

**Lesson 27 – Communications and Collaboration
Assignments**

True/False

1. Electronic communication offers many advantages over other types of communication.
2. If you cannot download or view an e-mail attachment, the size of the attachment could be the problem.
3. Personal and social messages should be formal.
4. A time bomb is a virus that does not cause any damage.
5. A hoax is an attempt to deceive an audience into believing that something false is real.

Multiple choice

1. It is not always easy to spot an e-mail or chain letter containing a(n)_____.
 - a. Virus
 - b. picture
 - c. instant message
 - d. paragraph of text

2. Phishing is a type of e-mail _____.
 - a. listing
 - b. controller
 - c. fraud
 - d. hardware

3. Most companies, institutions, government agencies, and other businesses and groups have guidelines for the use of electronic _____.
 - a. worms
 - b. filtering
 - c. communication
 - d. policies

4. Viruses and other similar threats can be delivered as e-mail _____.
 - a. attachments
 - b. spam
 - c. servers
 - d. hyperlinks

5. A(n) _____ can corrupt data.
 - a. RDF Summary
 - b. urban legend
 - c. attachment
 - d. virus

Fill In the Blank

1. _____ refers to good manners and proper behaviors when communicating through electronic media.
2. E-mail delivery _____ refers to a returned or “bounced” e-mail.
3. For e-mail messages, the _____ format provides formatting options such as multiple fonts, text, colored headings, graphics, and links to Web sites.
4. An e-mail message sent from one person to a group is an example of one-to _____ communication.
5. _____ uses a telecommunications system to serve groups.

Project 27-1

1. Wikipedia.org describes e-mail filtering as the “processing of e-mail to organize it according to specified criteria.” Access the Web page at http://en.wikipedia.org/wiki/E-mail_filtering and review the information.
2. Then use program of your choice to provide an overview of this article.
 1. As part of the overview, explain why people use e-mail filtering (motivation).
 2. How they use e-mail filtering (methods).
 3. How they can configure it (customization).

Project 27-2

Using the Internet or other resources, research the history of instant messaging. Then answer the following questions:

1. In what year did instant messaging become popular?
2. What is a chat room and how does it work?
3. What is ICQ as related to instant messaging?
4. When did AOL adopt instant messaging?
5. How does instant messaging software know when one of your contacts is online?
6. Name three popular instant messaging providers.
7. Is instant messaging a secure technology?

Project 27-3

1. Junk mail, also known as spam, has continued to grow. The Federal Trade commission’s Web site, located at <https://www.consumer.ftc.gov/articles/0262-stopping-unsolicited-mail-phone-calls-and-email> contains information on how to opt out of receiving unsolicited mail. Access this Web page and review the information it contains. Then describe the process you would use to opt out of receiving unsolicited e-mails. Describe what process someone could use if they did not have Internet access.

Teamwork Project

Some countries have laws against spam. Your Internet service provider may try to block spam before it reaches your mailbox. However, you may still be inconvenienced by junk e-mail.

Working with a partner, research spam to learn more about what it is used for, how marketers get addresses, how effective spam is, and ways you can stop spam. You and your teammate should each select one of the two positions – pro spam (how effective it is and what you want it is meant to do) or against spam (it is a nuisance or problem that you want to stop before it reaches your e-mail inbox). Write a brief summary of your findings and compare them with your partner. At the end of your report, answer the following questions with your partner.

1. Is spam ever useful?
2. Should there be laws to restrict spam?
3. Do you think you can block all spam from reaching your inbox?