CS111 REVIEW QUESTIONS – WEEK 5

1. What is the conventional name for unsolicited commercial email?

2. Why isn't HTML email a reliable way of formatting your message for your recipient(s) to see the way you want them to see it?

3. Which of the following rules is/are intended to reduce th likelihood of a mailstorm?

4. Professionals should carefully review email messages before sending to ensure proper ___.

5. When using email, first impressions ___.

6. Which combination of options in email can help avoid unexpected distribution of possibly confidential or embarrassing information?

7. What is the cardinal rule of email according to your assigned readings?

8. Which of the following is/are (a) specific recommendation on using email professionally?

9. If you want to send a message about a specific topic to one or more recipients, you should ___

10. Does sending an email guarantee that the message will be read?

11. Which of the following is/are (a) significant problem(s) for professional communication by email?

12. Researchers at the University of Chicago found that, in contrast to phone conversations, email exchanges ___ initial impressions of stupidity and slobbiness.

13. Possible sources of disagreement include differences in ___.

14. If you want to stimulate discussion of an issue via email among a specific group without having them share their responses with anyone but you, you can send the initial message using ___.

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16. If information in an email is operationally significant, what should the sender do?

17. Which of the following misleading SUBJECT fields was/were used by the Melissa.I worm?

18. Which of the following phrases could be viewed as impoliteness?

19. Which combination of options in email can lead to unexpected distribution of possibly confidential or embarrassing information?

20. Which of the following file formats can usually be relied on to appear to a recipient the way the sender intended?

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