



## Adult & Career Education (ACED), Valdosta State University

### ACED 2300 Intermediate Keyboarding—Exemption Exam Information

An ACED Exemption Exam is offered for current VSU students who have experiential learning or previous coursework equivalent to the content taught in VSU's course, *ACED 2300 Intermediate Keyboarding*.

#### Course Description

Prerequisite: Grade of "C" or better in ACED 2000 or exemption. Continued emphasis on building speed and accuracy. Detailed coverage of business letters, memos, multiple-page reports, and miscellaneous documents.

#### Course Objectives

Upon completion of this course, the student will be able to:

1. Proficiently format a variety of realistic business documents—letters, APA reports, communications with special features, etc.—from a variety of source copy.
2. Utilize language arts skills including grammar, punctuation, capitalization, spelling, and number usage in the preparation and proofreading of documents.
3. Key straight, statistical, script, and rough-draft copy more accurately.
4. Improve speed and accuracy on timed writings.
5. Develop decision-making skills in setting up problems given a minimum of directions.

#### Content of Exam

The *ACED 2300 Intermediate Keyboarding* Exemption Exam consists of three parts, all taken at a computer in the presence of a proctor: (1) a 5-minuted timed writing and (2) an objective test, and (3) a timed production exam using the current version of Microsoft Word. Time allotted for the entire exam is 140 minutes.

1. **TIMED WRITING (50 GWAM TO PASS).** Two 5-minute timed writings will be administered to the student. The student will submit the better of the two. Corrections are allowed during the timed writing. The minimum score for passing is 50 gwam with a maximum of 7 errors. Current word processing convention calls for ONE SPACE after punctuation at the end of a sentence. The software will count an error if you key two spaces after punctuation at the end of a sentence. ***The student must pass the timed writing to proceed to the objective test.***
2. **OBJECTIVE TEST (70% TO PASS).** Fifty questions covering intermediate keyboarding, word processing, and document processing concepts. The minimum score for passing is 35 correct answers. Only one attempt is allowed. ***The student must pass the objective test to proceed to the production test.***
3. **TIMED PRODUCTION TEST (70% SPEED & ACCURACY TO PASS).** A timed (60-minute limit) production test over various documents (see course objectives above).

#### Study Guide

Although it is assumed that a student requesting this exemption exam has experiential learning or previous coursework equivalent to the content taught in VSU's course, it is recommended that the student review a current intermediate keyboarding textbook (usually Lessons 61-120), looking specifically at those sections related to the course objectives listed above. A study guide for this exemption exam is available upon payment of the exam fee.

## ACED 2300 Intermediate Keyboarding Exemption Exam Study Guide

**NOTE:** This *Study Guide* illustrates some of the formatting guidelines and word processing features taught in ACED 2300. This *Study Guide* is in no way inclusive of all knowledge you might be expected to know for the ACED 2300 Exemption Test. It is recommended that you also study an Intermediate Keyboarding /Word Processing textbook that covers Lessons 61-120, and a word processing manual (or Help files) for Microsoft Word 2016, 2013, or 2010. When you attempt this exam, you are expected to demonstrate a skill level at 70% proficiency over content equitable to what students who take this 3-credit hour course learn during a semester.

**5-MINUTE TIMED WRITING:** During the Exemption Exam, you will be allowed TWO ATTEMPTS to take a 5-minute timed writing, which must be passed with at least **50 GWAM with no more than 7 errors**. Current keyboarding convention calls for ONE SPACE after punctuation at the end of each sentence, and the extra space will count as an error if you key two spaces. Please practice keying with only ONE SPACE after punctuation at the end of each sentence. Only TWO attempts will be allowed for the timed writing portion of the Exemption Exam. See *Skillbuilding Progressive Practice: Alphabet Drills* for an example of what you might practice. This part of the Exemption Exam must be passed to go on to the second part.

**OBJECTIVE TEST:** Those who pass the timed writing will be allowed to proceed to a 50-question objective exam with questions covering intermediate keyboarding, document production, and word processing features that are taught in the Intermediate Keyboarding course. The minimum score for passing is 35 correct answers out of 50, with one attempt allowed. This part of the Exemption Exam must be passed to go on to the third part.

**TIMED PRODUCTION TEST:** A timed (1-hour limit) production test is the third part of the Exemption Exam. You will be asked to correctly key, format, proofread, and edit several different types of documents, which will be graded for accuracy and format. A score of 70% is required to pass this part of the Exemption Exam.

## DOCUMENT FORMATS TO KNOW

**Block Style Letter:** All letters should be attractively placed on the page, beginning *all lines* at the default left margins. Leave a 2" top margin (for a company letterhead) before keying the date, or vertically center the letter after it is keyed. Include these letter parts: date, inside address, salutation, body, complimentary close, sender's name and title, reference initials and (when appropriate) enclosure or copy notations. See *Basic Parts of a Business Letter* for an example. Practice by keying the business letter provided according to standard block-style letter format.

**Memo:** Use default side margins and a 2" top margin on the first page (and default 1" top margin on subsequent pages). Use default tab settings for details following the headings to accommodate the longest line in the heading block (**SUBJECT:**). Key the heading (generally **TO:, FROM:, DATE:, SUBJECT:**) in all caps and bold. Leave one blank line between the parts of the heading and between the single-spaced paragraphs of the memo. Include reference initials and enclosure or copy notations when appropriate. See *Basic Parts of a Memo* for an example. Practice by keying the memo provided according to standard memo format.

**APA Academic Reports:** APA (American Psychological Association) is recognized as the most popular method of documentation for academic reports in the social science areas. Double space all lines and leave a uniform one-inch margin at the top, bottom, and sides of all pages. Each paragraph has a five-space paragraph indention. If there is a short quotation, incorporate it into the text lines and place quotation marks around it. To document a quote within the body of the text, indicate the author, year of publication, and the page number. If material is paraphrased, you don't use quotation marks, but you still document the source. See an APA source for correct format of a long quote. See the OWL Purdue *APA Sample* report. Practice by keying the APA report provided (including a title page) according to APA style.

**Tables.** Tables are centered vertically and horizontally on the page. Use Autofit to Contents to reduce white space in the columns. Table titles are centered, all caps, bold. Column headings can be centered or aligned with the data in the column below them. Align textual data at the left, and numerical data at the right or at the decimal point. See *Reference Manual* (Tables) for correct formats. Practice by keying the Boxed Table on the *Reference Manual* page.

**Graphics.** Practice inserting graphics (clipart, photos, etc.) into a document. Be able to move and size the picture and use wrapping features.

## OTHER INFORMATION TO STUDY

**Word Processing** Microsoft Word 2016 is the current version of word processing software loaded on the computers in ACED labs. Students are expected to know the differences between Word's older versions and Word 2016 styles, and how to set up a document using the appropriate style. Students are also expected to know details about features and functions of Microsoft Word. **IMPORTANT: Current word processing criteria calls for ONE SPACE AFTER PUNCTUATION (such as at the end of a sentence).**

**Letter Styles** **Block Style:** All lines begin at the left margin—no paragraph indentions.  
**Modified Block Style:** Most lines begin at the left margin—no paragraph indentions. Only the date, closing, and signature lines begin at a left-aligned tab at the center point (NOT centered with the centering alignment button).

**Letter Placement** All letters should be attractively placed on the page, typically using default (1" or 1.25") side margins.

**One-Page Letters:** Use a 2" top margin, or after the one-page letter is keyed, vertically center it.

**Multipage Letters:** For a multipage letter, use a 2" top margin on the first page and default (1") top margins on subsequent pages. Use letterhead for the first page only. Do NOT vertically center multipage letters.

**Second-Page Headings:** All multipage letters must have page numbers on the second and subsequent pages (but NOT on the first page). One option for multipage letters is to key the name of the person or company to whom the letter is addressed, then Page # (using the page # feature so that the correct page number appears on following pages), then the current date, each aligned in the header at the left margin. Make sure there is a blank line between the heading and the first line of type.

### Letters with Special Features

**Mailing Notations:** Special notations such as registered, certified, or special delivery are keyed in all caps a double space below the dateline at the left margin. Then double space and begin the inside address. On the envelope these special mailing notations are keyed below the stamp position. Other notations such as confidential or personal (where there is no extra charge from the post office) are keyed on the envelope a double space below the return address.

**Reference Line:** Key the reference line after a blank line below the inside address at the left margin. It is usually a number, such as a policy number, account number, etc.

**Subject Line:** This feature tells the reader what the letter is going to be about. It is placed after a blank line below the salutation at the left margin.

**Company Name in the Closing:** The company name in the closing is keyed in all caps after a blank line below the complimentary close. Three blank lines separate the company name and the signature line.

**Enclosure Notation:** The enclosure (or attachment) notation is keyed after a blank line below the reference initials. If the enclosures are listed, they should be single spaced and blocked one space to the right of a colon after the word Enclosures.

**Copy Notation:** A copy notation is listed after a blank line below the enclosure notation, if one is used, or after a blank line below the reference initials. It indicates that someone else is receiving a copy of the letter.

**Blind Copy Notation:** If a blind copy is required, the *bc* notation would NOT appear on the original—only on the copies.

**Postscript:** Key the postscript (without the P.S.) after a blank line below the last notation on the letter. If the paragraphs of the letter were block, then block the postscript. If the paragraphs were indented, then indent the postscript.

## Envelopes

Use the envelopes feature of the word processing program.

## Traditional Memo

Use default side margins and a 2" top margin on the first page (and default 1" top margin on subsequent pages). Use the second default tab (10 spaces from the left margin) to accommodate the longest line in the heading (**SUBJECT:**). Key the heading (generally **TO:, FROM:, DATE:, SUBJECT:**) in all caps and bold. Double-space between the parts of the heading and between the single-spaced paragraphs of the memo. Include reference initials and enclosure or copy notations and page numbers when appropriate.

## Tables

The following are standard table formatting features taught in ACED2300:

- Main Heading is centered over the table, CAPS, bold
- Subheading is centered over the table, Initial Caps, bold
- Blank line is inserted after the main or subheading before the column headings
- *AutoFit to Contents* command is used for all cells
- Text is left-aligned
- Numbers are right-aligned
- Text in tables is single spaced unless instructed otherwise
- Double space above and below a table in a document
- Table is centered both horizontally and vertically when it appears alone on the page

## Business Reports

Business reports are generally single spaced with a blank line between each paragraph, and no paragraph indents. Use default margins unless the report will be bound, in which case you will leave an extra half-inch for the binding. Many business reports are leftbound (1.25" left margin).

## APA Academic Reports

APA (American Psychological Association) is recognized as the most popular method of documentation for academic reports. The following is a brief summary of APA Style. For details, please refer to an APA manual or the OWL Purdue Website at <http://owl.english.purdue.edu/>.

Double space all lines and leave a uniform one-inch margin at the top, bottom, and sides of all pages.

The title page contains the page header and page number. The header is the first two or three words of the title. The running head is in all caps. Drop down six or seven double-spaced lines and horizontally center the report title, author, and affiliation; this position will place the information in the top half of the page.

The text begins on Page 2. Each paragraph is double spaced and has a five-space paragraph indentation. If there is a short quotation, incorporate it into the text lines and place quotation marks around it. If there is a long quotation in the text, continue to double space, but indent the quote five spaces from the left margin. Do not put quotation marks around a long quotation. If there are several enumerated items, double space them with each numbered item beginning a new paragraph.

To document a quote within the body of the text, indicate the author, year of publication, and the page number. If material is paraphrased, list only the author and year of the publication.

A side heading is flush with the left margin and each major word is capitalized. It is on a line by itself. A paragraph heading begins at the paragraph point, and only the first word is capitalized. Put a period after it, space, and begin your sentences.

A list of references used is on a separate page. The word References is centered above the alphabetized list. All entries are double spaced. The first line of each entry begins at the left margin. The second and subsequent lines of the entry are indented five spaces (hanging indent). List the author or authors' last name first, followed by **initials only**, then followed by a period. Then list the year of publication in parentheses followed by a period. See an APA reference for more information about specific formatting of different types of references, including electronic references.

## Miscellaneous Documents

Formatting rules will vary from source to source. Of course, the main guidelines are that documents are attractive, easy to read, and error free.

**Agendas:** Agendas show what items will be covered at a meeting. The items are often numbered, but numbering is not required. The item is usually at the left margin, then dot leaders (using dot leader tabs), then a name of the responsible party is usually aligned flush right. This arrangement easily shows who will be making a report on a particular topic.

**Minutes:** Some minutes are single spaced, while others may be double spaced. Typically minutes include time and place of the meeting, summary of reports, unfinished business, new business, and adjournment. Some minutes list those who are present and absent. Motions should be listed verbatim. There are some differences between action minutes and traditional minutes. Mainly, action minutes summarize actions taken and are limited to one page.

**News Releases:** These are usually double spaced on letterhead, on special forms, or on plain paper. The company name and address and date should be included. Providing the name of the contact person is helpful. The most important news should be presented first, in case part of the news is cut off or not used. On a two-page release, "more" is keyed after the last line on the first page as a footer. Key a header on the second page consisting of a one-word slug line (usually the first word of the subject line) followed by a diagonal and page number. After the last line of the release, ### is centered to indicate the end of the information.

**Itineraries:** Itineraries are keyed in an organized manner and should be easy to follow. Headings are frequently used for dates and/or destinations. Usually the entries would be single spaced with double spacing between entries. In most itineraries, the time is at the left margin; and then a tab stop is set several spaces after the time to key the destination. It is helpful to include all travel information as well as meetings, meals, etc.

**Resumes and Cover Letters:** These documents should be attractive, error free, and need to represent your best effort. The resume should never exceed two pages, and one is preferred. The cover letter should always be one page and written to a specific person.

**Table of Contents with Leader Tabs:** A leader is a series of dots that leads the eye to the next column. Leaders are used in documents such as table of contents, agendas, and financial documents. Leaders can be used with a left, center, right, or decimal tab. Leader tabs must be set from the Tab dialog box.

## Progressive Practice: Alphabet

This skillbuilding routine contains a series of 30-second timed writings that range from 16 wpm to 104 wpm. The first time you use these timed writings, take a 1-minute timed writing with 3 or fewer errors on the Entry Timed Writing paragraph. Push moderately for speed.

Select a passage that is 1 to 2 wpm *higher* than your Entry Timed Writing speed. Then take up to six 30-second timed writings on the passage.

Your goal each time is to complete the passage within 30 seconds with no errors. When you have achieved your goal, move on to the next passage and repeat the procedure.

### Entry Timed Writing

Bev was very lucky when she found extra quality in the home she was buying. She quietly told the builder that she was extremely satisfied with the work done on her new home. The builder said she can move into her new house next month.

1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12

16 wpm

The author is the creator of a document.

18 wpm

Open means to access a previously saved file.

20 wpm

A byte represents one character to every computer.

22 wpm

Hard copy is usually text that is printed out on paper.

24 wpm

Soft copy is text that is displayed on your computer screen.

26 wpm

Memory is that part of your word processor that stores your data.

28 wpm

The menu is a list of choices used to guide a user through a function.

30 wpm

A sheet feeder is a device that will insert sheets of paper into a printer.

32 wpm

An icon is a small picture that illustrates a function or an object in software.

34 wpm

Active icons on your desktop represent the programs that can be run on your computer.

- 36 wpm** To execute means to perform an action specified by the user or also by a computer program.
- 38 wpm** Output is the result of a word processing operation. It can be either printed or magnetic form.
- 40 wpm** Format refers to the physical features which affect the appearance and arrangement of your document.
- 42 wpm** A font is a type style of a particular size or kind that includes letters, numbers, or punctuation marks.
- 44 wpm** Ergonomics is the science of adapting working conditions or equipment to meet the physical needs of employees.
- 46 wpm** Home position is the starting position of a document; it is typically the upper left corner of the display monitor.
- 48 wpm** The purpose of a virus checker is to find those programs that may cause your computer to stop working as you want it to.
- 50 wpm** An optical scanner is a device that can read text and enter it into a word processor without the need to type the data again.
- 52 wpm** Hardware refers to all the physical equipment you use while computing, such as the display screen, keyboard, printer, and scanner.
- 54 wpm** A peripheral device is any piece of equipment that will extend the capabilities of a computer system but is not required for operation.
- 56 wpm** A split screen displays two or more different images at the same time; it can, for example, display two different pages of a legal document.
- 58 wpm** To defrag the computer means that you are reorganizing the files so that related files will be located in the same general place on a hard drive.
- 60 wpm** With the click of a mouse, one can use a button bar or a toolbar for fast access to features that are frequently applied when using a Windows program.

## J. BASIC PROOFREADERS' MARKS

Proofreaders' marks are used to indicate changes or corrections to be made in a rough-draft document that is being revised for final copy. Study the chart to learn what each proofreaders' mark means.

Proofreaders' Marks	Draft	Final copy
 Omit space	data base	database
 Insert	if hes going, <sup>not</sup>	if he's not going,
 Capitalize	Maple street	Maple Street
 Delete	a final draft	a draft
 Insert space	allready to	all ready to
 Change word	and if you <sup>when</sup>	and when you
 Use lowercase letter	our President	our president
 Transpose	they all see	they see all
 Single-space	SS [ first line second line	first line second line
 New paragraph	... to use it. ¶ We can	... to use it. We can

## D. BASIC PARTS OF A BUSINESS LETTER

**Office Supplies  
Express**

4412 Express St., Los Angeles, CA 90029  
Tel: 555-523-4444 • Fax: 555-523-4343  
e-mail: customer\_service@officesuppliesexpress.com

October 25, 20--

Mr. Steve Zimmerly  
Executive Assistant  
Allied Insurance Company  
855 North Vermont Avenue  
Los Angeles, CA 90029

Dear Mr. Zimmerly:

Thank you for your interest in our latest line of laser printers. You mentioned that you would be interested in a color printer if the price is in line with your budget.

You will be receiving a catalog within the next week that will provide you with all the information you requested. I would like to arrange an appointment with you in your office so that we can go over any questions you might have.

Office Supplies Express is committed to providing you with the highest-quality printer at the lowest price possible. I look forward to talking with you soon.

Sincerely,

Sylvia Chavez  
Sylvia Chavez  
Customer Support Representative

jkb

**LETTERHEAD.** Printed name, address, and telephone number (and/or fax number and e-mail address) of the company.

**DATE LINE.** Month, day, and year of the letter; type 2 inches from the top of the page.

**INSIDE ADDRESS.** Name and address of the party to whom the letter is written; begin 4 lines below the date.

**SALUTATION.** Opening greeting; type 2 lines below the inside address.

**STANDARD PUNCTUATION.** A colon after the salutation and a comma after the complimentary closing.

**BODY.** Text or message of the letter; begin 2 lines below the salutation.

**COMPLIMENTARY CLOSING.** Closing farewell; type 2 lines below the body.

**SIGNATURE.** Handwritten signature of the writer.

**WRITER'S IDENTIFICATION.** Name, or title, or both of the writer; begin 4 lines below the complimentary closing.

**REFERENCE INITIALS.** Initials of the typist; type 2 lines below the writer's identification.

## D. PERSONAL-BUSINESS LETTERS

Personal-business letters are prepared by individuals to conduct their personal business. To format a personal-business letter:

1. Type the letter on plain paper or personal stationery, not letterhead.
2. Include the writer's return address in the letter directly below the writer's name in the closing lines.
3. Since the writer of the letter usually types the letter, do not use reference initials.
4. Spell-check, proofread, and preview your document for spelling and formatting errors.

### Correspondence 42-26

Personal-Business Letter  
in Block Style

June 4, 20-- | Mr. Randall Mitchell | 5270 Rosecrans Avenue | Topeka, KS 67284 |

Dear Mr. Mitchell:

¶ Your presentation at the Sand Hills Country Club, "Steps for Successful Employment," was one of the most enjoyable our members have observed. I especially enjoyed the question-and-answer session at the conclusion of your wonderful presentation, and I received many favorable comments from other attendees as well.

¶ Our professor has suggested that we take the information you gave us and prepare a website that focuses on the key points you mentioned in your speech. That way, many of our classmates can take advantage of your excellent advice when preparing for their 1st search job. We have also found at least 20 other sources to use on the world wide web that we plan to include in our Web site that will be posted by the 10th of next month.

¶ This has been a very interesting assignment, thanks to the excellent information you provided. The project has given other students an incentive to construct their own Web sites pertaining to job searches and interviewing techniques.

¶ Again, thank you for all your excellent ideas.

Sincerely, | James Fetter | 3421 Carlisle Avenue | Topeka, KS 67209

Progress and  
Proofreading  
Check



Documents designated as Proofreading Checks serve as a check of your proofreading skill. Your goal is to have zero typographical errors when the GDP software first scores the document.

Italicize the magazine title.

April 3, 20-- / Ms. Robbie Holt / Staff Development  
Coordinator / Health Care Incorporated / 1129 Market Street  
/ Philadelphia, PA 19107 / Dear Ms. Holt:

I understand that you were in charge of selecting some fabulous new laser printers for Health Care Incorporated in Philadelphia. I know you researched the needs of your branch and considered those needs in your choice. I certainly appreciate your effort.

Several of us at Health Care Incorporated here in Los Angeles would be very interested in seeing the printers demonstrated as we are planning a major printer upgrade with training to follow as well. Would it be possible to schedule a demonstration soon? We are particularly interested in learning about any features that particularly influenced your printer choice.

I have enclosed an article on laser printers from the latest issue of *Office Technology*. Please let me know your reaction to the article. If I can help you in any way to arrange the demonstration, I would be more than happy to do so.

Sincerely, / Jeffrey Keller / Staff Development Coordinator  
/ *urs* / Enclosure

# Formatting

## H. BASIC PARTS OF A MEMO

A memo is usually sent from one person to another in the same organization. E-mail in recent years has replaced memos as an efficient means of interoffice communication in many offices. However, memos are better suited for detailed messages of a more formal nature.

↓5X →tab  
**MEMO TO:** Robert Abrams, Executive Vice President ↓2X  
**FROM:** Juan Montalvo, Director of Operations jmv  
**DATE:** January 18, 20--  
**SUBJECT:** New Corporate Site ↓2X

As you can see from the attached letter, I've accepted two bids for the construction of our new corporate site. The companies under consideration are Livingston Master Builders and ABC Allstar Contractors. ↓2X

These two companies have been asked to submit all specifications for the new site and a consideration bid by February 23. When all the bids are in and reviewed by our team, I will let you know. At that time, we will assemble the corporate team and review each bid in detail.

Thank you for your patience and your faith in this project. I know it will be a great success. ↓2X

woc  
Attachment

**MEMO HEADINGS.** Printed guide words typed in bold (including the colon); press **TAB** after the colon as needed to align the heading entries at the same point; begin 2 inches from the top of the page.

**MEMO TO HEADING.** Name of recipient; if a title is included, separate the name and title with a comma.

**FROM HEADING.** Name of writer; if a title is included, separate the name and title with a comma; followed by handwritten initials of sender.

**DATE HEADING.** Month, day, and year the memo was typed.

**SUBJECT HEADING.** Subject of the memo; if the subject wraps to a second line, press **TAB** at the start of the second line as needed to align the second line at the same point as the first line.

**BODY.** Text or message of the memo; type 2 lines below the subject heading.

**REFERENCE INITIALS.** Initials of the typist; type 2 lines below the body.

**ATTACHMENT NOTATION.** Indicates that something is attached; if used, type directly below the reference initials.

## Document Processing

Correspondence  
30-17  
Memo

Underline the text to be emphasized.

Italicize the book title.

**MEMO TO:** All Executive Assistants | **FROM:** Robbie Holt, Staff Development Coordinator | **DATE:** March 25, 20-- | **SUBJECT:** Standardizing Document Formats

¶ Last month we received our final shipment of new laser printers. The installation of these printers in your offices marked the final phaseout of all ink-jet printers.

¶ Because all of us can now use a variety of standardized fonts in our correspondence, please note the following change: From now on, all titles in tables, correspondence, and reports should be set in Calibri 14. This new formatting change will help us to standardize our communications.

¶ The latest edition of the book *Quick Reference for the Automated Office* has two pages of helpful information on laser printers. I have attached my comments. Please read these pages carefully, and we will discuss them at our next meeting.

urs | Attachment



The title should summarize the paper's main idea and identify the variables under discussion and the relationship between them.

The title should be centered on the page, typed in 12-point Times New Roman Font. It should not be bolded, underlined, or italicized.

Green text boxes contain explanations of APA style guidelines.

Blue boxes contain directions for writing and citing in APA style.



Varying Definitions of Online Communication and Their Effects on Relationship Research

The author's name and institution should be double-spaced and centered.



Elizabeth L. Angeli  
State University

Author Note

Elizabeth L. Angeli, Department of Psychology, State University.

Elizabeth Angeli is now at Department of English, Purdue University.

This research was supported in part by a grant from the Sample Grant Program.

Correspondence concerning this article should be addressed to Elizabeth Angeli, Department of English, Purdue University, West Lafayette, IN 55555.

Contact: [author@boiler.edu](mailto:author@boiler.edu)

The running head is a shortened version of the paper's full title, and it is used to help readers identify the titles for published articles (even if your paper is not intended for publication, your paper should still have a running head).

The running head cannot exceed 50 characters, including spaces and punctuation. The running head's title should be in capital letters. The running head should be flush left, and page numbers should be flush right. On the title page, the running head should include the words "Running head." For pages following the title page, repeat the running head in all caps without "Running head."

The author note should appear on printed articles and identifies each author's department and institution affiliation and any changes in affiliation, contains acknowledgements and any financial support received, and provides contact information. For more information, see the APA manual, 2.03, page 24-25. Note: An author note is optional for students writing class papers, theses, and dissertations..

An author note should appear as follows:  
 First paragraph: Complete departmental and institutional affiliation  
 Second paragraph: Changes in affiliation (if any)  
 Third paragraph: Acknowledgments, funding sources, special circumstances  
 Fourth paragraph: Contact information (mailing address and e-mail)

## VARYING DEFINITIONS OF ONLINE COMMUNICATION

2

### Abstract



The abstract is a brief summary of the paper, allowing readers to quickly review the main points and purpose of the paper.

The abstract should be between 150-250 words. Abbreviations and acronyms used in the paper should be defined in the abstract.

This paper explores four published articles that report on results from research conducted on online (Internet) and offline (non-Internet) relationships and their relationship to computer-mediated communication (CMC). The articles, however, vary in their definitions and uses of CMC. Butler and Kraut (2002) suggest that face-to-face (FtF) interactions are more effective than CMC, defined and used as “email,” in creating feelings of closeness or intimacy. Other articles define CMC differently and, therefore, offer different results. This paper examines Cummings, Butler, and Kraut’s (2002) research in relation to three other research articles to suggest that all forms of CMC should be studied in order to fully understand how CMC influences online and offline relationships.

The word “Abstract” should be centered and typed in 12 point Times New Roman. Do not indent the first line of the abstract paragraph. All other paragraphs in the paper should be indented.

*Keywords:* computer-mediated communication, face-to-face communication

Varying Definitions of Online Communication and Their Effects on Relationship Research



Numerous studies have been conducted on various facets of Internet relationships,

focusing on the levels of intimacy, closeness, different communication modalities, and the frequency of use of computer-mediated communication (CMC). However, contradictory results are suggested within this research mostly because only certain aspects of CMC are investigated, for example, email only. Cummings, Butler, and Kraut (2002) suggest that FtF interactions are more effective than CMC (read: email) in creating feelings of closeness or intimacy, while other studies suggest the opposite. In order to understand how both online (Internet) and offline (non-Internet) relationships are affected by CMC, all forms of CMC should be studied. This paper examines Cummings et al.'s research against other CMC research to propose that additional research be conducted to better understand how online communication affects relationships.

In Cummings et al.'s (2002) summary article reviewing three empirical studies on online social relationships, it was found that CMC, especially email, was less effective than FtF contact in creating and maintaining close social relationships. Two of the three reviewed studies focusing on communication in non-Internet and Internet relationships mediated by FtF, phone, or email modalities found that the frequency of each modality's use was significantly linked to the strength of the particular relationship (Cummings et al., 2002). The strength of the relationship was predicted best by FtF and phone communication, as participants rated email as an inferior means of maintaining personal relationships as compared to FtF and phone contacts (Cummings et al., 2002).

The title should be centered on the page, typed in 12-point Times New Roman Font. It should not be bolded, underlined, or italicized.

The title of the paper is centered and not bolded.

The introduction presents the problem that the paper addresses. See the OWL resources on introductions: <http://owl.english.purdue.edu/owl/resource/724/01/>

If an article has three to five authors, write out all of the authors' names the first time they appear. Then use the first author's last name followed by "et al."

In-text citations that are direct quotes should include the author's/ authors' name/s, the publication year, and page number/s. If you are paraphrasing a source, APA encourages you to include page numbers: (Smith, 2009, p. 76).

APA requires you to include the publication year because APA users are concerned with the date of the article (the more current the better).

Cummings et al. (2002) reviewed an additional study conducted in 1999 by the HomeNet project. In this project, Kraut, Mukhopadhyay, Szczypula, Kiesler, and Scherlis (1999) compared the value of using CMC and non-CMC to maintain relationships with partners. They found that participants corresponded less frequently with their Internet partner (5.2 times per month) than with their non-Internet partner (7.2 times per month) (as cited in Cummings et al., 2002). This difference does not seem significant, as it is only two times less per month. However, in additional self-report surveys, participants responded feeling more distant, or less intimate, towards their Internet partner than their non-Internet partner. This finding may be attributed to participants' beliefs that email is an inferior mode of personal relationship communication.

Intimacy is necessary in the creation and maintenance of relationships, as it is defined as the sharing of a person's innermost being with another person, i.e., self-disclosure (Hu, Wood, Smith, & Westbrook, 2004). Relationships are facilitated by the reciprocal self-disclosing between partners, regardless of non-CMC or CMC. Cummings et al.'s (2002) reviewed results contradict other studies that research the connection between intimacy and relationships through CMC.

Hu et al. (2004) studied the relationship between the frequency of Instant Messenger (IM) use and the degree of perceived intimacy among friends. The use of IM instead of email as a CMC modality was studied because IM supports a non-professional environment favoring intimate exchanges (Hu et al., 2004). Their results suggest that a positive relationship exists between the frequency of IM use and intimacy, demonstrating



To aid readability in manuscript drafts, APA suggests using two spaces after a period throughout your paper.

that participants feel closer to their Internet partner as time progresses through this CMC modality.

Similarly, Underwood and Findlay (2004) studied the effect of Internet relationships on primary, specifically non-Internet relationships and the perceived intimacy of both. In this study, self-disclosure, or intimacy, was measured in terms of shared secrets through the discussion of personal problems. Participants reported a significantly higher level of self-disclosure in their Internet relationship as compared to their primary relationship. In contrast, the participants' primary relationships were reported as highly self-disclosed in the past, but the current level of disclosure was perceived to be lower (Underwood & Findlay, 2004). This result suggests participants turned to the Internet in order to fulfill the need for intimacy in their lives.

In further support of this finding, Tidwell and Walther (2002) hypothesized CMC participants employ deeper self-disclosures than FtF participants in order to overcome the limitations of CMC, e.g., the reliance on nonverbal cues. It was found that CMC partners engaged in more frequent intimate questions and disclosures than FtF partners in order to overcome the barriers of CMC. In their 2002 study, Tidwell and Walther measured the perception of a relationship's intimacy by the partner of each participant in both the CMC and FtF conditions. The researchers found that the participants' partners stated their CMC partner was more effective in employing more intimate exchanges than their FtF partner, and both participants and their partners rated their CMC relationship as more intimate than their FtF relationship.

### Discussion

In 2002, Cummings et al. stated that the evidence from their research conflicted with other data examining the effectiveness of online social relationships. This statement is supported by the aforementioned discussion of other research. There may be a few possible theoretical explanations for these discrepancies. First, one reviewed study by Cummings et al. (2002) examined only email correspondence for their CMC modality. Therefore, the study is limited to only one mode of communication among other alternatives, e.g., IM as studied by Hu et al. (2004). Because of its many personalized features, IM provides more personal CMC. For example, it is in real time without delay, voice-chat and video features are available for many IM programs, and text boxes can be personalized with the user's picture, favorite colors and text, and a wide variety of emoticons, e.g., :). These options allow for both an increase in self-expression and the ability to overcompensate for the barriers of CMC through customizable features, as stated in Tidwell and Walther (2002). Self-disclosure and intimacy may result from IM's individualized features, which are not as personalized in email correspondence.

In addition to the limitations of email, Cummings et al. (2002) reviewed studies that focused on international bank employees and college students. It is possible the participants' CMC through email was used primarily for business, professional, and school matters and not for relationship creation or maintenance. In this case, personal self-disclosure and intimacy levels are expected to be lower for non-relationship interactions, as this communication is primarily between boss and employee or student

A Level 1 heading should be centered and bolded. If you use more than two levels of headings, consult section 3.02 of the APA manual (6<sup>th</sup> ed.) or the OWL resource on APA headings: <http://owl.english.purdue.edu/owl/resource/560/16/>

Because all research has its limitations, it is important to discuss the limitations of articles under examination.

and professor. Intimacy is not required, or even desired, for these professional relationships.

Instead of professional correspondence, however, Cummings et al.'s (2002) review of the HomeNet project focused on already established relationships and CMC's effect on relationship maintenance. The HomeNet researchers' sole dependence on email communication as CMC may have contributed to the lower levels of intimacy and closeness among Internet relationships as compared to non-Internet relationships (as cited in Cummings et al., 2002). The barriers of non-personal communication in email could be a factor in this project, and this could lead to less intimacy among these Internet partners. If alternate modalities of CMC were studied in both already established and professional relationships, perhaps these results would have resembled those of the previously mentioned research.

In order to gain a complete understanding of CMC's true effect on both online and offline relationships, it is necessary to conduct a study that examines all aspects of CMC. This includes, but is not limited to, email, IM, voice-chat, video-chat, online journals and diaries, online social groups with message boards, and chat rooms. The effects on relationships of each modality may be different, and this is demonstrated by the discrepancies in intimacy between email and IM correspondence. As each mode of communication becomes more prevalent in individuals' lives, it is important to examine the impact of all modes of CMC on online and offline relationship formation, maintenance, and even termination.

The conclusion restates the problem the paper addresses and can offer areas for further research. See the OWL resource on conclusions: <http://owl.english.purdue.edu/owl/resource/724/04/>

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Start the reference list on a new page, center the title "References," and alphabetize the entries. Do not underline or italicize the title. Double-space all entries. Every source mentioned in the paper should have an entry.

References

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## E. REPORTS IN APA STYLE

In addition to the traditional academic style, academic reports may also be formatted in APA (American Psychological Association) style. In the APA style, format the report as follows:

1. Use the default 1-inch margins, and 12-pt. Calibri throughout the report.
2. Double-space the entire report.
3. Insert a header for all pages; type a shortened title and insert an automatic page number that continues the page-numbering sequence from the previous page right-aligned inside the header.  
**Note:** APA style requires that page 1 be a title page and page 2 be an abstract. Thus, the first page of your APA report should be page number 3.
4. Type the title 1 inch from the top of the page centered using upper- and lowercase letters. Press ENTER 1 time and type the byline centered using upper- and lowercase letters. (Do not bold either the title or the byline.)
5. Indent all paragraphs 0.5 inch.
6. Type main headings centered, using upper- and lowercase letters. Press ENTER 1 time before and after the main heading.
7. Type subheadings at the left margin in italics using upper- and lowercase letters. Press ENTER 1 time before and after the subheading.
8. Spell-check, proofread, and preview your document for spelling and formatting errors.

top, bottom, and side margins: default (1")  
double-space throughout

Computer History 3

**Title** A Brief History of Computers

**Byline** Joshua T. Reynolds

→ **tab** The first computer was probably the abacus, which was used about 5,000 years ago in Asia Minor. As we know them today, computers were first used just after the Second World War, around 1945. Since then, several computer enhancements have occurred. The following paragraphs summarize the major developments that occurred.

**Main Heading** Early Computers

Computers were first run by vacuum tubes. The first computer was called the ENIAC, and it was used by the U.S. Census Bureau as well as by President Eisenhower's campaign to predict his presidential victory in 1952 (Burris, 2008).

← Citation

**Subheading** *Enhancement of Speed* ← Italic

Transistors were used after vacuum tubes to run computers. These computers were known for their ability to accept instructions for a specific function that could be stored within the computer's memory. After that computer generation, integrated circuits replaced the transistors. As a result, computers became smaller, faster, and more powerful (Diaz & Moore, 2009).

The Intel chip was responsible for most of the changes taking place in computers in the last 30 years. Computers were becoming faster and faster; and

## F. AUTHOR/YEAR CITATIONS

Any information based on other sources and used in a report must be documented or cited. The author/year method of citation includes the source information in parentheses at the appropriate point within the text. For more detailed information on APA citations, refer to the illustration in this book or consult the current APA style guide.

## G. WORD PROCESSING: HEADERS

Study Lesson 47 in your Word Manual. Complete all of the shaded steps while at your computer. Then format the documents that follow.



**GO TO**  
Word Manual

**Report**  
**47-15**

Report in APA Style

# general

# general

# general

## Document Processing

Global Warming 3

A Brief History of Global Warming | April R. Baumgartner

¶ Earth's climate constantly changes, and many scientists believe that the temperature rises we see in this decade are a natural phenomenon that occurs every so many years. Around 25,000 years ago, it is believed that earth was covered by large areas of ice. And then, about 7,000 years ago, temperatures began to rise and the "Ice Age" came to an end.

### Second Ice Age

¶ In the 14<sup>th</sup> century earth experienced the start of another Ice Age where much of the land mass was covered by glaciers, mostly in three areas: Alaska, Iceland, and the Scandinavian countries. By 1850, however, earth's temperatures had warmed to the point where the glaciers receded, uncovering millions of acres of fertile soil.

(continued on next page)

¶ Jean Baptiste Joseph Fourier, a French mathematician, was the first scientist to propose a theory of global warming. In 1824 he discovered that the earth's temperature was slowly rising. His theory was labeled the "greenhouse effect" because carbon dioxide traps heat in the earth's atmosphere.

# general

¶ Fourier's theory was challenged by Milutin Milankovitch, who proposed that earth's changing temperatures were nothing more than a result of orbital changes of earth. But again in the 1950s, G. S. Callendar supported Fourier's greenhouse effect, and his work led others to increase their research efforts into the concept of global warming. Over 20 mathematical models have been used to analyze global temperatures, and these findings support a belief that global warming is directly related to human activity. It was at that time that scientists voiced their opinion that an increased level of carbon dioxide emissions would trigger an outbreak of global warming.

¶ The fear that carbon dioxide emissions were responsible for an increase in global temperatures prompted the international community to propose the creation of the kyoto protocol, an international agreement to fight global warming. Members of the organization required countries to reduce their emission of greenhouse gases.

# Reference Manual

## A. BOXED TABLE

(with subtitle; bottom-aligned and braced column headings; left- and right-aligned columns; total line and table note)

center page ↓  
center horizontally

**Title**  
14 pt AUSTIN-REEVES PRINTER DEPOT  
**Subtitle**  
12 pt Sales Trends for 20--  
(000s omitted)

align bottom ↓

Braced column headings

Product	Annual Sales		Quarterly Sales	
	This Year	Last Year	This Quarter	Last Quarter
Ink-jet: color	\$ 569	\$ 841	\$ 120	\$ 99
Ink-jet: color portable	6	24	2	6
Ink-jet: black and white	273	588	71	147
Printer/copier combination	1,622	2,054	422	509
Black-and-white laser: standard	389	507	121	129
Black-and-white laser: premium	2,368	87	592	25
Color laser	409	230	100	70
<b>Totals</b>	<b>\$5,636</b>	<b>\$4,331</b>	<b>\$1,428</b>	<b>\$985</b>

**Total line**  
**Table note**  
Note: Sales for this quarter ended at midnight, December 31.

## C. RULED TABLE

(with table number, title, centered column headings, and total line)

center page ↓  
center horizontally

**Table number and title**  
14 pt Table 2. RESCUE ONE  
COMPUTER TECHNICAL SUPPORT

align bottom ↓

Support Service	Fees to Date
Replacement parts	\$ 9,200
Troubleshooting	12,850
Software support	5,095
Hardware support	8,032
Product literature	105
Technical documentation	150
Printer drivers	129
<b>Total</b>	<b>\$35,561</b>

(Note: Table shown with "View Gridlines" active.)

## B. OPEN TABLE

(with 2-line title; 2-line centered, bottom-aligned column headings; left- and right-aligned columns; column entries with dollar and percent signs)

center page ↓  
center horizontally

**2-line title**  
14 pt SUITE HOLIDAY RETREAT  
12 pt BOUTIQUE HOTELS  
New Lodging Rates

align bottom ↓

Location	Rack Rate	Discount Rate	Saving
Bozeman, Montana	\$ 95.75	\$ 91.50	4.4%
Chicago, Illinois	159.00	139.50	12.3%
Dallas, Texas	249.50	219.00	12.2%
Las Vegas, Nevada	98.50	89.95	8.7%
Beverly Hills, California	1,179.00	950.00	19.4%
Minneapolis, Minnesota	115.00	95.00	17.4%
New York, New York	227.50	175.00	23.1%
Oriando, Florida	105.75	98.50	6.3%
Portland, Maine	93.50	93.50	0.0%
Seattle, Washington	143.75	125.75	12.5%

**2-line column heading**  
2 spaces for each digit  
3 spaces: 2 for each digit; 1 for each comma

**Column A**      **Column B**

(Note: Table shown with "View Gridlines" active.)

## D. FORMATTING TABLES

The three basic styles of tables are boxed, open, and ruled. Tables have vertical columns (Column A), horizontal rows (Row 1), and intersecting cells (Cell A1). Center a table vertically that appears alone on the page. Insert 1 blank line before and after a table that appears within a document. Automatically adjust column widths and horizontally center all tables.

**Heading Block.** Merge any cells in Row 1, and type the heading block. Center and bold throughout. Type the title in all-caps, 14-pt. font, and the subtitle in upper- and lowercase, 12-pt. font. If a table has a number, type *Table* in upper- and lowercase. Follow the table number with a period and 1 space. Insert 1 blank line below the heading block.

**Column Headings.** Center column headings. Type in upper- and lowercase and bold. Bottom-align all column headings if a row includes a 2-line column heading. Merge desired cells for braced headings.

**Column Entries.** Left-align text columns, and right-align number columns. Capitalize only the first word and proper nouns in column entries.

**Column Entry Dollar and Percent Signs.** Insert the dollar sign only before the amount in the first entry and before a total amount entry. Align the dollar sign with the longest amount in the column, inserting spaces after the dollar sign as needed (allowing for 2 spaces for each digit and 1 space for each comma). Repeat the percent sign for each number in each column entry (unless the column heading identifies the data as percentages).

**Table Note and Total Line.** For a note line, merge the cells of the last row and use "Note" followed by a colon. For a total line, add a top and bottom border, use "Total" or "Totals" as appropriate, and add a percent or dollar sign if needed.