

Solutions Guide

Use this file to check your work on the exercises in this course. Both images and descriptions are provided.

Chapter 1: About Computer Basics

Concepts and Exercises

Exercise 1.1

The computer is not yet turned on. Identify basic parts of the computer system.

Exercise 1.2

Discuss proper posture at the computer.

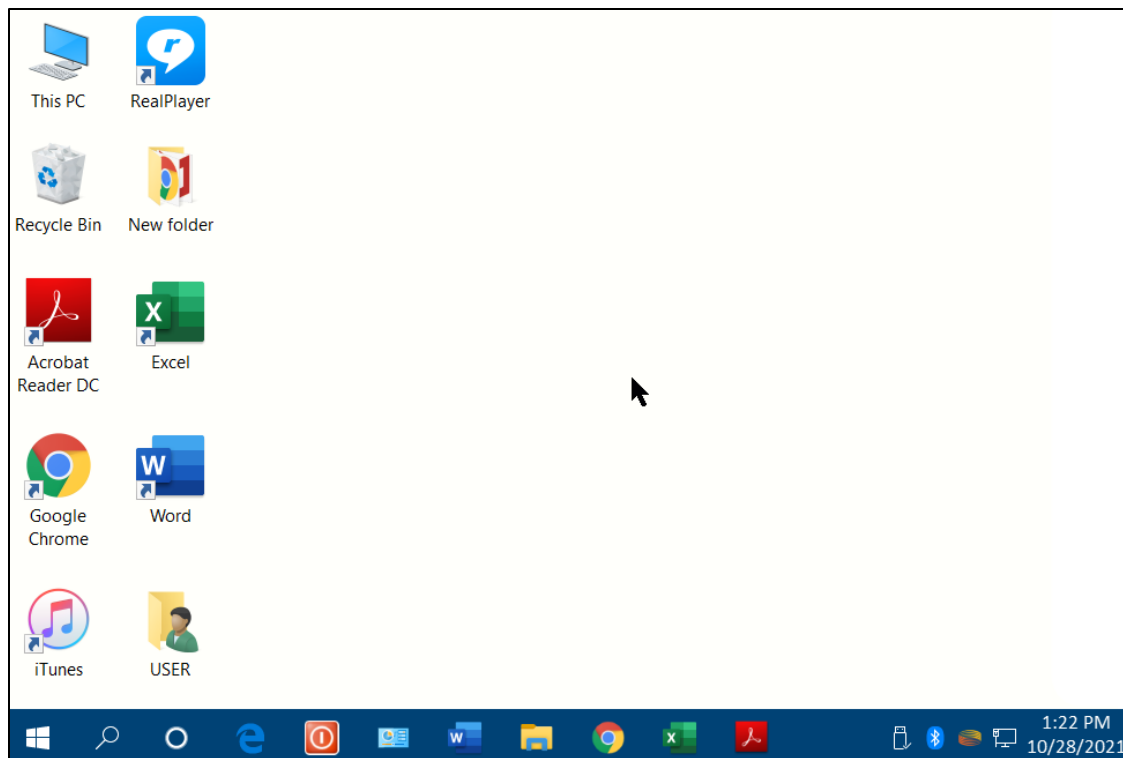
Exercise 1.3

The Windows Desktop appears. It may look different on different computers.

Exercise 1.4

Move the mouse and watch the mouse pointer on the screen.

Exercise 1.5



Exercise 1.6

The computer is now turned off.

Skill Builder Exercises

Skill Builder 1.1 Turn On the Computer

The computer is turned on. Results vary according to Desktop properties.

Skill Builder 1.2 Drag Icons

Results vary according to Desktop properties and where icons are dragged.

Skill Builder 1.3 Turn Off the Computer

The computer is now turned off.

Skill Builder 1.4 Describe Computer Parts

Results vary. Strive for technical accuracy and language proficiency.

Chapter Review

1.1 Fill in the Blanks

1. CPU
2. Monitor
3. Speakers
4. Keyboard
5. Mouse

1.2 Verb Worksheet

1. shut down
2. turn on
3. click
4. let go
5. select
6. press
7. turn off
8. drag
9. go to

1.3 Fill in the Blanks

1. Sit up straight in your chair.
2. Keep your wrists straight.
3. The top of the monitor should be at the same level as your eyes.
4. Sit with your feet flat on the floor.

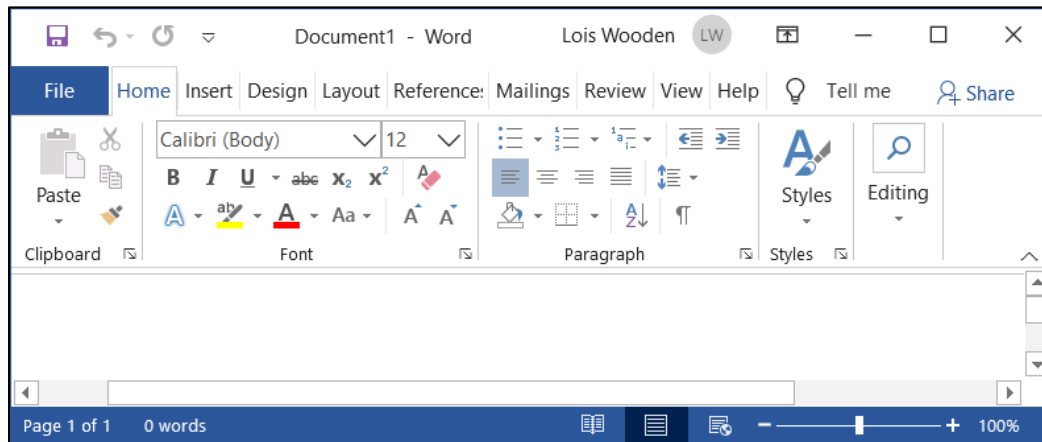
Chapter 2: Windows and the Start Menu

Concepts and Exercises

Exercise 2.1

Learners move the mouse over different Desktop icons.

Exercise 2.2



Exercise 2.3

At the end of this exercise, Word is closed, and the Desktop is showing.

Exercise 2.4

At the end of this exercise, Calculator is closed, and the Desktop is showing.

Skill Builder Exercises

Skill Builder 2.1 Open and Move the Word Window

At the end of this exercise, Word is closed, and the Desktop is showing.

Skill Builder 2.2 Open and Move the Calculator Window

At the end of this exercise, Calculator is closed, and the Desktop is showing.

Chapter Review

2.1 Fill in the Blanks

1. Icons
2. Start button
3. Desktop
4. Mouse pointer
5. Taskbar

2.2 Fill in the Blanks

1. Title bar
2. Ribbon
3. Work area
4. Minimize
5. Maximize
6. Close

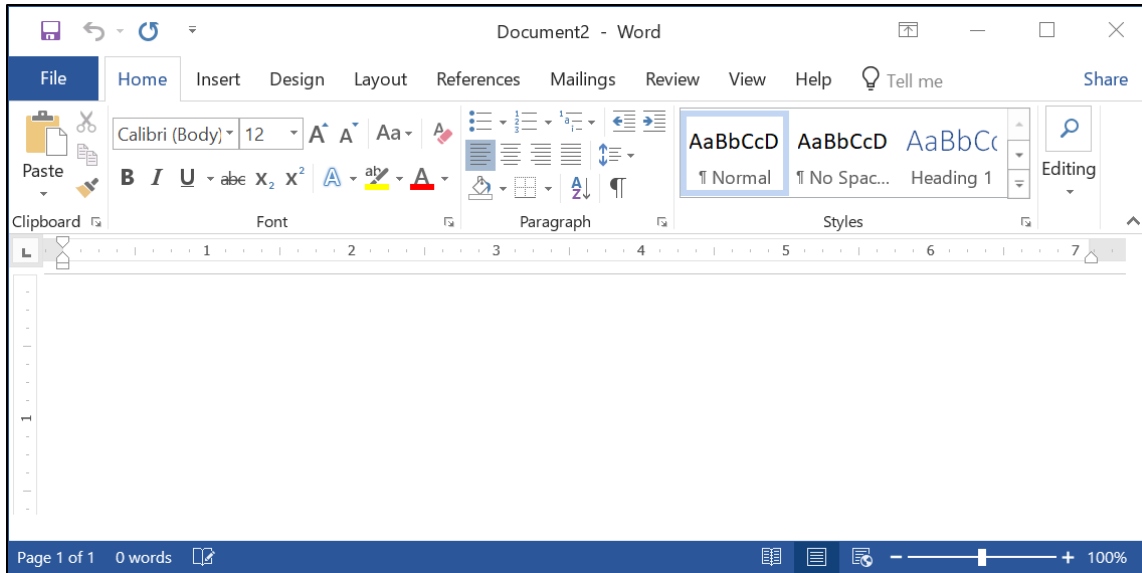
2.3 Fill in the Blanks

1. Start, Word
2. No answer needed
3. Minimize, Maximize, Close
4. Maximize, Restore
5. No answer needed
6. Minimize
7. Word
8. Title bar

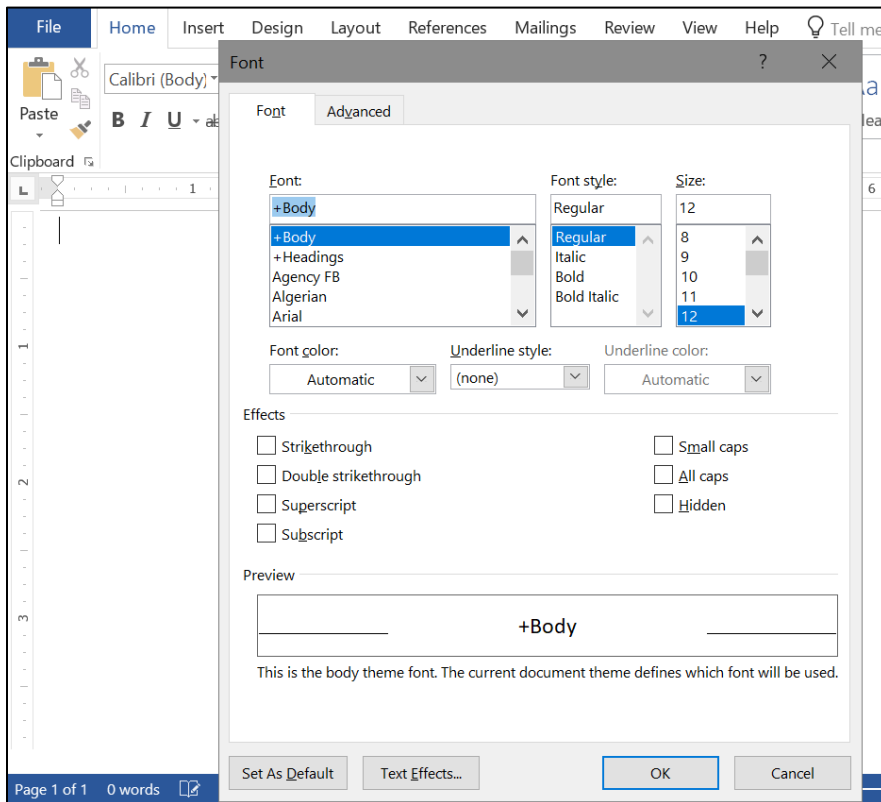
Chapter 3: Windows Programs

Concepts and Exercises

Exercise 3.1

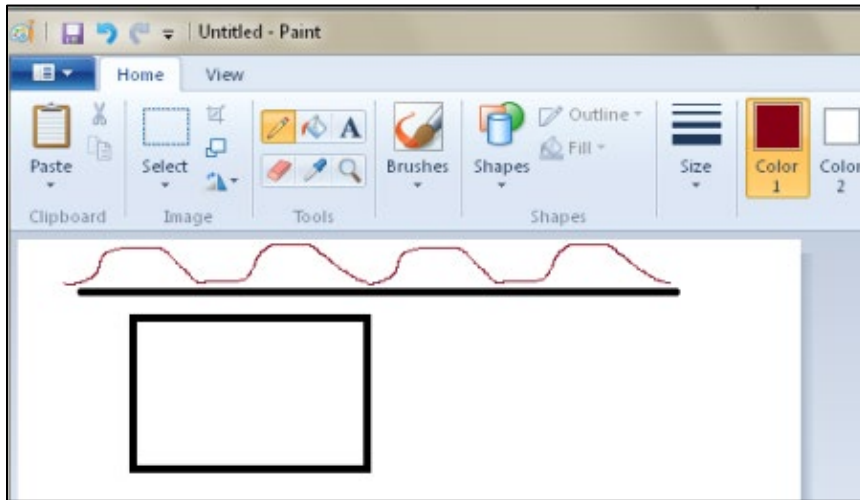


Exercise 3.2



Word is closed at the end of the exercise.

Exercise 3.3



Exercise 3.4

Calculator is open and ready for the next exercise.

Exercise 3.5

At the end of the exercise, Calculator is closed, and the Desktop is showing.

Skill Builder Exercises

Skill Builder 3.1 Use Paint

Results vary. At the end of this exercise, Paint is closed, and the Desktop is showing.

Skill Builder 3.2 Use the Calculator

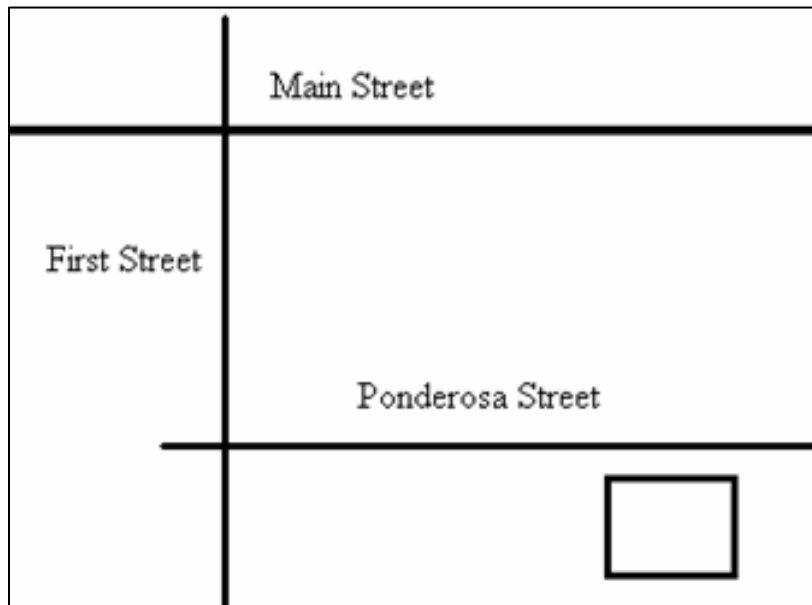
At the end of the exercise, Calculator is closed, and the Desktop is showing.

Skill Builder 3.3 Play a Game





Skill Builder 3.4 Draw a Map



Chapter Review

3.1 Verb Worksheet

1. You can preview a document to see how it will look when you print it.
2. To appear is when an object shows on the screen and you can see it.
3. To uncheck a box is called to clear it.
4. To check means to click the box so that a checkmark appears.
5. To look at something is to view it.
6. To play means to use a computer game.
7. To keep your finger pressed on the mouse button is to hold the button.
8. To release means to take your finger off of the mouse button.
9. To let up means to release or let go of a button.

3.2 Fill in the Blanks

Exercise A: Add Two Numbers

1. Click the first number.
2. Click the plus sign.
3. Click the second number.
4. Click the equals sign.

Exercise B: Multiply Two Numbers

1. Click the first number.
2. Click the X sign.
3. Click the second number.
4. Click the equals sign.

Chapter 4: Creating a Document in Word

Concepts and Exercises

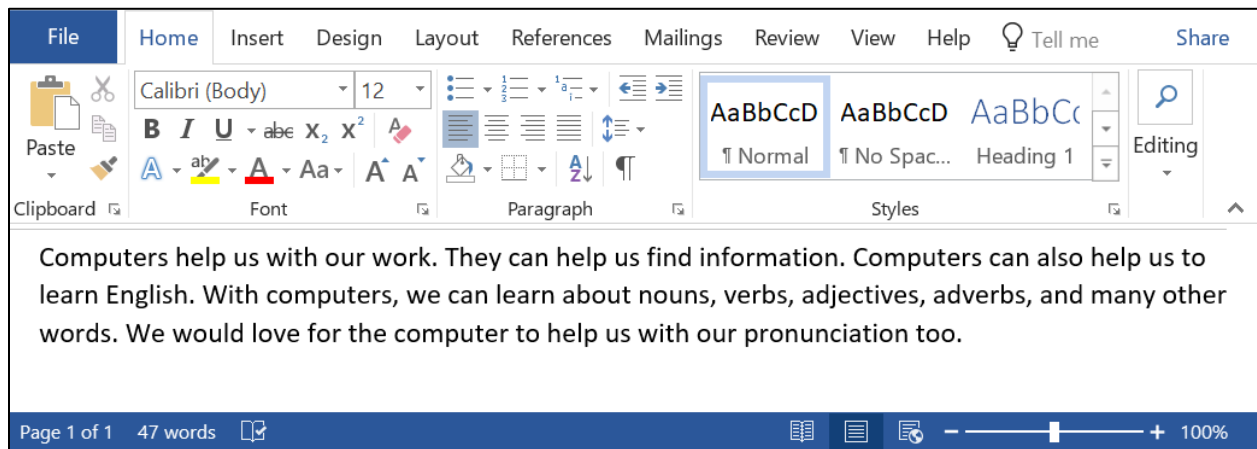
Exercise 4.1

There is no screen shot for this exercise.

Exercise 4.2

There is no screen shot for this exercise.

Exercise 4.3



Exercise 4.4

Typing in a Word Processor

Computers can help us with our work. They can help us find information. Computers can also help us to learn English. With computers, we can learn about nouns, verbs, adjectives, adverbs, and many other words. We would love for the computer to help us with our pronunciation too.

Exercise 4.5

Typing in a Word Processor

Computers help us with our work. Computers can also help us to learn English. With computers, we can learn about nouns, verbs, adjectives, adverbs, and many other words. We would love for the computer to help us with our pronunciation too.

Exercise 4.6

Typing in a Word Processor

Computers help us with our work. Computers can also help us to learn English. With computers, we can learn about nouns, verbs, adjectives, adverbs, and many other words. We would love for the computer to help us with our pronunciation too.

Your name should show at the bottom of the document.

Skill Builder Exercises

Skill Builder 4.1 Type Sentences

The cursor shows where you are going to type text.

You use a keyboard when you want to put letters or numbers into the computer.

The Shift key lets you type a capital letter or the top symbol on a key.

Press the Enter key when you want to start typing text on another line.

Arrow keys are used to move to another place without erasing.

Place the cursor to the left of text and press the Delete key to erase.

Place the cursor to the right of text and press the Backspace key to erase.

Skill Builder 4.2 Type the Punctuation Marks

Punctuation Marks

. A period is used at the end of a statement or a command.

, A comma is used to separate words or phrases.

: A colon is used to introduce a list.

! An exclamation mark is used at the end of a sentence that shows surprise or strong feeling.

? A question mark is used at the end of every sentence that asks a question.

Skill Builder 4.3 Type a Paragraph

It is important to sit correctly at a computer to keep yourself from pain. You should sit in a comfortable chair that supports your back. Your eyes should be almost as high as the top of the screen. Your forearms should be parallel to the floor. Keep your wrists straight. Your feet should be flat on the floor. Relax your shoulders.

Skill Builder 4.4 Type a Paragraph

Results vary. Strive for completeness and creativity.



Chapter Review

4.1 Fill in the Computer Keyboard

Write keyboard letters, symbols, and numbers on the keyboard figure. Then, draw your hands on the keyboard figure with the fingers on the correct keys.

4.2 Identify and Match

1. D
2. F
3. E
4. B
5. C
6. A

Chapter 5: More with Word

Concepts and Exercises

Exercise 5.1

There is no screen shot for this exercise. At the end of the sentence, no text should be highlighted.

Exercise 5.2

It is **fun** to change the format of my text. It makes my *work* look better. Formatting also makes my words more interesting and easy to read. I can show which words are important.

Exercise 5.3

It is **fun** to change the format of my text. It makes my *work* look better. Formatting also makes my words more interesting and easy to read. I can show which words are important.

These are some of my formatting tools:

- Alignment
- Font type
- Font size
- Bold
- Italic
- Bullets

Exercise 5.4

Formatting Text

It is **fun** to change the format of my text. It makes my *work* look better. Formatting also makes my words more interesting and easy to read. I can show which words are important.

These are some of my formatting tools:

- Alignment
- Font type
- Font size
- Bold
- Italic
- Bullets

Exercise 5.5

There is no screen shot for this exercise.

Skill Builder Exercises

Skill Builder 5.1 Change the Font

Eating healthy foods will make us look and feel better.

I know eating right will help us not to get sick. I will use my computer to make a grocery list so I remember to buy healthy foods. After I finish the list, I will print it so I can take it to the grocery store. When I get back home, I will make a special lunch for you. You will be surprised how good it tastes!

Skill Builder 5.2 Type a Bulleted List

United States Holidays

- New Year's Day
- Martin Luther King Day
- Presidents' Day
- Easter
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas



Skill Builder 5.3 Change the Alignment

Narghes Aria

My History

I was born in Tehran.

I arrived in the United States in 2019.

Now I live in Boston.

Skill Builder 5.4 Create a List

My Favorite Cities in the World

- *Los Angeles*
- Sao Paulo
- Rome
- **Hong Kong**
- Paris
- Sydney
- **Charlotte**
- *Singapore*
- **San Francisco**
- *Tokyo*

Chapter Review

5.1 Fill in the Blanks

1. USB port
2. insert, easily, turn
3. Taskbar, bottom
4. Eject
5. safe

5.2 Verb Worksheet

1. align
2. save
3. format
4. insert
5. decrease
6. highlight
7. right-click
8. scroll
9. increase

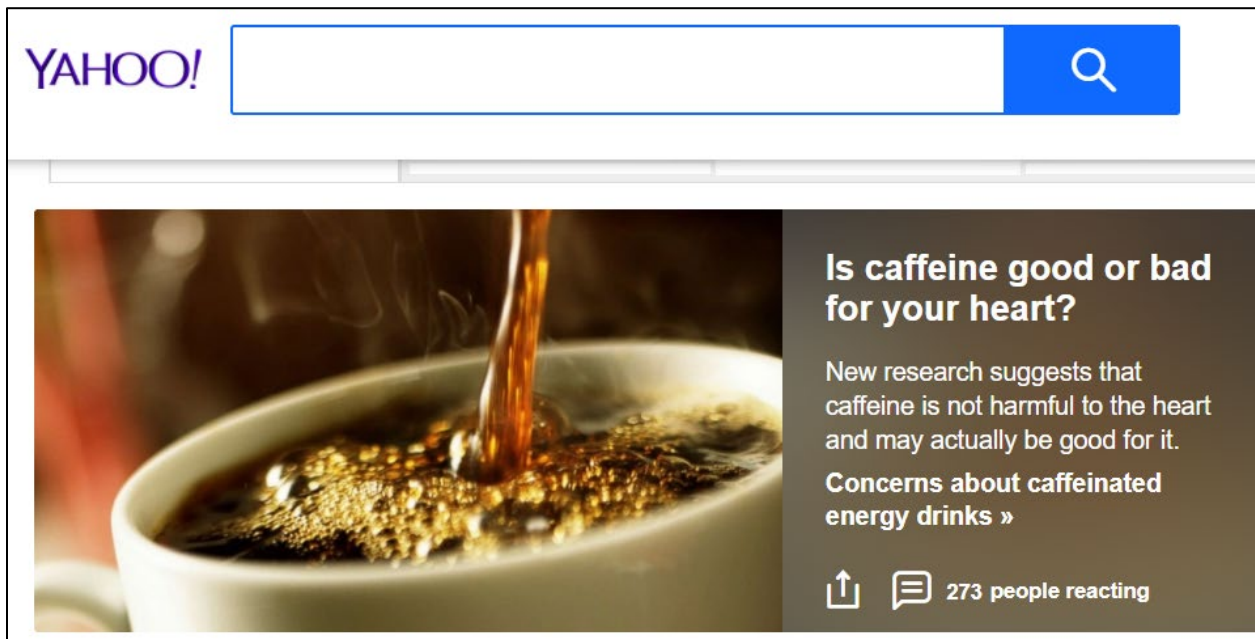
Chapter 6: The Internet

Concepts and Exercises

Exercise 6.1

Google Chrome opens to whatever homepage is set on the computer you are using.

Exercise 6.2



The appearance of Yahoo's website varies daily.

Exercise 6.3

There is no screen shot for this exercise.

Exercise 6.4

There is no screen shot for this exercise.

Exercise 6.5

There is no screen shot for this exercise.

Exercise 6.6

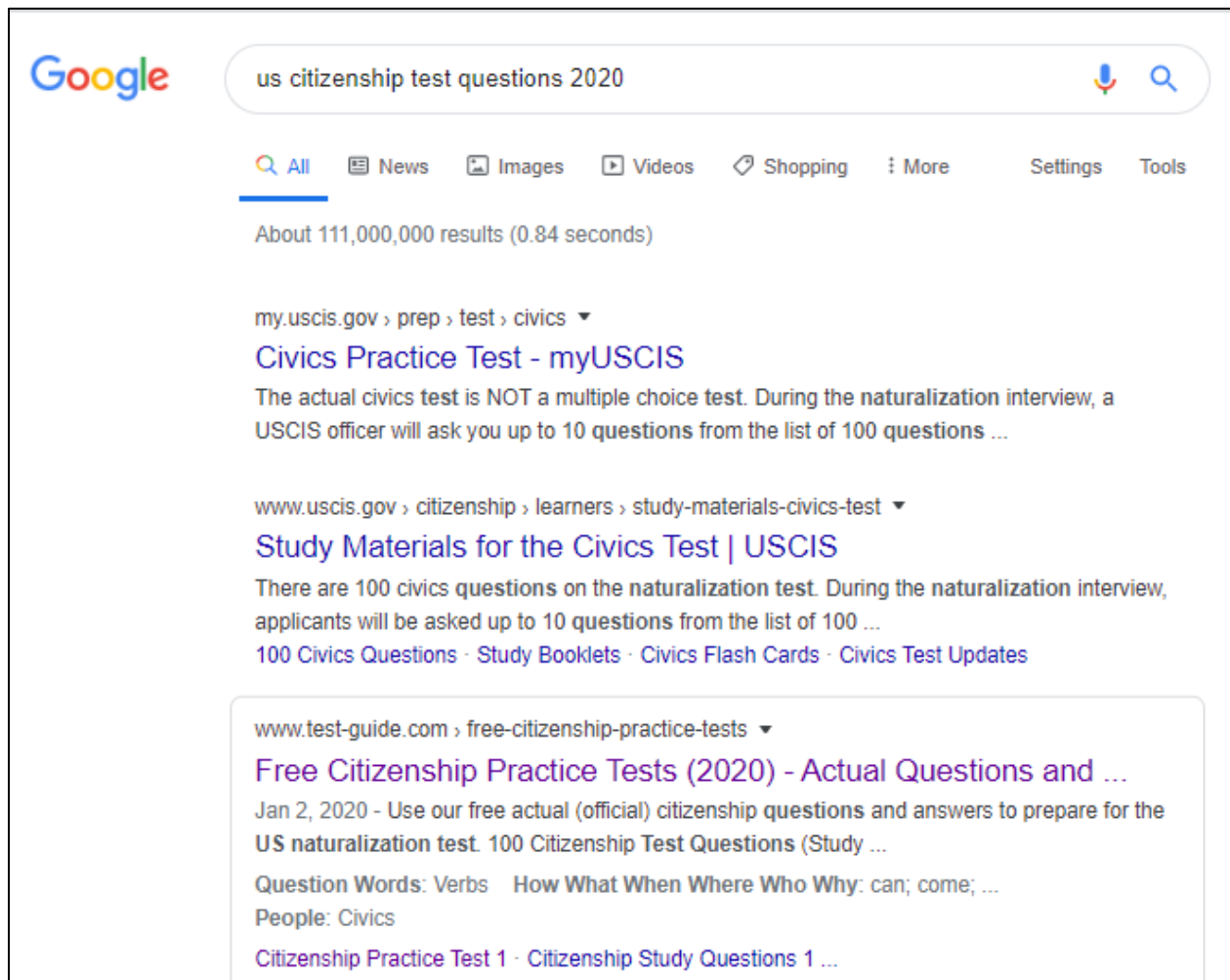
There is no screen shot for this exercise.

Skill Builder Exercises

Skill Builder 6.1 Go to Another Website

Results vary by location.

Skill Builder 6.2 Search the Internet



Results vary. This is an example.

Skill Builder 6.3: Search for a State Governor



The screenshot shows a Google search interface. The search bar contains the text "governor of new mexico 2020". Below the search bar, there are navigation links for "All", "News", "Images", "Maps", "Shopping", "More", "Settings", and "Tools". The search results indicate "About 63,100,000 results (0.72 seconds)". The primary result is for "Governor of New Mexico (2020)", featuring a large heading "Michelle Lujan Grisham" and a portrait of her. Below the name is a brief biography: "Michelle Lynn Lujan Grisham is an American lawyer and politician serving as the 32nd Governor of New Mexico. She previously represented New Mexico's 1st congressional district in the United States House of Representatives from 2013 to 2018. [Wikipedia](#)". Further down, there are key facts: "Born: October 24, 1959 (age 60 years), Los Alamos, NM", "Spouse: [Gregory Grisham](#) (m. ?–2004)", "Office: Governor of New Mexico since 2019", "Party: [Democratic Party](#)", "Education: [The University of New Mexico](#) (1977–1981), [St Michaels High School](#) (1977), [UNM School of Law](#)", and "Children: [Taylor Grisham](#), [Erin Grisham](#)".

Results vary. This is an example.

Chapter Review

6.1 Fill in the Blanks

1. back button
2. address bar
3. menu button
4. scroll bar

6.2 Paired Conversation and Language Practice

- Partner A I'm a new student.
- Partner B Welcome to our classroom!
- Partner A I heard that today's class is about the Internet.
- Partner B That's right.
- Partner A Which websites will we visit?
- Partner B I'm not sure. We'll have to use a search engine.
- Partner A Is that what you use to look for things on the Internet?
- Partner B That's right.
- Partner A Well, let's visit an interesting website.
- Partner B I know! Let's go to our school's homepage first.
- Partner A That's a great idea. Let's connect to it now.
- Partner B Well, let's type the Internet address for our school in the address bar.
- Partner A Okay. Now what do I do?
- Partner B We can use the links to go to the pages we want.
- Partner A Thanks. Now I want to browse the Internet.
- Partner B You'll have to wait. We have to do a simulation exercise first.
- Partner A Okay.
- Partner B Later, we can search for other interesting subjects.

Chapter 7: Email

Concepts and Exercises

Exercise 7.1

There is no screen shot for this exercise.

Exercise 7.2

There is no screen shot for this exercise.

Exercise 7.3

There is no screen shot for this exercise.

Exercise 7.4

There is no screen shot for this exercise.

Exercise 7.5

There is no screen shot for this exercise.

Skill Builder Exercises

Skill Builder 7.1 WebSim: Compose a New Message

There is no screen shot for this exercise.

Skill Builder 7.2 WebSim: Check for New Email and Reply to an Email

There is no screen shot for this exercise.

Skill Builder 7.3 WebSim: Forward a Message

There is no screen shot for this exercise.

Skill Builder 7.4 Sign Up for Webmail

Results vary. Strive for assignment completeness.

Chapter Review

7.1 Identify and Match

1. D
2. F
3. G
4. H
5. A
6. B
7. E
8. C

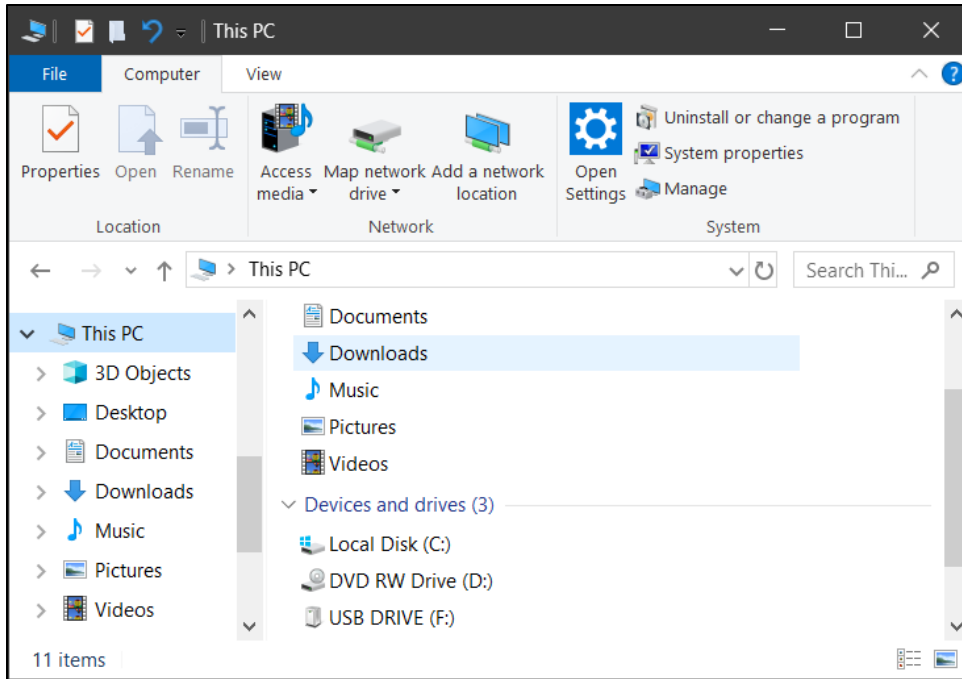
7.2 Answer the Questions

Results vary. Strive for assignment completeness.

Chapter 8: Files, Folders, and Windows Search

Concepts and Exercises

Exercise 8.1



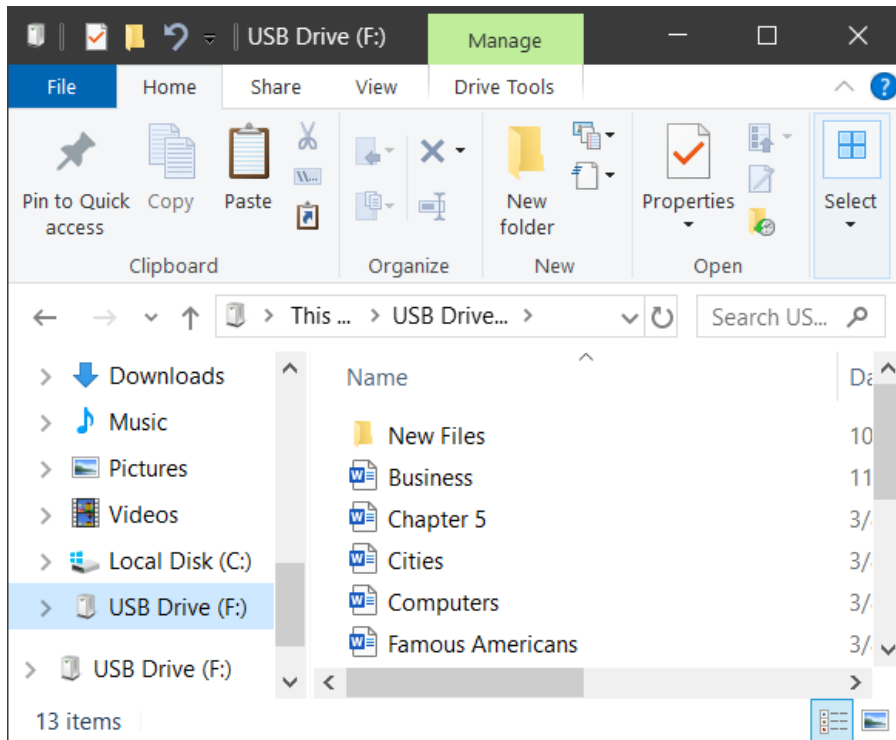
Exercise 8.2

There is no screen shot for this exercise.

Exercise 8.3

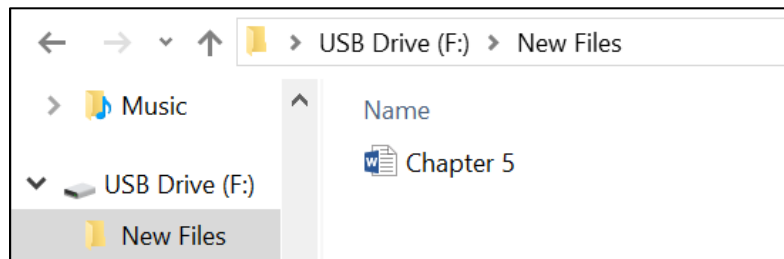
There is no screen shot for this exercise.

Exercise 8.4



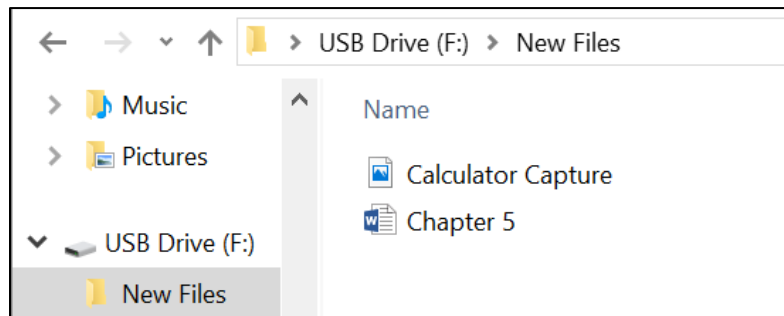
The “New Files” folder should show. Other files may vary.

Exercise 8.5



The “Chapter 5” file should show. All windows are closed at the end of this exercise.

Exercise 8.6



Exercise 8.7

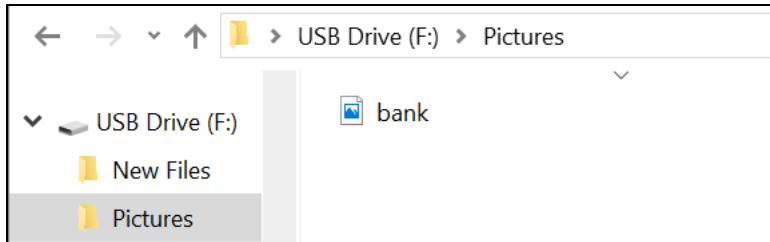
At the end of this exercise, Windows Search is closed, and the Desktop is showing.

Skill Builder Exercises

Skill Builder 8.1 Use Windows Search

Results vary with each search.

Skill Builder 8.2 Save a File to a New Folder



The icon for the Bank file may vary.

Skill Builder 8.3 Play a Music File

There is no screen shot for this exercise. Music file icons vary.

Skill Builder 8.4 Save Screen Captures

Results vary. Strive for assignment completeness.

Chapter Review

8.1 Fill in the Blanks

1. Navigation pane
2. Address bar
3. Hard disk
4. USB drive
5. Ribbon
6. DVD drive

8.2 Verb Worksheet

1. double-click
2. choose
3. Search
4. sort
5. view
6. play
7. modify

Chapter 9: Writing Letters in Word

Concepts and Exercises

Exercise 9.1

Word is open. There is no screen shot for this exercise.

Exercise 9.2

Melissa Jackson
1223 Appian Way
El Sobrante, CA 94803

March 23, 2021

Dear Jake,

I would like to congratulate you on your new job at the university. You have worked very hard to get this position. I am confident that you will do your very best and have a great deal of success.

I hope that you enjoy your new job and that your supervisor recognizes your talents and rewards you for your excellent work.

Sincerely,

Melissa

Exercise 9.3

There is no screen shot for this exercise.

Exercise 9.4

November 21, 2019

Ms. Julia Silvera
Superior Solar Company
1470 Precision Blvd
Atlanta, GA 30303

Dear Ms. Silvera:

I am very interested in the receptionist job that your company posted online. I would like this job because your company is exciting and fast growing. It is also much closer to my house than where I work now.

At my current job, I have two years of experience working as a receptionist. Customer service is my strongest skill. I treat both customers and coworkers in a professional way. I can handle difficult situations well.

You will be pleased with my other skills. I have experience with complicated phone systems and am able to transfer calls to the right person. I have some experience with data entry, including making appointments using the computer.

Please consider me for this position. I know that I will easily learn to do other important things working in your office.

Sincerely,

Sandra Garcia

Exercise 9.5

There is no screen shot for this exercise.

Skill Builder Exercises

Skill Builder 9.1 Type a Personal Letter

<p>I</p> <p>Samantha Carison 345 Eastern Ave. Lodi, WI 53555</p> <p>October 20, 2021</p> <p>Dear Andrea,</p> <p>We are going to have a Health Fair at school on Saturday, November 13th, at 10 am. I thought that you would like to go, too. You can bring your family. Your family will enjoy it. There will be tests for different diseases, a healthy cooking demonstration, and even fun activities for the children. I know you will have a good time.</p> <p>Please call me to let me know if you and your family will be able to go to the Health Fair. Our telephone number is (209) 555-6642. Try to let me know by Saturday, November 3rd, so I can get some tickets for you.</p> <p>I look forward to seeing you and your family. Please call me so I can tell you more about it.</p> <p>Sincerely,</p> <p>Samantha</p>
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Skill Builder 9.2 Type a Business Letter

October 5, 2021

Mr. Brian Hwang
Plumbing Supervisor
Expert Plumbing Company
1000 Sherwood Place
East Brunswick, NJ 08816

Dear Mr. Hwang:

Thank you for meeting with me to talk about the plumber's job. I appreciated the opportunity to learn more about your company and to talk about my job experience and skills.

I would like to become part of your team. I am very reliable and will work hard to do a good job. One of my best qualities is my excellent customer service. I hope to hear from you soon.

Thank you for taking the time to interview me.

Sincerely,

Salil Chauhan

Skill Builder 9.3 Edit a Letter

Samantha Carison
345 Eastern Ave.
Lodi, WI 53555

January 9, 2022

Dear Silvia,

We are going to have a Health Fair at school on Saturday, January 22nd, at 10 am. I thought that you would like to go, too. You can bring your family. Your family will enjoy it. There will be tests for different diseases, a healthy cooking demonstration, and even fun activities for the children. I know you will have a good time.

Please call me to let me know if you and your family will be able to go to the Health Fair. Our telephone number is (209) 555-6642. Try to let me know before Saturday, January 15th, so I can get some tickets for you.

I look forward to seeing you and your family. Please call me so I can tell you more about it.

Sincerely,

Samantha

Skill Builder 9.4 Type a Personal Letter

Results vary. Strive for assignment completeness, Word proficiency, and creativity.

Skill Builder 9.5 Type a Business Letter

Results vary. Strive for assignment completeness, Word proficiency, and creativity.

Chapter Review

9.1 Fill in the Blanks

1. Title bar
2. Ribbon
3. Scroll bar
4. Zoom control
5. Work area
6. Status bar
7. File tab
8. Quick Access toolbar

9.2 Fill in the Blanks

Sentences vary but should include these words.

1. Heading
2. Date
3. Greeting
4. Body
5. Closing
6. Signature
7. Signature line

Chapter 10: Editing Word Documents

Concepts and Exercises

Exercise 10.1

Gloria Ramirez
725 Lone Star Way
Del Rio, Texas 78840
(830) 775-1586
gloriartx@gmail.com

OBJECTIVE

To work in a bank in San Antonio, Texas, providing excellent customer service

WORK EXPERIENCE

Bank Teller – Lake Amistad Bank, Del Rio, TX
2018-Present

- Supported customers in all types of banking transactions
- Assisted in all clerical responsibilities within the bank
- Promoted because of accuracy, speed, and other skills
- Responsible for cash/checking deposits, processing loan payments, opening accounts, and getting direct deposit accounts

ADDITIONAL SKILLS

- Accurate data entry
- Experience with Microsoft Word, Internet, and email
- Experience with handling money
- Fluent in Spanish and English

AWARDS

- November 2020 – Teller of the Month
- March 2021 – Excellent Customer Service Award

EDUCATION

San Felipe High School, Del Rio, TX, Date of Graduation: June 7, 2018
Rio Grande College, Accounting classes 2018-2020

Exercise 10.2

Melissa Jackson
1223 Appian Way
El Sobrante, CA 94803

March 23, 2021

Dear Jake,

I would like to congratulate you on your new job at the university. You have worked very hard to get this position. I am confident that you will do your very best and have a great deal of success.

I hope that you enjoy your new job and that your supervisor recognizes your talents and rewards you for your excellent work. We look forward to seeing you at the family picnic in El Sobrante.

Sincerely,

Melissa

Melissa

Exercise 10.3

March 23, 2021

Dear Jake,

I would like to congratulate you on your new job at the university. You have worked very hard to get this position. I am confident that you will do your very best and have a great deal of success.

I hope that you enjoy your new job and that your supervisor recognizes your talents and rewards you for your excellent work. We look forward to seeing you at the family picnic in El Sobrante.

Sincerely,

Melissa

Exercise 10.4

There is no screen shot for this exercise. All changes made are reversed using the Undo button.

Exercise 10.5

There is no screen shot for this exercise. All changes made are reversed using the Undo button.

Exercise 10.6

There is no screen shot for this exercise. All changes made are reversed using the [Delete] key.

Exercise 10.7

My answer from the calculator is 560.

Skill Builder Exercises

Skill Builder 10.1 Move Text by Dragging

Gloria Ramirez
725 Lone Star Way
Del Rio, Texas 78840
(830) 775-1586
gloriartx@gmail.com

OBJECTIVE

To work in a bank in San Antonio, Texas, providing excellent customer service

WORK EXPERIENCE

Bank Teller – Lake Amistad Bank, Del Rio, TX
2018-Present

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ADDITIONAL SKILLS

- Accurate data entry
- Experience with Microsoft Word, Internet, and email
- Experience with handling money
- Fluent in Spanish and English

EDUCATION

San Felipe High School, Del Rio, TX, Date of Graduation: June 7, 2018
Rio Grande College, Accounting classes 2018-2020

AWARDS

- November 2020 – Teller of the Month
- March 2021 – Excellent Customer Service Award

Skill Builder 10.2 Use Undo

There is no screen shot for this exercise. All changes made are reversed using the Undo button.

Skill Builder 10.3 Copy a Picture from the Internet into Word

Stockton



**Stockton is in the center of California.
The San Joaquin River and other rivers flow through the city.
Big ships carry products in and out of Stockton to other parts of the world.
Immigrants from many countries live in Stockton.**

Results will vary.

Skill Builder 10.4 Make a Document About an Emergency Vehicle



Emergency Helicopter

An Emergency helicopter can be used for many things. They are used in medical emergencies to get the hurt person to the hospital fast. They are also used to move special patients from a small hospital to a large hospital that can give special care. An emergency helicopter can help rescue people in the water or in areas where there are no roads.

Results vary. This is just an example. Strive for assignment completeness and creativity.

Skill Builder 10.5 Résumé Worksheet

Results vary. Strive for assignment completeness.

Skill Builder 10.6 Create Your Résumé

Results vary. Strive for assignment completeness.

Chapter Review

10.1 Fill in the Blanks

1. Highlight
2. Copy, Word Ribbon
3. Clipboard
4. Click
5. Paste
6. Save
7. Location

10.2 Paired Conversation and Language Practice

Partner A Greetings, my friend!

Partner B Hi! Are you ready for our computer chapter today?

Partner A Yes. I have so many files that I need to work on.

Partner B That's great. We can multitask today.

Partner A What's multitasking?

Partner B It means working with two or more programs at the same time.

Partner A Oh, that's a good word. Is task a word that means a job that you need to do?

Partner B Yes. Today we will learn how to copy to the Clipboard.

Partner A And then we will paste the information somewhere else, right?

Partner B That's right. We'll also learn how to cut text and move it.

Partner A I really need to learn how to cut and move text!

Partner B Cut, Copy, and Paste are all on the Clipboard group.

Partner A Is the Clipboard group on the Word Ribbon?

Partner B Yes! You seem to understand this stuff.

Partner A Thanks. I know the location of the files I want to work on.

Partner B Good. When you finish, make sure to type a filename in the File Name box and save your new file to your USB drive.

Partner A Great! I'll remember where I saved it.

Partner B You're learning so quickly. Soon you can use these skills to search for a job.