

11e ERRATA LIST FOR INSTRUCTORS

TEXTBOOK.....	1
Reference Manual (also found in the Word Manual and GDP).....	1
Textbook	1
Skillbuilding	2
WORD MANUAL.....	2
TESTS AND SOLUTIONS MANUAL AND IWE.....	4

Directions: This errata list is based on the first printing of the 11e materials. To find out what printing you’re using, go to the backside of the first page of the textbook. Above the ISBN number, you’ll see a string of numbers. If the first number is a “1,” you’re using the first printing.

IMPORTANT
Your textbook may have a printing error. The directions on page 5 should read "press Enter 1 time."

Other errata items are pointed out in GDP screen instructions. Look for “IMPORTANT” in the left panel for instructions like this one for Lesson 1J:

TEXTBOOK

Page	Description
Reference Manual (also found in the Word Manual and GDP)	
R-3	Insert “jc” as the reference initials at the bottom of this letter.
R-9B	In the WWW page example, delete "Home page."
R-11C	Move the √1X in Row 2, Column B, to the left and place it under the date in Row 2, Column A.
R-13B	Change “3 spaces” to “5 spaces” in the second blue callout.
Textbook	
p. 182: 49H	In the illustration for the WWW page entry, delete “Home page.”
p. 184, Report 49-19	Pending GDP note: IMPORTANT Your textbook may have a printing error. On page 184, in the second entry, the word Corpamerica should be shown underlined and should be italicized when you type it.
p. 445: Report 107-82	The border in the last text box of the illustration should match the border of the text box below the clip art.
p. 488, Report 118-95*	*An update for this item is planned for July 6, 2012. Until that time, continue to type MARCH for the month to ensure correct scoring; Pending GDP note: IMPORTANT Your textbook may have a printing error. On page 488, in the second and third entries in Column A, change the month from MARCH to JUNE.

<p>p. 98: Corr. 28-11 and 28-12, Mailing Labels</p>	<p>Special Note: In Lesson 28, legitimately submitted Mailing Labels jobs (Correspondence 28-11 and Correspondence 28-12) are being reported in the Portfolio with Attempt Origin as "Unknown Origin" and Time Spent and Total Time of "00:00" and in the A.D.D.S. Report.</p> <p>Because students must create a new Word document as a step in the process of creating mailing labels (see step 9 of the Practice exercise in the <i>Word Manual</i> on page 46) and later upload that newly created document rather than the original Start Work file they downloaded initially, GDP will report Attempt #1 with Attempt Origin as "Unknown Origin" and Time Spent and Total Time of "00:00" in the Portfolio. GDP will also report these jobs in the A.D.D.S. Report with "none" for all entries under "The submitted file belongs to." This happens because the submitted Word files in these unique jobs are not the encrypted files that were initially downloaded and therefore do not include GDP encoding that normally identifies the student. These two jobs are unique, and the presence of these two jobs in A.D.D.S. should be ignored as well as the Attempt Origin, Time Spent, and Total Time on Attempt #1 in the Portfolio. If the students edit these jobs and upload an edited attempt, that attempt will be encrypted and will not be reported to A.D.D.S. However, Time Spent and Total Time should still be disregarded. Also note that GDP screen instructions direct students to GDP Help for special steps for these jobs.</p> <div data-bbox="1187 541 1479 695" style="border: 1px solid black; padding: 5px;"> <p>IMPORTANT Your textbook may have a printing error. On page 98, step 1, use "Avery US Letter, 5160." Visit Help for important instructions on completing mailing labels jobs in GDP.</p> </div>
Skillbuilding	
<p>SB-4</p>	<p>Replace the existing 76 wpm paragraph copy with this one:</p> <div data-bbox="391 768 1117 873" style="border: 1px solid black; padding: 5px;"> <p>Compatibility refers to when a computer is able to share information with other computers or to communicate with computer hardware. It also could be achieved through other different methods.</p> </div> <ul style="list-style-type: none"> • Line 2: Delete "also"; insert "with" at the end of the line. • Line 3: Replace "with different" with "computer"; insert "also" after "It"; replace "accomplished by" with "achieved through." • Line 4: Insert "different" before "methods."

WORD MANUAL

Note: All errata below apply to the *Word 2007 Manual*. Any that apply to the *Word 2010 Manual* include an asterisk (*) after the page number.

Lesson/Page	Description
Index	In the "A" section, "AutoFormat feature," delete "135" from the page numbers.
Index	In the "V" section for "Vertical centering," change "78" to "79."
R-9B	In the WWW page example, delete "Home page."

Screen	Pending GDP Screen Directions
Lesson 22D	Your <i>Word 2007 Manual</i> may have a printing error. On page 12, under "With the Keyboard," the third paragraph should read "Press Ctrl + F ; click the Go To tab; type the desired page number; click Next, Go To, Close ." For the <i>Word 2007/2010 Manual</i> , on page 18, step 1, should read "Click the View tab." Step 2 should read "From the Window group, click Switch Windows ; from the drop-down list, click any document." Step 4, should read "From the View tab, Window group, click Arrange All to tile all open windows side by side."
Lesson 24E	Your <i>Word 2007 Manual</i> may have a printing error. On page 33, step 4 should read "Select 'November 13-17,' and apply bold formatting."
Lesson 28G	Your <i>Word Manual</i> may have a printing error. At the top of page 46, step 1 should read "Skip step 2 in the previous set of steps, and delete any text that might appear in the Address box."
Lesson 37F	Your <i>Word 2007 Manual</i> may have a printing error. On page 75, step 2 should read "From the Table Tools, Design tab, Table Styles group, click the list arrow next to the Borders button; then click the desired border to apply it or remove it."
Lesson 38E	Your <i>Word Manual</i> may have a printing error. On page 80, for the Practice exercise, step 2 should read "Select the table, and remove all borders to create an open table." Step 3 should read "Use Print Preview to view the centered table."

Lesson 47G	Your <i>Word Manual</i> may have a printing error. On page 94, the last sentence under the section “To insert a header . . .” should read “In step 5, type the author’s last name in place of the shortened title.” On page 96, step 5 should read “Click at the end of the period in the fourth paragraph in the sentence ending in ‘800-number calls’; then press ENTER .”
Lesson 49K	Your <i>Word 2007 Manual</i> may have a printing error. In the illustration on page 99, the first entry should read “Acosta, John C., and Herbert Hightower, <i>Online Advertising</i> , New York Press, New York, 2009.”
Lesson 50G	Your <i>Word Manual</i> may have a printing error. On page 104, step 5 should read “Press ENTER 2 times, change to left alignment, and change the font size to 12 pt. if necessary.”
Lesson 68J	Your <i>Word Manual</i> may have a printing error. On page 111, step 2, the second “Or” statement should read “Click inside the table; from the Table Tools, Design tab, Table Styles group, click the list arrow to the right of the Borders button; click Borders and Shading .”
Lesson 69H	Your <i>Word 2007 Manual</i> may have a printing error. On page 115, the first step 5 should read “When Word finishes, click OK and Close or Cancel .”
Lesson 73I	Your <i>Word 2007 Manual</i> may have a printing error. On page 118, step 2 should read “Click the View Ruler button to display the ruler; note the default header tabs—a center tab is preset at 3.25" and a right tab is preset at 3.25".” Step 10 should read “Save changes to <i>practice-73</i> , and return to GDP.”
Lesson 74F	Your <i>Word 2007 Manual</i> may have a printing error. On page 121, step 3 should read “Click Continuous to divide text evenly among all the columns.”
Lesson 86D	Your <i>Word 2007 Manual</i> may have a printing error. The illustration on page 141 should look like the second page of the illustration on page 142. Steps 4, 5, and 6 should read as follows: 4. As a precaution before beginning, from the Design tab, Options group, verify that Different first page is unchecked. 5. Insert a header that is suppressed on the first page and displays on subsequent pages. 6. Right-click over the header area, and click Edit Header .
Lesson 88D	Your <i>Word Manual</i> may have a printing error. On page 147, step 10 should read “Bold the report subtitle and date; save changes to <i>practice-88</i> , and return to GDP.”
Lesson 92D	Your <i>Word 2007 Manual</i> may have a printing error. On page 156, step 4 should read “If necessary, remove any bolding in Row 1 from all typed lines except the first two, and bold the last row.”
Lesson 111F	Your <i>Word 2007 Manual</i> may have a printing error. On page 185, in the Practice exercise, below step 4, the last line of the “Or” statement should read “ Alignment section, click Right ; click OK .” On page 186, step 12 should read “Deselect Row 1, and change the Line Weight to 2¼-pt. ; leave all other border settings the same.” For <i>Word 2007/2010 Manual</i> , on page 187, add this note above step 26: Note: If you need to convert the e-mail address in Row 1 to a hyperlink, select the e-mail address; right-click and click Hyperlink , OK .
Lesson 112E	Your <i>Word Manual</i> may have a printing error. On the illustration on page 188, three paragraph marks should appear after the complimentary close. On page 194, step 1 hint should read “ <i>Hint</i> : From the Mailings tab, Start Mail Merge , click Select Recipients, Type New List ; click OK when you have finished typing the list.” In the <i>Word 2007 Manual</i> , on the illustration on page 188, the first callout line should point to the fourth paragraph mark under the date; on page 194, the first sentence in step 2 should read “From the Save Address List dialog box, save the data source file as <i>practice-112-data-letter</i> .”
Lesson 115F	Your <i>Word Manual</i> may have a printing error. On page 196, step 2 under the last set of steps should read “From the Mailings tab, Start Mail Merge group, Start Mail Merge button, click the Envelopes button.” On page 201, the first sentence in the step 3 hint should read (<i>Hint</i> : From the Mailings tab, Start Mail Merge group, Start Mail Merge button, click Envelopes .” On page 202, step 3 should read From the Mailings tab, Start Mail Merge group, Start Mail Merge button, click Labels .”

TESTS AND SOLUTIONS MANUAL AND IWE

Page	Description		
TSM p. 15: Part 1—Objective Test DIRECTIONS preceding Question 21	If you print these tests rather than using the electronic version in GDP and if you have set Terminal Punctuation Spacing to 2 spaces in GDP Preferences , #17, 24, 28, and 32 would have answers that differ from those who use 1 space. To address this discrepancy, add another sentence at the end of the directions above Question 21 that reads, “To answer these questions accurately, you should assume that correct terminal punctuation spacing is 1 space, not 2 spaces.”		
TSM p. 23: Part 4—Objective Test DIRECTIONS preceding Question 1	If you print these tests rather than using the electronic version in GDP and if you have set Terminal Punctuation Spacing to 2 spaces in GDP Preferences , #7 would have an answer that differs from those who use 1 space. To address this discrepancy, add another sentence at the end of the directions above Question 1 that reads, “To answer these questions accurately, you should assume that correct terminal punctuation spacing is 1 space, not 2 spaces, and that this letter uses standard punctuation.”		
TSM p. 33 Part 4—Objective Test Question 10	The correct answer should be “2” or “two.”		
TSM p. 33 Part 4—Objective Test Question 48	The correct answer should be “Correct” or “correct.”		
TSM p. 39: Part 6—Objective Test DIRECTIONS preceding Question 27	If you print these tests rather than using the electronic version in GDP and if you have set Terminal Punctuation Spacing to 2 spaces in GDP Preferences , #30, 33, and 36 would have an answer that differs from those who use 1 space. To address this discrepancy, add another sentence at the end of the directions above Question 27 that reads, “To answer these questions accurately, you should assume that correct terminal punctuation spacing is 1 space, not 2 spaces.”		
TSM p. 36: Cor. 26-3 IWE p. 90	Change “who” to “that” in the second paragraph, third line.		
TSM p. 42: Cor. 29-14 IWE p. 104	Correspondence 29-14 should be displayed in 12-pt. font, not 14-pt. font throughout. As a result, the line endings will be different.		
TSM p. 46 Report 31-2 IWE p. 113	The highlighted sentence is missing from the last paragraph shown on page 46 of the TSM and page 113 of the IWE, but should be included: <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"><p>POTENTIAL RESULTS</p><p>If you decide to adopt a business casual dress code in the spring, note its effect on employee morale. You might find that teamwork increases and creativity rises. Employees will feel empowered by the energy generated by a more casual work environment. When they arrive at work each Friday in casual attire, they will feel more relaxed and ready to work.</p></div>		
TSM p. 106 Correspondence Test 3-54A	Table 1 should be illustrated as a ruled table. Refer to the illustration for the solution on page 108.		
TSM p. 134: Report 72-47 IWE p. 285	Students should drag the right border of Column A, Row 3, until the corresponding information in Column B wraps to a second line similar to the illustration in your textbook on p. 283. <div style="border: 1px dashed black; padding: 5px; margin-top: 10px;"><table border="1" style="width: 100%;"><tr><td style="width: 30%;">APPROVAL-OF-MINUTES</td><td>The minutes of the April 14 meeting were read and approved as presented.¶ ¶</td></tr></table></div>	APPROVAL-OF-MINUTES	The minutes of the April 14 meeting were read and approved as presented.¶ ¶
APPROVAL-OF-MINUTES	The minutes of the April 14 meeting were read and approved as presented.¶ ¶		
TSM p. 136: Report 74-51	Add this instructor note below Report 74-51: “Word division will vary slightly in Word 2010.”		
TSM p. 136/138: Report 74-51 (2 of 2) Report 74-53 (2 of 2)	In Report 74-51 (2 of 2) and Report 74-53 (2 of 2), students are directed to press ENTER directly after the last typed character in the document to make it display left aligned as described in the <i>Word Manual</i> , Lesson 74, step 16.		
TSM p. 138: Report 74-53	Add this instructor note below Report 74-53: “Word division will vary slightly in Word 2010.”		
TSM p. 140: Report 75-56	Add this instructor note below Report 75-56: “Word division will vary slightly in Word 2010.”		

TSM p. 168: Report 90-64	Add this instructor note below Report 90-64: “Note: Students should choose “Tiles” from the cover page gallery to ensure accurate scoring.”
TSM p. 168: Report 90-65	Change “BENEFITS OF ATTENDING SEMINARS” to “BENEFITS OF ATTENDING THE SEMINARS.”
TSM p. 178: Correspondence 96-90 IWE p. 394	Change “E-Mail” to “E-mail” in the second line from the bottom.
TSM p. 181: Cor. 99-93 IWE p. 405	Remove the hyphen between “list” and “summary” in the first line of the body. A blank line should not appear between the reference initials and the enclosure notation.
TSM p. 183: Report 100-74 (2 of 2) IWE p. 407	In the second line of the second page, insert opening quotation marks before “Exhibit C.”
IWE p. 184, Report 49-19	Your textbook may have a printing error. On page 184, in the second entry, the word Corpamerica should be shown underlined and should be italicized when you type it.
IWE p. 189	In the right panel, under REPORT 50-25, change “Create button” to “Start Work button” in the third sentence.
TSM p. 190 Cor. Test 5-94A	Remove the blank line between “urs” and the copy notation.
TSM p. 191	Reverse the names on the black tabs at the bottom of the solutions that identify the jobs. <ul style="list-style-type: none"> • Replace “Table Test 5-54A” with “Report Test 5-77A.” • Replace “Report Test 5-77A” with “Table Test 5-54A.”
TSM p. 200: Report 107-82	The border in the last text box of the illustration should match the border of the text box below the clip art.
p. 488, Report 118-95	Your textbook may have a printing error. On page 488, in the second and third entries in Column A, change the month from MARCH to JUNE.
TSM p. 220 Table 119-56	GDP SCREEN INSTRUCTION: When typing Table 119-56, do this: <ul style="list-style-type: none"> • Column A, Row 2: press Enter after “Vaccination.” • Column B, Row 2: press Enter after “for.” • Column A, Row 5: press Enter after “Japanese.”
TSM pp. 222, 223 IWE p. 379	The letter should be formatted in modified-block style with the date and closing lines positioned at the center.
TSM p. 225: Report Test 6-98	To avoid keystroking scoring issues, students should type the information under the EDUCATION and EXPERIENCE sections in separate rows as shown in the textbook on p. 499 rather than typing it in one row as shown in the TSM on p. 225. In the last bulleted list item, “interpersonal” should be typed in all lowercase.
IWE p. 228:	In the left panel, under CORRESPONDENCE 60-52, change “Create button” to “Start Work button” in the third sentence.
TSM p. 228: Report Test 6-99A	GDP SCREEN INSTRUCTION: To ensure accurate scoring of keystroking, press Enter after typing each line in the text box. Use a shape fill that complements the page color. Your test may have a printing error. In the text box, type “8 a.m.” without the period after “8” in the second line..
TSM pp. 228, 230: Report Test 6-99A	In the text box, “8 a.m.” should not include a period after “8” in the second line.
TSM p. 233; IWE p. 379	Change “there” to “Surprising, there” in Line 16.
IWE p. 488 Report 118-95	Your textbook may have a printing error. On page 488, in the second and third entries in Column A, change the month from MARCH to JUNE.
TSM p. 495 IWE pp. 222-223: Correspondence 120-104	Your textbook may have a printing error. Correspondence 120-104 should be shown in modified-block style.