

Glossary

A

- AAA** American Automobile Association.
- Acceptance** favorable reception; approval.
- Accession book** a record of the numbers that have been assigned in a numeric filing system.
- Acid-test ratio or quick ratio** measures the instant debt-paying ability of an organization.
- Acronyms** words formed from the first or first few letters of several words, such as ARMA.
- Active records** used three or more times a month and should be kept in an accessible area.
- Active voice** when the subject performs the action.
- Acute stress** occurs when an individual must respond instantaneously to a crisis situation.
- Adapt** to make suitable to a specific use or situation.
- Aerogrammes** air letter sheets that can be folded and sealed to form an envelope.
- Agenda** an outline of the procedures or the order of business to be followed during a meeting.
- Aikido** a Japanese soft martial art.
- Alphabetic storage system** uses letters of the alphabet to determine the order in which the names of people and companies are filed.
- Alphabetic suffix** Jr., Sr.
- Alphanumeric coding** combines alphabetic and numeric characters, with the main subjects arranged alphabetically and their subdivision assigned a number.
- Amoral** lacking moral judgment or sensibility; neither moral nor immoral.
- Analog** when an image is translated into fluctuating electronic signals.
- Analog dial-up** connecting devices to a network via a modem and a public telephone network.
- Analogies** comparisons made of two different things by stressing their similarities.
- Annotating** underlining important elements within a document or making notations on a document.
- Antivirus software** a utility program that protects, detects, and removes viruses from a computer's memory or storage devices.
- APA** American Psychological Association.
- APO** air postal office.
- Applications software** programs that perform specific tasks for users.
- Archive records** have historical value to an organization and should be preserved permanently.
- Arithmetic/logic unit** performs all mathematical calculations.
- Assets** resources owned by an entity.
- Assumptions** something taken for granted or accepted as true without proof.
- ATMs** automated teller machines.
- Attitude** position, disposition, or manner with regard to a person or thing.
- Audioconferencing** a type of conference in which an unlimited number of participants use a voice input unit to participate in a meeting.
- Authorization to Hold Mail** tells the USPS to hold mail at the post office.
- Auto dialers** automatically redial a busy number after a minute or two and store from 20 to 200 numbers into memory for one-button code dialing.

Automatic document feeder (ADF) automatically feeds the original document one sheet at a time for copying.

B

Baby boomers individuals born between 1946 and 1964.

Back-up storage used to make copies of important files or very large files that would be difficult to replicate if the originals were lost, damaged, or destroyed.

Balance sheet a financial statement showing the position of an organization on a certain date.

Barcode scanners used to input price information and keep track of inventory.

Bearish expectation of a down market.

Benchmarking the process of determining how well other companies perform functions or tasks.

Biases views based on background or experiences.

Bilateralness affecting two sides equally.

Binary digits (bits) a code utilizing a 1 or a 0 that stores data in computer memory.

Bond a certificate that represents a company's promises to pay a definite sum of money at a specified time with interest payable periodically to the holder of the bond; evidence of a debt owed by a firm.

Bondholder lends money to an organization and, in return, receives a bond.

Bound Printed Matter advertising, promotional, directory, or editorial material that weigh 15 pounds or less.

Brainstorm a sudden clever idea; a group problem-solving technique.

Broadband short for broad bandwidth; a form of digital data transmission that uses a wide range of frequencies to achieve added bandwidth.

Bullish expectation of an up market.

Business ethics the study of just and unjust behavior in business.

Business plan provides the strategic direction for a company's ongoing activities.

Business-class accommodations slightly more expensive than coach, including more spacious seating than coach, complimentary alcoholic beverages, reclining seats, and more food.

Bylaws written policies and procedures that clearly define how board meetings are to be conducted.

Byte eight bits.

C

Cable a pipeline that connects to computers and to a coaxial cable line to provide voice and data transmission.

Cathode ray tube (CRT) monitor uses the same technology as television screens to display images.

cc courtesy copy.

CD-E compact disk-erasable.

CD-R compact disk-recordable.

CD-ROM compact disk read-only memory.

CD-RW compact disk readwritable.

Cell line isolated stem cells from a human embryo that often replicate themselves.

Central processing unit (CPU) accepts and processes information within the parameters of the software program.

Centralized stored in one central location.

Centralized copy centers copiers are located in one central location in an organization.

Centralized storage computers are linked together through a network and multiple users can retrieve the stored information.

CEO chief executive officer.

Certificate of mailing provides evidence that an item has been mailed.

- Certified mail** the mailer is provided with a mailing receipt, and a record is kept at the recipient's post office.
- CFOs** chief financial officers.
- Change agent** individuals who facilitate change and help others accept change.
- Charismatic leadership** articulates a clear vision for the future (one based on values).
- Chronic stress** occurs when a distressful situation is prolonged with no rest or recuperation for the body.
- Chronologic storage system** an arrangement in which records are stored in date order, with the most recent date first.
- Chronological resume** lists work experience and education in reverse chronological order, starting with the most recent experience, education, and working backward in time.
- Circular and oval arrangements** seating arrangements that work best when the purpose of the meeting is to generate ideas and discussion and the meeting is relatively informal.
- Clip gallery** includes clip art images, photographs, video clips, and audio clips that can be inserted into a presentation.
- Coach-class accommodations** the least expensive of the three classes of flights, including complimentary soft drinks and limited snacks.
- Coding** marking the units of the filing segment by which the record is to be stored.
- Cognitive** the mental process of knowing through reasoning.
- Collaborative planning** working together as a team.
- Collect on Delivery (COD)** allows the mailer to collect the price of goods and/or postage on the items ordered by the addressee when they are delivered.
- Committee** a group established for an ongoing purpose.
- Communication** the ability to make known; to impart; to transmit information, thought, or feeling so that it is adequately received and understood.
- Community** a group of people with common interests.
- Compact disks (CDs)** flat, round, metal disks surrounded by a protective coating of plastic.
- Compressed workweek, flextime, and job sharing** alternatives to the traditional 8 a.m. to 5 p.m. workday.
- Computer vision syndrome** eye complaints related to computer work.
- Computer-aided retrieval (CAR) systems** speed up the retrieval of documents on microfilm through use of a computer.
- Computer-input microfilm (CIM)** data on microfilm is converted into computer-readable data for use by a computer system.
- Computer-output microfilm (COM)** using the computer in conjunction with microimage records technology.
- Conciseness** expressing the necessary information in a few words as possible.
- Conference** a meeting where discussion on certain issues or topics takes place.
- Confidential mailboxes** mailboxes to which no other person has access.
- Consular offices** offices in the United States representing the country abroad and staffed with personnel from the country.
- Contact list or buddy list** IM users with whom communication is frequent.
- Continuous speech recognition** voice recognition technology that allows users to speak normally, using complete sentences and phrases.
- Contrived** invented or fabricated.
- Control unit** directs and coordinates most operations of a computer.
- Conventions** formal annual meetings of the members of a professional group.

Cooperate to work or act together toward a common end or purpose.

Copy/duplicators found in specialized centers or print shops; can produce 150 cpm.

Core hours hours when everyone is in the office.

Corporate bonds issued by individual companies.

Courteousness using good human relations skills in writing.

Cpm copies per minute.

CQI continuous quality improvement.

Creativity having the ability or the power to cause to exist.

Critical thinking a unique kind of purposeful thinking in which the thinker systematically chooses conscious and deliberate inquiry.

Crosscut shredders cut the paper vertically and horizontally, producing confettilike pieces of paper.

CTDs cumulative trauma disorders.

CTS carpal tunnel syndrome.

Current assets cash and assets expected to be turned into cash, sold, or consumed within a short period (usually one year).

Current liabilities debts that must be paid within one year.

Current ratio a method of determining the position of an organization; divide current assets by current liabilities.

D

Data conferencing enables two or more people to communicate and collaborate as a group in real time using the computer.

Database a collection of data organized in such a way that it allows access, retrieval, and use of the data.

Database management system the software that allows a user to perform a variety of records management functions.

Decentralized stored in various departments or branches.

Decentralized copy centers copying machines are located in close proximity to the employees.

Decentralized storage information stored by individual users on their own disks or tapes.

Decision the outcome or product of a problem, a concern, or an issue that must be addressed and solved.

Delayed send dials and sends a fax when line charges are the lowest so the fax is transmitted at the cheapest rate.

Delegation the assigning of tasks to others and then empowering them to get the job done.

Denigrate belittle.

Departmentalization subdividing work and workers into organizational units responsible for a task.

Dependability trustworthiness.

Desktop videoconferencing when a PC-based application is used for videoconferencing.

Digital allows data to be transferred as a series of bits.

Digital archiving the practice of converting paper documents to digital format so the data can be stored on a variety of media and then retrieved electronically.

Digital camera an input device used to take pictures and to store the photographed images digitally, instead of on traditional film.

Digital era a world fueled by numbers.

Direct access a system that does not require referring to anything but the file to find the name.

Direct approach begins with the reason for the correspondence.

Discrete voice recognition voice recognition software that requires the user to pause between each spoken word.

Distress negative stress.

Dividends shares of a company's profits paid to stockholders.

Document imaging see *digital archiving*.

Document imaging software allows users to access scanned documents from virtual filing systems.

Document management software used to manage electronic, digital, microimage, and paper storage systems.

Documentation the process of giving credit to the sources used.

Dow Jones Industrial Average an average of the stock of 30 well-known companies, such as AT&T and McDonald's.

Downloaded transferred from the Internet or another source to your computer.

Downsizing reducing the number of full-time employees in an organization.

Downward communication messages that flow from management to employees of the organization.

DSL digital subscriber line similar to cable; uses wires that run to an organization or a home to provide voice and data transmission.

Dual access describes a fax machine that performs a number of tasks at one time.

Duplex to print on both sides of the page.

Duplexing copying on both sides of a sheet of paper.

DVD digital versatile disk.

DVD-RAM digital versatile disk-random access memory.

DVD-ROM digital versatile disk-read-only memory.

DVD-RW digital versatile disk-recordable.

Dynamic changing rapidly.

E

EBPP electronic bill presentment and payment; the electronic transfer of funds to pay bills.

EEOC Equal Employment Opportunity Commission, a government entity.

EFTs electronic funds transfers.

Electronic document management systems (EDMS) a computer-based system that allows for retrieval of specific documents from an electronic filing system.

Electronic message a communication of text, data, images, or voice messages between a sender and a recipient by utilizing telecommunications links.

Electronic postage postage purchased over the Internet and printed on a company printer.

Electronic records management system (ERMS) a mechanism for storing business records through electronic means.

Ellipses three spaced periods used to indicate a deletion in text.

Emoticons faces produced by the Internet counterculture in answer to email being devoid of body language.

Empathy identification with and understanding of another's situation, feelings, and motives.

Employment application a form indicating an applicant's interest in a position.

Empower to pass on authority or responsibility to others.

Empowerment implies that workers have access to information they need to do the job and the authority and responsibility to do the job without constant checking from the supervisor.

Enclosure or attachment notation indicates that additional printed information is being included with correspondence.

Encryption software encodes messages so others cannot gain access to them; does this by taking a computer message; scrambling it with various letters, numbers, and symbols; and then sending the message on its way.

Eportfolio a method of preparing samples of work and sending them online to prospective employers.

Ergonomics the study of the problems of people in adjusting to their environment; the science that seeks to adapt work or working conditions to fit the worker.

Ergos work.

Ethics the systematic study of moral conduct, duty, and judgment.

Eticket an airline ticket obtained online.

Etymologists specialists in the study of words.

Euro the standard currency of Belgium, Germany, Spain, France, Ireland, Italy, Luxembourg, the Netherlands, Austria, Portugal, and Finland.

Eustress beneficial stress that enables individuals to strive to meet challenges.

Exabyte 1,000 petabytes.

Executive summary a one- or two-page summary of the material contained in a report.

Exit interview an interview conducted by an impartial person when someone is leaving a job.

Exponentially relating to an expression in terms of a designated power of the base.

Express mail the fastest delivery system available from the USPS; next-day delivery.

Extranet a private network that provides for the authorization of selected external individuals to use the network.

Extrinsic in reference to motivation, relying on external factors such as salary increases or promotions.

Extrinsically motivated from outside.

F

Fair having or exhibiting a disposition that is free of favoritism.

Fax (facsimile) machine a type of copy machine that electronically sends an original document from one location to another via communication networks.

Fax broadcasting the ability to personalize and transmit faxes to multiple locations simultaneously.

Fax-on-demand the service of storing information for instant retrieval via telephone and fax.

FDA Food and Drug Administration, a government entity.

Fee-paid the employer pays the fee charged by a private employment agency.

FICA tax Federal Insurance Contributions Act.

Field contains a specific piece of information within a record.

File compression utility shrinks the size of a file.

Firewalls software programs that monitor information as it enters and leaves a computer that is connected to the Web and prevents unauthorized individuals from using an intranet or an extranet.

First-class accommodations the most expensive and luxurious of the three classes of air travel.

First-Class Mail includes letters, greeting cards, bills, large envelopes, and packages sent by the USPS.

Fixed platen the lens and exposure light move inside the copier to scan the image.

Fixed wireless conversion of data to wireless signals that customers receive through a network of transceivers mounted on utility poles, streetlights, and so on.

Flatbed scanners can handle bound documents since they operate in a similar fashion to copy machines.

Flexible capable of being bent or pliable.

Floppy disks a storage medium for computer information.

Focus groups people brought together to talk with an interviewer about their opinions of certain events or issues.

Follow-up letter a letter written after a job interview to thank the interviewer and to recap one's skills and interest in the job.

Foreign bonds issued by corporations outside the United States.

401(k) defined contribution plans for employees of private companies.

403(b) defined contribution plans for employees of public and nonprofit employers.

FPO fleet postal office.

Frequent flyer program an incentive program that provides a variety of awards after the accumulation of a certain number of mileage points.

Fringe benefits employment benefits given in addition to wages.

Functional resume clusters education, experiences, and activities so, at a glance, this information supports the job for which an individual is applying.

FUTA Federal Unemployment Tax Act; provides relief to people who become unemployed due to economic forces beyond their control.

G

Generation Y the group of people born between 1977 and 1995.

Geographic storage records are arranged by geographic location.

Germane having a significant bearing.

Gerunds verbal forms that can be used as nouns.

Gigabytes (GB) one billion bytes.

Gigaflop 1 billion operations per second.

Global Express Guaranteed (GXG) an international mail service used to mail high-priority or other urgently needed items to nearly 200 countries and territories around the world.

Global Express Mail (EMS) an international mail service used for mailing time-sensitive material to more than 175 countries.

Global Priority Mail (GPM) an international mail service that provides priority service for mailing items that weigh up to 4 pounds.

Grapevine messages that may or may not be true and that originate from an unknown source.

Graphical user interface (GUI) uses visual images such as icons, buttons, menus, or other graphical objects to issue commands.

Group control involves the norms and values that groups impose on one another through measures such as group acceptance or rejection.

H

Handheld computers units that can be easily carried and operated in the hand of a user.

Hard copy printed information.

Hard disks see *Hard drives*.

Hard drives the internal storage device on a computer; also called hard disks.

Heterogeneous completely different.

Heterogeneous group a group having dissimilar backgrounds and experiences.

Hierarchical organization organized by rank or authority.

High-capacity disks the backup medium of choice for users of personal computers, portable computers, and small businesses.

High-volume copiers generate 50 to 135 cpm and have a monthly production range of 50,000 to 400,000 copies.

High-yield issues or junk bonds the riskiest of corporate bonds.

Homogeneous like in nature.

Homogeneous group a group with similar backgrounds and experiences.

Honesty genuine; not deceptive or fraudulent.

Horizontal analysis compares increases and decreases in items on a financial statement for particular periods.

Horizontal communication messages that flow from coworker to coworker or from manager to manager.

Hoteling sharing space with other employees in a specific company location as necessary.

I

IM instant messaging.

Important records necessary to an orderly continuation of a business and are replaceable only with considerable expenditure of time and money.

Inactive records used less than 15 times a year and should be stored in less accessible areas.

Income statement reflects the financial position of an entity for a particular period.

Indexing determining the name to be used in storing; sorts the records and stores the information based on one or more key fields.

Indirect approach begins with an opening statement that is pleasant but neutral.

Individual self-control when employees use their knowledge, skill, values, and ethics to exercise control of themselves.

Inferences conclusions derived from premises known or assumed to be true.

Information Age and Knowledge Age describe the current age, with the explosion of information and knowledge made possible by technology.

Information Based Indicia (IBI) the postage markings printed on an envelope to indicate that postage has been paid.

Information management system any records management system where records are input and filed electronically.

Infrared a form of wireless information transmission.

Initiative the ability to begin and follow through on a plan or task.

Inkjets use liquid ink cartridges that spray tiny drops of ink onto a piece of paper to form letters, numbers, and characters.

Insured mail provides coverage against loss or damage.

Integrity and honesty the adherence to a code of behavior.

Interfaced interconnected with other computers or a mainframe.

International Parcel Post an international mail service for shipping heavier merchandise and printed matter.

Internet Service Provider (ISP) a business that sells access to its permanent Internet connection for a fee.

Internet telephony a category of hardware and software that enables people to use the Internet as a transmission medium for telephone calls.

Intranet a private network that belongs to an organization and is accessible only by the organization's employees.

Intrinsically linked being an inevitable part of each other and incapable of being separated.

Intrinsically motivated from within.

Intrinsic from within the person; something is done because it is right and fits the individual's values.

Investment-grade bonds safest corporate bonds.

IP telephony Internet protocol telephony, another term for Internet telephony.

IRA Individual Retirement Account; a plan that permits individuals to set up a savings plan.

IRS Internal Revenue Service.

Itinerary a document giving flight numbers, arrival and departure times, hotel reservations, car rental, and other travel arrangements.

J

Jaz disks high-capacity storage mediums that holds 1 GB of data.

Jet lag a feeling of exhaustion following a flight through several time zones.

Jewel box a plastic case designed to protect CDs.

Job descriptions documents detailing the duties to be performed on the job.

Joystick a button located in the center of a keyboard that is used to manipulate cursor movement.

K

Key operator the individual who is responsible for making simple repairs to the copier.

Kilobytes (KB) one thousand bytes.

Krinein a Greek word meaning "to separate or to choose."

L

Large-cap stocks have a market capitalization of 10 billion or more.

Laser printer uses a lower-powered beam of light to place charged particles on a drum.

Layouts arrangements of common slide elements such as titles and bulleted lists.

LCDs (liquid crystal displays) thin, flat-screen, vibrant monitors.

Leadership the process of influencing others to achieve group and/or organizational goals.

Letter-Post an international mail service for mailing letters and letter packages, postcards and postal cards, aerogrammes, printed matter, and small packets.

Liabilities debts of an organization.

Library of Congress the U.S. national library.

LINUX a version of UNIX that is now one of the fastest-growing operating systems.

Listening actively listening for meaning as well as words.

Local area networks (LANs) link various types of technological equipment within a

building or several buildings within the same geographical area.

Long-range planning planning for a three- to five-year period.

Long-term liabilities debts that are not due for a comparatively long period (more than one year).

Low-volume copiers typically produce 20-30 cpm and are best suited for environments that require 100 to 5,000 copies per month.

Loyalty the quality of devoted attachment and affection.

M

Mac OS an operating system developed by Apple Computer for use on the Macintosh computer system.

Magnetic ink character reader (MICR) used extensively by financial institutions to read the magnetic ink numbers preprinted on checks and deposit slips.

Mainframes large computers that accommodate hundreds of users completing different tasks.

Management by objectives and self-control leaders help formulate the objectives for units they supervise, with the objectives defined by the larger goals of the business.

Management doing things right.

Marker editing lets the user change the color of specific sections of a document to highlight these areas.

Market capitalization how much stocks are worth by shares that are outstanding to the public multiplied by the price of the stock.

Masking allows the user to block out areas of sensitive or confidential information.

MBO management by objectives.

Media Mail books, film, manuscripts, printed music, videotapes, and computer-recorded media such as CD-ROMS and diskettes.

Negative stress factors that cause emotional and mental upset in people's personal and professional lives; also referred to as distress.

Neophyte a beginner or novice.

Net income or net profit excess of revenue over expenses.

Net loss excess of expenses over revenue; lack of profit.

Networked printer a printer attached to a local area network.

Networking the process of identifying and establishing a group of acquaintances, friends, and relatives who can assist in the job search process.

Nomos natural laws.

Nonessential records have no future value to an organization.

Nonimpact printer forms characters and graphics on paper without actually striking the paper.

Numeric storage system file cards and folders are given numbers and arranged in numeric sequence.

Numeric suffix II, III

O

Office suites software programs that offer a variety of software applications in one package.

Off-loading when an organization contracts with individuals outside the organization to complete part of the work of the organization.

Offset not folded to the edge of the paper.

Online meetings link individual participants through a computer.

Online service provider (OSP) a business that supplies Internet access as well as members-only features.

Operating system a program that contains the instructions that coordinate the computer's outer and internal components.

Optical character reader (OCR) a piece of equipment that can read keyboarded and handwritten documents; widely used by the United States Postal Service.

Optical character recognition scans documents and converts the content into computer-readable format using specialized software.

Organizational control control exercised by the organization.

Organizational culture the ideas, customs, values, and skills of a particular organization.

OSHA Occupational Safety & Health Administration, a government entity.

Out guide used to replace a record that has been removed from the files.

Output data that has been processed into a useful form.

Outsourcing utilizing an outside company or a consultant to take over the performance of a particular part of an organization's business or to complete a project.

Overhead costs salary and benefit costs.

Over-the-counter market not a physical location, but an automated information network that provides quotes on stocks for brokers registered with the NASD.

Owner's equity the owner's right to the assets of the entity.

Oxymoron the combining of incongruous or contradictory terms.

P

P/E ratio the price of the stock divided by the 12-month earnings per share.

Paid-in capital capital contributed to a corporation by stockholders and others.

Parallelism when grammatically equivalent forms are used within a sentence.

Paraphrase to restate the concept in different terms.

Parcel Post mail weighing 70 pounds or less; often used for gifts, general merchandise, or books.

Passport an official government document that certifies the identity and citizenship of an individual and grants the person permission to travel abroad.

Path-goal theory stresses the importance of goals (objectives); states that leaders increase subordinate satisfaction and performance by clarifying and clearing the paths to goals established and by increasing the number and kinds of rewards available when goals are met.

Payroll taxes include federal income tax and Social Security.

pc photocopy.

PDA personal digital assistants.

Pen tablets allow the user to hold a computer with one hand and use a pen with the other hand to activate software applications based on a program menu.

Per diem means "per day"; the amount of money an employee receives per day for expenses.

Perceive to become aware of directly through any of the senses.

Perfectionism a propensity for setting extremely high standards and being displeased with anything else.

Performance appraisals evaluations of job performance done by a supervisor at periodic intervals of time.

Periodic transfer materials are transferred from active files to inactive files after a stated period.

Peripherals external self-contained accessories that can be plugged into a computer as needed to make a copy of information or to retrieve stored information.

Perpetual transfer materials are continuously transferred from active files to inactive files.

Personal Digital Assistants (PDAs) hand-held computers that run specially designed software to help people organize personal and professional information.

Persuasive approach used to convince someone to do something or to change an indifferent or negative reader's reaction.

Petabyte is equal to 1,024 terabytes.

Petaflop 1 quadrillion computations per second.

Physically challenged describing persons with a physical handicap.

PIM Personal Information Management.

PIN personal identification number.

Pixels individual dots that comprise the image that is displayed on a CRT.

Plagiarism the act of representing another person's work or ideas as your own.

Platen the glass surface upon which the original object is placed and copied.

Portable fax a telephone handset and a fax machine small enough to fit in a briefcase.

Portfolio samples of one's work.

Postage meters postage-printing machines purchased for use in the home or office.

Power the ability to act; the strength to accomplish the objectives of the organization.

Pragmatic relating to an idea or a concept that is understood conceptually and practiced day-to-day.

Preferred stock pays dividends before common stock.

Prejudice a system of negative beliefs and feelings.

Primary key (keyword) a unique identifier of a record.

Primary research original data collected through surveys, observations, or experiments.

Primary storage a temporary storage place within a computer for data, instructions, and information.

Priority Mail one- to three-day service to most domestic destinations.

Private employment agencies charge a fee for assisting in the job search process.

Procrastination trying to avoid a task by putting it aside with the intention of doing it later.

Professional suffix D.D.S., M.D., Ph.D.

Projection the act of transferring one's problems to others.

Property, plant, and equipment assets relatively long-lived assets.

Protestant ethic a work ethic that began as a religious teaching in Europe in the fourteenth century and is still practiced today.

Proxemics the study of personal and cultural use of space.

Public relations the technique of inducing the public to have understanding for and goodwill toward a person, a firm, or an institution.

Q

Query to ask a question in a format a database can understand.

Quick assets cash and other current assets that can be quickly converted to cash.

Quid pro quo Latin meaning "this for that."

Quilt see *salad bowl*.

R

Racial discrimination harassment based on prejudice.

Random access memory (RAM) primary memory necessary for the manipulation of data.

Rate earned on stockholders' equity shows the rate of income earned on the amount invested by stockholders.

Rate earned on total assets measures the profitability of total assets.

Ratio of net sales to assets a profitability measure that shows how effectively a firm utilizes its assets.

Readability the degree of difficulty of the message.

Readability indices formulas such as the Gunning Fog Index that provide the grade level of writing.

Read-only memory (ROM) permanently stored information that cannot be changed.

Recirculating automatic document feeder (RADF) automatically feeds originals that are printed in a back-to-back (duplexed) format.

Record any form of information, including a drawing, a sound file, a video clip, or a CD; a row in a table that contains information about a given person, product, or event.

Records life cycle from creation of a record to its final disposition.

Records management the systematic control of records.

Records storage systems the manner in which records are classified for storage.

Rectangular arrangement a seating arrangement that allows the leader to maintain control since she or he sits at the head of the table.

Registered mail provides maximum protection and security for valuable items.

Remote Barcoding Systems (RBCS) a piece of equipment used by the USPS to determine barcodes for handwritten addresses.

Reprographics any piece of equipment that produces multiple copies of an original document.

Requisition form includes a space for identifying the record borrowed, the name and location of the borrower, data about the borrowed record, and the date the record is to be returned to the files.

Resolution the sharpness and clearness of an image.

Respect showing regard and appreciation for someone.

Response rate the number of people responding to a survey or questionnaire.

Restricted delivery when the mailer sends the item by direct delivery to a specific addressee or addressee's authorized agent.

Resume a concise statement of your background, education, skills, and experience.

Retained earnings net income retained in the business.

Return receipt provides the mailer with evidence of delivery.

Role ambiguity a situation that exists when individuals have inadequate information about their work roles.

RSIs repetitive stress injuries.

Russell 2000 a group of 2,000 small-cap stocks.

S

S&P 500 group of 500 stocks that Standard & Poor's tracks to get a picture of the stock market; includes 425 industrials, 25 railroads, and 50 utilities.

Salad bowl a term used to describe the diversity of the United States; people are no longer melted into one big pot, but retain much of their identity from their homeland and much of their language.

Satellite an orbiting vehicle that relays signals between terrestrial communication stations and the earth.

Satellite center a fully equipped workplace in a suburban location; owned and established by a company.

Scrambled signals signals in code.

Secondary research data or material that other people have discovered and reported.

Self-esteem pride in oneself; self respect.

Seniority suffix II, III, Jr., Sr.

Serendipitous desirable but unsought accidental discovery.

Sexual harassment arising from sexual conduct that is unwelcome by the recipient and that may be either physical or verbal in nature.

Sheet-fed scanners handle stacks of paper that are loaded into a tray and automatically fed through the scanner.

Sheets per pass refers to the number of sheets of paper than can be fed into a shredder at one time.

Signature Confirmation provides signature proof of delivery as well as the date and time of delivery or attempted delivery.

Site license a legal agreement that allows multiple users to run a software package at the same time.

Small-cap stocks have a market capitalization of less than 1 billion.

SMS short message service.

Social Security part of FICA, providing retirement benefits, survivor benefits, and disability insurance.

Soft copy information that exists electronically and displays for a temporary period of time.

Solaris a version of UNIX that was developed by Sun Microsystems and that is used in ecommerce applications.

Sorting arranging records in a predetermined sequence, or the sequence in which the records will be filed.

Spamming sending junk mail or chain letters via email.

Stakeholder control involves groups that exercise certain controls; for example, a board of directors can determine the direction an organization takes through the power granted to the board.

Stakeholders people having an interest in an outcome.

State-operated employment agencies provide job search opportunities free of charge.

Static staying the same.

Stereotyping holding perceptions or images of people or things that are derived from selective perception.

Stockholders' equity, shareholders' investment, or capital public owners' share of a corporation.

Stocks shares of ownership in a company.

Storing placing the record in the file folder and then in the file drawer.

Stress the response of the body to a demand made upon it.

Strip-cut shredders first-generation shredders that cut paper into thin strips.

Subject storage arranging records by their subject.

Supercomputers the most powerful and expensive mainframe computers.

SuperDisks high-capacity storage mediums capable of storing 120 MB or 240 MB of data.

SLITA State Unemployment Tax Act; provides payments to unemployed workers.

Synergy the ideas and products of a group of people developed through interaction with each other.

System resources the amount of hard drive space and RAM required for the operating system to function.

Systems software a program through which the computer manages its own resources.

T

Tact acute sensitivity to what is proper and appropriate in dealing with others, including the ability to speak or act without offending.

Tactical planning planning for a one-year period.

Targeted/combination resume lists experience in reverse chronological order.

Task force a group in an organization formed to deal with a specific issue or problem.

Team a group of people who need each other to accomplish a given task.

Telecommunications the transmission of text, data, voice, video, and images—graphics and pictures—from one location to another.

Telecommuting periodically working out of a principal office one or more days per week.

Teleconferencing a general term applied to a variety of technology-assisted two-way (interactive) communications.

Telework describes a variety of situations where individuals use telecommunications technology to work from somewhere other than the traditional workplace.

Telework center a fully equipped workplace operated by an independent organization and shared by employees from a variety of employers.

Templates predesigned documents that contain formatting.

Temporary agency one offering temporary work.

Temps temporary workers.

Terabyte (TB) a trillion bytes per second.

Teraflop 1 trillion operations per second.

Terminal digit filing organizes files by the final digits of the number.

Territoriality the act of laying claim to and defending a territory.

Tickler file used to remind a person to take certain actions.

Time a resource that cannot be changed, converted, or controlled.

Toner powdered ink.

Topic sentence contains the main idea of a paragraph.

Touch pad a small window the user touches to move the cursor on the screen.

Touch screen a computer screen the user touches with his or her finger to make the

desired choice, rather than using a mouse or another point-and-click interface.

TQM total quality management.

Trackball a stationary ball the user rolls with his or her fingertips to move the cursor on the screen.

Transformational leadership similar to charismatic leadership; however, transformational leaders are successful in getting employees to transform from self-interest to the larger good of the entire organization and community.

Transmission Control Protocol/Internet Protocol (TCP/IP) a language that allows computers to communicate over the Internet.

Treasury bills bonds backed by the federal government that mature in one year or less.

Treasury bonds bonds backed by the federal government that mature in one to thirty years.

Treasury notes bonds backed by the federal government that mature in two to ten years.

Troubleshooting determining a hardware or software problem and finding a solution.

U

Ultrafiche a variation of microfiche that can store thousands of images.

Uncompress to restore a file to its original form.

Uninstaller a utility that removes an application and any associated entries in the system files.

Universal Product Code (UPC) a series of black printed bars of varying thickness read by barcode scanners; tells the name of the product and the selling price.

UNIX an operating system used extensively in the programming and operating of supercomputers and mainframe computers.

Upward communication messages that travel from employees to management.

Useful records useful for smooth, effective operation of an organization.

U-Shaped and semicircular arrangements seating arrangements that work well for small groups of six to eight people.

USPS United States Postal Service.

Utility program system software that performs a specific task related to managing a computer, its devices, or its programs.

Utility suites combine several utility programs into a single package.

V

Values principles that guide a person's life, such as honesty, fairness, love, security, and belief in a higher being.

Variable-data barcode identifies information unique to one particular item.

Verbal communication the process of exchanging ideas and feelings through the use of words.

Vertical analysis a percentage analysis used to show the relationship of each component to the total within a single statement.

Videoconferencing a system of transmitting audio and video between individuals at distant locations.

Virtual assistant an individual who provides administrative support or specialized business services from a distance through the Internet, by fax, by telephone, or by another method of communication.

Virtual interviews interviews held via technology by an interviewer at a distant location.

Virtual private networks (VPNs) link mobile users with a secure connection to the company network server.

Virtual/mobile telework using communications tools and technology to perform job duties from a customer location, an airport, a hotel, or another off-site location.

Visa a document granted by a government abroad that permits a traveler to enter and travel within that particular country.

Visionary leadership includes charismatic and transformational leadership.

Visualization using your imagination to help you relax.

Vital records cannot be replaced and should never be destroyed.

VOI voice over Internet.

VOIP voice over Internet protocol.

Volatile characterized by unexpected change.

W

W questions why, what, and who; determine whether the correspondence includes all necessary information.

W-4 Employee's Withholding Allowance Certificate.

Walk-up stations another term used to describe decentralized copy centers.

Web browser an application program that provides a way to look at and interact with all the information on the World Wide Web.

Whistleblowers individuals who bring wrongdoing within an organization to light.

Wide area networks (WANs) link technological equipment over an area that can be hundreds of thousands of miles.

Windows an operating system developed by Microsoft in 1992.

Wireless service provider (WSP) a company that provides wireless Internet access to users with wireless modems or Web-enabled handheld computers or devices.

Workplace politics when the people you know within an organization can be important.

Workstation computers (supermicros) the upper-end machines of the microcomputer.

World Wide Web a large collection of computer files (Web pages) scattered across the Internet.

WORM technology write once, read many technology, which prevents any alteration to a document once it has been scanned into the system.

Y

You approach making every attempt to enter into the feelings of the person who will be reading the letter.

Z

Zero-coupon treasuries bonds backed by the federal government that pay no interest until they mature.

Zip disks high-capacity storage mediums available in 100- and 250-MB capacities.