

Administrative Services Criticality Survey - 2014		Nice to Know	Need to Know	Critical to Know	Rating Average	Response Count
CONTENT STANDARD 1: Use Standard Office Software Applications						
Performance Standard 1.1: Demonstrate Proficiency in Word Processing						
1.1.1	Use a template to create a business document	22	57	39	2.14	118
1.1.2	Create tables, charts, and graphs to depict information	27	54	37	2.08	118
1.1.3	Demonstrate appropriate formatting and design to create business documents (i.e., letters, emails, memos, reports, and proposals)	11	40	67	2.47	118
1.1.4	Demonstrate competency in keyboarding and 10-key	20	40	58	2.32	118
1.1.5	Draft, edit, and revise written work	9	40	68	2.50	117
1.1.6	Create various desktop publications (e.g., newsletters, certificates, brochures, and flyers)	54	50	13	1.65	117
1.1.7	Use data to create mail merging with other software applications	49	55	14	1.70	118
Performance Standard 1.2: Demonstrate Proficiency in Spreadsheet Applications						
1.2.1	Generate formulas and use functions to solve a problem	41	52	25	1.86	118
1.2.2	Use formatting and editing to create a spreadsheet	19	55	44	2.21	118
1.2.3	Create tables, charts, and graphs to depict information	24	63	30	2.05	117
1.2.4	Demonstrate sorting and filtering data	26	59	32	2.05	117
1.2.5	Export data to other software applications	46	55	14	1.72	115
1.2.6	Import data to create spreadsheets	38	64	15	1.80	117
1.2.7	Implement security measures for spreadsheet protection	44	53	20	1.79	117
Performance Standard 1.3: Demonstrate Proficiency in Database Applications						
1.3.1	Use data to create tables	41	62	13	1.76	116
1.3.2	Create forms to collect and enter data	49	55	12	1.68	116
1.3.3	Formulate reports utilizing data queries to convey meaningful information	54	47	15	1.66	116
1.3.4	Use filters to answer inquiries and create final reports	50	53	12	1.67	115
1.3.5	Edit and revise collected data	38	58	20	1.84	116
Performance Standard 1.4: Demonstrate Proficiency in Presentation Software						
1.4.1	Use a template to create a presentation	23	59	36	2.11	118
1.4.2	Demonstrate appropriate formatting and design of business presentations	21	54	43	2.19	118
1.4.3	Edit and revise presentation content consistent with professional standards	22	57	38	2.14	117
1.4.4	Customize presentations (e.g., animations, transitions, hidden slides, sound files)	45	53	19	1.78	117
1.4.5	Capture and insert graphics, audio, and video appropriate to the presentation	44	56	18	1.78	118
1.4.6	Manage presentations (e.g., use rehearsed timings, screen navigation tools, pen, highlighter)	45	53	19	1.78	117
Performance Standard 1.5: Demonstrate Proficiency in Technology Media						
1.5.1	Evaluate Internet research sites for credibility and reliability	35	50	33	1.98	118
1.5.2	Manage an electronic file storage system	30	38	50	2.17	118
1.5.3	Recognize the potential risks associated with information management	22	36	58	2.31	116
1.5.4	Identify and apply information security practices (e.g., password security, login, logout)	13	36	69	2.47	118
1.5.5	Practice safe, legal, and responsible use of technology in the workplace	8	35	74	2.56	117
1.5.6	Demonstrate effective and appropriate use of social media	18	39	61	2.36	118
CONTENT STANDARD 2: Understand Accounting Functions						
Performance Standard 2.1: Perform Accounting Procedures						
2.1.1	Balance cash and receipts	30	44	42	2.10	116
2.1.2	Balance bank statements with checkbook	31	44	41	2.09	116
2.1.3	Maintain accounting records (e.g., AP, AR, payroll, cost, tax)	51	36	28	1.80	115
2.1.4	Process invoices for payment	32	57	26	1.95	115
2.1.5	Prepare bank deposits	45	44	26	1.83	115
2.1.6	Prepare purchase requisitions	37	54	24	1.89	115
2.1.7	Complete travel vouchers	28	58	28	2.00	114
2.1.8	Document and process receipt of payment	32	54	30	1.98	116

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2.1.9	Explain the nature of accounts payable and accounts receivable	37	56	23	1.88	116
2.1.10	Manage budget allocation	40	47	27	1.89	114
CONTENT STANDARD 3: Understand Legal and Ethical Issues that Impact Business						
Performance Standard 3.1: Understand Legal Issues in Business						
3.1.1	Describe various fraudulent business activities	43	53	18	1.78	114
3.1.2	Explain legal issues associated with information management	53	49	12	1.64	114
3.1.3	Describe methods used to protect copyrights, intellectual property, and corporate property	50	53	11	1.66	114
3.1.4	Research local, state, and federal regulations impacting business operations	48	51	14	1.70	113
3.1.5	Discuss the importance of maintaining records for software licenses	44	56	14	1.74	114
3.1.6	Describe employee rights in the workplace	28	51	34	2.05	113
Performance Standard 3.2: Understand Ethics in Business						
3.2.1	Explain ethical characteristics and traits	15	45	55	2.35	115
3.2.2	Discuss business ethics in the office environment	13	47	55	2.37	115
3.2.3	Describe the importance of workplace confidentiality	5	34	76	2.62	115
3.2.4	Discuss and examine ethical usage of media content	16	48	51	2.30	115
CONTENT STANDARD 4: Understand the Importance of Positive Customer Relations						
Performance Standard 4.1: Foster Positive Relationships With Customers						
4.1.1	Recognize the importance of and demonstrate how to properly acknowledge customers/clients	4	35	74	2.62	113
4.1.2	Identify and address needs of customers/clients	6	30	77	2.63	113
4.1.3	Provide helpful, courteous, and knowledgeable service	3	20	90	2.77	113
4.1.4	Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, email, Web, social media, technology)	3	43	66	2.56	112
4.1.5	Identify techniques to seek and use customer/client feedback to improve company services	17	54	42	2.22	113
4.1.6	Recognize the relationship between customer/client satisfaction and company success	6	34	73	2.59	113
Performance Standard 4.2: Resolve Conflicts with/For Customers						
4.2.1	Identify conflict resolution skills to enhance productivity and improve workplace relationships	9	52	52	2.38	113
4.2.2	Implement conflict resolution strategies and problem-solving skills	14	51	48	2.30	113
4.2.3	Explain the role of documentation as a component in conflict resolution	26	52	35	2.08	113
CONTENT STANDARD 5: Understand Business Communication						
Performance Standard 5.1: Demonstrate Written and Oral Communication						
5.1.1	Prepare correspondence (e.g., memo, business letter, electronic mail)	8	43	61	2.47	112
5.1.2	Proofread for all content, format, and keying errors	4	42	65	2.55	111
5.1.3	Transcribe notes from written, verbal, and/or recorded formats	23	57	31	2.07	111
5.1.4	Prepare agendas and compile materials for meetings	14	57	41	2.24	112
5.1.5	Communicate with liaisons outside the company	15	58	38	2.21	111
5.1.6	Prepare and deliver oral presentations	35	57	20	1.87	112
CONTENT STANDARD 6: Understand Business and Office Operations						
Performance Standard 6.1: Manage Office Functions for a Business						
6.1.1	Demonstrate management of office projects and meeting deadlines	14	44	51	2.34	109
6.1.2	Explain purchasing, shipping, and receiving procedures	40	51	18	1.80	109
6.1.3	Make travel arrangements for business purposes	26	47	36	2.09	109
6.1.4	Plan and organize a meeting	17	46	46	2.27	109
6.1.5	Describe the function of facilities management	46	47	16	1.72	109
6.1.6	Plan organization/department activities	32	47	30	1.98	109
6.1.7	Create and maintain electronic office calendars, tasks, appointments, resource	16	39	54	2.35	109

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Performance Standard 6.2: Understand Mail/Shipping Processes						
6.2.1	Process incoming and outgoing mail	25	52	29	2.04	106
6.2.2	Identify special mail services through USPS (e.g., certified, registered, return receipt)	36	49	22	1.87	107
6.2.3	Identify mail/shipping couriers (e.g., FEDEX, UPS, DHL)	30	53	23	1.93	106
Performance Standard 6.3: Understand Telephone Techniques and Etiquette						
6.3.1	Identify techniques for answering, screening, and placing calls	4	47	59	2.50	110
6.3.2	Identify techniques for placing callers on hold, transferring calls, and taking/leaving messages	5	51	53	2.44	109
6.3.3	Locate telephone numbers and contact information	7	44	59	2.47	110
Performance Standard 6.4: Understand File/Records Management						
6.4.1	Identify types of filing supplies, procedures, and systems	20	56	33	2.12	109
6.4.2	File office information manually and electronically	14	54	41	2.25	109
6.4.3	Retrieve information from files	10	54	46	2.33	110
6.4.4	List the phases of a record life cycle	45	49	15	1.72	109
Performance Standard 6.5: Understand How Businesses are Organized						
6.5.1	Describe the differences between the various types of business ownership	62	41	7	1.50	110
6.5.2	Describe the hierarchy of a business organization and the roles of key officers in an organization	39	57	14	1.77	110
6.5.3	Compare and contrast various types of management styles	66	38	6	1.45	110
Performance Standard 6.6: Understand Proper Use of Office Tools and Equipment						
6.6.1	Identify when to use facsimile versus scanned documents	33	57	19	1.87	109
6.6.2	Discuss copy machine usage and maintenance	29	57	23	1.94	109
6.6.3	Operate 10-Key calculator	49	44	16	1.70	109
6.6.4	Set up and use audio visual equipment	34	58	16	1.83	108
6.6.5	Explain the use of multi-line phones and conference calls	25	59	25	2.00	109
6.6.6	Describe web-based and video conferencing	35	59	15	1.82	109
6.6.7	Discuss technology device trends as applied to business environments	55	40	13	1.61	108
Performance Standard 6.7: Investigate Careers in Administrative Services						
6.7.1	Research various careers related to administrative services and office management	57	39	12	1.58	108
6.7.2	Compare personal traits, likes, and dislikes with characteristics typical in administrative services careers	54	44	12	1.62	110
6.7.3	Explain the role and responsibilities of administrative assistants	35	45	30	1.95	110