) works well as part of a team.
   (b) dumbs down the document’s content.
   (c) anticipates readers’ questions.
   (d) considers global audiences as needed.
   (e) uses appropriate media.
ANSWER KEY

1. T
2. F
3. F
4. T
5. T
6. T
7. T
8. F

9. Reader
10. Several options are possible: instructions, user manuals, memos, reports, procedures, emails, and so forth.
11. Any combination of the following is correct: worthwhile content, sensible organization, readable style, effective visuals, effective page design, and supplements.
12. e
13. d
14. c
15. a
16. e
17. b