

Digital Communications 5.0

Digital Communications 5.01

Label the following font attributes.

1. **Digital Communication Systems** is an example bold.
2. *Digital Communication Systems* is an example of italics.
3. ***Digital Communication Systems*** is bold and italics.
4. Digital Communication Systems is underline.
5.  is created in WordArt.
6. Digital Communication Systems is subscript.
7. Digital Communication Systems is superscript.
8. ~~Digital Communication Systems~~ is strike through.
9. What voice commands should be used for the text below?
North Carolina
<bold that><cap that>
10. The text to the right is an example of underline? Digital Communication Systems
11. Visual additions such as 3-D effects used to attract a reader's attention to specific text are called enhancements.
12. Text sizes when using computer software are usually stated in points.
13. Times New Roman and Arial are examples of typefaces.

Digital Communications 5.02

1. Spell checkers are helpful in locating misspellings of words.
2. When editing a document electronically, cutting text to place it some other place in the document temporarily stores the text on the clipboard.
3. The scratch line voice command is used to quickly erase the last word or continuous phrase spoken.
4. The phrase “at the Fifth avenue deli” has a capitalization mistake.
5. Spell checker is a helpful software feature which underlines unknown words with a red line.
6. The grammar check software feature marks errors with a green underline.
7. The proofreading mark “#” means space is needed.

Digital Communications 5.03

1. The autotext feature of software can be used to insert the attention line.
2. The signature on a letter is handwritten directly above the writer's type name.
3. On an envelope, the word “Confidential” is an example of addressee or handling notation.
4. A sender's return address may be preprinted on the envelope.
5. Double spacing is used between the letter address and the salutation.
6. Punctuation marks are omitted after the salutation and complimentary close in an open punctuation style letter.
7. Reference initials are typed in lower case.
8. In a modified block letter, the dateline begins at the center point.

9. Mailing notations on a letter are keyed a double space below the dates in all caps.
10. The type of paper used for the second page of a letter is plain stationery.
11. The paragraphs in a modified block style letter may be either indented or blocked.
12. An orphan is the first line of the paragraph at the bottom of the page by itself.
13. Double spacing is required between the last line of the body of the letter and the complimentary close if there is no company name in the closing lines.
14. Single spacing is used in the body of a letter.
15. The type of spacing used between the complimentary close and the keyed signature is quadruple.
16. The subject line of a letter is located between the salutation and the body.
17. The autotext feature of software can be used to insert the attention line.
18. When punctuation marks are omitted in the opening and closing lines of a letter, the punctuation style is called open.
19. Registered is a mailing notation.
20. Envelopes are keyed single spaced.
21. The modified block formatting style is used when the dateline and the closing lines in a letter begin at the center point of the paper.
22. Key reference initials for a business letter a double space below the writer's typed title.
23. Concerning the personal-business letter, the return address appears just above the date.
24. The second page of a two-page letter begins with the heading.
25. Certified mail is an example of a mailing notation.
26. A reference initial indicates someone other than the writer keys the letter.
27. Postscript notation is an optional message added to a letter as the last item on the page.
28. Certified mail is an example of a mailing notation.

Digital Communications 5.04

1. An email heading may also include a copy notation.
2. The spacing used between the body of a memo and reference initials is double.
3. Double spacing is used between the “reference initials” and the “attachment” notation of a formal memorandum.
4. A document that accompanies a memo or letter is referred to as an attachment.
5. The side margins for a memorandum are 1 inches.
6. Single spacing is used within paragraphs in a memo.

Digital Communications 5.05

1. The correct order of each source in a bibliography is author's name, title of source, and publication date.
2. Orphan protection prevents leaving the FIRST LINE of a paragraph on the BOTTOM LINE of a page.
3. All entries in a bibliography are listed alphabetically by author surname.
4. Endnotes are keyed on a separate page at the end of the report.
5. When an academic report has a heading keyed at the top left margin on the first page of the report, a title page is not necessary.
6. The table of contents lists paragraph and side headings.
7. Double spacing is the correct spacing of main entries or headings (shown with Roman numerals) in an outline.

8. The title page of a report should be centered horizontally and vertically.
9. The top margin of an outline should be keyed 2 inches from the top of the page or vertically centered on the page.
10. In the body of a report, enumerated items should be single spaced with a double space between items.
11. An ellipsis is used in quoted material in a report to show omission of words, phrases or paragraphs.
12. The right margin of a left bound report is 1 inch.
13. All numbers of the second and succeeding pages of an unbound report are aligned at the right margin.
14. Single spacing should be used within individual endnotes.
15. Double spacing precedes and follows a long quotation in an academic report.
16. Quadruple spacing follows the title of a bound business report.

Digital Communications 5.06

1. The caption “5/10, n/30” on an invoice means a 5% discount is given if paid within 10 days, but the net (total amount – no discounts) is due within 30 days of the invoice date if the invoice is not paid within the discount period.
2. A person should list education before work experience on a resume when he has little work experience.
3. Good sources of references for a resume include FBLA advisors, supervisors, and teachers. Good sources of references for a resume do not include relatives.
4. Information that a job applicant should include is education (including schools and dates of attendance), special skills and competencies, and work experience (including the name and address of employer, dates employed, and the job held). Information that a job applicant should not include is one’s age and health.
5. When completing a job application, the applicant should print neatly in blue or black ink.
6. The unit cost reflects the cost per item when a purchase is being ordered.
7. Single spaced with a double space between items is the correct spacing of the lower portion of an invoice that contains a list of items ordered.
8. The social security is an important number to have available when filling out an application form.

Digital Communications 5.07

1. A subtitle in a table should be keyed in initial caps (major words begin with a cap).
2. When formatting a multiple-line column heading, align the last lines of each column heading on the same line.
3. Column headings and data that begin at a left tab stop in a table are blocked.
4. The appropriate tab settings to use for formatting tables and setting tabs are dependent upon the column data.
5. Column headings are recommended for use in tables because they provide a description of the table body.
6. The column headings in a table should be keyed in initial caps (major words begin with a cap).
7. The correct spacing within a multiple-line column heading in a table is single.
8. Column headings help to identify the data in the body of a table.

9. Double spacing follows the column headings of a table.
10. Double is the correct spacing between the subtitle and column headings.

Digital Communications 5.08

1. Minutes is the summary of the events and business conducted during a meeting.
2. A list including dates, times, schedules, lodging, and method of travel is called an itinerary.
3. Vertical centering has equal top and bottom margins.
4. The most efficient method to horizontally center a line of text is use the automatic centering feature of your software.
5. When keying minutes, the organization's name should be keyed 1 inch from the top.
6. An agenda includes the order of topics to be covered at a meeting and the individuals responsible for each topic.
7. Side headings of minutes should be keyed in all caps.
8. The descriptive information in an agenda should be keyed in the second column.
9. Enhancements are visual additions that attract a reader's attention to specific text.
10. Double spacing should be used after the date information in an itinerary.

- **Agenda** — Includes the order of topics to be covered at a meeting and the individuals
- **Align (Justify)** — Refers to the arrangement of data in relation to a fixed point. Example: **Left align** arranges all data so that the left side of all data begins at the same point.
- **Announcement** — A document created to inform individuals of an event or occasion. No response is usually required. Usually sent to individuals within a targeted interest group.
- **Backspace** — delete items to left of cursor
- **Clipboard** — store cut or copied data
- **Column**— Data aligned from top to bottom.
- **Columnar Headings**— Used to identify the data in each column of a table, they appear underlined and immediately above the column data.
- **Copy** — show data in more than one place in the document
- **Cut** — move data from one location in document to another location
- **Delete** — remove data from of document
- **Enhancements** — Visual additions to attract a reader's attention to specific text.
- **Find** — locate data in a document
- **Flyer** — A document created to inform individuals of an event or occasion. No response is usually required. Can be sent to a targeted interest group, but may also be posted for the general public to view.
- **Format painter** — copy selected formatting of text
- **Go to** — move to selected area of document
- **Grammar checker** — mark possible grammar errors and offers suggestions for correction
- indicate whether or not the individual will attend.
- **Insert** — place data in select areas of document
- **Invitation** — A document sent to specified individuals in order to inform them and request their presence at an event or occasion. A response (reply) to the invitation is often required to

- **Itinerary** — A list which includes the dates, times, schedules, lodging, and method of travel to be used on a trip.
- **Main Heading (Primary Heading)**— Keyed in all capital letters, this is the main title of the table.
- **Minutes** — A summary of the events and business conducted during a meeting. **Minutes** are the official record of a meeting and are kept by the secretary of an organization.
- **Orientation** — The determination of how material is arranged on a page in either portrait or landscape style. On an 8 ½” x 11” size paper, portrait orientation has the short side of the paper at the top; landscape has the long side of the paper at the top.
- **Paste** — copy stored data to select location in document
- **Paste special** — copy stored data to select location in document in designated format
- **Repeat typing** — repeat last action
- **Replace** — remove data and put in other data
- responsible for each topic.
- **Row** — Data aligned from left to right.
- **Secondary Heading (Sub Heading)** — Keyed in initial capital letter, this heading, if used, appears a double space below the main heading and above the column headings/body.
- **Select text** — highlight specified text
- **Space bar** — expand or condense area between characters
- **Spell checker** — correct spelling errors
- **Tables**— A simple way to organize information using rows and columns to align data in an easy-to-read format.
- **Thesaurus** — find synonyms, antonyms, or related words
- **Undo typing** — allow one to undo a previous action

Guidelines for Formatting Simple Tables

Tables are a simple way to organize information using rows and columns to align data in an easy-to-read format. Use the following guidelines to aid you in formatting tables.

1. **Center** the table **horizontally** (equal blank space on the left and right of the table).
2. **Center** the table **vertically** (equal blank space at the top and bottom of the page).
3. **Center** the **main heading**. Key the heading in all **capital letters**. Double-space after the main heading.
4. **Center** the **secondary heading**. Key the secondary heading in **initial capital letters** (capital- and lower-case letters). Single-space the secondary heading if it takes more than one line.
5. **Double-space** between the heading and the body of the table.
6. Column headings identify the data in each column of a table. Key **column headings** in **initial capital letters**. **Underline** the column headings.
7. Column headings may be blocked (keyed at the tab stops set for the columns) or centered.
8. **Double-space** after the column headings.
9. Set tabs (or align data) for columns as follows:
 Use **left** alignment for columns that contain **words**.

Use **right** alignment for columns that contain **whole numbers**.

Use a **decimal** alignment for columns that contain **decimal numbers**. (If the column has a column heading, right align the column heading so that it will align with the right edge of the column data.)

Minutes, Agendas, and Itineraries

- An **agenda** includes the order of topics to be covered at a meeting and the individuals responsible for each topic.
- An **itinerary** is a list which includes the dates, times, schedules, lodging, and method of travel to be used on a trip.
- **Minutes** are a summary of the events and business conducted during a meeting. **Minutes** are the official record of a meeting and are kept by the secretary of an organization.

Keying Minutes

1. Because minutes are often kept in a three-ring binder, set margins for a bound report (LM = 1.5"; RM = 1").
2. Key the organization's name 1" from top of first page.
3. Double-space and key MINUTES OF THE REGULAR
4. MEETING in all caps. Double-space and key the date.
5. Double-space after the heading.
6. Key side headings in all capital letters. Double-space before and after the side headings.
7. Single-space minutes.
8. Quadruple-space before the closing to allow for signature. Start keying the closing at the center. The closing includes the secretary's name and title.
9. Key page numbers 1" from top on additional pages.

Keying Itineraries

1. Use default margins. Set left align tabs .5" and 2.5" from the left margin.
2. Use a 2" top margin **or** vertically center the itinerary.
3. Double-space after the heading.
4. Key the day of the week and the date at the left margin.
5. **Bold** the date information.
6. Double-space after the date information. Indent alltime .5" from the left margin. Use **local time** and align times at the colon.
7. Use the indent feature to align wrap-around lines in the event section of the itinerary.
8. Single-space the individual event notations. Double-space between events.
9. *Note:* It is also acceptable to key an itinerary in a table with or without gridlines.

Guidelines for Special Letter Parts

1. Special letter parts may include the following:
2. **Mailing notation** is used when correspondence is to be sent via a special postal service. For example, **Certified Mail**, **Registered Mail**, or **Special Delivery**.
3. Key the mailing notation a double space below the date, in all caps, and at the left margin.
4. **Attention line** issued to identify the title or department of the person who should receive the letter when the sender does not know the person's name. This notation should appear

on the envelope and the letter: for example, **Attention: Customer Refunds**. Key the attention line as the first line of the address.

5. **Subject line** is used to draw the reader's attention to the main subject of the correspondence: for example,
6. **BUDGET REQUEST or Budget Request**. Key the subject line in all caps a double space below the salutation at the left margin. Leave a double space after the subject line.
7. **Note:** The AutoText feature of your software can also be used to insert the above referenced letter parts.

Guidelines for Business Letters

1. Because letterhead stationary is used, the return address is not keyed.
2. Top margin is usually 2-2 1/2", depending upon how far down the page the letterhead extends and the length of the letter. Side margins are typically 1".
3. Either block or modified-block style is acceptable.
4. The inside address begins with the most specific information on the first line and each line becomes more general in nature.
5. The signature block appears a quadruple (QS) space below the complimentary close. The writer's title can be keyed following a comma on the same line as his name, or it is keyed as a single space below his name.
6. The company name can be keyed in all caps a double-space below the complimentary close. In this case the keyed name of the writer appears a quadruple space below the company name.
7. Reference initials are used when someone other than the writer prepares a letter, and they indicate the person who keyed the letter.
8. Lowercase letters are used and appear a double space below the signature.
9. Enclosure, copy, and postscript notations appear below the reference initials.

Guidelines for Two-Page Letters

1. At least two lines of the body of the letter must be carried to the second page. Avoid carrying over just the complimentary close and signature block. Avoid widows and orphans (single lines at the top of a page or at the bottom of a page).
2. The second page requires a heading, either a single-line or a multiple-line heading.
3. The margins and format of the second and succeeding pages should match the first page. Typically the top margin should be 1".
4. The second page should be keyed on plain paper, never letterhead. The paper should be of the same quality as the letterhead.
5. You may be able to use the header feature of your software for the second-page heading.

Guidelines for Second-Page Headings

1. The second page requires a proper heading, either a single-line or a multiple-line heading.

Word has three features that automatically change or insert text and graphics as you type. You can easily customize the automatic changes that Word makes or turn off the features altogether.

Word Editing Tools**AutoCorrect**

- automatically corrects many common typing, spelling, and grammatical errors
- automatically inserts text, graphics, and symbols.

AutoComplete

- gives one an opportunity to insert entire items such as: dates
- AutoText entries - when you type a few identifying characters

AutoText - storage location for text or graphics you want to use again

- includes mailing addresses used often standard
- includes contract clauses,
- includes long distribution lists for memos

Spell Checker

- checks spelling as you type
- underlines unknown words with red line
- recognizes proper names
- ignores words with numbers or Internet and file addresses

Grammar Checker

- checks grammar errors as you type
- marks errors with green underline

Revision Mark

- shows where a deletion, insertion, or other editing change has been made in a document

Comments

- notes or annotations that an author or reviewer adds to a document

Find and Replace

- finds and/or replaces text, specific formatting, and special items such as paragraph marks, fields, or graphics
- all forms of a word
- fine tune a search by using wildcards (for example, search for "s?t" to find "sat" or "set").

Proofreading Tips

- double check for errors you typically make
- read out loud, read slowly, read one word at a time to determine if it makes sense
- look for formatting and alignment errors
- read what is actually on the page and not what you think
- proof before printing
- errors easily overlooked in first few lines and last few lines of document
- check all numbers and spellings of questionable words with original copy
- proofread more than once (if possible in pairs--one reads original and the other the keyed copy)
- errors easily overlooked in first few lines and last few lines of document
- check all numbers and spellings of questionable words with original copy
- proofread more than once (if possible in pairs--one reads original and the other the keyed copy)

Errors Missed by Spell Checkers

- names and addresses not in computer's dictionary
- homonyms that are not misspelled but misused (i.e., they're/their/there)
- numbers only verified by checking original copy
- repeated words and omitted words
- formatting errors such as incorrect paragraph indentions or spacing between lines and words
- punctuation or capitalization errors

Memorandums

- correspondence written to people within same business/organization
- 1" or 2" top margin
- 1" side margins
- single-spaced within paragraphs
- double-spaced between paragraphs

Parts of a Memorandum

- memo heading -- guide words (TO:, FROM:, DATE:, SUBJECT:)
- memo body
- reference initials
- attachment/enclosure notation
- distribution list

Memo Templates

- templates are forms that allow can to move quickly from one data entry area to another
- word processing programs have several memo templates
- generally include guide words

Unbound Report (Business) - Typically short reports prepared without binders or covers. A multi-page report may be held together by paper clip or staple.

MARGINS:

- Top margin on first page is 2”.
- Top margin on succeeding pages is 1”.
- Side margins are 1”.
- Bottom margin is 1”, but may vary depending on page break decisions. Avoid widows and orphans.
- Key references/bibliography on the last page or on a separate page of the report in hanging-indent style.
- To cite sources, use textual citations within the report or key endnotes on the last page or on a separate page in hanging indent style.
- Page numbers (usually preceded by a last name) are located at the top right margin, .5” from the top, followed by a double space. The first page is usually not numbered.

Bound Report (Business) - Typically longer reports are bound with covers or binders.

- Top, right and bottom margins are the same as for an unbound report.
- The left margin is increased to 1.5” to accommodate the binding.
- No title page is used for Academic style reports. Instead, key a heading in the top left corner on the first page. Double space between lines and include the following:
- Name of Student
- Name of Instructor
- Course Title
- Date in military style (21 November 2004)
- Double-space the body of the report—no exceptions.

Outlines - A type of enumeration that organizes information.

- The top margin is 2” or vertically centered.
- All other margins are the same as the report.
- Main and side entries or headings are used to organize information.

Formatting for Main Entries in an Outline

- Preceded by capital Roman numerals(I, II, III, etc.)
- Use ALL CAPS or initial caps and **bold**.
- Double space before and after a main entry.

Formatting for Secondary Entries in an Outline

- Preceded by capital letters (A, B, C, etc.) Key **important** words in initial caps.
- Lower level entries are preceded by Arabic numbers (1, 2, 3, etc.) and lower-case letters (a, b, c, etc.) Only capitalize the 1st letter of the 1st word when keying these.
- Single space **all** secondary entries.

Title Page (Cover Page) - Only a Business Report (not an Academic Report) should include a Title Page.

Center the page horizontally and vertically.

Include the following information (minimum): Report Title, Writer's Name. Date. The course name and teacher's name may also be included.

Table of Contents - An outline of the side and paragraph headings in a report with their respective page numbers.

- Follows the Title Page.
- Margins are the same as for the report (using a 2" top margin).
- Center the heading in ALL CAPS.
- Each entry refers to a major section and should be keyed in initial caps.
- Use right aligned tabs for creating leaders from the entry to its respective page number.
- Number the page at the bottom center using lowercase Roman numerals (i, ii, iii, etc.)

Bibliography formatting continued:

- Include a page number at the top right.
- Single space each entry; Double space between entries.
- Key each entry using a hanging indent (1st line begins at left margin; subsequent lines are indented by .5")
- Underline or italicize books, magazines, and newspaper titles.
- Use quotation marks around titles of articles, poetry, and essays.

Works Cited - A listing of only those works that were cited in the report; located on a separate page at the end of the report.

Follow the same formatting as that of a Bibliography. The difference is that you will only include those sources that were quoted or paraphrased. Do not include other reference materials on a works cited page.

Documentation of sources:

●Enclose direct quotes of up to 3 lines in length in quotation marks. Quotes of 4 or more lines in length (**long quotations**) should be single-spaced and indented .5" from the left margin.

●An ellipsis (...) is used to indicate material that is omitted from a quotation.

●There are 3 methods of referencing cited material within the body of a report:

-Textual Citations

-Footnotes

-Endnotes

Textual Citations:

- Typically keyed within parentheses immediately following the quoted material.
- Includes the name of the author(s), the year of publication, and the page number.

Example: ...a textual citation. (Smith, 2003, 45)

Footnotes:

- When using footnotes, complete documentation for a reference is placed at the bottom of the same page. A divider line (preceded and followed by a DS) typically separates footnotes from the report body.
- Superscript numbers are used to consecutively identify each footnote.
- Indent the first line .5" from the left margin.
- Single-space each footnote; double-space between items.

Endnotes:

- Like footnotes, endnotes contain complete documentation for a reference. However, endnotes appear on a separate page at the end of the report.
- Use the same margins as for the 1st page of the report.
- Endnotes are formatted like footnotes with a corresponding superscript number and a 1st-line indent.
- Single-space each endnote; double-space between items.
- Include a page number at the top right.

Guidelines for Business Letters**Block Style Basic Parts**

Return Address
Date
Letter Address
Salutation
Body
Complimentary Close
Name of Writer

Personal Business Letter Margins

1" side margins
2" top margin or may be centered vertically with Center Page feature
1" bottom margin

Special Parts of a Personal Business Letter

Reference Initials
Attachments
Enclosure notation(s)

Formal Business Letter – Modified Block Style Basic Parts

Letterhead
Date
Letter Address
Salutation
Body
Complimentary Close
Name of Writer

Business Letter Special Parts

mailing notations (certified, registered, special delivery, confidential, personal)
attention line
subject line
copy notation
postscript

Second Page Headings

Single Line Heading
Multiple-Line Heading

FORMATTING MEMORANDUMS & ELECTRONIC MAIL MESSAGES

- correspondence written to people within same business/organization
- 1” or 2” top margin
- 1” side margins
- single-spaced within paragraphs
- double-spaced between paragraphs
- memo heading -- guide words (TO:, FROM:, DATE:, SUBJECT:)
- memo body
- reference initials
- attachment/enclosure notation
- distribution list
- templates are forms that allow can to move quickly from one data entry area to another
- word processing programs have several memo templates
- generally include guide words
- electronic mail-easy to create and easy to send

Parts Of An Electronic Email – electronic mail is easy to create and easy to send

- heading
- body
- attachment
- copy notation
- forward/reply

Using Fonts - To Enhance Documents

- a font refers to the type, or letters, in which a document is printed
- it consists of the typeface, style, size, and effect
- font attributes are used to change appearance of font