

*Fluency with Information Technology, 6e (Snyder)*

**Chapter 2 Exploring the Human-Computer Interface: Face It, It's a Computer**

2.1 True/False Questions

1) Feedback is an indication that either the computer is still working or it is done.

Answer: TRUE

2) When the completion time of a computer operation can be predicted, applications typically show an hourglass icon.

Answer: FALSE

3) A way in which product developers who create technologies minimize learning time is by creating controls that match our expectations, such as with sliders and dials.

Answer: TRUE

4) When an operation is processing a series of inputs, the "completion count" gives the tally of the completed instances, or equivalently, the number remaining.

Answer: TRUE

5) Applications, especially from the same vendor (e.g., Microsoft, Google, or Apple), are consistent.

Answer: TRUE

6) The primary reason for consistency across computer applications is that certain operations are fundamental to processing information no matter what the application.

Answer: TRUE

7) All digital information is grouped into types, based on the number of binary digits needed to represent the information.

Answer: FALSE

8) Finding errors in software is easy, but diagnosing the cause is difficult.

Answer: TRUE

9) When we install a new app, we should immediately and intuitively perform two important activities: "clicking around" and "blazing away."

Answer: TRUE

10) Relying on 0s and 1s in representing digital information results in a great disadvantage in creating reproductions.

Answer: FALSE

11) Perfect reproduction is a property of analog information.

Answer: FALSE

12) The Placeholder Technique is used to "hide" part of the text that you don't want to tamper with when using Find/ReplaceAll (F/RA).

Answer: TRUE

13) Many desktop applications, regardless of vendor, share basic features, such as a *File* menu and an *Edit* menu, and furthermore, the items within these menus include the same operations.

Answer: TRUE

14) The Alto personal computer, created by the Xerox Palo Alto Research Center (PARC), was the first computer with a Graphical User Interface (GUI).

Answer: TRUE

15) Because the Xerox's Alto was targeted at office workers, the metaphor the PARC researchers chose for the GUI was a desktop.

Answer: TRUE

16) Following the introduction of Apple Macintosh and Microsoft Windows, the desktop metaphor became the universal way most people thought of using a computer.

Answer: TRUE

17) Apple invented the mouse, and the Macintosh first introduced the mouse technology to the public.

Answer: FALSE

18) The placeholder technique is a two-step process: hide and restore.

Answer: FALSE

Explanation: The three operations are hide, edit, and restore.

19) Metaphors are essential to computer usage because they guide us in learning and using software.

Answer: TRUE

20) Mobile devices have abandoned the desktop metaphor in favor of the contact metaphor

Answer: FALSE

Explanation: It's a "touch metaphor"

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## 2.2 Multiple-Choice Questions

1) Using only 0s and 1s means the information can be perfectly:

A) reproduced

B) consistent

C) converted to a placeholder

D) turned into a desktop

Answer: A

2) Exiting and relaunching an application after making a mistake is called:

- A) getting out and getting back in
- B) shutdown
- C) fatal abort
- D) system interrupt

Answer: A

3) Perfect reproduction is a property of:

- A) analog information
- B) source information
- C) digital information
- D) target information

Answer: C

4) Placeholders can be inserted throughout your work for all long, commonly occurring phrases, and the placeholders can later be changed easily using:

- A) Find/ReplaceAll (F/RA)
- B) Copy/Paste/Edit (C/P/E)
- C) Copy/Paste (C/P)
- D) metaphors

Answer: A

5) A structure without any properties or content is:

- A) information
- B) an instance
- C) a shortcut
- D) a record

Answer: B

Explanation: B) You can add content to an instance. In general, when an example of something, say a file, exists, it is an instance of that type.

6) Which GUI metaphor features file cabinets and wastebaskets as typical components?

- A) office metaphor
- B) touch metaphor
- C) Windows metaphor
- D) desktop metaphor

Answer: D

7) Which of the following is an example of the computer providing feedback to the user?

- A) Editing changes become visible on the screen.
- B) The cursor changes to indicate an operation is in progress.
- C) A progress bar shows how much of the work is done.
- D) All of the above

Answer: D

Explanation: D) All of the above are good examples of the GUI providing feedback to the user.

8) The mouse was invented by:

- A) Steve Jobs and Steve Wozniak at Apple
- B) Bill Gates at Microsoft
- C) Douglas Engelbart and others at Stanford Research Institute
- D) Aung San Suu Kyi in Burma

Answer: C

9) A familiar example of the touch metaphor is:

- A) a standard keyboard entry
- B) a mouse click selection
- C) the Cover Flow mechanism
- D) all of the above

Answer: C

10) The gesture described as a quick sweep with the finger leaving the surface is known as a:

- A) sweep or swipe
- B) drag
- C) flick
- D) tap

Answer: C

11) The gesture that is typically used to launch an application is a:

- A) double tap
- B) drag
- C) flick
- D) two-finger sweep

Answer: A

12) The touch metaphor is truly a *new metaphor* because it:

- A) replaces the mouse with a touch-sensitive screen
- B) represents the screen differently with content pushed around
- C) enables simple navigation techniques
- D) all of the above

Answer: B

13) Which of the following is *not* an advantage of using Copy/Paste/Edit?

- A) It is faster.
- B) It works well if the copied content is *mostly similar* to the desired final content.
- C) It is more accurate.
- D) It allows the user to recreate the formatting from scratch.

Answer: D

14) In relation to Copy/Paste/Edit, which of the following terms refers to information before it is transformed or edited to a new form?

- A) target value
- B) source value
- C) final value
- D) original value

Answer: B

15) In relation to Copy/Paste/Edit, which of the following terms refers to the intended result of transforming or editing information?

- A) target value
- B) source value
- C) final value
- D) original value

Answer: A

16) The placeholder technique:

- A) involves a triple substitution using find-and-replace
- B) uses a unique token as the placeholder
- C) requires the use of #
- D) Both A and B are correct

Answer: D

Explanation: D) Both A and B are involved when using the placeholder technique.

17) The New and Open commands are normally located on the:

- A) File menu
- B) Edit menu
- C) Shortcut menu
- D) Main menu

Answer: A

18) When editing, which method allows the user to reproduce content from another location?

- A) typing or drawing the content
- B) Copy/Paste (C/P)
- C) Find/ReplaceAll (F/RA)
- D) Find

Answer: B

19) The first successful personal computer with a GUI was the

- A) Xerox PARC
- B) PC running Microsoft Windows
- C) Apple Macintosh
- D) Apple iPhone

Answer: C

20) Various programs running on the same computer have consistent commands and interface behavior

- A) because software companies tend to reuse the code.
- B) because of the limited number of functions a PC can perform.
- C) so what you learn about one application can be reused in another.
- D) Both A) and C)

Answer: D

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### 2.3 Short Answer Questions

1) Any piece of information of a particular type is called a(n) \_\_\_\_\_ of that type.

Answer: instance

2) \_\_\_\_\_ refers to exploring the user interface in order to learn more about it.

Answer: Clicking around

3) With \_\_\_\_\_ information, encoding required that all original work had to be kept as a "master" from which copies were made for the public.

Answer: analog

4) Trying out new or unfamiliar features without a clear idea of what they will do is called \_\_\_\_\_.

Answer: blazing away

5) \_\_\_\_\_ is information encoded as a sequence of binary digits, 0s and 1s.

Answer: Digital information

6) \_\_\_\_\_ information comes from or is stored on a continuously variable medium.

Answer: Analog

7) Digital recordings can be reproduced completely without \_\_\_\_\_ .

Answer: error

8) The \_\_\_\_\_ is a searching algorithm in which strings are temporarily replaced with a special string to protect them from change by other substitution commands.

Answer: placeholder technique

9) When using Windows applications, ^C (Ctrl+C) is the shortcut for the \_\_\_\_\_ command.

Answer: Copy

10) A(n) \_\_\_\_\_ is an icon or image or a concept used as a representative of or symbolic of a computation.

Answer: metaphor

11) The \_\_\_\_\_ metaphor imagines moving information by pushing it with a finger.

Answer: touch

12) The \_\_\_\_\_ command will create a blank instance.  
Answer: New