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Name:_____ Class:_____ Date:_____

Chapter 02: Interpersonal Communication and Social Media

True / False

1. Leaner messages are always less effective than richer messages.
   a. True
   b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
DATE CREATED: 12/14/2015 6:36 PM
DATE MODIFIED: 12/6/2016 9:17 AM

2. Synchronicity is the condition when communicators are all connected in real time.
   a. True
   b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
DATE CREATED: 12/14/2015 6:37 PM
DATE MODIFIED: 1/28/2016 2:50 PM

3. "The right to be forgotten" means you don't have to worry about content that your contribute to social media.
   a. True
   b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
DATE CREATED: 12/14/2015 6:37 PM
DATE MODIFIED: 12/6/2016 9:17 AM

4. Telephone calls are asynchronous.
   a. True
   b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
DATE CREATED: 12/14/2015 6:38 PM
DATE MODIFIED: 12/6/2016 9:17 AM

5. Disinhibition refers to the tendency of online communicators to express themselves with less caution and self-monitoring.

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Chapter 02: Interpersonal Communication and Social Media

a. True
b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
DATE CREATED: 12/14/2015 6:38 PM
DATE MODIFIED: 12/6/2016 9:17 AM

6. DO NOT USE Leaner messages are always less effective than richer messages.
a. True
b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:05 PM
DATE MODIFIED: 12/5/2016 12:14 PM

7. Ironically, when an isolated communicator's sense of self-efficacy increases due to successful mediated communication, he or she is likely to increase the amount of time spent in mediated communication and become more isolated.
a. True
b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:06 PM
DATE MODIFIED: 1/28/2016 3:06 PM

8. In the Looking at Diversity Feature "Forging Relationships with Social Media," Kevin Schomaker says online communication has been beneficial for him because he's able to make a first impression that doesn't include his physical disability.
a. True
b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:06 PM
DATE MODIFIED: 1/28/2016 3:06 PM

9. Researchers using word-count programs found that men tend to use about the same number of large words, nouns, and

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swear words as do women.

a. True

b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:07 PM
DATE MODIFIED: 1/28/2016 3:07 PM

10. In mediated messages, men and women use the word "we" about equally, but in different ways.

a. True

b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:07 PM
DATE MODIFIED: 1/28/2016 3:07 PM

11. According to your text, digital natives tend to prefer different digital communication channels more than do digital immigrants.

a. True

b. False

ANSWER: True
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:19 PM
DATE MODIFIED: 1/28/2016 3:20 PM

12. According to some surveys, 70 percent of job recruiters in the United States have hired candidates because of information found online.

a. True

b. False

ANSWER: False
POINTS: 1
QUESTION TYPE: True / False
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:20 PM
DATE MODIFIED: 1/28/2016 3:20 PM

Multiple Choice

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13. A phone message includes which of the cues of a face-to-face conversation:
    a. vocal tone
    b. eye contact
    c. posture
    d. facial expression

ANSWER: a
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:20 PM
DATE MODIFIED: 1/28/2016 3:21 PM

14. Synchronicity is the condition when communicators are all
    a. able to dance together
    b. happy to see each other
    c. on time for a meeting
    d. connected in real time

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:21 PM
DATE MODIFIED: 12/5/2016 12:18 PM

15. Research shows that when online, communicators express themselves
    a. less honestly and with more self-monitoring.
    b. more honestly and bluntly, with less caution and self-monitoring.
    c. more honestly and with more caution
    d. less honestly and more caution

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:22 PM
DATE MODIFIED: 1/28/2016 3:22 PM

16. An accelerated discussion of personal topics and relational development beyond what normally happens in face-to-face interaction is called
    a. personal communication
    b. impersonal communication
    c. hypersonal communication
    d. interpersonal communication

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ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:22 PM
DATE MODIFIED: 1/28/2016 3:22 PM

17. Warranting value is
    a. the degree to which information is controllable by the person editing a publication
    b. the degree to which information is controllable by the public
    c. the degree to which information is controllable by the person being described.
    d. the degree to which information is controllable by the employer of the person being described

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:23 PM
DATE MODIFIED: 1/28/2016 3:23 PM

18. DO NOT USE A traditional phone message includes which of the cues of a face-to-face conversation?
    a. Vocal tone.
    b. Eye contact.
    c. Posture.
    d. Facial expression.

ANSWER: a
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:25 PM
DATE MODIFIED: 12/5/2016 12:17 PM

19. According to your text, studies have found leaner mediated communication can be advantageous when _____.
    a. you're too busy to pay attention
    b. you have no interest in the topic being discussed
    c. you want people to focus on what you're saying rather than your appearance
    d. you have a head cold

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:29 PM

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DATE MODIFIED: 1/28/2016 3:30 PM

20. DO NOT USE Synchronicity is the condition when communicators are all _____.
    a. able to dance together
    b. happy to see each other
    c. on time for a meeting
    d. connected in real time

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:30 PM
DATE MODIFIED: 12/5/2016 12:18 PM

21. According to your text, when conducting a meeting online, business professionals should follow each of these rules *except:*
    a. Before the meeting, make sure all participants have the agenda and copies of any documents that will be discussed
    b. Try to avoid interrupting others or leaving out people simply because you can't see them
    c. Keep distractions (ringing phones, slamming doors, barking dogs, and so on) to a minimum
    d. Use whatever equipment you have available

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:30 PM
DATE MODIFIED: 1/28/2016 3:31 PM

22. DO NOT USE Research shows that, when online, communicators express themselves _____.
    a. less honestly and with more self-monitoring
    b. more honestly and bluntly, with less caution and self-monitoring
    c. more honestly and with more caution
    d. less honestly and more caution

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:31 PM
DATE MODIFIED: 12/5/2016 12:19 PM

23. When compared with marital relationships that began in person, those that started online had _____.
    a. slightly higher satisfaction rates and slightly lower incidences of breakups

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b. slightly lower satisfaction rates and slightly higher incidences of breakups
c. slightly higher satisfaction rates and slightly higher incidences of breakups
d. slightly lower satisfaction rates and slightly lower incidences of breakups

ANSWER: a
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:32 PM
DATE MODIFIED: 11/30/2016 2:07 PM

24. According to your text, studies have revealed that the mere presence of mobile devices can have a negative effect during face-to-face discussions related to all of the above except _____.

a. closeness
b. connection
c. conversation topics
d. conversation quality

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:33 PM
DATE MODIFIED: 1/28/2016 3:33 PM

25. As she described in the feature "Virtually Separated," Caitlin's online relationship with Will enabled her to do all of the following *except:*

a. Viscerally feel that Will was sitting a foot away on her bed
b. Avoid talking to Will if she had work to do
c. Learn that Will could be an attentive partner
d. Say whatever she wanted and risk awkwardness

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:33 PM
DATE MODIFIED: 1/28/2016 3:34 PM

26. In the *Reading Feature* "Social Networking, Survival, and Healing," Brad K. explains that social media saved his life by offering him _____.

a. suggestions for videogames that kept him distracted from his problems
b. continual messages of encouragement
c. opportunities to vent his feelings
d. free offers for legally prescribed drugs

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ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 3:34 PM
DATE MODIFIED: 1/28/2016 3:42 PM

27. In the *Reading Feature* "Alone Together," your text explains that communication with digital devices causes us to develop all of the following habits *except:*

a. We ramp up the volume and velocity of online connections and start to expect answers faster than in nondigital communication
b. We ask simpler questions than when we are in nondigital communication
c. We use digital dictionaries more often
d. We dumb down our communications, even on the most important matters

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 4:08 PM
DATE MODIFIED: 1/28/2016 4:09 PM

28. In one study, communicators who were assigned feminine avatars _____than did those with masculine avatars.

a. expressed more emotion, made fewer apologies, and used more tentative language
b. expressed less emotion, made fewer apologies, and used definitive language
c. expressed more emotion, made more apologies, and used more tentative language
d. expressed more emotion, made more apologies, and used definitive language

ANSWER: c
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 4:09 PM
DATE MODIFIED: 1/28/2016 4:10 PM

29. Your text suggests all of the following are indicators that you are probably spending too much time online except _____.

a. decrease in time needed online to achieve satisfaction
b. time of Internet use exceeding the amount anticipated or intended
c. failure in attempts to reduce Internet use
d. Internet use resulting in failure to fulfill responsibilities at work, home, or school

ANSWER: a
POINTS: 1

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QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 4:14 PM
DATE MODIFIED: 1/28/2016 5:02 PM

30. In the *Ethical Feature* "The Ethics of Online Anonymity," your text asserts that, in most social media, the veil of anonymity provides cover for _____.

a. spontaneous expressions of passionate opinion
b. insensitive and hurtful comments that few people would make if their identity was known
c. supportive comments that they would be otherwise too shy to share
d. participating in controversial political discourse

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 1/28/2016 5:02 PM
DATE MODIFIED: 1/28/2016 5:03 PM

31. _____describes messages that are stark from a lack of nonverbal communication.

a. asynchronous
b. cyberbullying
c. cyberstalking
d. disinhibition
e. hyperpersonal communication
f. leanness
g. netiquette
h. richness
i. synchronicity
j. warranting value
k. virtual community

ANSWER: f
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 2/2/2016 5:32 PM
DATE MODIFIED: 11/30/2016 2:10 PM

32. _____occurs when communicators express themselves with minimal caution and self-monitoring.

a. asynchronous
b. cyberbullying
c. cyberstalking

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d. disinhibition
e. hyperpersonal communication
f. leanness
g. netiquette
h. richness
i. synchronicity
j. warranting value
k. virtual community

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 2/2/2016 5:43 PM
DATE MODIFIED: 12/6/2016 9:52 AM

33. _____set of civil behaviors that apply to social media.

a. asynchronous
b. cyberbullying
c. cyberstalking
d. disinhibition
e. hyperpersonal communication
f. leanness
g. netiquette
h. richness
i. synchronicity
j. warranting value
k. virtual community

ANSWER: g
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 2/2/2016 5:44 PM
DATE MODIFIED: 11/30/2016 2:11 PM

34. _____refers to the delay between the time from when a message is sent to when it is received.

a. asynchronous
b. cyberbullying
c. cyberstalking
d. disinhibition
e. hyperpersonal communication

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f. leanness
g. netiquette
h. richness
i. synchronicity
j. warranting value
k. virtual community

ANSWER: a
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 2/2/2016 5:45 PM
DATE MODIFIED: 11/30/2016 2:16 PM

35. _____is an accelerated discussion of personal topics and relational development beyond what normally happens in face-to-face interaction.

a. asynchronous
b. cyberbullying
c. cyberstalking
d. disinhibition
e. hyperpersonal communication
f. leanness
g. netiquette
h. richness
i. synchronicity
j. warranting value
k. virtual community

ANSWER: e
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 2/2/2016 5:45 PM
DATE MODIFIED: 11/30/2016 2:17 PM

36. _____the degree to which online information is controllable by the person being described.

a. asynchronous
b. cyberbullying
c. cyberstalking
d. disinhibition
e. hyperpersonal communication
f. leanness
g. netiquette

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h. richness
i. synchronicity
j. warranting value
k. virtual community

ANSWER: j
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 2/2/2016 5:46 PM
DATE MODIFIED: 11/30/2016 2:17 PM

37. _____malicious acts that harass victims online.

a. asynchronous
b. cyberbullying
c. cyberstalking
d. disinhibition
e. hyperpersonal communication
f. leanness
g. netiquette
h. richness
i. synchronicity
j. warranting value
k. virtual community

ANSWER: b
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 2/2/2016 5:47 PM
DATE MODIFIED: 11/30/2016 2:12 PM

38. _____describes the abundance of nonverbal cues that add clarity to a verbal message.

a. asynchronous
b. cyberbullying
c. cyberstalking
d. disinhibition
e. hyperpersonal communication
f. leanness
g. netiquette
h. richness
i. synchronicity

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j. warranting value
k. virtual community

ANSWER: h
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 2/2/2016 5:47 PM
DATE MODIFIED: 11/30/2016 2:12 PM

39. _____online groups that gather around shared interests.
a. asynchronous
b. cyberbullying
c. cyberstalking
d. disinhibition
e. hyperpersonal communication
f. leanness
g. netiquette
h. richness
i. synchronicity
j. warranting value
k. virtual community

ANSWER: k
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 2/2/2016 5:48 PM
DATE MODIFIED: 11/30/2016 2:12 PM

40. _____is the condition when communicators are all connected in real time.
a. asynchronous
b. cyberbullying
c. cyberstalking
d. disinhibition
e. hyperpersonal communication
f. leanness
g. netiquette
h. richness
i. synchronicity
j. warranting value
k. virtual community

ANSWER: i

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POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 2/2/2016 5:48 PM
DATE MODIFIED: 11/30/2016 2:13 PM

41. In Chapter Two, sociolinguist Deborah Tannen claims that
    a. electronic mail can deepen the quality of relationships.
    b. electronic mail makes interpersonal communication more impersonal.
    c. everyone prefers face to face communication rather than electronic mail.
    d. relationships cannot be maintained using electronic mail.
    e. all of the above are claimed by Tannen.

ANSWER: a
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 12/6/2016 9:14 AM
DATE MODIFIED: 12/6/2016 9:46 AM

42. Research on the benefits and challenges of social media indicates that
    a. some benefits of communicating via social media significantly outweigh the costs.
    b. social media sites do not increase the amount of contact with loved ones.
    c. the use of social media to communicate maximizes the perception of differences due to gender, age, social class, and ethnicity.
    d. social media adds richness to interpersonal messages due to the lack of nonverbal cues.
    e. all of the above.

ANSWER: a
POINTS: 1
QUESTION TYPE: Multiple Choice
HAS VARIABLES: False
DATE CREATED: 12/6/2016 9:18 AM
DATE MODIFIED: 12/6/2016 9:46 AM

43. In Chapter Two's "Looking At Diversity" reading, Kevin Schomaker talks about how communicating on the Internet makes it easier to meet people since he
    a. is very shy.
    b. is overweight.
    c. stutters.
    d. is physically disabled.
    e. None of these choices are correct.

ANSWER: d
POINTS: 1
QUESTION TYPE: Multiple Choice

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