

Get ready!

- 1 Before you read the passage, talk about these questions.
- 1 What are some purposes of software?
 - 2 Why must software engineers learn about many different industries?



Technology Today

Software engineers might not be familiar with a particular industry. Nonetheless, they must be prepared to write the software. This makes the job challenging, but also interesting and rewarding.

Software engineers write many types of programs. They create simple **mobile apps** for the casual user. But they also design complex programs for fields like **bioinformatics**.

Companies use software for many different kinds of **data management**. Managers use programs to organize **payroll** or perform **cost analyses**. Some programs **simulate** actions and events, like changes in financial markets.

Individuals use personal devices like **multimedia players** and **digital assistants**. Travelers benefit from software like **satellite navigation** and **route planning**.



Reading

- 2 Read the journal article. Then, choose the correct answers.
- 1 What is the main idea of the article?
 - A where engineers learn to design software
 - B why engineers must learn about various industries
 - C a guide to develop software for a particular purpose
 - D the differences between various types of software
 - 2 According to the article, which is a form of data management?
 - A route planning
 - B payroll
 - C satellite navigation
 - D bioinformatics
 - 3 What is NOT true of software engineers?
 - A They typically work in different industries before becoming engineers.
 - B They usually learn to design many different types of software.
 - C They create products for both commercial and individual use.
 - D They may be unfamiliar with subjects that they are writing software for.

Vocabulary

- 3 Match the words (1-8) with the definitions (A-H).

- | | |
|---------------------|---------------------------|
| 1 __ payroll | 5 __ multimedia player |
| 2 __ simulation | 6 __ digital assistant |
| 3 __ cost analysis | 7 __ data management |
| 4 __ bioinformatics | 8 __ satellite navigation |

- A a realistic representation of something
- B the ability to track and evaluate information
- C a company's list of employees and how much they are paid
- D a report that explains expenses
- E the application of computer software to the field of biology
- F the process of determining a location based on electronic information
- G a device that can play audio, video, and other files
- H a small, handheld computer that typically works as a mobile phone

4 Choose the sentence that uses the underlined part correctly.

- 1 **A** Many software apps aid in the process of route planning.
- B** You can use payroll to download whatever app you want.
- 2 **A** Software Engineers must create satellite navigation in order to help biologists.
- B** New phones download mobile apps really quickly.

5 Listen and read the journal article again. What types of software might a businessperson use?

Listening

5 Listen to a conversation between a company owner and an engineer. Mark the following statements as true (T) or false (F).

- 1 ___ The newest project is a route planning application.
- 2 ___ The woman asks to see the mobile app.
- 3 ___ The new program must be compatible with digital assistants.

6 Listen again and complete the conversation.

Owner: Owen, where are we on 1 _____ ?

Engineer: We're 2 _____ on a lot of new things, Ms. Thompson.

Owner: Last I heard, you were finishing a mobile app for 3 _____ .

Engineer: We finished that. Now we're working on a program for 4 _____ .

Owner: Can you tell me more about that?

Engineer: We want to 5 _____ a satellite navigation program. But ours will be much smaller.

Owner: Why is that?

Engineer: It needs to be compatible with 6 _____ .

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

Where are we on ...
 Can you tell me more ...
 We started ...

Student A: You are a company owner. Talk to Student B about:

- software engineering projects
- recent and current developments
- how the software will be used

Student B: You are an engineer. Talk to Student A about software engineering.

Writing

9 Use the conversation from Task 8 to write an email on software developments to the owner of a company.



Dear Ms. Thompson,

We recently finished _____ .

Another project is _____ .

So far, we _____ .

Since _____ is so popular, we will begin writing a new program for it.

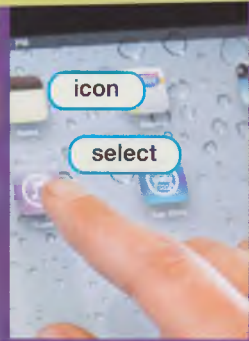
Most of these programs will be accessible on _____ .

Sincerely,
 Owen

10 The Desktop and GUI

Starting Mailbag Deluxe

right-click



Follow these instructions to start Mailbag Deluxe after installation. This process applies to all standard GUIs.

1. Find the shortcut to Mailbag Deluxe on your **desktop**. The **icon** is a **folder** with a star in the corner.
2. **Right-click** the icon to show the **dropdown menu**.
3. **Select** the option that says “Open Mailbag.”
4. The setup guide will open. Click “Next.”
5. Type your name and email address. Make sure the **cursor** appears in the correct box.
6. Click “Finish Setup.” This step may take a few moments.
7. Click “Run Mailbag.” You are ready to use Mailbag Deluxe!

Vocabulary

3 Match the words and phrases (1-7) with the definitions (A-G).

- | | | | |
|---|-----------|---|------------------|
| 1 | __ icon | 5 | __ cursor |
| 2 | __ GUI | 6 | __ right-click |
| 3 | __ open | 7 | __ dropdown menu |
| 4 | __ select | | |

- A to reveal the contents of something in order to use or edit them
- B a list of options that appears when an item is clicked
- C a feature on a computer screen that indicates where input will appear
- D to mark something for a particular operation
- E a visual way of interacting with a computer screen
- F a symbol that indicates a file or program
- G to bring up options using a particular mouse button

4 Choose the sentence that uses the underlined part correctly.

- 1 A The user clicked on the cursor to start the web browser.
- B Some people display pictures on their desktops.
- 2 A When a user opens a program, the computer should shut down.
- B The folder contains the engineer’s important documents.
- 3 A Clicking on a menu option will often run a program.
- B Use the icon to scroll down to the bottom of the page.



Get ready!

1 Before you read the passage, talk about these questions.

- 1 What features are commonly found on a computer desktop?
- 2 How do users typically start programs through a GUI?

Reading

2 Read the manual. Then, mark the following statements as true (T) or false (F).

- 1 __ The instructions help users install a program.
- 2 __ “Open Mailbag” is an option from the dropdown menu.
- 3 __ The cursor takes a few moments to appear in the correct box.

5 Listen and read the manual again. How does a user bring up the dropdown menu?

Listening

6 Listen to a conversation between a tech support representative and a customer. Choose the correct answers.

- 1 What is the main idea of the conversation?
 - A a defect in the company's software
 - B a program that the man cannot open
 - C compatibility between a program and the man's GUI
 - D instructions for removing icons from a desktop
- 2 What is the cause of the man's problem?
 - A The company installed the wrong version of the program.
 - B The man did not click an icon correctly.
 - C The man forgot to save the program to his desktop.
 - D The company gave the man the wrong instructions.

7 Listen again and complete the conversation.

Representative: Thanks for calling Mailbag Support. How 1 _____ you?

Customer: Hi, I just installed the new Mailbag Deluxe. But I can't 2 _____.

Representative: I'm sorry to hear you're having trouble. Do you see the icon on 3 _____?

Customer: Yes, it's there. But 4 _____ when I click it.

Representative: Did you 5 _____ - _____ the icon?

Customer: No. Should 6 _____?

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

I can't ...
I'm sorry to hear ...
Go ahead and ...

Student A: You are a tech support representative. Talk to Student B about:

- a problem that he or she is having with a program
- what actions he or she already tried
- what actions he or she should take

Student B: You are a customer. Talk to Student A about a problem that you are having with a program.

Writing

9 Use the conversation from Task 8 to complete the troubleshooting guide.

Mailbag Deluxe:

Solutions to Common Problems

Troubleshooting Guide

Problem: The program _____ when _____.

Solution: _____

Problem: The program _____ when _____.

Solution: _____