

# Application Tips for Word Processors

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**Course:** BUS 302  
**Title:** *The Gateway Experience* (3 units)

“Man is still the most extraordinary computer of all.”  
---John F. Kennedy (1917-1963)

## Introduction

Most contemporary business students use Microsoft Word (MS-Word) for the production of their case reports and other print-based deliverables. The purpose of this document is to help BUS 302 students learn a few commands in MS-Word that are helpful in producing a quality work product. In general, MS-Word works the same way in both the Windows and MacOS environments. Similar commands exist in other word processing applications, such as OpenOffice Writer (Linux/MacOS/Windows), Lyx (Linux/MacOS/Windows), AbiWord (Linux/MacOS/Windows) and Pages (MacOS). Similar commands exist in online word processing applications, such as Google Docs, although the functionality may be limited.

If this document is unclear, please contact the instructor.

## Formatting a Table of Contents

Table of Contents typically have some text (usually a section or a component of the case report) on the left-hand side of the page and a page number on the right-hand side of the page. And in between both of those two elements lie “dot leaders.” Dot leaders connect the text on the left-hand side with the page number on the right-hand side to improve clarity and reduce ambiguity for the reader.

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The command sequence to insert a dot leader is to 1), move the cursor to the first line of the table of contents, 2), select “Format | Tabs,” 2), insert 6 to place a tab stop at the sixth inch (or similar), 3), select “Decimal” alignment, 4), select “...” leader, 5), click “Set”, and 6), click “Close.” Now, type the text on the left-hand side of the page, press the tab key, and type the page number. Repeat for the rest of the lines.

In OpenOffice, the command sequence is “Format | Paragraph | Tabs.” In Lyx, the (approximately similar) command sequence is “Insert | List/TOC | Table of Contents.” In AbiWord, the command sequence is “Format | Tabs.” In Pages, the command sequence is “View | Show Inspector” and then select “Text Selector.” Google Docs does not currently contain a function for either tab settings or dot leaders.

## Inserting a Special Symbol

Keyboards simply do not have enough space for all possible symbols in all possible languages. Occasionally, a BUS 302 student will need a special symbol in a case report. For example, the “A Day at the Spa” case requires use of the concept of Expected Value. In general, the equation for expected value is  $E(x) = \sum xP(x)$ . The upper-case Greek summation symbol is needed in this formula (and no other substitute is acceptable).

The command sequence to insert the summation sign is to 1), select “Insert | Symbol”, 2), scroll down to “Mathematical Operators” subset, 3), locate the symbol  $\Sigma$ , 4), click “Insert,” and 5), click “Close.”

In OpenOffice and AbiWord, the command sequence is “Insert | Special Character.” In Lyx, the command sequence is “Insert | Special Character | Symbols.” In Pages, the command sequence is “Edit | Special Characters.” In Google Docs, the command sequence is “Insert | Special Characters”; however, the range of special characters is limited.

## Inserting an Equation

Occasionally, a BUS 302 student will need to generate, format, and place a mathematical equation in a case report. For example, the “ACME Electronics” case requires the calculation of a confidence interval for a proportion. In general, the formula for a confidence interval for a proportion is as follows:

$$\hat{p} \pm z_{\alpha/2} \sqrt{\frac{(\hat{p})(1-\hat{p})}{n}}$$

Inserting the symbols, subscripts, and the square root radical is difficult (and other substitutes or workarounds are not acceptable). The best choice is to use the built-in equation editor. The equation editor takes a bit of practice and a bit patience, but the readable and precise output is worth the effort.

The command sequence to insert an equation is to select “Insert | Object | Microsoft Equation.” Again, a bit of practice with simple formulas is the key to successful use of the equation editor.

In OpenOffice, the command sequence is “Insert | Object | Formula;” however, the equation editor is slightly less sophisticated than the one in MS-Word. In Lyx, the command sequence is “Insert | Math” and full LaTeX commands can be used. In AbiWord, the command sequence is “Insert | Equation | From LaTeX;” however, a user must enter the equation in command-line form without the benefit of a fully graphical interface. Pages does not support a built-in, graphical equation editor directly. One popular option is to use the “Grapher” utility which comes built-in with every MacOS

and “copy-and-paste” the result into a Text Box in Pages. Another popular option is to download and install the LaTeXIt utility (available at no charge from [“http://ktd.club.fr/programmation/latexit\\_en.php”](http://ktd.club.fr/programmation/latexit_en.php)). In Google Docs, a user would enter the MathML code directly into the (native HTML) file.