Choosing Success 2nd edition Atkinson Test Bank

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Chapter 02

Interacting with Your College Community

Multiple Choice Questions

1. Short lists of important links on a campus website are known as:

   A. HotLinks
   B. QuickLinks
   C. DirectLinks
   D. HyperLinks

2. For many students, their first resource for identifying and understanding the language of their college community is:

   A. The admissions office
   B. The campus life office
   C. The college catalog
   D. The student newspaper

3. Information about internships can most likely be found in the _____ section of your college catalog.

   A. Student services
   B. Admissions
   C. Academic standards
   D. Academic policies

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4. To obtain an official transcript of your grades, you should contact the:

   A. Dean's Office
   B. Business Office
   C. Advising Office
   D. Registrar's Office

5. On many campuses, the _____ offers tutoring, workshops in study skills, and computerized instruction.

   A. Student Development Office
   B. Learning Center
   C. Dean's Office
   D. Advising Office

6. Understanding and appreciating campus diversity requires people to:

   A. Be aware of their own prejudicial thoughts and feelings
   B. Recognize stereotypical characterizations
   C. Have an open mind toward others
   D. All of these are correct

7. Joining a campus social organization gives you the opportunity to:

   A. Organize teams and compete against others
   B. Get involved in campus life while getting paid
   C. Have fun and make friends
   D. Volunteer time for the benefit of others

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8. Job recruiters are interested in students who have participated in campus life because:

A. They have something to talk about during interviews
B. They know that grades aren't really a measure of a person's ability
C. They like people who have participated in diverse activities and been academically successful
D. They admire people who know how to enjoy themselves

9. Collecting food and clothing for the homeless is an activity most likely sponsored by:

A. Intramural sports
B. A special interest group
C. A service organization
D. All of these are correct.

10. Reading a newspaper or checking your emails during class:

A. Communicates your intelligence and popularity
B. Demonstrates your ability to multitask
C. Conveys your lack of interest in the lecture or discussion
D. Reflects your interest in the world at large

11. If you were emailing one of your professors, _____ would be the most appropriate way to begin your correspondence.

A. "Hey! It's me, Michael, from your Bio class"
B. "Dear Professor Brown"
C. "To: Professor Kathleen Brown, Ph.D."
D. "Hi Brownie, this is your favorite student from Bio"

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12. If you think you have been unfairly graded, you should:

A. Speak directly with the professor in question
B. Go straight to the department chairperson
C. Make an appointment with the dean
D. Immediately file a grade grievance

13. When you are emailing a professor, your correspondence should not contain:

A. Grammatical and spelling errors.
B. Shorthand or abbreviations.
C. Highly personal information (e.g. discussions of illnesses, family problems).
D. All of these are correct.

14. What would be the best way to ask a question of your instructor?

A. "I have no idea what you're talking about"
B. "Help! I'm totally lost"
C. "I understand the first three theories you've presented, but not the fourth. Could you please review that?"
D. "I'm confused. Can you start from the beginning?"

15. Factors that can influence communication include the participants':

A. Emotions
B. Backgrounds
C. Skills
D. All of these are correct

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16. _____ is *not* a good way to improve communication skills.

A. Becoming an active listener
B. Insisting that your view is always correct
C. Taking a speech course
D. Observing communication interactions

17. According to the textbook, conflicts may be resolved in _____ ways.

A. three
B. five
C. six
D. ten

18. An effective approach to conflict resolution is to:

A. Adopt a "take-no-prisoners" philosophy
B. Find someone to blame
C. Choose your battles
D. Stop speaking to people with whom you disagree

19. One way that people can resolve a conflict is:

A. By compromising
B. By avoiding each other
C. By talking things out with a psychologist
D. All of these are correct.

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20. "Airing your dirty laundry" refers to:

A. Telling everyone your personal problems
B. Sending nasty emails or texts about people you don't like
C. Discussing private disagreements with or in front of others
D. None of these are correct

True / False Questions

21. You can learn about the language of your college community from your campus website and college catalog.

True False

22. Students should check their college email daily.

True False

23. Your campus website contains your college's academic calendar, information about degree and certificate programs, and the names of college faculty.

True False

24. Though your campus website is a valuable resource, it doesn't provide information about student services and campus life.

True False

25. You can find degree requirements (required and elective courses needed for completion of a degree) in your college catalog.

True False

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26. The Admissions Information section of your college catalog contains rules governing student conduct, including disciplinary sanctions and appeal procedures.

True False

27. The Financial Aid Office is where you pay your tuition each semester.

True False

28. In addition to print and online materials, campus libraries may also contain a computer lab and photocopying facilities.

True False

29. The concept of diversity refers exclusively to racial and religious differences.

True False

30. Part of the process of understanding and appreciating diversity involves having an open mind about people you meet.

True False

31. Students who become involved in campus activities or who have other campus interests tend to stay in school longer than students who do not participate.

True False

32. Job recruiters and employers don't place much emphasis on students' participation in extracurricular activities.

True False

33. Campus service organizations offer students opportunities to work for the common good of their campus or community.

True False

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34. Your body language can be perceived as reflecting your interest (or lack of interest) in a class discussion or lecture.

True False

35. Sitting near the front of the classroom in roughly the same spot is a good way to let professors know that you are routinely present.

True False

36. If your professor is critical of your work, he or she probably has something against you.

True False

37. In class, professors can't really tell whether students are using their computers to take notes or to check their email or play games.

True False

38. If you enter a class late, you should approach the professor after the session has ended and apologize for your lateness.

True False

39. If you want to make a good impression on your professors, make frequent visits to their offices during their office hours.

True False

40. Being specific when you ask a question in class makes a better impression than simply saying, "I don't get it" or "I don't understand."

True False

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41. If you are emailing your professor with a question about an assignment, you should state your question as clearly and concisely as possible.

True False

42. If you are dissatisfied with a grade you have received, you should speak immediately with the dean of students.

True False

43. One type of online course is known as a *hybrid*.

True False

44. Shorthand may be acceptable when you are texting or emailing friends, but it is not appropriate when corresponding with faculty, staff, or other college employees.

True False

45. When you take an online course, your professor can't really tell how often you access class material or whether you are keeping up with assigned readings or other requirements.

True False

46. If you are absent from class, you should contact your professor and ask if you missed anything important.

True False

47. According to psychologists, one reason for conflict is that people are unwilling to accept responsibility for their own inappropriate actions or behavior.

True False

48. To improve your communication skills, you should learn to be an active listener.

True False

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49. One effective way to resolve a conflict is for all involved to see their differences as positives rather than negatives.

    True False

50. To resolve a conflict, you first need to determine who's at fault.

    True False

Short Answer Questions

51. What kind of information can you find on the Student Services/Campus Life link of your campus website?

52. In what section of the college catalog can you find information about certificate and degree requirements, academic standards, and registration regulations?

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53. Why is it important for students to become familiar with various campus offices?

54. What can students do to develop a greater appreciation of diversity?

55. Why are students who participate in extracurricular activities more likely to remain in college longer than non-participating students?

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56. Why do employers take a special interest in students who have participated in extracurricular activities in college?

57. What are the advantages of joining a special interest group in college?

58. What are three ways that students can make a positive impression in the classroom?

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59. What are three examples of positive nonverbal classroom behavior?

60. What are three examples of negative nonverbal classroom behavior?

61. On many campuses, the grade appeal process involves four steps. What are these steps?

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62. When emailing faculty, what behaviors should students avoid?

63. According to psychologists, what are four reasons problems occur between people?

64. Discuss ways that conflicts can be resolved.

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65. What are three useful techniques for resolving conflicts?

66. When you are trying to resolve a conflict, what actions should you avoid?

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Chapter 02 Interacting with Your College Community Answer Key

Multiple Choice Questions

1. Short lists of important links on a campus website are known as:

   A. HotLinks
   B. QuickLinks
   C. DirectLinks
   D. HyperLinks

   Quicklinks often include the library, computer services, degrees/departments, catalogs, class schedules, directories of phone numbers and e-mail addresses, and financial aid.

   Accessibility: Keyboard Navigation
   Blooms: Remember
   Difficulty: 1 Easy
   Learning Outcome: 02-01 How to use your college catalog and website
   Topic: Understanding the Language of Your School: Catalog and Website Content

2. For many students, their first resource for identifying and understanding the language of their college community is:

   A. The admissions office
   B. The campus life office
   C. The college catalog
   D. The student newspaper

   The college catalog contains information about academic programs, college policies, courses, faculty, student services, campus life, and other aspects of college life.

   Accessibility: Keyboard Navigation
   Blooms: Remember

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Difficulty: 1 Easy
Learning Outcome: 02-01 How to use your college catalog and website
Topic: Understanding the Language of Your School: Catalog and Website Content

3. Information about internships can most likely be found in the _____ section of your college catalog.

A. Student services
B. Admissions
C. Academic standards
D. Academic policies

The Student Services/Campus Life section of your college catalog contains information about nonacademic resources and services. Additional information includes campus activities, student government, and information for students with disabilities.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-01 How to use your college catalog and website
Topic: Understanding the Language of Your School: Catalog and Website Content

4. To obtain an official transcript of your grades, you should contact the:

A. Dean's Office
B. Business Office
C. Advising Office
D. Registrar's Office

Also known as the Office of Records or Registration, the Registrar's Office tracks the courses students take and the grades they receive. It also provides transcripts.

Accessibility: Keyboard Navigation
Blooms: Analyze
Difficulty: 1 Easy
Learning Outcome: 02-02 How to access resources and services on your campus
Topic: Campus Offices, Resources, and Services

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5. On many campuses, the _____ offers tutoring, workshops in study skills, and computerized instruction.

A. Student Development Office
B. Learning Center
C. Dean's Office
D. Advising Office

This office goes under different names: the Learning Lab, the Learning Resource Center and the Learning Assistance Center. Its primary mission is to provide various forms of academic assistance.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-02 How to access resources and services on your campus
Topic: Campus Offices, Resources, and Services

6. Understanding and appreciating campus diversity requires people to:

A. Be aware of their own prejudicial thoughts and feelings
B. Recognize stereotypical characterizations
C. Have an open mind toward others
D. All of these are correct

Diversity is a complex issue. Understanding it calls for people to come to terms with their own attitudes (both positive and negative), to recognize prejudice in its many forms, and to value differences in others. It is an ongoing process, one that for most students begins in college and continues beyond graduation.

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: 2 Medium
Learning Outcome: 02-03 Who is in your college community
Topic: Experiencing Campus Diversity

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7. Joining a campus social organization gives you the opportunity to:

A. Organize teams and compete against others
B. Get involved in campus life while getting paid
C. Have fun and make friends
D. Volunteer time for the benefit of others

The primary focus of some campus clubs and organizations is to provide opportunities for students to meet people and have fun. These groups are often referred to as social organizations.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-04 How to identify which organizations at your college fit your needs
Topic: Getting Involved: Joining Campus Groups

8. Job recruiters are interested in students who have participated in campus life because:

A. They have something to talk about during interviews
B. They know that grades aren't really a measure of a person's ability
C. They like people who have participated in diverse activities and been academically successful
D. They admire people who know how to enjoy themselves

Recruiters like students who are well-rounded and who have distinguished themselves both in and out of the classroom. They are interested in students who have set themselves apart.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-04 How to identify which organizations at your college fit your needs
Topic: Getting Involved: Joining Campus Groups

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9. Collecting food and clothing for the homeless is an activity most likely sponsored by:

A. Intramural sports
B. A special interest group
C. A service organization
D. All of these are correct.

Students who join service organizations often participate in volunteer activities aimed at helping others on their campus or in their community.

Accessibility: Keyboard Navigation
Blooms: Apply
Difficulty: 2 Medium
Learning Outcome: 02-04 How to identify which organizations at your college fit your needs
Topic: Getting Involved: Joining Campus Groups

10. Reading a newspaper or checking your emails during class:

A. Communicates your intelligence and popularity
B. Demonstrates your ability to multitask
C. Conveys your lack of interest in the lecture or discussion
D. Reflects your interest in the world at large

Besides being rude, these behaviors—and ones like them—tell faculty that you are not engaged in the class.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

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11. If you were emailing one of your professors, _____ would be the most appropriate way to begin your correspondence.

A. "Hey! It's me, Michael, from your Bio class"
B. "Dear Professor Brown"
C. "To: Professor Kathleen Brown, Ph.D."
D. "Hi Brownie, this is your favorite student from Bio"

Email communications with faculty should be direct, concise, and professional. It should be neither overly formal nor informal.

Accessibility: Keyboard Navigation
Blooms: Apply
Difficulty: 1 Easy
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

12. If you think you have been unfairly graded, you should:

A. Speak directly with the professor in question
B. Go straight to the department chairperson
C. Make an appointment with the dean
D. Immediately file a grade grievance

Before involving anyone else in a discussion of your grade, you should always speak first with your professor.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

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13. When you are emailing a professor, your correspondence should not contain:

A. Grammatical and spelling errors.
B. Shorthand or abbreviations.
C. Highly personal information (e.g. discussions of illnesses, family problems).
D. All of these are correct.

Email correspondence with faculty should be direct, concise and professional. If you think it appropriate to share additional details of a personal nature, schedule an appointment with your instructor.

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: 1 Easy
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

14. What would be the best way to ask a question of your instructor?

A. "I have no idea what you're talking about"
B. "Help! I'm totally lost"
C. "I understand the first three theories you've presented, but not the fourth. Could you please review that?"
D. "I'm confused. Can you start from the beginning?"

When asking questions of faculty, students should try to be as specific as possible.

Accessibility: Keyboard Navigation
Blooms: Apply
Difficulty: 2 Medium
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

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15. Factors that can influence communication include the participants':

A. Emotions
B. Backgrounds
C. Skills
D. All of these are correct

A large number of variables, including emotions, background, and skills, can influence how words can be interpreted.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-06 How to better communicate with others and resolve conflicts when they occur
Topic: Communication and Conflict Resolution

16. _____ is *not* a good way to improve communication skills.

A. Becoming an active listener
B. Insisting that your view is always correct
C. Taking a speech course
D. Observing communication interactions

Good communicators are able to listen to a variety of views, including those that may be at odds with their own. They are also "students" of communication, learning from observing and interacting with others.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-06 How to better communicate with others and resolve conflicts when they occur
Topic: Communication and Conflict Resolution

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17. According to the textbook, conflicts may be resolved in _____ ways.

A. three
B. five
C. six
D. ten

Conflicts may be resolved in three ways. They are 1) give in, 2) compromise, and 3) view your differences as positives, not negatives.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-06 How to better communicate with others and resolve conflicts when they occur
Topic: Communication and Conflict Resolution

18. An effective approach to conflict resolution is to:

A. Adopt a "take-no-prisoners" philosophy
B. Find someone to blame
C. Choose your battles
D. Stop speaking to people with whom you disagree

Not every situation should be treated as a conflict. Some are best left alone.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-06 How to better communicate with others and resolve conflicts when they occur
Topic: Communication and Conflict Resolution

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19. One way that people can resolve a conflict is:

A. By compromising
B. By avoiding each other
C. By talking things out with a psychologist
D. All of these are correct.

Compromise can be a most effective method of conflict resolution. It leaves all participants feeling that their concerns and views have been acknowledged.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-06 How to better communicate with others and resolve conflicts when they occur
Topic: Communication and Conflict Resolution

20. "Airing your dirty laundry" refers to:

A. Telling everyone your personal problems
B. Sending nasty emails or texts about people you don't like
C. Discussing private disagreements with or in front of others
D. None of these are correct

There's little to be gained from making private disagreements public. Problems are best resolved by those directly involved.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-06 How to better communicate with others and resolve conflicts when they occur
Topic: Communication and Conflict Resolution

True / False Questions

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21. You can learn about the language of your college community from your campus website and college catalog.

TRUE

Both are very good sources of information about your college community, including your school's organization, rules, and "vocabulary."

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-01 How to use your college catalog and website
Topic: Understanding the Language of Your School: Catalog and Website Content

22. Students should check their college email daily.

TRUE

Colleges increasingly communicate with students through email. Checking it regularly can keep students informed.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-01 How to use your college catalog and website
Topic: Understanding the Language of Your School: Catalog and Website Content

23. Your campus website contains your college's academic calendar, information about degree and certificate programs, and the names of college faculty.

TRUE

Now that you're a student, you need specific and current information about interaction with your campus community.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-01 How to use your college catalog and website

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Topic: Understanding the Language of Your School: Catalog and Website Content

24. Though your campus website is a valuable resource, it doesn't provide information about student services and campus life.

FALSE

Student services and campus life occupy a prominent place on virtually all college websites.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 2 Medium
Learning Outcome: 02-01 How to use your college catalog and website
Topic: Understanding the Language of Your School: Catalog and Website Content

25. You can find degree requirements (required and elective courses needed for completion of a degree) in your college catalog.

TRUE

This information is an important part of every college catalog.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-01 How to use your college catalog and website
Topic: Understanding the Language of Your School: Catalog and Website Content

26. The Admissions Information section of your college catalog contains rules governing student conduct, including disciplinary sanctions and appeal procedures.

FALSE

This information is usually found in the Academic Standards section of the catalog.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-01 How to use your college catalog and website

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Topic: Understanding the Language of Your School: Catalog and Website Content

27. The Financial Aid Office is where you pay your tuition each semester.

FALSE

The Financial Aid Office provides information about various forms of supplemental funds—grants, scholarships, loans, and on-campus employment. Students actually pay their tuition in the college's Business Office.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 2 Medium
Learning Outcome: 02-02 How to access resources and services on your campus
Topic: Campus Offices, Resources, and Services

28. In addition to print and online materials, campus libraries may also contain a computer lab and photocopying facilities.

TRUE

Workshops or classes may be available to familiarize you with the library services.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-02 How to access resources and services on your campus
Topic: Campus Offices, Resources, and Services

29. The concept of diversity refers exclusively to racial and religious differences.

FALSE

The concept of diversity encompasses a wide range of differences. It includes academic, age, gender, religious, racial, cultural, geographic, and socioeconomic differences.

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: 2 Medium

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Learning Outcome: 02-03 Who is in your college community
Topic: Experiencing Campus Diversity

30. Part of the process of understanding and appreciating diversity involves having an open mind about people you meet.

TRUE

Being open to differences, as they are reflected in people you meet, is a critical part of the process of embracing diversity.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 2 Medium
Learning Outcome: 02-03 Who is in your college community
Topic: Experiencing Campus Diversity

31. Students who become involved in campus activities or who have other campus interests tend to stay in school longer than students who do not participate.

TRUE

Involvement in campus activities helps students feel as if they are a part of campus life, which provides an incentive for them to stay in college.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-04 How to identify which organizations at your college fit your needs
Topic: Getting Involved: Joining Campus Groups

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32. Job recruiters and employers don't place much emphasis on students' participation in extracurricular activities.

FALSE

Employers look for graduates who have been academically successful while handling other responsibilities and activities.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-04 How to identify which organizations at your college fit your needs
Topic: Getting Involved: Joining Campus Groups

33. Campus service organizations offer students opportunities to work for the common good of their campus or community.

TRUE

The purpose of this membership is to volunteer your time for the benefit of others or to gain experience in a particular field.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-04 How to identify which organizations at your college fit your needs
Topic: Getting Involved: Joining Campus Groups

34. Your body language can be perceived as reflecting your interest (or lack of interest) in a class discussion or lecture.

TRUE

Nonverbal gestures such as smiling, nodding your head, yawning, sighing, and looking out the window all communicate messages about your level of interest in class activities.

Accessibility: Keyboard Navigation
Blooms: Remember

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Difficulty: 1 Easy
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

35. Sitting near the front of the classroom in roughly the same spot is a good way to let professors know that you are routinely present.

TRUE

Sitting in the front of the room in about the same place every class session gives faculty a visual fix on you. They look for you and realize that you are present.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

36. If your professor is critical of your work, he or she probably has something against you.

FALSE

Constructive criticism is part of the academic process. Students should learn to accept criticism and respond positively to it. They should not take criticism personally.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

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37. In class, professors can't really tell whether students are using their computers to take notes or to check their email or play games.

FALSE

Professors have little difficulty distinguishing between students who are using their computer to be part of the life of the class or to distance themselves from class activities.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

38. If you enter a class late, you should approach the professor after the session has ended and apologize for your lateness.

TRUE

Offering an apology is a sign of good manners and maturity.

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Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

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39. If you want to make a good impression on your professors, make frequent visits to their offices during their office hours.

FALSE

Speaking with your professors during their office hours is a good practice provided you have some genuine reason for doing so. If you have a question or a thought about something you are studying, most faculty will be pleased to speak with you. However, it is not wise to routinely drop by someone's office just to pass the time of day. Many faculty will grow impatient with this behavior.

Accessibility: Keyboard Navigation
Blooms: Understand
Difficulty: 2 Medium
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

40. Being specific when you ask a question in class makes a better impression than simply saying, "I don't get it" or "I don't understand."

TRUE

Asking specific questions allows faculty to answer more easily. It also saves time.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

41. If you are emailing your professor with a question about an assignment, you should state your question as clearly and concisely as possible.

TRUE

You should also include your full name, the class, and section in which you are enrolled.

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Blooms: Understand
Difficulty: 1 Easy
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

42. If you are dissatisfied with a grade you have received, you should speak immediately with the dean of students.

FALSE

Your first conversation about a grade you have received should always be with the faculty member who issued that grade.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

43. One type of online course is known as a *hybrid*.

TRUE

A hybrid course combines traditional class meetings and online sessions.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

44. Shorthand may be acceptable when you are texting or emailing friends, but it is not appropriate when corresponding with faculty, staff, or other college employees.

TRUE

Remember, shorthand is a very informal way to communicate.

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Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

45. When you take an online course, your professor can't really tell how often you access class material or whether you are keeping up with assigned readings or other requirements.

FALSE

Course management systems allow faculty to monitor the frequency with which students access the course as well as their level of activity (completion of assignments and so on).

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

46. If you are absent from class, you should contact your professor and ask if you missed anything important.

FALSE

While it is advisable to contact professors following an absence, students should not ask if they have missed anything important. Such a question implies that faculty don't always cover important material in class. Asking this question (or one like it) is likely to anger an instructor and reflect badly on the student.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 2 Medium
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

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47. According to psychologists, one reason for conflict is that people are unwilling to accept responsibility for their own inappropriate actions or behavior.

TRUE

When people become defensive about their behavior, such a response is likely to produce conflict.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-06 How to better communicate with others and resolve conflicts when they occur
Topic: Communication and Conflict Resolution

48. To improve your communication skills, you should learn to be an active listener.

TRUE

Good communicators are able to listen to others with an open mind and to hear their views and concerns. Even if they don't always agree with another person's point of view, their ability to be active listeners adds to their effectiveness as communicators.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-06 How to better communicate with others and resolve conflicts when they occur
Topic: Communication and Conflict Resolution

49. One effective way to resolve a conflict is for all involved to see their differences as positives rather than negatives.

TRUE

Conflicts may be resolved in three ways. They are 1) give in, 2) compromise, and 3) view your differences as positives, not negatives.

Accessibility: Keyboard Navigation
Blooms: Understand

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Difficulty: 1 Easy
Learning Outcome: 02-06 How to better communicate with others and resolve conflicts when they occur
Topic: Communication and Conflict Resolution

50. To resolve a conflict, you first need to determine who's at fault.

FALSE

Insisting that someone is to blame often fails to address the complexity of the conflict. It can also lead to one person feeling that he or she has been made a scapegoat, which can make the conflict all that much more difficult to resolve.

Accessibility: Keyboard Navigation
Blooms: Remember
Difficulty: 1 Easy
Learning Outcome: 02-06 How to better communicate with others and resolve conflicts when they occur
Topic: Communication and Conflict Resolution

Short Answer Questions

51. What kind of information can you find on the Student Services/Campus Life link of your campus website?

The Student Services/Campus Life link contains information about campus activities and student organizations, career services, internships, student government and services for students with disabilities.

Blooms: Apply
Difficulty: 1 Easy
Learning Outcome: 02-01 How to use your college catalog and website
Topic: Understanding the Language of Your School: Catalog and Website Content

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52. In what section of the college catalog can you find information about certificate and degree requirements, academic standards, and registration regulations?

All or most of this information can be found in the Academic policies and regulations section of the catalog.

Blooms: Understand
Difficulty: 1 Easy
Learning Outcome: 02-01 How to use your college catalog and website
Topic: Understanding the Language of Your School: Catalog and Website Content

53. Why is it important for students to become familiar with various campus offices?

People who work in campus offices can be valuable resources to students, especially on those occasions when students have questions or need to know about the locations of counseling services, clubs, academic support services, and the like.

Blooms: Apply
Difficulty: 1 Easy
Learning Outcome: 02-02 How to access resources and services on your campus
Topic: Campus Offices, Resources, and Services

54. What can students do to develop a greater appreciation of diversity?

Students can begin to develop an appreciation of diversity by being aware of their own prejudicial thoughts and tendencies. They can also recognize familiar stereotypes as well as stereotypical responses (their own and others') to people and situations. In addition, they can approach people—students and others—with an open mind and make an effort to get to know people as people, not just as members of a particular group.

Blooms: Apply
Difficulty: 2 Medium
Learning Outcome: 02-03 Who is in your college community

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Topic: Experiencing Campus Diversity

55. Why are students who participate in extracurricular activities more likely to remain in college longer than non-participating students?

Becoming involved in campus activities makes students more than just students. They make friends, meet people, and develop ties to the campus community. They become part of the life of the college and have more lasting connections to the campus than students who just attend classes.

Blooms: Apply
Difficulty: 3 Hard
Learning Outcome: 02-04 How to identify which organizations at your college fit your needs
Topic: Getting Involved: Joining Campus Groups

56. Why do employers take a special interest in students who have participated in extracurricular activities in college?

Employers see students who have participated in extracurricular activities as having set themselves apart from everyone else. Their involvement in campus life suggests an ability to manage multiple activities. While all students may have earned a degree, those involved in student life have done something more.

Blooms: Apply
Difficulty: 3 Hard
Learning Outcome: 02-04 How to identify which organizations at your college fit your needs
Topic: Getting Involved: Joining Campus Groups

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57. What are the advantages of joining a special interest group in college?

Special interest groups afford members opportunities to meet people with similar ideas and interests and to pursue those interests as part of the group's activities. For example, a student who likes science fiction would be able to meet other students with this interest by joining the campus Science Fiction Club.

Blooms: Apply
Difficulty: 2 Medium
Learning Outcome: 02-04 How to identify which organizations at your college fit your needs
Topic: Getting Involved: Joining Campus Groups

58. What are three ways that students can make a positive impression in the classroom?

Students can make a positive impression by coming to class on time, by dressing appropriately, by attending class regularly, by avoiding inappropriate use of technology (texting, cell phone use, and so on), and by sitting near the front of the room.

Blooms: Apply
Difficulty: 3 Hard
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

59. What are three examples of positive nonverbal classroom behavior?

Positive nonverbal classroom behavior could include sitting straight, facing the instructor, smiling, nodding one's head, uncrossing one's arms, and raising one's eyebrows. All indicate a genuine desire to learn.

Blooms: Apply
Difficulty: 2 Medium
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

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60. What are three examples of negative nonverbal classroom behavior?

Negative nonverbal classroom behavior could include yawning, sighing, reading the newspaper (or other non-course materials), texting, frowning, and sitting with one's arms crossed. All communicate skepticism or boredom.

Blooms: Apply
Difficulty: 2 Medium
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

61. On many campuses, the grade appeal process involves four steps. What are these steps?

The first contact should be with the instructor (the person who issued the grade). If that exchange does not prove productive, students should write a letter to the head or chairperson of the faculty member's department, asking for a meeting. As a third step, students could appeal to the dean of the department in which the course is taught. Finally, students could appeal to the head (often the vice president) of academic affairs.

Blooms: Apply
Difficulty: 3 Hard
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

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62. When emailing faculty, what behaviors should students avoid?

Students should not send long, rambling emails. They should not assume a familiarity (using the instructor's first name, for example) that does not exist. They should not overload an instructor's email with "junk"—jokes, trivia, chain letters, etc. In constructing their messages, students should avoid abbreviations and shorthand, and should make sure that all correspondence is grammatically correct. There should be no misspellings.

Blooms: Apply
Difficulty: 2 Medium
Learning Outcome: 02-05 How to communicate effectively with your faculty
Topic: Working with Faculty

63. According to psychologists, what are four reasons problems occur between people?

Problems occur because individuals refuse to take responsibility for their actions. They also occur because people complain too much and compliment too little. In addition, disunity occurs when people respond to complaints (including valid ones) by making countercharges. Finally, behavior that is stubborn, rude, uncompromising, and belligerent leads to conflicts.

Blooms: Apply
Difficulty: 3 Hard
Learning Outcome: 02-06 How to better communicate with others and resolve conflicts when they occur
Topic: Communication and Conflict Resolution

64. Discuss ways that conflicts can be resolved.

Conflict resolution occurs in three ways: when one person gives in and acknowledges the correctness of the other's point of view; when those involved reach some compromise; and when those involved see their differences as positives rather than negatives.

Blooms: Apply
Difficulty: 2 Medium

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Learning Outcome: 02-06 How to better communicate with others and resolve conflicts when they occur
Topic: Communication and Conflict Resolution

65. What are three useful techniques for resolving conflicts?

The authors identify eleven conflict resolution techniques. These include having a face-to-face conversation about the source of the disagreement; practicing conversations aimed at resolving conflicts; choosing battles (i.e. letting some disagreements go); avoiding placing blame on others; keeping communication open (asking people to share their feelings); giving and taking (allowing each person to have his or her say and listening to everyone's views); avoiding the airing of dirty laundry (sharing disputes with those who are not involved); agreeing to continue the conversation once it has been initiated; honoring agreements that have been reached; leaving the scene of a conversation that is not progressing productively and continuing it elsewhere; and finding alternative approaches to resolving differences if initial efforts are unsuccessful.

Blooms: Apply
Difficulty: 3 Hard
Learning Outcome: 02-06 How to better communicate with others and resolve conflicts when they occur
Topic: Communication and Conflict Resolution

66. When you are trying to resolve a conflict, what actions should you avoid?

It is never productive to argue over every small point, seek "culprits," air dirty laundry, or renege on agreements.

Blooms: Apply
Difficulty: 2 Medium
Learning Outcome: 02-06 How to better communicate with others and resolve conflicts when they occur
Topic: Communication and Conflict Resolution

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