

**Question 1** (1 point) ✓ *Saved*

Technical communication rarely focuses on the author's personal thoughts or feelings.

- ☐ True
- ☒ False

**Question 2** (1 point) ✓ *Saved*

Few technical documents have a persuasive purpose.

- ☒ True
- ☐ False

**Question 3** (1 point) ✓ *Saved*

Phone calls, conversations, and meetings have largely replaced the need for written documents.

- ☒ True
- ☐ False

**Question 4** (1 point) ✓ *Saved*

Most technical writing is done in teams.

☒ True

☐ False

**Question 5** (1 point) ✓ *Saved*

All documents have some persuasive aspect.

☐ True

☒ False

**Question 6** (1 point) ✓ *Saved*

Technical writers cannot be held liable for faulty information, but the companies they work for can.

☐ True

☒ False

**Question 7** (1 point) ✓ *Saved*

Technical communication includes digital media such as podcasts and online videos.

☒ True

☐ False

**Question 8** (1 point) ✓ *Saved*

Digital communication is the universal global standard for technical communication.

☒ True

☐ False

**Question 9** (1 point) ✓ *Saved*

-----centered documents focus on what people need to learn, do, or decide.

Reader

reader (lowercase R)  
or audience

**Question 10** (1 point) ✓ *Saved*

Communications and critical thinking are examples of \_\_\_\_\_ skills.

portable

**Question 11** (1 point) ✓ *Saved*

Most technical documents are intended to persuade, inform, or \_\_\_\_\_.

instruct

**Question 12** (1 point) ✓ *Saved*

Which of the following documents is an example of technical writing primarily intended to persuade?

- ☒ a grant proposal to obtain funding from a community agency
- ☐ a training manual for coffee shop employees for making different drinks
- ☐ instructions for assembling a deck

**Question 13** (1 point) ✓ *Saved*

When trying to make sense of information, people should \_\_\_\_\_.

- ☐ consider how others might interpret the information
- ☒ rely on the searching technology to judge the credibility of a source
- ☐ assume that information found should also be shared
- ☐ let the data speak for themselves

**Question 14** (1 point) ✓ *Saved*

Effective technical documents \_\_\_\_\_.

- ☒ use visuals as a substitute for words when possible
- ☐ include extra information as a bonus to readers
- ☐ avoid white space
- ☐ stay away from integrating links

**Question 15** (1 point) ✓ *Saved*

Of the following statements, which is *most* accurate?

- ☐ As long as a document is persuasive, it need not be clear and efficient.
- ☐ Instructions and procedures are two types of persuasive documents.
- ☒ At some point, all professionals engage in technical communication.
- ☐ Technical documents focus on the writer's needs.

**Question 16** (1 point) ✓ *Saved*

Which of the following statements is *most* accurate?

- ☐ Technical communication avoids using chat sessions.
- ☒ Technical communication generally focuses on technical audiences.
- ☐ Technical communication emphasizes long technical passages.
- ☐ Technical communication may include blog posts.

**Question 17** (1 point) ✓ *Saved*

When communicating globally, it is important to \_\_\_\_\_.

- ☐ consistently deliver documents in informal language
- ☐ emphasize face-to-face communication to ensure everyone gets to know each other
- ☐ make sure to include hard-copy formats
- ☒ adjust the form of communication to the specific cultural context