
Assessment

E-Mail Management

Second Edition

Complete this book, and you'll know how to:

- 1) Take control of incoming e-mail to reduce inbox clutter and increase efficiency.
- 2) Learn about Microsoft Outlook tools for automating e-mail management tasks.
- 3) Rethink outgoing e-mail use and practices for improved time management.
- 4) Assess and implement personal and organizational e-mail management policies to maximize productivity and minimize wasted time, effort, and resources.



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Assessment Questions for E-Mail Management, Second Edition

Select the best response.

1. E-mail has swiftly matured into a time-wasting, productivity-draining business staple that—left unmanaged—can be as great a burden on individuals as it is a boon to organizations.
 - A. True
 - B. False
2. Proper e-mail etiquette, or netiquette, requires readers to at least acknowledge receipt of legitimate messages that call for a reply or action of some kind.
 - A. True
 - B. False
3. Using content-management tools allows organizations to:
 - A. Monitor external incoming e-mail
 - B. Monitor outgoing external e-mail
 - C. Monitor internal e-mail
 - D. All of the above
4. Messages that are not classified as e-mail business records should be manually deleted at day's end.
 - A. True
 - B. False
5. Which of the following is applicable when trying to reduce the amount of junk mail?
 - A. Use spam filtering options in your e-mail program
 - B. Install anti-spam software
 - C. Delete, without reading, any messages with numerals, odd characters, or weird spellings in the subject line
 - D. Don't open an attachment or click on a link embedded in an e-mail from a stranger
 - E. A, B, and D
 - F. All of the above

6. Microsoft Outlook has which of the following capabilities that can help you manage your e-mail?
 - A. Block junk e-mail from your inbox
 - B. Manage e-mail folders
 - C. Treat e-mail messages as business records
 - D. All of the above
7. Microsoft Outlook allows you to arrange messages by conversation. This means:
 - A. It has a brightly colored reminder for priority messages waiting attention
 - B. It groups messages about a specific topic
 - C. It lists all messages on one side and the text of the message you selected on the other side to preview
 - D. All of the above
8. In building relationships, electronic communications is as effective as a conversation, by phone or in person.
 - A. True
 - B. False
9. Which of the following is a tip for reducing inbox clutter for you and recipients?
 - A. Be conservative in what you send
 - B. Do not reply to e-mails when someone sends you information you requested
 - C. When you receive someone else's e-mail by mistake, delete it
 - D. Write replies to all nonessential messages
10. When receiving a multi-recipient message, it's always important to hit Reply to All when responding to keep all recipients included in the "conversation."
 - A. True
 - B. False
11. Checking e-mail the moment you arrive at your desk and throughout the day is a strategic approach to e-mail management.
 - A. True
 - B. False
12. Which of the following is one of the nine steps suggested when analyzing incoming messages with a critical eye?
 - A. Be a ruthless reader
 - B. Read the entire text of each message
 - C. Read based on the sender's priority classification
 - D. Always reply to copies (Cc) and blind copies (Bcc)
 - E. All of the above

13. An easy way to control the flow of replies to your e-mail message is enter e-mail addresses into the:
 - A. To field
 - B. Carbon copy (Cc) field
 - C. Blind carbon copy (Bcc) field
 - D. All of the above
14. Which of the following tips will help to streamline messages?
 - A. Restrict each message to one primary message
 - B. Lead, or start, with your primary message
 - C. Focus on your last three sentences
 - D. A and B
 - E. All of the above
15. When creating a signature file, include comprehensive contact information, including your organization name and address, phone and fax numbers, e-mail, Web, and blog addresses.
 - A. True
 - B. False
16. Which of the following netiquette rules will help save writers and readers time?
 - A. If you wouldn't say it aloud, don't bother writing it
 - B. Control the urge to flame
 - C. Don't oversell your message
 - D. All of the above
17. An employer's personal-use policy may include:
 - A. Ban on personal use altogether
 - B. Unrestricted, unlimited personal use
 - C. Personal communication with family only
 - D. All of the above
18. According to a 2004 Workplace E-mail survey, how many employees admit that they have never gone more than a few days without checking e-mail?
 - A. One-half
 - B. One-third
 - C. Two-thirds
 - D. One-quarter
19. Logic, spelling, grammar, and punctuation are important, even in brief e-mail messages.
 - A. True
 - B. False

20. Employers' No. 1 concern when workers use the organization's e-mail system is:
 - A. Writing style guidelines
 - B. E-mail netiquette
 - C. Legal liability
 - D. Personal e-mail
21. You should "unsubscribe" to an unsolicited e-mail or spam.
 - A. True
 - B. False
22. Which of the following is a topic to address in organization-wide e-mail management training?
 - A. E-mail writing style guidelines
 - B. E-mail ownership and privacy
 - C. E-mail risks and liabilities
 - D. A and C
 - E. All of the above
23. An effective e-mail management policy allows using electronic communications tools during meetings and conferences.
 - A. True
 - B. False
24. Content-security tools help ensure that employees are complying with written e-mail policy and using their time productively.
 - A. True
 - B. False
25. Subscription-only e-mail lists provide a quick and convenient way for participants to share information and hold electronic discussions.
 - A. True
 - B. False
26. What is an automatic Send/Receive option?
 - A. A feature that is used to check incoming mail on a schedule.
 - B. A feature that eliminates the distraction of checking for new e-mail.
 - C. A feature that moves e-mail from a specific sender to a folder.
 - D. A and B
 - E. All of the above

27. If you don't respond to every e-mail immediately and treat it as if it's a crisis, then you risk missing an urgent e-mail from your manager.
- A. True
 - B. False
28. When you organize e-mail into folders, you can:
- A. Easily access e-mail for a particular project.
 - B. Quickly see which e-mail needs a response.
 - C. Reduce the amount of e-mail in your Inbox.
 - D. Potentially forget about e-mail once it's been moved to the folder
 - E. All of the above
29. An e-mail business record can be defined as e-mail that provides evidence of business-related activities as defined by the organization.
- A. True
 - B. False
30. Which Outlook feature can be used to store e-mail business records they might need to refer to in the future?
- A. AutoPreview
 - B. Reading Pane
 - C. AutoArchive
 - D. Rules Wizard
31. In which of the following situations is e-mail the right tool to convey your message?
- A. To tell an employee that he is being laid off.
 - B. To conduct a pricing negotiation that might require some back and forth discussion.
 - C. To ask about critical information that you need within the hour.
 - D. To ask your Los Angeles colleague to send a report to you in New York City.
32. E-mail is the right tool when you need to deliver the same message to multiple readers.
- A. True
 - B. False
33. E-mail is the right tool when you need to involve multiple people in your discussion.
- A. True
 - B. False

34. While e-mail can be a time saver, the disadvantage of this too is:
- A. Growing personal relationships with associates is diminished
 - B. Opportunities to network with potential clients is reduced
 - C. Poor writing skills are highlighted
 - D. All of the above
 - E. None of the above
35. If you receive someone else's e-mail by mistake, you should delete it to reduce clutter in your Inbox.
- A. True
 - B. False
36. You should always use an electronic signature to save time when composing e-mail messages.
- A. True
 - B. False
37. In the context of netiquette, what does "flame" mean?
- A. An urgent, high priority message
 - B. A message containing an action item
 - C. A hostile or insensitive message
 - D. An off-topic message
38. Which of the following is a potential threat of blogging?
- A. Free word-of-mouth publicity
 - B. Sharing of trade secrets or confidential information
 - C. Loss of blogger's autonomy
 - D. Increased employee productivity
39. Why would an organization ban the use of a smartphone in a business meeting?
- A. Employees can schedule the next meeting.
 - B. Employees can be more productive.
 - C. Employees can access information on the Web during the meeting.
 - D. Employees can be distracted from the matter at hand.
40. If you want everyone in your organization to adhere to the e-mail policies, you must enforce them consistently regardless of the employee's position.
- A. True
 - B. False

Assessment Answer Key for E-Mail Management, Second Edition

Recommended response (Corresponding workbook page)

1. A (7)	11. B (9)	21. B (20)	31. D (46-47)
2. A (12)	12. A (10)	22. E (85)	32. A (47)
3. D (94)	13. C (54)	23. B (91)	33. B (46)
4. A (16)	14. D (57)	24. A (95)	34. D (48)
5. F (21)	15. A (59)	25. A (22)	35. B (50)
6. D (33)	16. D (61)	26. D (9)	36. B (59)
7. B (35-37)	17. D (70-71)	27. B (11)	37. C (61)
8. B (48)	18. D (7)	28. E (15)	38. B (88)
9. A (50)	19. A (81)	29. A (16)	39. D (91)
10. B (52)	20. C (83)	30. C (40)	40. A (92)