



# 2020-2021

## Technical Skills Assessment

### Administrative Services

## Results by Standard

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

Assessment: Administrative Services Number tested: 15	% Correct 17-18	% Correct 18-19	% Correct 20-21
<b>CONTENT STANDARD 1.0 USE STANDARD OFFICE SOFTWARE APPLICATIONS</b>	66.45%	67.77%	72.73%
<b>Performance Standard 1.1: Demonstrate Proficiency in Word Processing</b>	60.62%	62.73%	73.75%
1.1.3 Demonstrate appropriate formatting and design to create business documents (i.e., letters, emails, memos, reports, and proposals)	57.22%	50.00%	68.75%
1.1.4 Demonstrate competency in keyboarding and 10-key	92.78%	86.36%	100.00%
1.1.5 Draft, edit, and revise written work	47.94%	63.64%	65.63%
<b>Performance Standard 1.2: Demonstrate Proficiency in Spreadsheet Applications</b>	64.95%	66.23%	77.68%
1.2.2 Use formatting and editing to create a spreadsheet	68.04%	66.67%	75.00%
1.2.3 Create tables, charts, and graphs to depict information	66.49%	68.18%	75.00%
1.2.4 Demonstrate sorting and filtering data	58.76%	63.64%	84.38%
<b>Performance Standard 1.3: Demonstrate Proficiency in Database Applications</b>	55.33%	57.58%	70.83%
1.3.4 Use filters to answer inquiries and create final reports	45.36%	40.91%	68.75%
1.3.5 Edit and revise collected data	60.31%	65.91%	71.88%
<b>Performance Standard 1.4: Demonstrate Proficiency in Presentation Software</b>	78.06%	79.87%	80.36%
1.4.1 Use a template to create a presentation	77.84%	81.82%	93.75%
1.4.2 Demonstrate appropriate formatting and design of business presentations	82.99%	86.36%	78.13%
1.4.3 Edit and revise presentation content consistent with professional standards	74.91%	74.24%	72.92%
<b>Performance Standard 1.5: Demonstrate Proficiency in Technology Media</b>	65.70%	66.12%	64.77%
1.5.2 Manage an electronic file storage system	70.62%	84.09%	50.00%
1.5.3 Recognize the potential risks associated with information management	82.47%	84.09%	84.38%
1.5.4 Identify and apply information security practices (e.g., password security, login, logout)	55.15%	56.82%	62.50%
1.5.5 Practice safe, legal, and responsible use of technology in the workplace	81.79%	77.27%	83.33%
1.5.6 Demonstrate effective and appropriate use of social media	30.41%	22.73%	34.38%
<b>CONTENT STANDARD 2.0 UNDERSTAND ACCOUNTING FUNCTIONS</b>	47.42%	44.32%	53.91%

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<b>Performance Standard 2.1: Perform Accounting Procedures</b>	47.42%	44.32%	53.91%
2.1.1 Balance cash and receipts	51.03%	50.00%	59.38%
2.1.2 Balance bank statements with checkbook	43.81%	39.77%	53.13%
2.1.4 Process invoices for payment	49.48%	59.09%	25.00%
2.1.6 Prepare purchase requisitions	52.58%	36.36%	75.00%
<b>CONTENT STANDARD 3.0 UNDERSTAND LEGAL AND ETHICAL ISSUES THAT IMPACT BUSINESS</b>	68.35%	69.09%	74.38%
<b>Performance Standard 3.1: Understand Legal Issues in Business</b>	79.38%	81.82%	87.50%
3.1.6 Describe employee rights in the workplace	79.38%	81.82%	87.50%
<b>Performance Standard 3.2: Understand Ethics in Business</b>	67.12%	67.68%	72.92%
3.2.1 Explain ethical characteristics and traits	70.62%	63.64%	62.50%
3.2.2 Discuss business ethics in the office environment	76.29%	77.27%	87.50%
3.2.3 Describe the importance of workplace confidentiality	59.45%	63.64%	68.75%
3.2.4 Discuss and examine ethical usage of media content	65.98%	68.18%	75.00%
<b>CONTENT STANDARD 4.0 UNDERSTAND THE IMPORTANCE OF POSITIVE CUSTOMER RELATIONS</b>	84.48%	83.42%	84.19%
<b>Performance Standard: 4.1: Foster Positive Relationships With Customers</b>	83.43%	82.47%	85.27%
4.1.1 Recognize the importance of and demonstrate how to properly acknowledge customers/clients	85.05%	79.55%	84.38%
4.1.2 Identify and address needs of customers/clients	85.05%	72.73%	68.75%
4.1.3 Provide helpful, courteous, and knowledgeable service	89.35%	90.91%	97.92%
4.1.4 Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, email, Web, social media, technology)	65.98%	65.91%	68.75%
4.1.5 Identify techniques to seek and use customer/client feedback to improve company services	91.24%	90.91%	93.75%
4.1.6 Recognize the relationship between customer/client satisfaction and company success	81.79%	87.88%	89.58%
<b>Performance Standard 4.2: Resolve Conflicts with/For Customers</b>	89.35%	87.88%	79.17%
4.2.1 Identify conflict resolution skills to enhance productivity and improve workplace relationships	92.78%	93.18%	87.50%
4.2.2 Implement conflict resolution strategies and problem-solving skills	82.47%	77.27%	62.50%
<b>CONTENT STANDARD 5.0 UNDERSTAND BUSINESS COMMUNICATIONS</b>	78.07%	76.03%	75.00%
<b>Performance Standard 5.1: Demonstrate Written and Oral Communication</b>	78.07%	76.03%	75.00%
5.1.1 Prepare correspondence (e.g., memo, business letter, electronic mail)	60.31%	52.27%	43.75%
5.1.2 Proofread for all content, format, and keying errors	72.16%	75.00%	78.13%
5.1.4 Prepare agendas and compile materials for meetings	78.69%	71.21%	72.92%
5.1.5 Communicate with liaisons outside the company	93.81%	93.18%	96.88%
5.1.6 Prepare and deliver oral presentations	85.05%	90.91%	84.38%
<b>CONTENT STANDARD 6.0 UNDERSTAND BUSINESS AND OFFICE OPERATIONS</b>	65.24%	68.18%	75.89%

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<b>Performance Standard 6.1: Manage Office Functions for a Business</b>	55.28%	59.66%	70.31%
6.1.1 Demonstrate management of office projects and meeting deadlines	50.00%	45.45%	50.00%
6.1.2 Explain purchasing, shipping, and receiving procedures	62.89%	81.82%	93.75%
6.1.3 Make travel arrangements for business purposes	55.67%	86.36%	62.50%
6.1.4 Plan and organize a meeting	46.91%	40.91%	68.75%
6.1.7 Create and maintain electronic office calendars, tasks, appointments, resources	64.95%	68.18%	84.38%
<b>Performance Standard 6.2: Understand Mail/Shipping Processes</b>	84.54%	90.91%	93.75%
6.2.1 Process incoming and outgoing mail	84.54%	90.91%	93.75%
<b>Performance Standard 6.3: Understand Telephone Techniques and Etiquette</b>	69.69%	70.00%	67.50%
6.3.1 Identify techniques for answering, screening, and placing calls	71.65%	75.00%	65.63%
6.3.2 Identify techniques for placing callers on hold, transferring calls, and taking/leaving messages	73.20%	72.73%	71.88%
6.3.3 Locate telephone numbers and contact information	58.76%	54.55%	62.50%
<b>Performance Standard 6.4: Understand File/Records Management</b>	70.10%	79.55%	81.25%
6.4.1 Identify types of filing supplies, procedures, and systems	45.36%	45.45%	62.50%
6.4.2 File office information manually and electronically	89.18%	95.45%	87.50%
6.4.3 Retrieve information from files	56.70%	81.82%	87.50%
<b>Performance Standard 6.6: Understand Proper Use of Office Tools and Equipment</b>	70.10%	65.91%	93.75%
6.6.2 Discuss copy machine usage and maintenance	86.60%	81.82%	93.75%
6.6.6 Describe web-based and video conferencing	53.61%	50.00%	93.75%
<b>Performance Standard 6.7: Investigate Careers in Administrative Services</b>	74.23%	63.64%	87.50%
6.7.3 Explain the role and responsibilities of administrative assistants	74.23%	63.64%	87.50%