NAU DISTANCE EDUCATION PROFICIENCY TEST

First Name: _____   Last Name: _____

Date: _____

This test assesses whether the student has the following necessary skills to succeed in NAU's online environment:

- using an internet browser,
- using search engines,
- using an e-mail software,
- creating and managing files/folders,
- Word processing,
- basic hardware and software knowledge

Please answer all questions below. When you are done, please save the file and email it back to us.

Passing Score: 14 or more correct answers out of 20 questions.

1. What are these images called?

    A. Clip Art
    B. Taskbar
    C. Menu Items
    D. Icons

2. What are these buttons called?

    a. Window buttons
    b. Screen buttons
    c. Size buttons
    d. Icon buttons

3. What is the name of this Windows element?

    a. Workbar
    b. Taskbar
    c. Program bar
    d. Spacebar

4. What is the name of this Windows screen?

    a. Desk screen
    b. Desktop
    c. Desk window
    d. Home page

5. What are documents, drawings, and programs stored on the hard drive called?
    a. Folders
    b. Files
    c. Folder Properties
    d. USB

6. Are spaces allowed in web addresses?
    a. Yes
    b. No

7. What is jumping from one website to another called?
    a. Hyperlinking
    b. Leaping
    c. Surfing
    d. Texting

8. Is www.northamerican@com a proper web address?
    a. Yes, this address is correct. As a result of the @ symbol, the first web page is immediately opened
    b. No, because the dot should be replaced by an @ symbol
    c. No, because the @ should be replaced by a dot

9. What is a search engine?
    a. A website where you can type in key words and search for them in millions of web pages
    b. A program that monitors your surfing behavior on the Internet
    c. A website where you can click on hundreds of categorized web addresses

10. Which device connects your computer to the Internet?
    a. Hard drive
    b. Modem
    c. Mouse
    d. Graphics card

11. A _____ is a document that provides a preformatted layout for text and graphics, as well as some content.
    a. Wizard
    b. Letter
    c. Thumbnail
    d. Template

12. After selecting text, use the _____ and _____ commands to move the text to a different location.
    a. Copy; Paste
    b. Cut; Repeat
    c. Copy; Paste Special
    d. Cut; Paste

13. In Word, a quick way to change all the instances of the word beautiful with the word picturesque is to use the _____ feature.
    a. Find and Replace
    b. Thesaurus
    c. Document information
    d. Properties

14. Which of the following is a search engine?
    a. Google
    b. Microsoft
    c. Apple
    d. IBM

15. Which of the Following is a valid email address?
    a. info'na.edu
    b. support@na.edu
    c. support@na.com.com
    d. admin.support.com

16. You send an email and receive the following message:
    "mail-delivery failed"
    What is the most likely cause
    a. The recipient isn't logged in to his computer
    b. The recipient is busy
    c. You have sent it to an incorrect email address
    d. The recipient is using a different email client than you

17. Email you send is normally stored in which location?
   a. Your Outbox folder
   b. Your inbox folder
   c. Your Sent Items Folder
   d. Your Junk folder

18. Which of the following is not an output device?
   a. Printer
   b. Monitor
   c. Keyboard
   d. Speaker

19. All computers must have
   a. Word processing software
   b. An operating system
   c. A printer
   d. A virus protection software

20. What application allows you to gain access to the world-wide web?
   a. Mozilla Firefox
   b. Microsoft Word
   c. Paint
   d. My Computer

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THANK YOU!