2018-2019
Technical Skills Assessment
Administrative Services

Results by Standard

Legend (%)		
0-50%	51-75%	76-100%

Assessment: Idaho Administrative Services Number tested: 22	% Correct 16-17	% Correct 17-18	% Correct 18-19
1) CONTENT STANDARD 1.0 USE STANDARD OFFICE SOFTWARE APPLICATIONS	67.61%	66.45%	67.77%
1) Performance Standard 1.1: Demonstrate Proficiency in Word Processing	62.50%	60.62%	62.73%
1.1.3 Demonstrate appropriate formatting and design to create business documents (i.e., letters, emails, memos, reports, and proposals)	50.00%	57.22%	50.00%
1.1.4 Demonstrate competency in keyboarding and 10-key	93.75%	92.78%	86.36%
1.1.5 Draft, edit, and revise written work	59.38%	47.94%	63.64%
2) Performance Standard 1.2: Demonstrate Proficiency in Spreadsheet Applications	74.11%	64.95%	66.23%
1.2.2 Use formatting and editing to create a spreadsheet	77.08%	68.04%	66.67%
1.2.3 Create tables, charts, and graphs to depict information	78.13%	66.49%	68.18%
1.2.4 Demonstrate sorting and filtering data	65.63%	58.76%	63.64%
3) Performance Standard 1.3: Demonstrate Proficiency in Database Applications	52.08%	55.33%	57.58%
1.3.4 Use filters to answer inquiries and create final reports	37.50%	45.36%	40.91%
1.3.5 Edit and revise collected data	59.38%	60.31%	65.91%
4) Performance Standard 1.4: Demonstrate Proficiency in Presentation Software	79.46%	78.06%	79.87%
1.4.1 Use a template to create a presentation	81.25%	77.84%	81.82%
1.4.2 Demonstrate appropriate formatting and design of business presentations	81.25%	82.99%	86.36%
1.4.3 Edit and revise presentation content consistent with professional standards	77.08%	74.91%	74.24%
5) Performance Standard 1.5: Demonstrate Proficiency in Technology Media	62.50%	65.70%	66.12%
1.5.2 Manage an electronic file storage system	75.00%	70.62%	84.09%
1.5.3 Recognize the potential risks associated with information management	81.25%	82.47%	84.09%
1.5.4 Identify and apply information security practices (e.g., password security, login, logout)	46.88%	55.15%	56.82%
1.5.5 Practice safe, legal, and responsible use of technology in the workplace	72.92%	81.79%	77.27%
1.5.6 Demonstrate effective and appropriate use of social media	31.25%	30.41%	22.73%
2) CONTENT STANDARD 2.0 UNDERSTAND ACCOUNTING FUNCTIONS	39.84%	47.42%	44.32%

Assessment: Idaho Administrative Services Number tested: 22	% Correct 16-17	% Correct 17-18	% Correct 18-19
1) Performance Standard 2.1: Perform Accounting Procedures	39.84%	47.42%	44.32%
2.1.1 Balance cash and receipts	50.00%	51.03%	50.00%
2.1.2 Balance bank statements with checkbook	31.25%	43.81%	39.77%
2.1.4 Process invoices for payment	50.00%	49.48%	59.09%
2.1.6 Prepare purchase requisitions	43.75%	52.58%	36.36%
3) CONTENT STANDARD 3.0 UNDERSTAND LEGAL AND ETHICAL ISSUES THAT IMPACT BUSINESS	68.13%	68.35%	69.09%
1) Performance Standard 3.1: Understand Legal Issues in Business	81.25%	79.38%	81.82%
3.1.6 Describe employee rights in the workplace	81.25%	79.38%	81.82%
2) Performance Standard 3.2: Understand Ethics in Business	66.67%	67.12%	67.68%
3.2.1 Explain ethical characteristics and traits	68.75%	70.62%	63.64%
3.2.2 Discuss business ethics in the office environment	78.13%	76.29%	77.27%
3.2.3 Describe the importance of workplace confidentiality	62.50%	59.45%	63.64%
3.2.4 Discuss and examine ethical usage of media content	59.38%	65.98%	68.18%
4) CONTENT STANDARD 4.0 UNDERSTAND THE IMPORTANCE OF POSITIVE CUSTOMER RELATIONS	81.25%	84.48%	83.42%
1) Performance Standard: 4.1: Foster Positive Relationships With Customers	80.80%	83.43%	82.47%
4.1.1 Recognize the importance of and demonstrate how to properly acknowledge customers/clients	84.38%	85.05%	79.55%
4.1.2 Identify and address needs of customers/clients	78.13%	85.05%	72.73%
4.1.3 Provide helpful, courteous, and knowledgeable service	87.50%	89.35%	90.91%
4.1.4 Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, email, Web, social media, technology)	62.50%	65.98%	65.91%
4.1.5 Identify techniques to seek and use customer/client feedback to improve company services	93.75%	91.24%	90.91%
4.1.6 Recognize the relationship between customer/client satisfaction and company success	77.08%	81.79%	87.88%
2) Performance Standard 4.2: Resolve Conflicts with/For Customers	83.33%	89.35%	87.88%
4.2.1 Identify conflict resolution skills to enhance productivity and improve workplace relationships	87.50%	92.78%	93.18%
4.2.2 Implement conflict resolution strategies and problem-solving skills	75.00%	82.47%	77.27%
5) CONTENT STANDARD 5.0 UNDERSTAND BUSINESS COMMINICATIONS	80.11%	78.07%	76.03%
1) Performance Standard 5.1: Demonstrate Written and Oral Communication	80.11%	78.07%	76.03%
5.1.1 Prepare correspondence (e.g., memo, business letter, electronic mail)	56.25%	60.31%	52.27%
5.1.2 Proofread for all content, format, and keying errors	71.88%	72.16%	75.00%

Assessment: Idaho Administrative Services Number tested: 22	% Correct 16-17	% Correct 17-18	% Correct 18-19
5.1.4 Prepare agendas and compile materials for meetings	77.08%	78.69%	71.21%
5.1.5 Communicate with liaisons outside the company	100.00%	93.81%	93.18%
5.1.6 Prepare and deliver oral presentations	96.88%	85.05%	90.91%
6) CONTENT STANDARD 6.0 UNDERSTAND BUSINESS AND OFFICE OPERATIONS	64.88%	65.24%	68.18%
1) Performance Standard 6.1: Manage Office Functions for a Business	53.91%	55.28%	59.66%
6.1.1 Demonstrate management of office projects and meeting deadlines	46.88%	50.00%	45.45%
6.1.2 Explain purchasing, shipping, and receiving procedures	62.50%	62.89%	81.82%
6.1.3 Make travel arrangements for business purposes	62.50%	55.67%	86.36%
6.1.4 Plan and organize a meeting	53.13%	46.91%	40.91%
6.1.7 Create and maintain electronic office calendars, tasks, appointments, resources	53.13%	64.95%	68.18%
2) Performance Standard 6.2: Understand Mail/Shipping Processes	93.75%	84.54%	90.91%
6.2.1 Process incoming and outgoing mail	93.75%	84.54%	90.91%
3) Performance Standard 6.3: Understand Telephone Techniques and Etiquette	70.00%	69.69%	70.00%
6.3.1 Identify techniques for answering, screening, and placing calls	71.88%	71.65%	75.00%
6.3.2 Identify techniques for placing callers on hold, transferring calls, and taking/leaving messages	71.88%	73.20%	72.73%
6.3.3 Locate telephone numbers and contact information	62.50%	58.76%	54.55%
4) Performance Standard 6.4: Understand File/Records Management	71.88%	70.10%	79.55%
6.4.1 Identify types of filing supplies, procedures, and systems	37.50%	45.36%	45.45%
6.4.2 File office information manually and electronically	90.63%	89.18%	95.45%
6.4.3 Retrieve information from files	68.75%	56.70%	81.82%
6) Performance Standard 6.6: Understand Proper Use of Office Tools and Equipment	65.63%	70.10%	65.91%
6.6.2 Discuss copy machine usage and maintenance	87.50%	86.60%	81.82%
6.6.6 Describe web-based and video conferencing	43.75%	53.61%	50.00%
7) Performance Standard 6.7: Investigate Careers in Administrative Services	68.75%	74.23%	63.64%
6.7.3 Explain the role and responsibilities of administrative assistants	68.75%	74.23%	63.64%