

Idaho Administrative Services Criticality Survey (36)

CONTENT STANDARD 1.0: PROFESSIONAL ORGANIZATIONS AND LEADERSHIP	
Performance Standard 1.1: Effective Leadership and Participation in Career Technical Student Organizations (CTSO) and Professional Associations	
Q2. 1.1.1 Explore the role of professional organizations and/or associations in the administrative services industry.	1.53
Q3. 1.1.2 Participate in content aligned CTSO.	1.47
Q4. 1.1.3 Participate in a CTSO event at the local level or above.	1.38
Q5. 1.1.4 Engage in career exploration and development through CTSO participation.	1.68
CONTENT STANDARD 2.0: CAREER EXPLORATION	
Performance Standards 2.1: Careers in Administrative Services	
Q6. 2.1.1 Research careers (e.g., front desk, C-suite, assistant, office manager) related to administrative services and office management.	1.90
Q7. 2.1.2 Identify educational requirements, available certifications, professional organizations, and compensation ranges related to an administrative services career pathway.	2.10
Q8. 2.1.3 Describe the role and responsibilities of administrative services professionals.	2.26
CONTENT STANDARD 3.0: SOFTWARE APPLICATIONS	
Performance Standard 3.1: Word Processing	
Q9. 3.1.1 Create a business document (e.g., resumÃ©) from a template.	2.40
Q10. 3.1.2 Create a table, chart, and graph from the same data set.	2.20
Q11. 3.1.3 Format business documents (e.g., letters, emails, memos, reports, proposals), adhering to standard business communication principles.	2.53
Q12. 3.1.4 Enter data, using a variety of input devices.	2.50
Q13. 3.1.5 Draft, edit, and revise written work.	2.50
Q14. 3.1.6 Create various desktop publications (e.g., newsletters, certificates, brochures, and flyers).	2.23
Q15. 3.1.7 Create mail merging through software applications, including Cloud-based applications.	2.03
Performance Standard 3.2: Spreadsheet Applications	
Q16. 3.2.1 Generate formulas, using functions to solve a problem.	2.10
Q17. 3.2.2 Create a spreadsheet, using formatting and editing.	2.45
Q18. 3.2.3 Create tables, charts, and graphs to depict information.	2.14
Q19. 3.2.4 Sort and filter spreadsheet data.	2.28
Q20. 3.2.5 Export data to various software applications.	2.10
Q21. 3.2.6 Import data to create spreadsheets.	2.10
Q22. 3.2.7 Implement security measures for spreadsheet protection.	1.93
Performance Standard 3.3: Presentation Software	
Q23. 3.3.1 Create a presentation from a template and theme.	1.83
Q24. 3.3.2 Describe formatting and design goals for business presentations.	1.79
Q25. 3.3.3 Revise presentation content, formatting, and design, consistent with professional standards.	1.90
Q26. 3.3.4 Customize presentations (e.g., animations, transitions, hidden slides, audio files, speaker notes).	1.69
Q27. 3.3.5 Import graphics, audio, and video content into a presentation.	1.59
Q28. 3.3.6 Manage presentation, using other common software tools (e.g., rehearse timings, screen navigation tools, pen, highlighter, spell checker).	1.69
Performance Standard 3.4: Media Technologies	
Q29. 3.4.1 Evaluate Internet research sites for credibility and reliability.	1.93
Q30. 3.4.2 Manage an electronic media file storage system, applying file management techniques, including through The Cloud.	1.97
Q31. 3.4.3 Recognize the potential risks associated with information management.	2.07

Q32. 3.4.4 Apply information security practices (e.g., password security, login, logout).	2.38
Q33. 3.4.5 Describe safe, legal, and responsible use of technology in the workplace, including use of social media.	2.52
Q34. 3.4.6 Describe trends in Cloud-based applications, file sharing, and the use of artificial intelligence in administrative services.	1.72
Q35. 3.4.7 Identify security threats (e.g., phishing, fraudulent links and attachments, robocalls, spam emails, texts).	2.34
CONTENT STANDARD 4.0: ACCOUNTING FUNCTIONS	
Performance Standard 4.1: Accounting Procedures	
Q36. 4.1.1 Balance cash and receipts.	2.34
Q37. 4.1.2 Balance bank statements.	2.17
Q38. 4.1.3 Maintain accounting records (e.g., accounts payable, accounts receivable, payroll, cost, tax, accounting or spreadsheet software).	2.24
Q39. 4.1.4 Process invoices for payment.	2.28
Q40. 4.1.5 Document and process receipt of payment.	2.48
Q41. 4.1.6 Describe the nature of accounts payable and accounts receivable.	2.21
Q42. 4.1.7 Manage budget allocations.	2.14
Q43. 4.1.8 Prepare bank deposits.	2.10
Q44. 4.1.9 Prepare purchase requisitions.	2.14
Q45. 4.1.10 Complete procedures and authorization for travel, travel vouchers, and accommodations purchases.	2.03
CONTENT STANDARD 5.0: LEGAL AND ETHICAL ISSUES	
Performance Standard 5.1: Legal Issues Affecting Business	
Q46. 5.1.1 Describe fraudulent business activities.	1.97
Q47. 5.1.2 Describe legal issues associated with misuse of information management.	2.00
Q48. 5.1.3 Describe methods used to protect copyright, intellectual property, and corporate property.	1.90
Q49. 5.1.4 Define the elements of a valid contract.	1.86
Q50. 5.1.5 Describe local, state, and federal regulations impacting business operations.	1.72
Q51. 5.1.6 Describe the importance of maintaining records for software licenses.	1.69
Q52. 5.1.7 Describe employee rights in the workplace, including the responsibility to report violations.	2.14
Performance Standard 5.2: Ethics Affecting Business	
Q53. 5.2.1 Describe the value of ethics and ethical guidelines in the workplace.	2.10
Q54. 5.2.2 Describe the importance of workplace confidentiality.	2.66
Q55. 5.2.3 Describe ethical usage of media content.	2.45
CONTENT STANDARD 6.0: BUSINESS COMMUNICATION	
Performance Standard 6.1: Written and Oral Communication	
Q56. 6.1.1 Prepare correspondence (e.g., memo, business letter, electronic mail).	2.59
Q57. 6.1.2 Edit PDF documents to include electronic signatures.	2.34
Q58. 6.1.3 Proofread content, format, grammar, and keying errors.	2.62
Q59. 6.1.4 Transcribe notes from written, verbal, and recorded formats.	2.28
Q60. 6.1.5 Prepare agendas, minutes, and materials for meetings.	2.24
Q61. 6.1.6 Communicate with liaisons outside the company (e.g., professional email, etiquette).	2.34
Q62. 6.1.7 Deliver presentations.	1.66
Performance Standard 6.2: Telephone and Other Communication Device Techniques and Etiquette	
Q63. 6.2.1 Identify techniques for professionally answering, screening, and placing calls.	2.38
Q64. 6.2.2 Identify techniques for placing callers on hold, transferring calls, and taking/leaving messages.	2.45
Q65. 6.2.3 Describe techniques for locating telephone numbers and contact information.	2.41

Q66. 6.2.4 Demonstrate video conferencing etiquette.	2.21
Performance Standard 6.3: Positive Customer Service and Customer Relations	
Q67. 6.3.1 Describe the importance of acknowledging customers/clients.	2.59
Q68. 6.3.2 Identify the needs of customers/clients.	2.48
Q69. 6.3.3 Provide helpful, courteous, and knowledgeable service.	2.62
Q70. 6.3.4 Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, email, Web, social media, other technologies).	2.52
Q71. 6.3.5 Identify techniques to seek and use customer/client feedback to improve company services.	2.10
Q72. 6.3.6 Describe the relationship between customer/client satisfaction and company success.	2.21
Performance Standard 6.4: Conflict Resolution	
Q73. 6.4.1 Identify conflict-resolution techniques to enhance productivity and improve workplace relationships.	2.17
Q74. 6.4.2 Implement conflict-resolution strategies and problem-solving skills.	2.03
Q75. 6.4.3 Describe the role of documentation as a component of professional conflict resolution.	2.03
CONTENT STANDARD 7.0: BUSINESS AND OFFICE OPERATIONS	
Performance Standard 7.1: Office Functions	
Q76. 7.1.1 Describe the importance of time management and meeting deadlines.	2.55
Q77. 7.1.2 Describe common purchasing, shipping, and receiving procedures.	2.17
Q78. 7.1.3 Research options for travel and accommodations (e.g., flight, hotel) for business purposes.	1.79
Q79. 7.1.4 Plan a meeting.	1.93
Q80. 7.1.5 Describe the function of facilities management.	1.62
Q81. 7.1.6 Plan organization/department activities (e.g., team building, life events).	1.59
Q82. 7.1.7 Maintain electronic office calendars, tasks, appointments, allocating necessary resources (e.g., reserving rooms, room preparation, technology, equipment).	2.24
Q83. 7.1.8 Describe the importance of working as a calendar delegate.	1.79
Q84. 7.1.9 Describe office hazards and safety protocols.	2.00
Performance Standard 7.2: Mail/Shipping Processes	
Q85. 7.2.1 Process incoming and outgoing mail, including interoffice mail.	2.14
Q86. 7.2.2 Identify special mail services (e.g., certified, registered, return receipt) available through the United States Post Office (USPS).	1.93
Q87. 7.2.3 Identify common mail/shipping couriers (e.g., FedEx, UPS, DHL) and reasons businesses use them.	1.97
Performance Standard 7.3: File/Records Management	
Q88. 7.3.1 File office information manually and electronically.	2.41
Q89. 7.3.2 Describe ARMA filing rules.	1.52
Q90. 7.3.3 List the life cycle phases for records.	1.90
Performance Standard 7.4: Business Organization	
Q91. 7.4.1 Compare the types of business ownership (e.g., sole proprietorship, partnership, corporation).	1.55
Q92. 7.4.2 Identify common departments (e.g., human resources, sales/marketing, customer relations, management, executive leadership, board of directors) and their functions within businesses.	2.03
Q93. 7.4.3 Describe the importance of chain of command, business organization models, and organizational charts.	2.28
Q94. 7.4.4 Compare leadership styles (e.g., autocratic, democratic, laissez-faire, transformational).	1.41
Performance Standard 7.5: Office Tools and Equipment	
Q95. 7.5.1 Identify when to use facsimile versus scanned documents.	1.86
Q96. 7.5.2 Describe copy machine usage and maintenance.	2.03
Q97. 7.5.3 Improve 10-key calculator proficiency.	1.79

Q98. 7.5.4 Set up audio/visual equipment.	1.52
Q99. 7.5.5 Describe the use of multi-line phones and conference calls.	2.07
Q100. 7.5.6 Set up web-based and video conferencing.	1.79
Q101. 7.5.7 Describe technology device trends as applied to business environments.	1.76