Information Management ‘sub-scenario’

Vuyani, a first year IT student at the local university, is assisting with gathering suitable material from the internet to be used in some of the computer literacy courses that the trust wants to offer.

1. Vuyani typed the search phrase *computer literacy* into Google and got over 18 million ‘*hits’*.

1.1 Briefly explain what a ‘hit’ is in this context by referring to how a search engine functions.

1.1 >>

1.2 When Vuyani entered the same search phrase with quotation marks added to the phrase (‘computer literacy’), the number of hits was reduced to just over 6 million. Explain why searching for the same search phrase in quotation marks reduced the number of hits.

1.2 >>

1.3 Give two other ways to produce fewer, but more relevant results with a web search in general.

1.3 >>

2. Vuyani has located a number of useful training content websites that are updated on a regular basis. However, he feels that he is starting to suffer from *information overload*. Someone suggested he should check if these sites perhaps have *RSS feeds*.

2.1 Briefly explain what the concept of *information overload* refers to.

2.1 >>

2.2 Explain what an RSS feed is and how it might help Vuyani in this context.

2.2 >>

3. Vuyani has been warned to be very careful about *plagiarism* and to be very careful about checking the accuracy of some *wiki* sites and *blogs*.

3.1 What is *plagiarism*?

3.1 >>

3.2 Explain what a *wiki* is and why the information obtained from one may not always be accurate.

3.2 >>

3.3 Explain what a *blog* is and why the information obtained from one may not always be accurate.

3.3 >>

3.4 What is a vlog?

3.4 >>

4. Vuyani has downloaded a number of *podcasts* related to computer literacy.

Briefly explain what a podcast is and how it differs from a vodcast.

4. >>

5. Vuyani has to coordinate a number of meetings with university students who will act as tutors for the computer courses. He has found that there is a great deal of administration involved and that it is quite difficult to set up these meetings.

5.1 Mention two ways an email ‘calendar’ function will help in this context.

5.1 >>

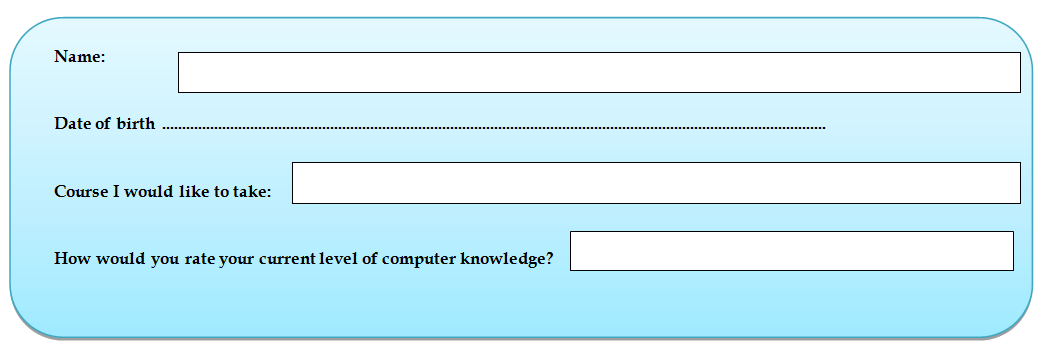
5.2 Vuyani finds that he often has to scribble reminders of tasks on slips of paper.

Give the general name given to the email function that can be used to remind the user of tasks and the due dates of these tasks.

5.2 >>

6. Vuyani created a questionnaire to see what computer courses the community members might be interested in.

6.1 The questionnaire he created is shown below. Evaluate the overall design of the questionnaire by suggesting improvements.



6.1 >>

6.2 Give two possible benefits of allowing the respondents to fill out this form electronically on a computer in the centre.

6.2 >>

6.3 Vuyani decided to allow the respondents to fill out the form electronically. The completed forms were captured in a *Word* document, and Vuyani performed the following file conversion on this document:

Document1.docx 🡪 Survey\_results.txt

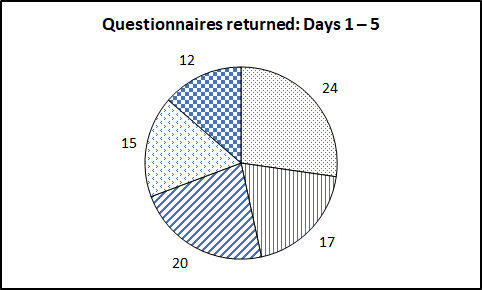
6.3.1 Suggest a reason why he changed the *file name* from *Document1* to *Survey\_results*, besides to avoid confusing it with the original document.

6.3.1 >>

6.3.2 What is the most likely reason he changed the file extension?

6.3.2 >>

6.4 The number of completed questionnaires that were returned on each of the first five days after the questionnaire was given out, are represented in the chart below:



6.4.1 What essential chart element is missing from this chart?

6.4.1 >>

6.4.2 Explain why a *line chart* should rather be used to represent this information.

6.4.2 >>

7. Vuyani must store various details relating to the course members (personal particulars, contact details, course results, etc.)

Give TWO reasons why he should use a database program rather than a spreadsheet for this purpose.

7. >>