

The
Management
University
of Africa



Sponsored by the Kenya Institute of Management

CERTIFICATE UNIVERSITY EXAMINATIONS
SCHOOL OF MANAGEMENT AND LEADERSHIP
BRIDGING CERTIFICATE COURSE

FCC 102: INTRODUCTION TO COMPUTER APPLICATIONS

DATE: 27TH JULY 2026

DURATION: 2 HOURS

**MAXIMUM
MARKS: 70**

INSTRUCTIONS:

1. Write your registration number on the answer booklet.
2. **DO NOT** write on this question paper.
3. This paper contains **SIX (6)** questions.
4. Question **ONE** is compulsory.
5. Answer any other **FOUR** questions.
6. Question **ONE** carries **30 MARKS** and the rest carry **10 MARKS** each.
7. **Write all your answers in the Examination answer booklet provided.**

QUESTION ONE

Read the Case Study below carefully and answer the questions that follow:

Elimu Institute of Technology is a mid-sized college offering certificate and diploma programmes in business and information technology. The college recently constructed a modern computer laboratory equipped with thirty desktop computers, a local area network (LAN), a laser printer, a projector, and an uninterruptible power supply (UPS). The laboratory is intended to serve students across all departments for practical computer lessons, research, and assignment preparation.

However, since the lab was opened, several challenges have emerged. Students have been found saving personal files directly onto the lab computers without any folder organisation, leading to storage congestion and loss of other students work. Some students have visited unauthorised websites and downloaded files that introduced viruses into the network, causing system crashes on several machines. Additionally, the lab technician has noted that students frequently leave computers on after sessions, disconnect cables carelessly, and handle peripherals without proper care, resulting in frequent hardware faults.

The college Principal has tasked the Head of the IT Department with developing and enforcing a Computer Laboratory Management Policy. The policy is expected to address proper use of equipment, file management, internet and email usage, software installation, and general lab etiquette. The Head of IT is also required to design a short induction program to be completed by all students before they are granted access to the laboratory.

Required:

- a) Identify **two** major challenges being experienced in the Elimu Institute computer laboratory and explain the impact of each on students and staff. **[5 marks]**

- b) Explain how proper file management practices using folders and naming conventions can help students organize their work effectively in the computer laboratory. **[5 marks]**
- c) Describe **two** ways in which Microsoft Excel can be used by the lab technician to maintain and track computer laboratory records such as equipment inventory and usage logs. **[5 marks]**
- d) Describe the ways in which Microsoft PowerPoint can be used during the student induction program to communicate the Computer Laboratory Management Policy effectively. **[5 marks]**
- e) Explain why enforcing safe internet and email usage policies is critical in a shared computer laboratory environment such as the one at Elimu Institute of Technology. **[5 marks]**
- f) As the Head of IT, suggest **two** methods you would use to evaluate whether students are complying with the Computer Laboratory Management Policy after the induction program. **[5 marks]**

QUESTION TWO

- a) A new student joining a computer studies class at Elimu Institute of Technology has no prior knowledge of computing concepts. As the class tutor, explain the following terms to the student in a clear and practical manner:
 - i. Operating System **(3 Marks)**
 - ii. Computer **(3 Marks)**
- b.) A newly opened cybercafé in Nairobi is experiencing several technical issues with its computers. As the IT technician called in to assess the situation, identify FOUR (4) common computer problems you would likely encounter and briefly explain each. **[4 marks]**

QUESTION THREE

- a) You have been hired as a computer lab assistant at a secondary school. The computers have been breaking down frequently. Outline FOUR (4) good computer maintenance practices you would implement to extend the lifespan of the computers. **[4 marks]**
- b) Wanjiku is the procurement officer at a growing law firm and has been asked to purchase new desktop computers for the office. Describe SIX features she should evaluate to ensure the computers are suitable for business use. **[6 marks]**

QUESTION FOUR

- a) You are helping a friend prepare a formal business report using Microsoft Word for the first time. She asks you to explain what a word processor is and to guide her on how to improve the appearance of her document. Explain what a word processor is and describe FOUR formatting features in Microsoft Word she can use to make her report look professional. **[5 marks]**
- b) The use of cloud storage has become increasingly common in modern organizations. Using your own words, briefly explain what cloud storage is and outline its key advantages over traditional physical storage methods. **[5 marks]**

QUESTION FIVE

- a) A small printing business is setting up a new workstation. As the IT advisor, recommend and explain FOUR output devices that would be commonly required in such a computer setup. **[8 marks]**
- b) While helping a colleague edit a report in Microsoft Word, she accidentally moves text to the wrong location instead of duplicating it. Using this scenario, explain the difference between the Cut and Copy commands in Microsoft Word. **[2 marks]**

QUESTION SIX

- a) A small business owner in Mombasa has reported that her company's computers have been behaving erratically, with files disappearing and the systems slowing down drastically. You suspect a computer virus attack. Define the term Computer Virus and explain any **FIVE (5)** measures an organization can take to protect its computers from virus attacks. **[6 marks]**
- b) A newly employed sales assistant at a retail store has been asked by her manager to record the daily sales data in Microsoft Excel. She has never used Excel before. Describe the steps she should follow to create a new spreadsheet, enter the sales data, and save the file. **[4 marks]**