

Team Number: _____

Time: _____

Rank: _____



ADMINISTRATIVE SUPPORT TEAM (255) REGIONAL 2023

Production:

Job 1: Memorandum	_____ (120 points)
Job 2: Telephone List Creation	_____ (120 points)
Job 3: Chart (Pie)	_____ (130 points)
Job 4: Form Development	_____ (100 points)
Job 5: Slideshow Presentation	_____ (130 points)
TOTAL POINTS	_____ (600 points)

Test Time: 90 minutes

GENERAL GUIDELINES:

Failure to adhere to any of the following rules will result in disqualification:

1. Member must hand in this test booklet and all printouts if any. Failure to do so will result in disqualification.
2. No equipment, supplies, or materials other than those specified for this event are allowed in the testing area. No previous BPA tests and/or sample tests (handwritten, photocopied, or keyed) are allowed in the testing area.
3. Electronic devices will be monitored according to ACT standards.

EXAM GUIDELINES:

1. Ensure this test booklet contains Jobs 1-5.
2. Key all jobs according to the instructions given.
3. Correct any and all formatting, spelling or grammar errors. Use the formatting guide in the *Style & Reference Manual*.
4. Your name or initials should *not* appear on any work you submit. Use your Member ID in any occasion you would normally key your reference initials.
5. In the lower **right** hand corner of ALL work submitted (unless otherwise specified), key your Member ID and job number.
6. If you complete the event before the end of the time allotted, notify the proctor. Time may be considered a factor in determining a winner when there is a tie score.
7. Place your scoring sheet on top of your jobs. Jobs should be placed in numerical order.

PRODUCTION STANDARDS	
0 Errors	100 Points
1 Error	90 Points
2 Errors	70 Points
3 Errors	50 Points
4+ Errors	0 Points

TEAM INSTRUCTIONS

Congratulations! Your Administrative Support Team has been selected to complete a series of projects for the corporate headquarters of Digital Solutions, 5454 Cleveland Avenue, in Columbus, OH 43231-4021. The team reports to Julie Smith in the Human Resources Department. We are revamping our Help Desk (commonly called The Hub), which is supervised by our Information Technology Department. Persons needing help can contact the Help Desk as needed to get their computer and technology issues resolved. Julie has asked your team to complete the following tasks (Jobs) within the next 90 minutes for the updated Help Desk project at Digital Solutions.

Scoring Rubric

JOB	CRITERIA	POINTS POSSIBLE	POINTS
Job 1 Memorandum <i>120 points</i>	Production Standards	0 errors = 100 points 1 error = 90 points 2 errors = 70 points 3 errors = 50 points 4+ errors = 0 points	
	Listed is Alphabetized	<i>(all or nothing)</i> 0-10 points	
	List includes Bullets	<i>(all or nothing)</i> 0-10 points	
		Total	/120
Job 2 Telephone List with Leaders <i>120 points</i>	Production Standards	0 errors = 100 points 1 error = 90 points 2 errors = 70 points 3 errors = 50 points 4+ errors = 0 points	
	Department Sorted in Alphabetical Order	<i>(all or nothing)</i> 0 or 10 points	
	Dot Leaders Inserted Correctly	<i>(all or nothing)</i> 0 or 10 points	
		Total	/120
Job 3 Chart (Pie) <i>130 points</i>	Production Standards	0 errors = 100 points 1 error = 90 points 2 errors = 70 points 3 errors = 50 points 4+ errors = 0 points	
	Proper Headings/Legend	0-10 points	
	Design/Attractiveness	0-20 points	
		Total	/130
Job 4 Form Development <i>100 points</i>	Production Standards	0 errors = 50 points 1 error = 45 points 2 errors = 40 points 3 errors = 35 points 4+ errors = 0 points	
	Completeness	0-10 points	
	Design – Creativity	0-30 points	
	Layout – Proper Size – 8/5 x 11	0-10 points	
		Total	/100
Job 5 Slideshow <i>130 points</i>	Production Standards	0 errors = 100 points 1 error = 90 points 2 errors = 70 points 3 errors = 50 points 4+ errors = 0 points	
	Completeness	0-10 points	
	Design – Creativity	0-10 points	
		Total	/130
		TOTAL POINTS	/600

JOB 1 – Memorandum – 120 Points

Please prepare the following memorandum to be sent to all employees here at Digital Solutions outlining the many services the Help Desk, commonly referred to as The Hub, can provide. The memo is from Julie Smith, Manager, in Human Resources. Please develop an appropriate subject line. Use bullets to list various services offered, and be sure to alphabetize the list as well. Correct any errors you find in spelling, punctuation, and grammar. For the date in the paragraph beneath the list of services offered in the memo, use two weeks from the current date.

As you know our Help Desk, commonly referred to as The Hub, here at Digital Solutions is manned by associated in our Information Technology Department. We are in the process of upgrading our services in order to ensure employees are getting the help they need with various technology-related issues. Here are just a few of the many tasks an associate working at the Help Desk can perform:

- Handle all incoming telephone calls
- Greet customers
- Prepare invoices
- Process purchase orders
- Design forms
- Input data processing
- Perform word processing

Please respond by (use date for two weeks from current date), as to the number of interns you estimate you will need for the Summer of 2023. We will do our best to fulfill your request. In the meantime, if you have any questions, please let us know.

Digital Solutions is excited to be able to upgrade our services in order to serve you better.

JOB 2 – Telephone Listing – 120 Points

Please prepare an appropriate listing of our various departments along with their telephone extensions. Please use two even (balanced) columns with a right dot leader tab from the name to the extension number. Arrange the department names in proper alphabetical order. Use your creativity in the design of the document.

Please include the title: Telephone Listing of Extensions – Digital Solutions

Jessie R. Hoover

Information Technology Department Supervisor

Benefits Coordinator	7531	Business Dept.	4030
Bookstore	4055	CAD Lab Office	7076
Business Dept.	4030	EEOC Office	4049
Accessibility Services	4058	Secretary	7054
Administrative Services	4065	Fitness Center Desk	7423
Computer Lab	7143	Development Office	4039
Media Lab	4082	Health & Wellness	4015
Campus Dining	4056	Health, Phys Ed	4028
Campus Services/Security	4053	Heating-Air Conditioning	7220
Accounts Payable Office	7691	HELP Desk	4351
EMERGENCY	4444	Human Resources Office	4047
Career Services	4076	Information Services	4008
Cashier's Office	4045	Help Desk (on-campus)	4351
Catering	4100	Instructional Services	7368
Lifelong Learning	4148	Equipment	7304
Teaching Excellence	4156	Data Center	4958
Children's Learning Center	4038	Learning Resources Division	4026
Computer Services	4008	Administration	4126
Conference & Dining	4100	Mail Room	7517, 7424 or 4046
Catering	4100	Marketing/Communications	4112
Welcome Desk	7820	Payroll Office	7574
Controller's Office	7586	Physical Plant	4017
eLearning	7582	President's Office	4050
Business & Industry Hotline	4185	Purchasing Office	4048
		Receiving Department	7497
		Records/Registrar	4067
		Security/Campus Services	4053
		Welcome Center	7820

JOB 3 – Pie Chart – 130 Points

Prepare a 3D Pie Chart we need to include in a report to the CEO about how our services are being used here at The Hub. We have been asked to provide a breakdown of our top six services, which are listed below.

Include the following on the chart:

- The name of the IT Help Desk: The Hub (Title) – 16-Font Size, Bold, Italic, Red
- IT Help Desk Services (Sub-Title)
- Top 6 Services Provided – (Chart Title)
- Legend – Place attractively on chart
- Include percentages within each slice of pie chart – 24-Font Size, Bold, Red

Here is the breakdown of services for the chart—please arrange in order from largest use to smallest on the chart.

Training	14
Installation/Hardware	20
Tech Support	30
Wiring	8
Copier Service	13
Installation/Software	15
Total	100%

- Print chart full size when finished with task.

JOB 4 – Form Development – 100 Points

Please develop a form The Hub can use for employees to submit electronically when they have a request for assistance. This will help us to better serve our clients here at Digital Solutions. Use your creativity in the design and layout. The size of the form is a half sheet (8 ½ x 5 ½). Be sure to leave blank spaces for responses. Supply an appropriate title (name) for the form and include the name of our company. Include the list of services provided from Job 3 (use checkboxes) as well as an “Other” checkbox place to write in additional services as needed. In addition, include the following:

Name

Email Address

Department

Phone Extension

Services Requested: (Include list from Job 3) (Use checkboxes before each item) as well as an “Other” checkbox place to write in additional services as needed).

Include the email of The Hub so it can be submitted electronically: thehub@digitalsolutions.com

JOB 5 – Presentation / Slideshow– 130 Points

Please prepare an attractive electronic slideshow the Information Technology Services can have running continuously on the large monitor/screen as you enter the building. This will promote their services.

Slide 1: Title of Presentation Digital Solutions

Information Technology Services

Slide 2: Services Offered Use bullet items from Job 1 (Memo).

Slide 3: Contacts (Note: Please arrange the contacts in alphabetical order by last name). Include our slogan on the slide: *We are here to serve you!*

Herschel Lavey – hlavey@digitalsolutions.org
Extension 012
Jessica Hoover – jhoover@digitalsolutions.org
Extension 123
Kathleen Reed – kreed@digitalsolutions.org
Extension 789
Justin Hayes – jhayes@digitalsolutions.org
Extension 456

Please alphabetize list by
last name.

Slide 4: **Include our slogan on the slide: *We are here to serve you!***

Use borders, lines, fills, and other enhancements to make the slides attractive!

Notes:

- Use your creativity in designing an attractive slideshow.
- When finished, print out presentation two slides to a page.