


11e ERRATA LIST FOR INSTRUCTORS: **Posted 3.12.18**

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 Tests and Solutions Manual (TSM) and Instructor Wraparound Edition (IWE) 4

Directions: Mark corrections in your textbooks based on this list. Depending on your book’s edition, the error might have already been corrected. Most corrections are noted via GDP screen instructions. Look for “IMPORTANT” notes in the left panel for instructions similar to this one for Lesson 1J:

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

 **Unscored Jobs:** Unscored job results (Attempt #, Time Spent, Last Modified, and Attempt Origin) appear in the GDP Portfolio. The following jobs are *not* scored for either keystroking or format by GDP due to technical issues:

Title	Textbook Page	TSM Page
Report 90-64: Cover Page	365	168
Form 116-16: Letterhead Form	481	215

The following jobs are *not* scored for keystroking or format by GDP due to unique content composed by students.

Title	Textbook Page	TSM Page
Report 55-29: Resume	206	N/A
Correspondence 55-41: Personal-Business Letter in Block Style	206	N/A
Correspondence 55-42: Personal-Business Letter in Modified-Block Style	206	N/A
Form 103-8: Letterhead Form	426	N/A
Form 104-11: Notepad Form	431	N/A
Report 106-80: Cover Page	441	N/A
Report 107-83: Announcement	446	N/A
Report 108-85: Newsletter	449	N/A
Report 109-87: Newsletter (Continued)	453	N/A

Printed Reference Manual (in textbook and Word Manual)	
Note: The year shown in red under the Page column indicates the relevant Word Manual.	
Page	Description
R-3A (2007/2010)	At the bottom of this letter at the end of “Vice President for Operations,” insert ↓2X followed by a blank line and insert the reference initials “jc” on the next line.
R-9A (2007/2010/2013)	In the second footnote, delete "Home page."
R-9B (2007/2010)	In the WWW page example, delete "Home page."
R-11C (2007/2010)	In Row 2, Column B, move the ↓1X, to the left and place it in Row 2, Column A, under the “12” in “MARCH 12.”
R-13B (2007/2010)	Change “3 spaces” to “5 spaces” in the second blue callout.

Textbook

Page	Description
p. 15, line 19, 4E	The words in this line should read as follows: sill kill fill fall tall Hall Hill Jill jilt jolt
p. 20, line 17, Enrichment L. 5	The words in this line should read as follows: a unit of blood; a bleak outlook; hurt just a bit
p. 98, Corr. 28-11 and 28-12, Mailing Labels	Special Note: In Lesson 28, Mailing Labels jobs C. 28-11 and 28-12 will be reported in the Portfolio with Attempt Origin as "Unknown Origin" and Time Spent and Total Time of "0000" and in the A.D.D.S. Report. This is not cause for concern regarding cheating. When labels are created, a new document without GDP coding is created thus causing the false alarm in ADDS.
p. 116, Report 32-3	If this document includes any one-liners, use Widow/Orphan control as described in the Word Manual, Lesson 32.
p. 182, 49H	In the Bibliography illustration for the WWW page entry, delete "Home page."
p. 200, Report 53-28	Type the boxed table in this job as follows: Type the last paragraph in the document, and press ENTER 1 times Change line spacing to single. Insert a table with 6 rows and 2 columns, and type the table in standard table format.
p. 219, Corr. 58-48	Type the table in this job as follows: Type the last paragraph and press ENTER 2 times. Insert and type the boxed table in standard table format. Click in the blank line below the table, and press ENTER 1 time. Type the e-mail closing lines.
p. 230, Corr. Test 3-54	Type the table in this job as follows: Type the first paragraph and press ENTER 2 times. Insert and type the ruled table in standard table format. Click in the blank line below the table, and press ENTER 1 time. Type the e-mail closing lines.
p. 265, Corr. 68-72	For accurate format scoring, be sure to apply shading using the Borders and Shading dialog box, and select 25% shading from the Style box. See Lesson 68 of your Word Manual.
p. 318, Table 80-38 and Table 80-39	As the last step in this job, remove any italics that were applied by the table style.
p. 319, Table 80-40	To ensure accurate scoring, do not merge Cell A2 and A3. Type "Location," the Column A heading, in Cell A3. In your textbook, step 2 should read, "Bold all text in Rows 1-3, Row 10, and all of Column A." As the last step in this job, remove any italics that were applied by the table style.
p. 322, Table Test 4-41	For accurate format scoring, apply shading from the Table Tools, Design tab, Table Styles group, Shading menu. Apply White, Background 1, Darker 25% for Row 1 and the last row, and Black, Text 1, for Row 3. See step 2 in Lesson 28 in your Word Manual.
p. 328, C. 81-77 p. 329, T. 81-42 & 81-43	Use A4 paper.
p. 337, Situation, Lesson 83	Your textbook may have a printing error. On page 337, in the "Situation" paragraph, change the date from June 24 to June 23.
p. 338, Table 83-44	Use A4 paper. For accurate format scoring, be sure to apply shading using the Borders and Shading dialog box, and select 25% shading from the Style box. See Lesson 68 of your Word Manual.
p. 341, Report 84-59 p. 346, Table 85-45	Use A4 paper.
p. 366, Report 90-65	Refer to Lesson 50, pages 187-189, for all details about formatting the table of contents (starting position, fonts, etc.) before following the steps in your textbook on page 366 for this job. At the end of step 5, center the title.
p. 367, Report 90-66	The city name [New York] in the third footnote of the bibliography is inconsistent with the city name [San Francisco] in the footnote in the body of the report on p. 363. This error will not be corrected in the 11e. Students should type the job as shown in the text on p. 367 with New York as the city name.
p. 371, Table 91-47	Your textbook may have a printing error. On page 371, change step 1 to "Insert a table with 3 columns and 15 rows." Change step 2 to "Merge cells as shown to provide room for individual entries."
p. 377, Table 92-48	As the last step in this job, verify that text is bolded and aligned as shown in the illustration on p. 377. Remove any italics that were applied by the table style.
p. 384, Table 94-49	Insert a table with 7 rows and 2 columns. Type the information for each of the five types of tumors in separate rows. When you are finished, resize the width of the table columns automatically using AutoFit to Contents.
p. 385, Table 94-50	As the last step in this job, verify that text is bolded and aligned as shown in the illustration on p. 377. Remove any italics that were applied by the table style.

Textbook

Page	Description
p. 387, Table 95-51	When you are finished typing the table, resize the width of the table columns automatically using AutoFit to Contents.
p. 391, 96D	To ensure accurate scoring, set all tabs at the start of any jobs with multiple tab settings.
p. 405, Table 99-53	As the last step in this job, verify that text is bolded and aligned as shown in the illustration on p. 405. Remove any italics that were applied by the table style.
p. 419, Form 102-4	<p>Replace the existing IMPORTANT note with this information:</p> <p>On page 419, change step 3 as follows: Type the following as the address, and then drag the right border of the text box so each line of the address displays without wrapping. Remove any brackets on the outside of the address.</p> <p>In step 6, select all lines of the template title, type the new title. Then select all lines of the template subtitle, and type the new subtitle.</p> <p>To complete step 7, refer to Lesson 102 in your Word Manual, steps 12-17, to type the first paragraph in the report, the first side heading, and the three paragraphs below the first side heading. Then, press ENTER 1 time after typing the last paragraph. To type the second side heading and the final two paragraphs, select “Top Three Mistakes” and copy it; click in the blank line below the last paragraph, and paste. Select the pasted side heading, and type “Other Common Mistakes.” Click in the blank line below this side heading, and type the final two paragraphs.</p>
p. 421 Form 102-5	<p>Replace the existing IMPORTANT note with this information:</p> <p>On page 421, change step 3 as follows: Type the following as the address, and then drag the right border of the text box so each line of the address displays without wrapping. Remove any brackets on the outside of the address.</p> <p>In step 6, select all lines of the template title, type the new title; then select all lines of the template subtitle, and type the new subtitle.</p> <p>To complete step 7, refer to Lesson 102 in your Word Manual, steps 12-17, to type the first two paragraphs in the report, the first side heading, and the three paragraphs below the first side heading. Then, press ENTER 1 time after typing the last paragraph. To type the second side heading and the final paragraph, select “Reviewing Your Budget” and copy it; click in the blank line below the last paragraph, and paste. Select the pasted side heading, and type “Looking Back.” Click in the blank line below this side heading, and type the final paragraph.</p>
p. 443, Report 107-81	As the last step in this job, verify that table text is bolded and aligned with the correct font size as shown in the illustration on p. 443. Remove any italics that were applied by the table style.
p. 434, Form 105-13	<p>In step 5, apply shading using the Borders and Shading dialog box, and select 25% shading from the Style box. See Lesson 68 of your Word Manual.</p> <p>Change step 11 to this: Press TAB 2 times, turn off Small Caps, and change the font size to 20. Insert a round bullet “symbol” as follows: From the Insert tab, Symbols group, click Symbol, More Symbols; from the Symbols tab, Font box, select Wingdings; scroll down one row until you see a round black bullet; click it and click Insert.</p> <p>Change step 12 to this: Press TAB 1 time. Press CTRL+Z to undo the automatic bulleted list that is created, then type Dr. Eleanor Clemmons and press ENTER 1 time.</p>
p. 445, Report 107-82	As the last step in this job, verify that table text is bolded and aligned and uses the correct font and size as shown in the illustration on p. 445. Remove any italics that were applied by the table style.
p. 451, Report 109-86	Insert this sentence before step 6: Change to justified alignment.
p. 457, Report 110-89	As the last step in this job, verify that all text in the table is bolded and aligned and uses the correct font and size as shown in the illustration on p. 458. Remove any italics that were applied by the table style.
p. 489, Report 118-96	On p. 489, ignore the highlighting of the word “energy” in the illustration.
p. 499, Report Test 6-98	Create a table with 25 rows and 2 columns. The illustration on page 499 incorrectly shows Row 19 in Column A to the left of the bulleted list under SKILLS split into two rows. Both bulleted items are typed in the same row and Column A should likewise have only one row. Insert the information into the table cells exactly as shown in your textbook on page 499 with the exception of the one error in the illustration.
p. 500, Report Test 6-99	As the last step in this job, verify that table text is bolded and aligned with the correct font size as shown in the illustration on p. 500. Remove any italics that were applied by the table style.

Textbook

Page	Description
SB-4	<p>Replace the existing 76 wpm paragraph copy with this one:</p> <div style="border: 1px solid black; padding: 5px; margin: 5px 0;"> <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: The year shown in red under the Page column indicates the relevant Word Manual.

Page	Description
Index (2007)	In the “A” section, “AutoFormat feature,” delete “135” from the page numbers.
Index (2016)	In the “T” section, add “Table of Contents . . . 102-104” before “Tables.”
Index (2007)	In the “V” section for “Vertical centering,” change “78” to “79.”
R-9B (2007)	In the WWW page example, delete “Home page.”
L. 22, p. 12 (2013)	Under “With the Keyboard,” third paragraph, replace the entire paragraph with this: Press CTRL+F ; from the Navigation pane, Search document box, click the list arrow; click Go To tab; in the Enter page number box, type the desired page number; click Go To, Close .
L. 24, p. 29 (2007)	Insert this sentence after the last bulleted item in the list at the top of the page: Under Exceptions for , verify that these boxes are unchecked: Hide spelling errors in this document only and Hide grammar errors in this document only .
L. 25, p. 41 (2007/2010)	Change step 2 to read as follows: Explore the contents until you find information on the formatting of e-mail messages.
L. 37, p. 74 (2007/2010/2013)	In the section “To merge several cells into a single cell,” change step 3 “Type the desired information in the merged cell . . .” to “Type and center the desired information in the merged cell . . .”
L. 51, p. 107 (2013)	In steps 2 and 4 of the Practice exercise, change “Table Styles group” to “Borders group.”
L. 103, p. 171 (2010/2013)	In the section “To change the text box shape in a selected text box,” step 2 should read, “Under the Insert Shapes group, click the Edit Shape button, Change Shape , and click the desired shape.
L. 103, p. 172 (2007)	In the first sentence on the page after “transparent,” insert a space; then insert “from the Text Box Styles group,” after the space.

Tests and Solutions Manual (TSM) and Instructor Wraparound Edition (IWE)

Page	Description
TSM p. 15	In 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	In 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.”

Tests and Solutions Manual (TSM) and Instructor Wraparound Edition (IWE)

Page	Description
TSM p. 29	In 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 , Questions 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. 33	In Part 4—Objective Test Question 10, the correct answer should be “2” or “two.”
TSM p. 33	In Part 4—Objective Test Question 48, the correct answer should be “Correct” or “correct.”
TSM p. 36 IWE p. 90	In Correspondence 26-3, change “who” to “that” in the second paragraph, third line.
TSM p. 42: 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 IWE p. 113	In Report 31-2, 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. 79 IWE p. 172	In Report 46-14, the first word in the third paragraph should be “Cruise,” not “Moreau.”
TSM p. 106, p. 108	[Refer to the illustration for the solution in the TSM on page 108.] In Correspondence Test 3-54A, tell students this: The table should be illustrated as a ruled table. Type the ruled table in this job as follows: Type the last paragraph and press ENTER 2 times. Insert and type the boxed table in standard table format. Click in the blank line below the table, and press ENTER 1 time. Type the e-mail closing lines.
TSM p. 136	Add this instructor note below Report 74-51: “Word division will vary slightly in Word 2010.”
TSM p. 136/138	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	Add this instructor note below Report 74-53: “Word division will vary slightly in Word 2010.”
TSM p. 140	Add this instructor note below Report 75-56: “Word division will vary slightly in Word 2010.”
	For accurate format scoring, apply shading from the Table Tools, Design tab, Table Styles group, Shading menu. Apply White, Background 1, Darker 25% for Row 1 and the last row, and Black, Text 1, for Row 3. See step 2 in Lesson 28 in your Word Manual.
TSM p. 156-157	In Correspondence 81-77, 81-42, 81-43, (<i>on A4 Paper</i>) should appear in the black job identification tab at the bottom of each job.
TSM p. 168	In Report 90-65, change “BENEFITS OF ATTENDING SEMINARS” to “BENEFITS OF ATTENDING THE SEMINARS.”
TSM p. 178 IWE p. 394	In Correspondence 96-90, change “E-Mail” to “E-mail” in the second line from the bottom.
TSM p. 181 IWE p. 405	In Correspondence 99-93, 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 IWE p. 407	In the second line of the second page of Report 100-74, insert opening quotation marks before “Exhibit C.”
IWE p. 189	In the right panel, under REPORT 50-25, change “Create button” to “Start from scratch button” in the third sentence.
TSM p. 190	In Correspondence Test 5-94A, remove the blank line between “urs” and the copy notation.
TSM p. 191	In the illustration for the solution for Report Test 5-77A, line 28, the word “this” should not be there. Reverse the document names on the black tabs at the bottom of the solutions that identify these two 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.”

Tests and Solutions Manual (TSM) and Instructor Wraparound Edition (IWE)

Page	Description
TSM p. 200	In 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.
TSM pp. 222-223 IWE p. 379	Correspondence 120-104 should be formatted in modified-block style with the date and closing lines positioned at the center.
IWE p. 228	In the left panel, under CORRESPONDENCE 60-52, change “ Create button” to “ Start from scratch button” in the third sentence.
TSM p. 228	In Report Test 6-99A, tell students: Use a shape fill that complements the page color. In the text box, type “8 a.m.” without the period after “8” in the second line.
TSM pp. 228, 230	In 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	In the IWE, for Lesson 93, SOLUTION, in Line 16, in the right panel, change “there” to “Surprising, there” in Line 16. Make the same correction in the TSM for Lesson 93, SOLUTION, 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 should be shown in modified-block style.