

**EUP1501**

January/February 2012

**PAPER 2**

**END-USER COMPUTING PRACTICAL (SPECIAL EXAM)**

Duration: 2 hours

Marks: 100

**EXAMINERS**

**FIRST:**

**MS K ENGELBRECHT  
MS M SEROTE**

**DR RC NIENABER**

**EXTERNAL:**

**MR C ENGELBRECHT**

This paper consists of 21 pages

**This examination paper remains the property of the University of South Africa and may not be removed from the examination venue. Removing this paper from the examination venue will result in a grade of zero % and disciplinary action.**

**Instructions:**

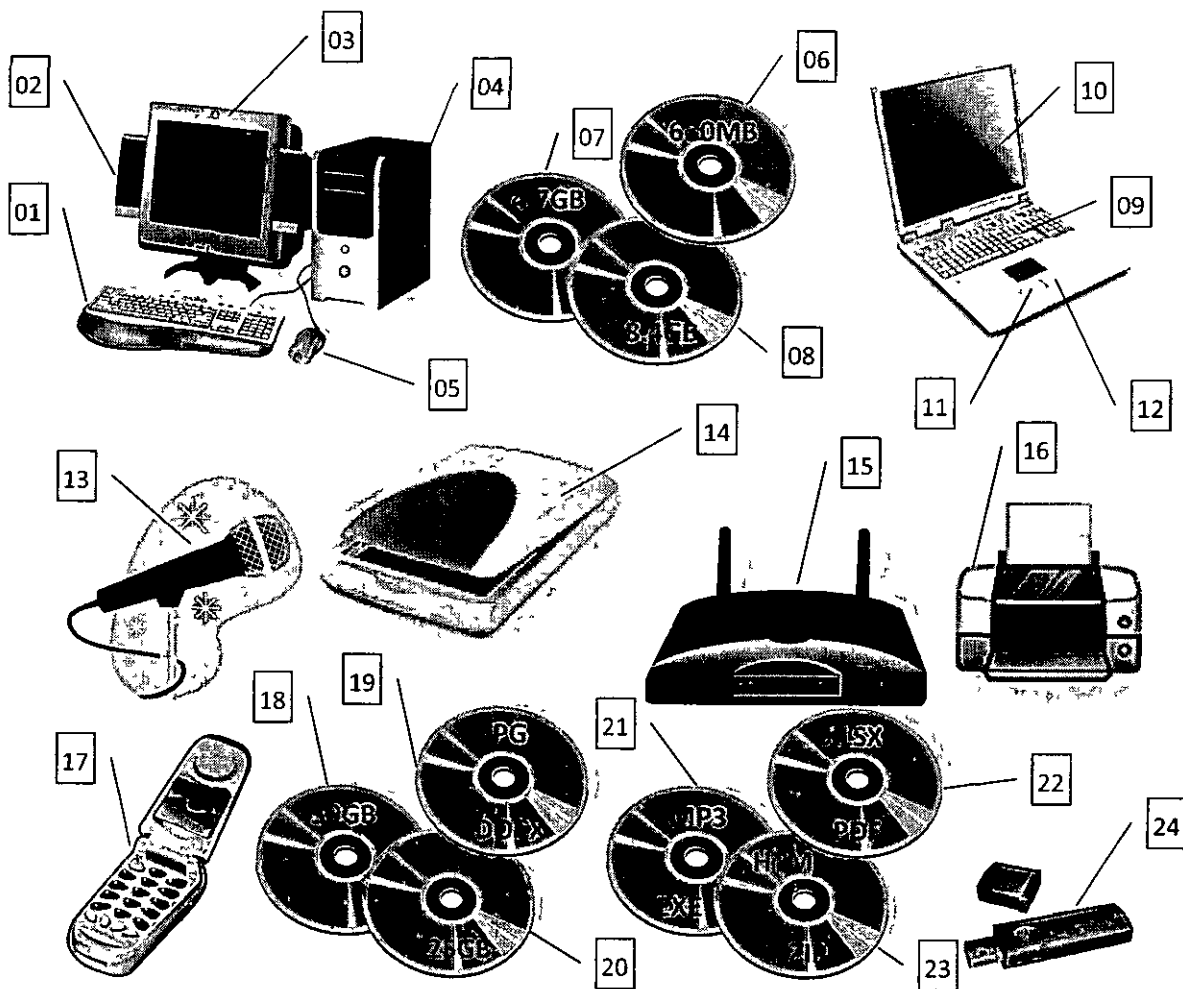
- 1 Write your student number at the top of each page
- 2 Answer all questions
- 3 Circle the correct Multiple Choice option **on the exam paper**
- 4 Write the answer to the other short questions after the question in the space provided
- 5 Each question counts one mark

**ALL THE BEST!**

<b>Student Information</b>	
<b>UNISA student number</b>	
<b>Surname</b>	
<b>Initials</b>	
<b>Title</b>	
<b>Cell phone number</b>	
<b>E-mail address</b>	

**Module 1: (15 Questions )**

Please answer the following questions based on the figure below in the space provided:



Hint Extensions on disks indicate content

- 1 What is the number of the device that modulates and demodulates signals to allow information to be sent using a tele-communication network? \_\_\_\_\_
- 2 What is the number of the input device essential for creating a podcast? \_\_\_\_\_
- 3 What is the number of the device you would use to establish a Bluetooth connection to enable you to synchronize files on your PC and this device? \_\_\_\_\_
- 4 What is the number of the output device that resembles a CRT (cathode ray tube)? \_\_\_\_\_
- 5 What number is allocated to the storage media which is most likely to contain back-ups of music files? \_\_\_\_\_

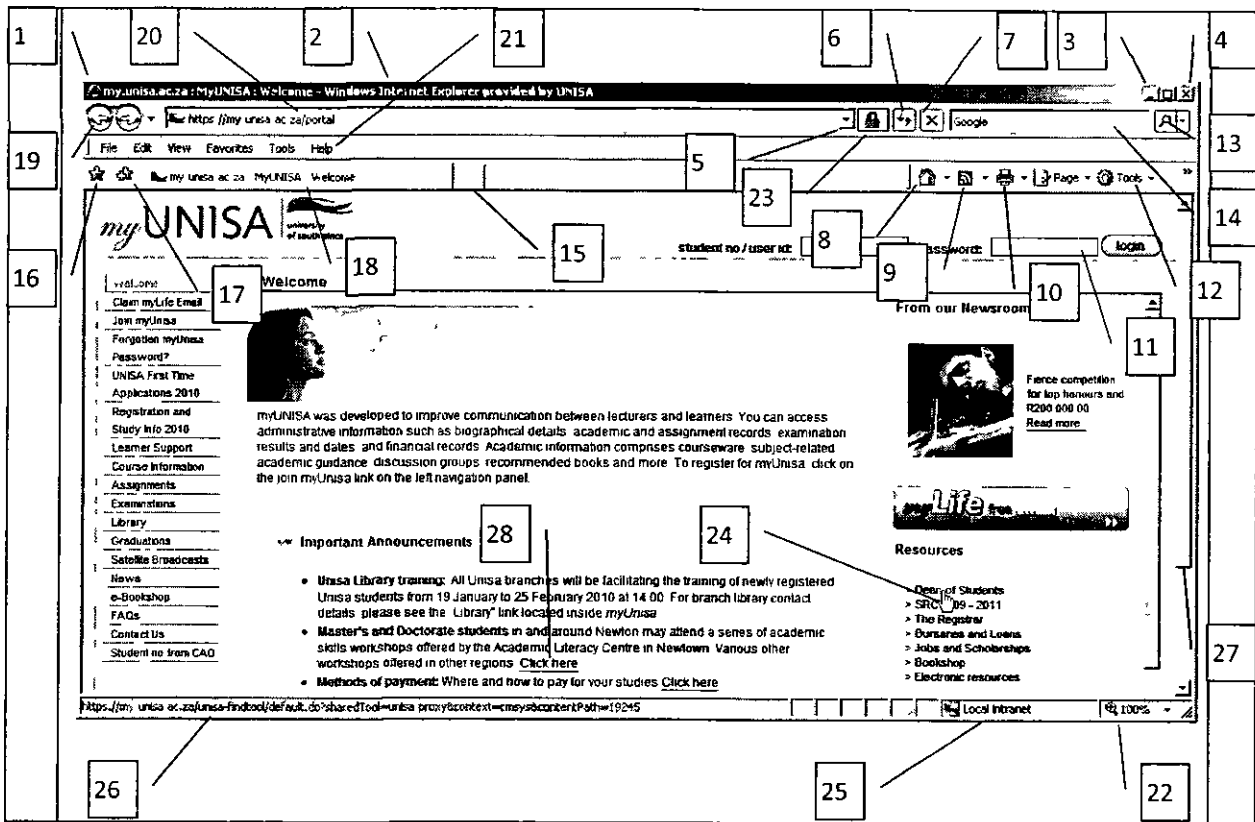
**Please answer the following multiple choice questions by circling the most appropriate option:**

- 6 Which software would you use when writing or editing a text document ?
- a Microsoft Access
  - b Microsoft PowerPoint
  - c Microsoft Excel
  - d Pastel Accounting
  - e Microsoft Word
- 7 Which of the following application software would one use to create a slide-show for a presentation?
- a Microsoft Excel
  - b Microsoft Access
  - c Microsoft PowerPoint
  - d Microsoft Windows XP
  - e Pastel Accounting
- 8 Which of the following grants the user the right to use software but does NOT transfer ownership of the software code to the user?
- a Application license
  - b Software licence
  - c Software certificate
  - d Application certificate
  - e None of the above
- 9 Which of the following stages of the System Development Life Cycle (SDLC) refers to adjusting to cope with business changes and added functionality?
- a Project planning and feasibility
  - b Systems analysis
  - c Systems design
  - d Systems implementation
  - e Maintenance
- 10 Which of the following statements is FALSE?
- a A firewall is a system that secures a network by shielding it from access by unauthorised external users
  - b Bluetooth allows you to connect Bluetooth enabled devices without using cables
  - c Dial-up connection is an Internet connection to your ISP using a phone and a modem
  - d An ISP (Internet Service Provider) provides Internet to consumers, but always requires a telephone connection
  - e A broadband connection can also use a standard voice telephone line together with a special digital modem

- 11 Which of the following refers to good practices, regarding posture, lighting and positioning of equipment, when using a computer
- a Green computing
  - b Ergonomics
  - c Encryption
  - d Phishing
  - e Environmentally friendly
- 12 Which of the following refers to a system that allows the sending of text messages, that can also include content, such as images, sound and video files?
- a SMS
  - b RSS
  - c ISP
  - d VoIP
  - e MMS
- 13 The internet is a means of disseminating information. Which of the following generally contains pre-recorded broadcasts to be accessed and downloaded for later or repeated use?
- a Web log (blog)
  - b Podcast
  - c YouTube
  - d Wikipedia
  - e Flickr
- 14 Which of the following is NOT an example of biometric security?
- a A username and password
  - b A signature
  - c Hand geometry
  - d Voice pattern recognition
  - e Fingerprints
- 15 Which of the following storage terms represents the largest storage capacity?
- a 100 Bits
  - b 1 Gigabyte
  - c 1 Terabyte
  - d 1 Megabyte
  - e 10 Kilobytes

**Module 2 (10 Questions)**

Please answer the following questions based on the screen capture below in the space provided



- 16 What is the number of the button used to minimize this page? \_\_\_\_\_
- 17 What is the number of the button that allows you to access your favourite web pages? \_\_\_\_\_
- 18 What number is allocated to the button which allows you to display the page previously displayed on your screen? \_\_\_\_\_
- 19 If you want to jump directly to your home page, on which button should you click? \_\_\_\_\_
- 20 Which numbered icon indicates that this is a secure web-site? \_\_\_\_\_

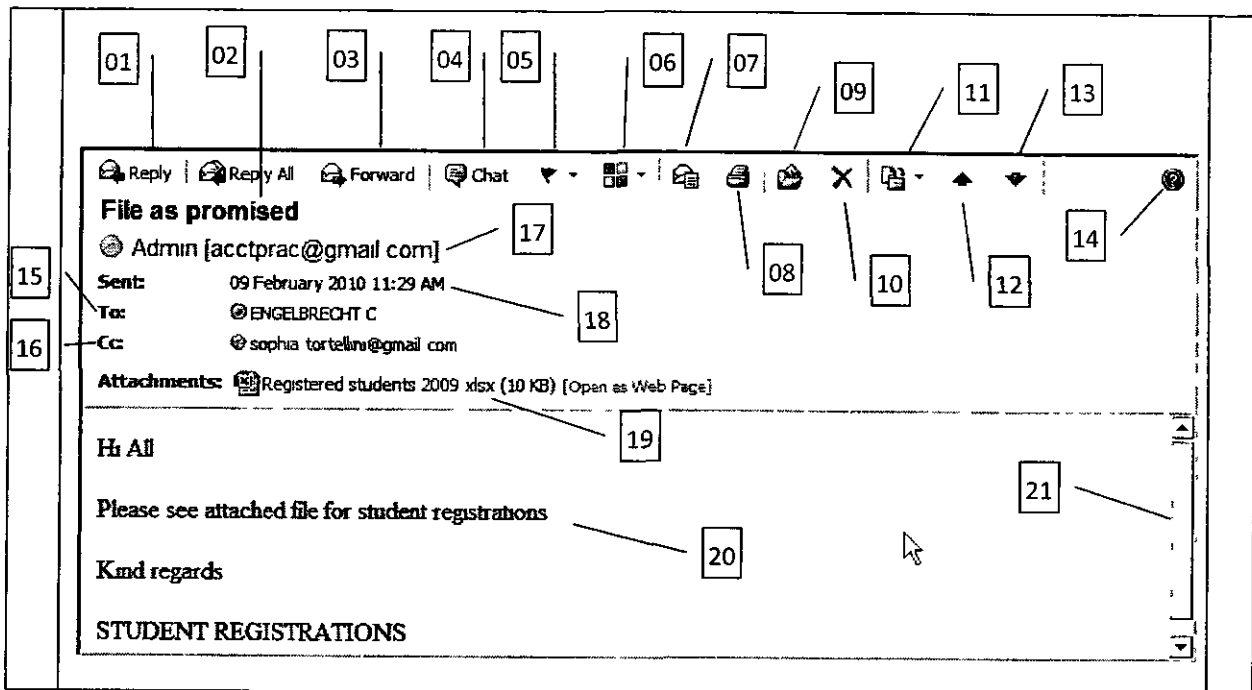
Please answer the following multiple choice questions by circling the most appropriate option:

21. The acronym "URL" stands for
- a Universal Resource Locator
  - b Uniform Resource Locator
  - c Uniform Reverse Locator
  - d Universal Resource List
  - e None of the above

22. Which of the following represents the 'web address' of a web page?
- a PDF
  - b HTTP
  - c WWW
  - d URL
  - e IP
23. Which of the following buttons on the screen allows you to display a page previously displayed on your screen?
- a Back
  - b Reverse
  - c Previous
  - d Switch
  - e Swap
24. A subject directory allows the user to drill-down through topics to find information. Which of the following is a subject directory that classifies the information?
- a Google
  - b Microsoft
  - c Yahoo
  - d AltaVista
  - e All are subject directories
25. Which of the following components forms part of your browsing history?
- a Passwords
  - b Temporary Internet files
  - c Cookies
  - d Form data
  - e All of the above

**Module 3: (10 Questions)**

Please answer the following questions based on the screen capture below in the space provided:



26. What is the number of the item that can be used to mark a message for later attention?  
\_\_\_\_\_
27. Which numbered item can be used to go to the previous e-mail message? \_\_\_\_\_
28. What number is allocated to the item indicating who sent the e-mail? \_\_\_\_\_
29. What is the number allocated to the item indicating the copied recipient/s of the displayed e-mail? \_\_\_\_\_
30. What is the number of the button allowing the user to allocate a category to the e-mail message? \_\_\_\_\_

Please answer the following multiple choice questions by circling the most appropriate option:

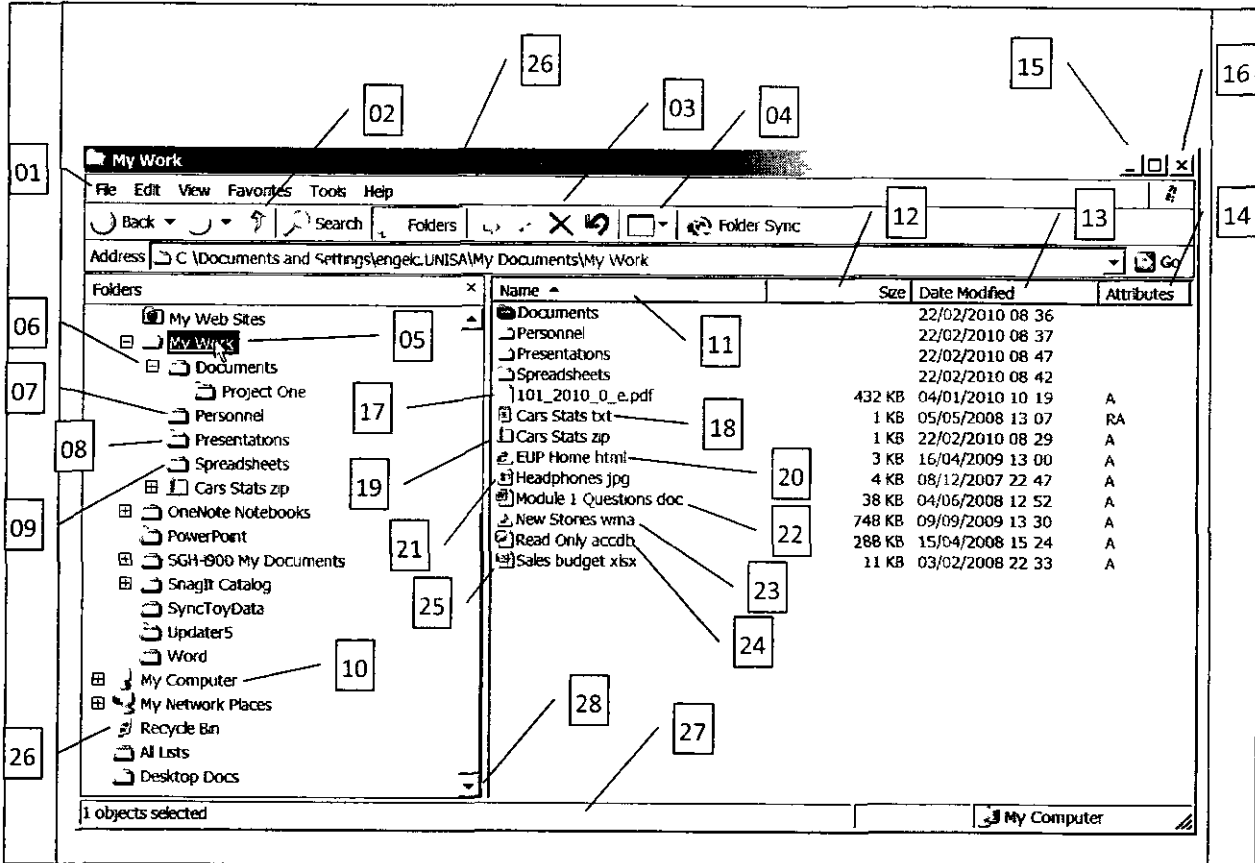
31. Creating a \_\_\_\_\_ may be used to send a single message, to multiple recipients?
- Filter
  - Flag
  - Category
  - Group
  - Messages option
32. Which of the following options may be used to determine whether your message was received by the recipient?
- Out of Office tool
  - Message tracking options
  - Spelling options
  - Reading pane options
  - Custom e-mail signature

- 33 Which of the following statements is NOT true regarding the management of e-mails?
- a You can create new folders
  - b You can rename old folders
  - c You can look for e-mails using the find option
  - d You can delete all existing folders
  - e You can show a folder as part of the favourites folder section
- 34 Which of the following can be used to organise your e-mail addresses and groups?
- a E-mail book
  - b Address list
  - c Address book
  - d Address directory
  - e E-mail directory
- 35 When you create an e-mail message while offline, it will be stored in the \_\_\_\_\_ folder when you click the send button?
- a Drafts
  - b Sent items
  - c Pending items
  - d Outbox
  - e Awaiting items



**Module 4: (18 Questions)**

Please answer the following questions based on the screen capture below in the space provided at the end of each question:



- 36 What is the number of the spreadsheet file that was created using Excel? \_\_\_\_\_
- 37 What is the number of the item where the files that have been deleted, are kept? \_\_\_\_\_
- 38 What is the number of the item that you will click to move back/up one level in the hierarchy? \_\_\_\_\_
- 39 What is the number of the item that you will click to to see if a USB memory stick is attached to the computer? \_\_\_\_\_
- 40 What is the number of the button to click if you do not want to display the details of each file, only the file name? \_\_\_\_\_

Please answer the following multiple choice questions by circling the most appropriate option:

- 41 In order to select consecutive files, one can
  - a Hold down the **Alt** key, and select the files
  - b Hold down the **Ctrl** key, and select the files
  - c Hold down the **Shift** key, and select the files
  - d Click on the **Spacebar**, and select the files
  - e Press **Esc**, and select the files

- 
- 42 Which of the following is a file created by Microsoft Word?
- a Classlist mdb
  - b Classlist ppt
  - c Classlist pdf
  - d Classlist docx
  - e Classlist txt
- 43 Which of the following is NOT true regarding the Recycle bin?
- a The Recycle Bin represents a “trash” folder that appears on the desktop
  - b To discard a file, you may select and drag it to the Recycle Bin
  - c Pressing Shift + Delete sends the selected file straight to the Recycle Bin
  - d By deleting files or dragging them to the Recycle Bin, they are deleted
  - e You may use the Recycle Bin to retrieve files you have deleted in error
- 44 What are the graphical symbols used to represent software applications and devices in Windows called?
- a Pictures
  - b Buttons
  - c Images
  - d Figures
  - e Icons
- 45 Which of the following is NOT true regarding the Save As command?
- a The Save As command is used when you save a file for the first time
  - b The Save As command allows you to save both an original and revised version of a document
  - c The Save As command allows you to select a path and specify a file name but not the file type
  - d When using the Save As command a warning will be given as you are overwriting the existing file
  - e The Save As command allows you to select a path and specify a file name and file type
- 46 Which of the following statements are NOT true regarding file management?
- a The file extension indicates which application was used to create a file
  - b Files and folders can be moved to a different folder
  - c Copy and paste will create a new file in a specified area leaving the original intact
  - d Cut and paste will move a file to a specified area leaving the original intact
  - e Copy file is generally used to create a new file similar to the copied file
47. Which of the following is a type of virus that replicates itself over and over again until it fills the memory of your computer, resulting in slower execution?
- a Trojan virus
  - b Worm
  - c Phishing
  - d Spyware
  - e Keyboard loggers
-

- 
- 48 Which of the following does not form part of Microsoft Accessories?
- a Wordpad
  - b MS Word
  - c Notepad
  - d Paint
  - e Calculator
- 49 Which ONE of the following must be used in order to change your computer settings, e.g. the date and time or the screensaver?
- a Desktop Manager
  - b Wordpad
  - c Control Panel
  - d Favourites
  - e History
- 50 Instead of shutting down the computer one may use \_\_\_\_\_ mode to store open documents and programs to hard disk, and when restarting the desktop, is restored to the exact state it was before. Thus work will not be lost in case of a power failure.
- a Shut down
  - b Restart mode
  - c Log off user
  - d Hibernation mode
  - e Turn off the monitor
- 51 Which of the following is a digital music file?
- a Object.jpg
  - b Object.mp3
  - c Object.pdf
  - d Object.bmp
  - e Object.mdb
- 52 Which of the following programs is identified by the .pdf file extension?
- a Microsoft Excel
  - b Microsoft Word
  - c Microsoft Access
  - d Microsoft PowerPoint
  - e. None of the above
53. What is the name of the button on the screen that is used to cause an application window to fill the entire screen?
- a Expand
  - b Increase
  - c Enlarge
  - d Inflate
  - e. Maximize

---

**Module 5. (23 Questions)**

---

- 54 Microsoft Word is a word processor. Which of the following can NOT be done with a word processor?
- a Create letters and mailing labels
  - b Compiling reports and newsletters
  - c Compiling catalogues and manuals
  - d Building analytical and numerical models
  - e None of the above
- 55 Which of the following is NOT true regarding the entering of text in a Word document?
- a You can enter a blank line by pressing the Enter key without typing any text on the line
  - b You can create a new paragraph by pressing the Ctrl + Enter keys
  - c Word will insert text at the left margin when you start typing
  - d Text is automatically wrapped to the next line when the right margin is reached
  - e Text is inserted at the Insertion point in the document
- 56 The option to add Headers and Footers to a document is found on which section of the ribbon in MS Word ?
- a View
  - b Insert
  - c Page layout
  - d Home
  - e None of the above
- 57 "Formatting" a document contains the process of
- a Checking it for spelling errors throughout the entire document
  - b Changing the page layout of the entire document
  - c Arranging pages in the document
  - d Checking the entire document for logical consistency
  - e None of the above
- 58 The **Save As** command allows you to do which of the following?
- a Save the existing file under a new name
  - b Save the file as a different type of file
  - c Save a copy of the existing file to a new location
  - d A and B
  - e A, B and C
- 59 Which of the following key(s) will delete one entire word at once, to the right of the insertion pointer?
- a Backspace
  - b Delete
  - c Ctrl + Backspace
  - d Ctrl + Delete
  - e None of the above

60. Which of the following effects has been applied to the text when the text appears slightly lower and smaller than the text on the rest of the line ?

- a Superscript
- b Italics
- c Bold
- d Subscript
- e None of the above

61. The text "~~Example of text~~"- is an example of which of the following font effects?

- a Normal
- b Subscript
- c Superscript
- d Strikethrough
- e Shadow

62. When printing in Landscape mode, which of the following is true?

- a The height of the page is equal to the width
- b The width of the page is greater than the height
- c The height of the page is greater than the width
- d It can only be used with A3 paper
- e A special printer is needed to print in Landscape mode

63. Which of the following key(s) will always position the cursor at the beginning of the document?

- a Ctrl + PgUp
- b Ctrl + Home
- c Alt + Home
- d Shift + Home
- e Home

64. What is the purpose of the Show/Hide button?

- a It shows/hides page headers and footers
- b It shows/hides grammatical errors
- c It shows/hides non-printing formatting marks
- d It shows/hides graphical objects
- e It shows/hides deleted text

65. What term describes the appearance of the paragraph below?

*Most of the Word editing and formatting techniques require that you first select or highlight a block of text and then issue a command that affects that block of text. Selecting allows you to precisely control which section or paragraph of your document is affected by the paragraph formatting.*

- a Left indent
- b Hanging indent
- c Right indent
- d First line indent
- e None of the above

66. Which of the below indicates a spelling error in text?

- a Underlined text
- b Strikethrough text
- c Text coloured in red
- d Text with a wavy red line underneath
- e Text with a wavy blue line underneath

67 Which of the following contains a superscript character?

- a 63<sup>2</sup>
- b 4
- c 36%
- d 58<sub>3</sub>
- e ½

68 Which of the following Change Case options have been applied to the text 'My Name Is Nelson'?

- a Lowercase
- b Uppercase
- c Toggle case
- d Capitalize each word
- e Sentence case

69. Which one of the justification options underneath has been applied to the following paragraph?

*Most of the Word editing and formatting techniques require that you first select or highlight a block of text and then issue a command that affects that block of text. Selecting allows you to precisely control which section or paragraph of your document is affected by the paragraph formatting.*

- a Centre justified
- b Justified
- c Left justified
- d Right justified
- e Indented

70 Which of the following border and shading options has been applied to the following paragraph?

*Most of the Word editing and formatting techniques require that you first select or highlight a block of text and then issue a command that affects that block of text. Selecting allows you to precisely control which section or paragraph of your document is affected by the paragraph formatting.*

- a Inside border
- b Top and bottom border
- c Left justified
- d Grid lines
- e Outside border

71 The number of words within a document is known as the ?

- a Document size
- b Word count
- c Page number
- d Document count
- e Paragraph count

- 72 When working with a list, which of the following would *re-start* an alphabetic listing with 'a' again?
- a Change bullet style
  - b Change numbering style
  - c Start new list
  - d Start new style
  - e None of the above
- 73 Which of the following is a non-printing character?
- a Exclamation mark
  - b Registered trademark
  - c Currency symbol
  - d Copyright symbol
  - e Paragraph marker
- 74 Which of the following would you most likely use to insert photographs in your text?
- a Clip Art
  - b Shapes
  - c SmartArt
  - d Charts
  - e Pictures
- 75 Which of the following key(s) moves the insertion point / cursor to the next cell in a row of a table?
- a Tab
  - b Enter
  - c Shift + Tab
  - d Shift + Enter
  - e PgUp
- 76 Which of the following would you typically use to arrange information in a grid format using rows and columns in MS Word?
- a Textbox
  - b Shape
  - c Table
  - d Cell
  - e Workbook

**Module 6: (24 Questions)**

---

- 77 Which of the following is CORRECT regarding cells?
- a Cells are an intersection of name boxes
  - b Cells are an intersection of columns and rows
  - c Cells are an intersection of worksheets
  - d Cells are an intersection of workbooks
  - e Cells are an intersection of sheets
- 78 Why does the error message #NAME? appear when =COUNTB2:E2 is keyed into a cell?
- a The equal sign should be deleted from the formula
  - b There should be a plus sign in the formula instead of a colon
  - c You can only use the COUNT function to count down a column
  - d You can only use the COUNT function to count up a column
  - e There should be parentheses around B2 E2
- 79 Which of the following cell references refers to a range that starts in cell A1 and continues to column E and down to row 10?
- a A1-E10
  - b A1 E10
  - c A1,E10
  - d A1 E10
  - e A1|E10
- 80 All formulas in Excel begin with the character
- a -
  - b %
  - c +
  - d =
  - e #
81. Which chart should you use to show changes in data over time and emphasize time and rate of change?
- a Pie chart
  - b Row chart
  - c Column chart
  - d Line chart
  - e Area chart
- 82 To hold the titles of a row and column in place so that they do not disappear when you scroll down a worksheet, you click the
- a Click lock icon on the window group
  - b Freeze panes button on the window group
  - c Hold titles button on the edit group
  - d Unfreeze panes button on the window group
  - e Arrange all in the window group



83. You can display the shortcut menu for an object by selecting it and then
- Clicking the left mouse button
  - Pressing the F1 key
  - Pressing the F2 key
  - Clicking the right mouse button
  - Pressing the Tab key
84. Why is the result ##### displayed in the cell when a numerical figure is entered in a cell on a worksheet?
- The digits are not centre aligned
  - You can only enter up to 9 digits in a cell
  - The column is formatted as "text"
  - The digits should be left aligned
  - The column is not wide enough to display the number

The following four (4) questions are based on the content of Excel Table 1.

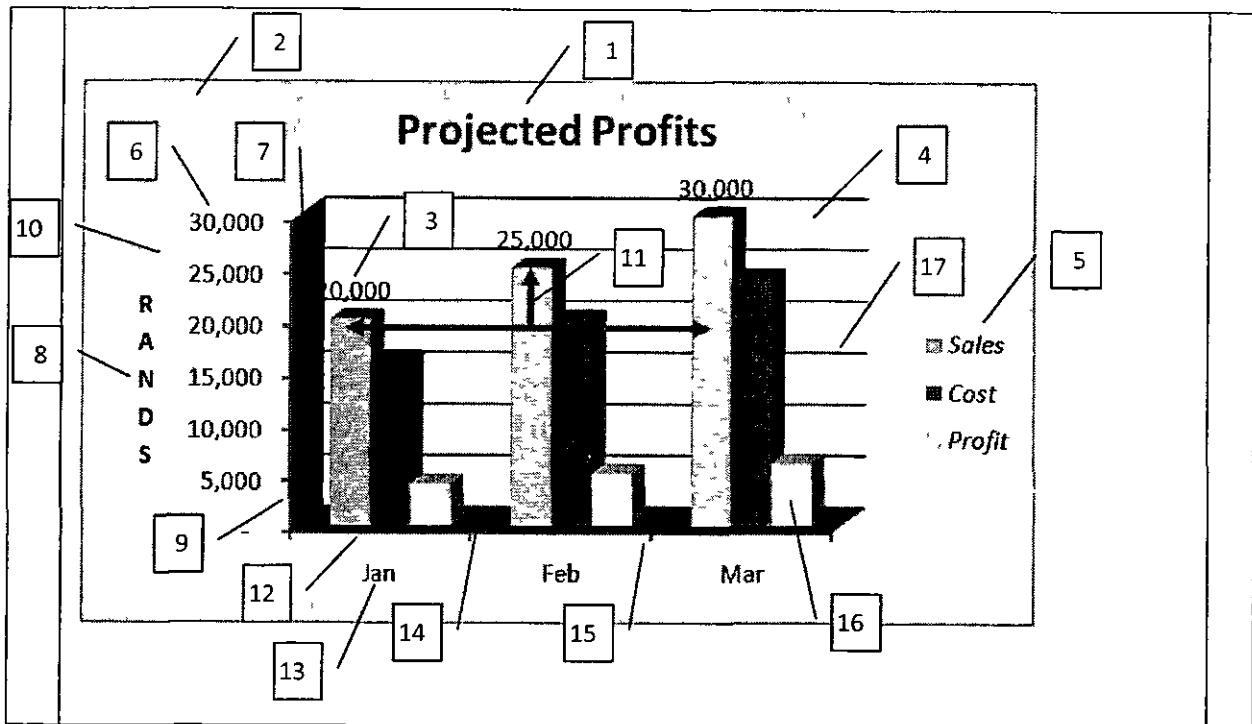
	A	B	C	D	E
1	Classlist	Test1	Test2	Test3	Average mark
2	Botha E	80	20	50	50
3	Marx T	20	50	70	
4	Mkize J	50	60	80	
5	Ndabile E	60	70	55	
6	Van Wyk A	80	80	80	
7	Total marks	100	100	100	
8					
9	Average of test	65	63 33	72 5	
10					
11	Count students	5			
12					

Table1

85. Which of the following is the correct formula to use in cell E2 to calculate the average mark of the student in row 2?
- $(80 + 20 + 50)/3$
  - $=(80+20+50)\3$
  - $=(B2+C2+D2)/3$
  - $=(B3+C3+D3)/3$
  - $=(B2+C2+D2)\3$

86. If we add a column F to display "pass" or "fail" for the student in row 2 using the IF function, which of the following will give the correct result? Assume 50 = pass
- a =IF(E2>=50, Pass, Fail)
  - b =IF(E2>=50, "Pass", "Fail")
  - c =IF(E2<50, Pass, Fail)
  - d =IF(B2>=50, "Pass", "Fail")
  - e None of the above
87. Which function can we use in cell B9 to determine the average of Test 1, for all students?
- a =SUM(B2 B6)
  - b =AVG(B2 B7)
  - c =MAX(B2 B7)
  - d AVERAGE(B2 B6)
  - e =SUM(B2 B11)
88. To determine the number of students (as displayed in cell B11), which of the following can be used?
- a =COUNT(A2 A6)
  - b =COUNTB(B2 B6)
  - c =COUNT(B2 B7)
  - d =COUNTA(B2 B7)
  - e =COUNTB11(B2 B7)
89. What is it called when a classlist is sorted from A to Z?
- a Ascending sort
  - b Reversed sort
  - c Downward sort
  - d Back sort
  - e Descending sort
90. Which key will you press to alert Excel that you are entering a number as text?
- a ampersand (&)
  - b single quote (')
  - c number sign (#)
  - d asterisk (\*)
  - e percentage (%)

Study the chart below and then answer the questions



91 What type of chart is the displayed chart?

\_\_\_\_\_

92 What is the title of the chart?

\_\_\_\_\_

93 How many data series does the chart have?

\_\_\_\_\_

94 What number is allocated to the x-axis?

\_\_\_\_\_

95 What number is allocated to the legend?

\_\_\_\_\_

96 What number is allocated to the y-axis?

\_\_\_\_\_

---

97 What number is allocated to the X-axis categories?

\_\_\_\_\_

98 What number is allocated to the Y-axis labels?

\_\_\_\_\_

99 What is the profit for March?

\_\_\_\_\_

100 What is the cost for January?

\_\_\_\_\_

Student Notes


THE END