



Results by Standard

2024-2025 Technical Skills Assessment Administrative Services

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

Assessment: Administrative Services	% Correct 24-25		
Number tested: 54			
CONTENT STANDARD 2.0: CAREER EXPLORATION	50.81%		
Performance Standards 2.1: Careers in Administrative Services	50.81%		
2.1.3 Describe the role and responsibilities of administrative services professionals.	50.81%		
CONTENT STANDARD 3.0: MICROSOFT OFFICE SOFTWARE APPLICATIONS	69.35%		
Performance Standard 3.1: Microsoft Word	62.10%		
3.1.1 Create a business document (e.g., resumé) from a template.	37.10%		
3.1.2 Create a table, chart, and graph from the same data set.	66.94%		
3.1.3 Format business documents (e.g., letters, emails, memos, reports, proposals), adhering to standard business communication principles.	72.18%		
3.1.4 Enter data, using a variety of input devices.	74.60%		
3.1.5 Draft, edit, and revise written work.	75.81%		
3.1.6 Create desktop publications (e.g., newsletters, certificates, brochures, flyers).	48.39%		
Performance Standard 3.2: Microsoft Excel	67.10%		
3.2.2 Create a spreadsheet, using formatting and editing.	65.59%		
3.2.4 Sort and filter spreadsheet data.	69.35%		
Performance Standard 3.4: Media Technologies	82.26%		
3.4.4 Apply information security practices (e.g., password security, login, logout).	83.33%		
3.4.5 Describe safe, legal, and responsible use of technology in the workplace, including use of social media.	83.87%		
texts).	79.84%		
CONTENT STANDARD 4.0: ACCOUNTING FUNCTIONS	52.02%		
Performance Standard 4.1: Accounting Procedures	52.02%		
4.1.1 Balance cash and receipts.	52.02%		

Assessment: Administrative Services Number tested: 54	% Correct 24-25		
4.1.3 Maintain accounting records (e.g., accounts payable, accounts receivable, payroll, cost, tax, accounting or spreadsheet software).	45.97%		
4.1.4 Process invoices for payment.	53.23%		
4.1.5 Document and process receipt of payment.	36.29%		
4.1.6 Describe the nature of accounts payable and accounts receivable.	72.58%		
CONTENT STANDARD 5.0: LEGAL AND ETHICAL ISSUES	79.95%		
Performance Standard 5.2: Ethics Affecting Business	79.95%		
5.2.2 Describe the importance of workplace confidentiality.	76.21%		
5.2.3 Describe ethical usage of media content.	84.95%		
CONTENT STANDARD 6.0: BUSINESS COMMUNICATION	67.05%		
Performance Standard 6.1: Written and Oral Communication	66.36%		
6.1.1 Prepare correspondence (e.g., memo, business letter, electronic mail).	64.52%		
6.1.2 Edit PDF documents to include electronic signatures.	54.44%		
6.1.3 Proofread content, format, grammar, and keying errors.	78.49%		
6.1.4 Transcribe notes from written, verbal, and recorded formats.	50.00%		
6.1.5 Prepare agendas, minutes, and materials for meetings.	64.52%		
6.1.6 Communicate with liaisons outside the company (e.g., professional email, etiquette).	83.87%		
Performance Standard 6.2: Telephone and Other Communication Device Techniques and Etiquette	72.43%		
6.2.1 Identify techniques for professionally answering, screening, and placing calls.	87.90%		
6.2.2 Identify techniques for placing callers on hold, transferring calls, and taking/leaving messages.	82.26%		
6.2.3 Describe techniques for locating telephone numbers and contact information.	62.90%		
6.2.4 Demonstrate video conferencing etiquette.	61.29%		
Performance Standard 6.3: Positive Customer Service and Customer Relations	62.10%		
6.3.1 Describe the importance of acknowledging customers/clients.	88.71%		
6.3.2 Identify the needs of customers/clients.	81.45%		
6.3.3 Provide helpful, courteous, and knowledgeable service.	60.75%		
6.3.4 Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, email, Web, social media, other technologies).	18.55%		
6.3.6 Describe the relationship between customer/client satisfaction and company success.	61.29%		

Assessment: Administrative Services	% Correct 24-25		
Number tested: 54			
CONTENT STANDARD 7.0: BUSINESS AND OFFICE OPERATIONS	66.29%		
Performance Standard 7.1: Office Functions	67.42%		
7.1.1 Describe the importance of time management and meeting deadlines.	81.45%		
7.1.2 Describe common purchasing, shipping, and receiving procedures.	64.52%		
7.1.7 Maintain electronic office calendars, tasks, appointments, allocating necessary resources (e.g., reserving rooms, room preparation, technology, equipment).	54.84%		
Performance Standard 7.3: File/Records Management	63.44%		
7.3.1 File office information manually and electronically.	63.44%		
Performance Standard 7.4: Business Organization	67.74%		
7.4.3 Describe the importance of chain of command, business organization models, and organizational charts.	67.74%		