

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.
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.

ADMINISTRATIVE SUPPORT TEAM
REGIONAL 2023 KEY

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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	(all or nothing) 0-10 points	
	List includes Bullets	(all or nothing) 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	(all or nothing) 0 or 10 points	
	Dot Leaders Inserted Correctly	(all or nothing) 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

MEMORANDUM

TO: All Employees

FROM: Julie Smith, Human Resources Manager

DATE: Current Date

SUBJECT: Upgraded IT Services

Note to Grader: Subject line will vary

As you know our Help Desk, commonly referred to as The Hub, here at Digital Solutions is manned by associates 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:

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

Note to Grader: Bullets to be included on list

Note to Grader: Bullets may be double-spaced

Note to Grader: List should be in alphabetical order

Please respond by (two weeks from the 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 us know.

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

Team Number

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	
	List is Alphabetized	(all or nothing) 0-10 points	
	List includes Bullets	(all or nothing) 0-10 points	
		Total	/120

- **Note to Grader:** Layout and design of table/listing will vary
- Contestants may use different font types

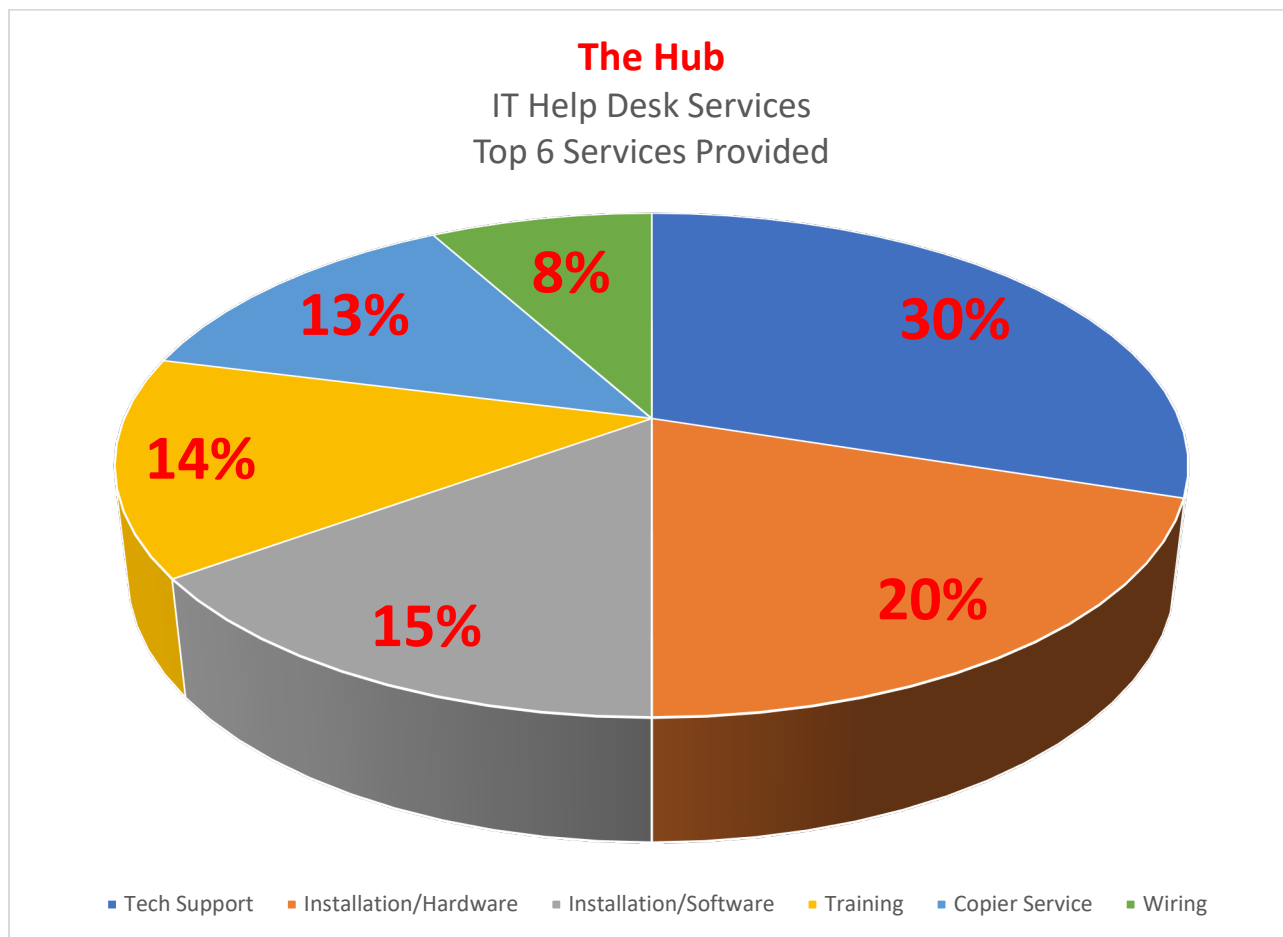
JOB 2: Telephone Listing – 120 Points

Telephone Listing of Extensions Digital Solutions

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

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 0-25 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: Pie Chart – 130 Points



Team Contestant Number

Note to Grader:

Layout and design of chart may vary.

Job 3— Chart (Pie) <i>130 points</i>	3D Pie Chart created (All or nothing)	0-40 points	
	Wedges of pie are sorted largest to smallest (All or nothing)	0-10 points	
	Title created and free of keying errors (All or nothing)	0-20 points	
	Title formatted (16 font size, bold, italic, red)	0-10 points	
	Legend included and placed attractively	0-20 points	
	Data labels with percentages included within slice (All or nothing)	0-20 points	
	Data labels formatted with each slice of pie (24 font size, bold, red)	0-10 points	

JOB 4: Form Development – 100 Points

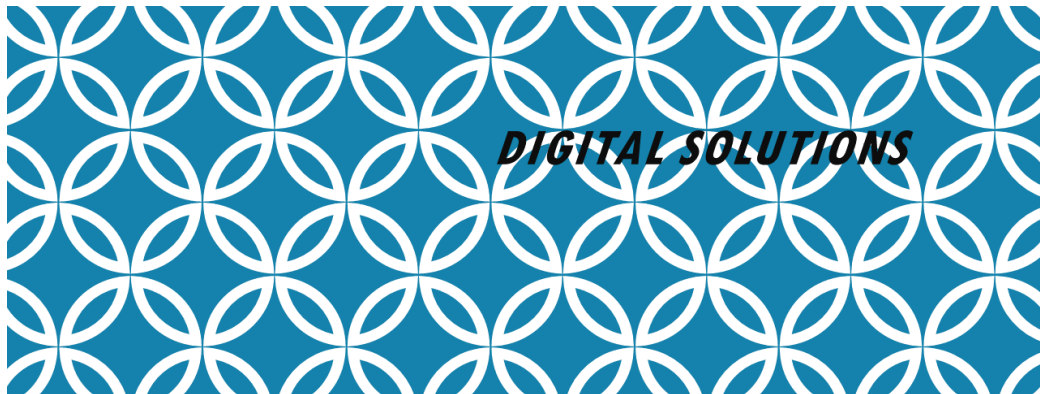
Sample Solution – Layout will vary per team

The Hub—Help Form Digital Solutions	
Name	
Email Address	
Department	
Phone Extension	
Services Requested	
<input type="checkbox"/> Tech Support <input type="checkbox"/> Installation/Hardware <input type="checkbox"/> Installation/Software <input type="checkbox"/> Training <input type="checkbox"/> Copier Service <input type="checkbox"/> Wiring <input type="checkbox"/> Other _____	
Please submit form electronically to The Hub, thehub@digitalsolutions.com	

Job 4— Form Development <i>100 points</i>	Production Standards	0 errors = 10 points 1 error = 8 points 2 errors = 6 points 3 errors = 4 points 4+ errors = 0 points	
	Layout – Proper Size – 8/5 x 11	0-10 points	
	Title and name of company included	0-10 points	
	Blank spaces for responses included	0-15 points	
	Checkboxes and content included	0-15 points	
	Included email line	0-10 points	
	Design – Creativity	0-30 points	
		Total	/100








JOB 5: Presentation – 130 Points

Note to Grader: Slideshow layout, design, and content will vary!



Information Technology Services



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

NOTE TO GRADER: The email address for Kathleen Reed should be kreed@digitalsolutions.org

CONTACTS

Justin Hayes – jhayes@digitalsolutions.org

• Extension 456

Jessica Hoover – jhoover@digitalsolutions.org

• Extension 123

Herschel Lavey – hlavey@digitalsolutions.org

• Extension 012

Kathleen Reed – kreedr@digitalsolutions.org

• Extension 789

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are
here
to
serve
you!**

Job 5— Slideshow 130 points	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	0-20 points	
		Total	/130