(University of Choice)

MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY (MMUST)

MAIN CAMPUS

UNIVERSITY EXAMINATIONS

2023/2024 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER EXAMINATION

FOR THE DIPLOMA

IN

SOCIAL WORK AND COMMUNITY DEVELOPMENT &

CRIMINOLOGY AND CRIMINAL JUSTICE

COURSE CODE: DSC/0714/554/3A

COURSE TITLE: DIGITAL LITERACY

DATE: 5/12/2023 **TIME: 2:00 – 4:00PM**

INSTRUCTIONS TO CANDIDATES
Answer **Questions ONE and ANY OTHER TWO.**
TIME: 2 Hours

MMUST observes ZERO tolerance to examination cheating

This Paper Consists of 3 Printed Pages. Please Turn Over. ▶

QUESTION ONE (30 Marks)

a) Tom notices that when he runs several programs simultaneously on his computer, the performance of the programs slows down considerably. What is the reason for this? (1mk)

    A. Nonfunctional keyboard

    B. Nonfunctional mouse

    C. Insufficient random access memory (RAM)

    D. Low monitor speed

b) Your sister travels to another country for an on-site business project. You want to tell her about your new job by sending her an e-mail message from your computer. Which of the following devices will you use to connect your computer to the Internet? (1mk)

    A. Printer

    B. Scanner

    C. Modem

    D. Soundcard

c) You want to know more about your area of study in the world. You connect your computer to the Internet to find information based on the keyword "social worker." Which of the following features of the World Wide Web (WWW) will you use? (1mk)

    A. Search engine

    B. Plug in

    C. Uniform resource Locator (URL)

    D. World wide web

d) Markus creates a document by using Microsoft® Office Word 2010 and saves it with the name Office.docx. Which of the following components of Word 2010 will display the document name? (1mk)

    A. Menu bar

    B. Tool bar

    C. Title bar

    D. Status bar

e) Stephan creates a business presentation by using Microsoft Office PowerPoint® 2010. He saves it with the name Presentation.ppt. Stephan opens the file to make some changes, and he wants to save it with a different name. Which of the following commands on the File menu will Stephan use to save the file with a different name? (1mk)

    A. Save

    B. Save As

    C. Send to

    D. Page setup

f) Nina uses Office Excel 2010 to create a work plan for her team. She wants to print the plan and discuss it with the team members in a meeting. Which of the following menus will Nina use to print the plan? (1mk)

    A. File

    B. View

    C. Format

    D. Tools

g) The _____ shows what files and applications are open. (1mk)

    A. Shortcut menu

B. Documents library

C. Taskbar

D. Start button

h) "Desktop" is a computer term that refers to(1mk)

A. The initial screen showing icons for folders, files, and applications.

B. The part of your work area where the computer monitor sits.

C. Something that can and should be ignored by most users.

D. The list of all of the contents on a particular computer.

i) Elisabeth reads an article on common computer terminology. She does not understand the meaning of the operating system. She comes to you for help. How will you explain the operating system to Elisabeth? (1mk)

A. An electronic device connected to your computer.

B. An electronic device connected to your computer.

C. A program that controls and manages the computer.

D. A circuit board that connects the input, output, and processing devices.

j) The .... tells the computer how to use its components. (1mk)
A. Utility
B. Application
C. Operating System
D. Network

k) State and explain two functions of Operating System in computer System? (4Marks)

l) Explain two types of software found in a computer (4 Marks)

m) State two examples of word processing programs (2mk)

n) Differentiate between toggle case and sentence case menu options as used in word processing programs. (4mk)

o) Hacking is the gaining of unauthorized access to data in a system or computer. It is a major threat to any business that has automated its operations. Businesses and government corporations are losing a lot of money on a daily basis to hackers. What are the seven measures you should undertake to prevent hacking of your online account, phone, tablet or personal computer? (7mk

QUESTION TWO (20 Marks)

a) A computer virus is a program written to alter the way a computer operates, without the permission or knowledge of the user. What are the five methods a computer user can use to prevent his/her computer from being infected with viruses? (5Marks)

b) The computer will be of no use unless it is able to communicate with the User. State five input devices a computer can use to bring information INTO the computer? (5Marks)

c) The Internet is a vast network that connects computers all over the world. Through the Internet, people can share information and communicate from anywhere with an Internet connection. Based on a recent survey of Internet traffic, internet is widely being used in Education institutions, cyber, homes and almost all organizations that have automated their operations. What are the ten (10) uses of internet that makes it popular in this modern society? (10 Marks)

QUESTION THREE (20 Marks)

a) With the aid of a sketch, outline three parts of a computer mouse and explain how each part is used
(8Marks)

b) Explain each of the following Microsoft Office PowerPoint features: (4mk)
    i. Animation
    ii. Advance Slide

c) Differentiate between hanging indent and first line indent as used in Microsoft Office Word.
(4mk)

d) Catherine was working on a presentation created using a presentation program and wished to insert a slide between slides 3 and 4. Outline the steps she would follow to achieve her objective.
(4mk)

QUESTION FOUR (20 Marks)

a) The table 1 is an extract of a worksheet showing items bought from a certain shop. Use it to answer the questions that follow.

	A	B	C	D
1	Item	Unit price	Quantity	Total Cost
2	Bread	60	10	
3	Milk	50	15	
4	Matchbox	20	10	
5	Toothpaste	120	10	
6	TOTAL AMOUNT			

Table 1

    i. Using cell references only, write a formula that could be used to calculate the total cost of milk. (1 mk)
    ii. Using a function and cell references only, write a formula that could be used to calculate the total amount spent on all the items. (2Marks)

b) List the steps you would follow to perform the following tasks: - (6Marks)
    iv. Creating a document for the first time
    v. Saving a document file in a new directory without changing the filename
    vi. Opening a document that has been saves in My Documents folder

c) You are a social worker or CID officer at MMUST, you have been instructed by the COD to give analysis of all the needy students in the department. Using your computer knowledge, describe how you will collect the data, then analyze using the computer. (8Marks)

d) Davies intends to carry out computer literacy training to his employees. Explain three benefits the company could realize after the training. (3Marks)