(260) Administrative Support Research Project

Description
One administrative support topic is selected by the National Center and provided at the beginning of the school year. Members will conduct research on the topic and present findings in a research paper, an oral presentation, and respond to questions from a panel of judges.

Eligibility
Any secondary division student member may enter this event. Each member may submit only one (1) research paper. Members participating in national level competition must be registered for the event prior to submission deadline for technical judging. Members must participate in both parts of the competition to be ranked.

Topic
The importance of business etiquette in the workplace is multi-faceted and contributes significantly to the success and functions of any organization. Business etiquette involves a set of behaviors and expectations that facilitate respectful and effective interactions among colleagues, clients, and stakeholders. Explain in detail how you would train a new administrative assistant on Digital Solutions' employee expectations regarding this topic.

Topics to Consider are:
Importance of Business Etiquette in the Workplace such as:
- Professional Image
- Effective Communication
- Building Relationships
- Cultural Sensitivity
- Career Advancement
- Company Reputation

Learning Business Etiquette Domestically such as:
- Training Programs
- Mentorship
- Books and Online Resources
- Networking Events

Members who do *not* submit an entry that follows this topic will be *disqualified*.

Member must supply
One envelope containing the materials as listed in the specifications section
Notes or note cards for oral presentation (optional)
External speakers (optional)
Projection system (optional)
Digital presentation tools (device and software) (optional)
No Internet access will be provided on-site at NLC; however, members may provide their own access to be used only for their presentation to the judges
Members must bring all supporting devices (e.g., extension cords, power supply, etc.)
Carry-in and setup of equipment must be done solely by the member and must take place within the time allotted

Competencies

- Demonstrate knowledge and understanding of basic administrative support concepts by exploring and analyzing related issues
- Conduct research using various resources and methods
- Communicate research in a clear and concise manner both orally and in writing
- Analyze and discuss changes in the workplace
- Explore issues affecting the role of administrative support in the workplace
- Discuss findings and respond to questions
- Prepare a research paper using the report format found in the *Style & Reference Manual*
- Evaluate and make decisions based on research findings

Specifications

- This is a pre-submitted event. See instructions for submissions.
- **Submit the research paper and Works Cited in a combined PDF file to https://upload.bpa.org no later than 5:00 p.m. Eastern Time, on April 1, 2025.** *This is the deadline for the National Leadership Conference. Each Regional or State Conference may have specific deadlines prior to the National deadlines. Please consult the Regional or State Conference Administrator for Regional or State deadlines.*
- Members will receive an automated response confirmation at the time of submission.
- Individual confirmation of receipt *cannot* be provided by the National Center.
- Member ID will be required for all submissions.
- No fax or mailed copies will be accepted.
- No exceptions can be made for missed deadlines due to incorrect submission or technical difficulties.
- Multiple submissions *will not* be accepted.
- Materials from non-registered members, those missing Member ID and/or projects received after the deadline *cannot* be accepted.
- No changes can be made to the paper after the date of submission.
- **The research paper must follow the Report format located in the** *Style & Reference Manual.* **(Note: no title page is required.)** Header information on the first page of the report should be as follows: Member ID Number (Sender's ID Number - XXXXXXXX), Edna Renick (Recipient's Name), Administrative Support Department (Recipient's Department), and Current Date.
- Length of document is limited to seven (7) double-spaced, single-sided, numbered pages with one-inch margins. The Works Cited page(s) is/are *not* included in the seven pages; however, any graphs, tables, or charts included will be included in the seven-page limit. Judges will *not* read additional pages beyond the seven (7) allowed pages.
- Each research paper must reflect the member's own research, writing, and original thinking.

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- Member may use one laptop/notebook computer and projection equipment for presentation. Those who want to use computer/projection equipment for presentation *must* provide their own equipment.
- The research paper must be keyed/word-processed.
- No changes can be made to the paper after the date of submission.
- Each paper must include word-processed Works Cited page which follows the *Style and Reference Manual* format.
- Notes or note cards may be used.
- It is the policy of Business Professionals of America to comply with state and federal copyright law. Federal law pertaining to copyright, as contained within the United States Code, is available at https://www.copyright.gov/title17/title17.pdf. The *Style & Reference Manual* contains guidelines for Copyright and Fair Use. Participant(s) will be *disqualified* for violations of the guidelines.

Upload Requirements

What to Submit at https://upload.bpa.org	Saved File Name(s)	Deadline
Research Paper and Works Cited in one combined PDF file.	ARPI-MemberID.pdf	April 1, 2025, 5:00 p.m. Eastern Time

Method of evaluation
Technical Scoring Rubric
Presentation Scoring Rubric

Length of event
No more than three (3) minutes setup time
No more than seven (7) minutes presentation time
No more than five (5) minutes of judges' questions
Finals may be included at state and national levels

Entries
Each state is allowed three (3) entries

Judges' comments will be returned digitally through the online judging system at the national level.

Materials submitted for technical judging *cannot* be returned and will *not* be available at NLC.

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Judge Number _____   Member ID_____

Technical Scoring Rubric

Required Elements (If any questions below are checked NO, stop scoring and assign a TOTAL score of 0)	
Team followed topic	☐ Y | ☐ N
Team followed Copyright and/or Fair Use Guidelines	☐ Y | ☐ N
If no to either question, please stop scoring and provide a brief reason for the *disqualification*:	

Items to Evaluate RESEARCH PAPER	Below Average	Average	Good	Excellent	Points Awarded
Member submitted the correct information and in the correct format. • Research Paper - PDF format *All points or none are awarded by the technical judge.*				10	
Document Formatting Word-processed research paper followed the *Style & Reference Manual*				20	
Word-processed Works Cited page followed the *Style & Reference Manual*				20	
Comprehension of topic Demonstrates understanding of subject matter	1-5	6-10	11-15	16-20	
Organization and expansion of ideas Argument follows logical progression	1-5	6-10	11-15	16-20	
Introduction/Summary Logical argument, evidence to support conclusions, compelling summary	1-5	6-10	11-15	16-20	
Creativity Diverse resources, creative angle on the issue, originality, inventiveness	1-5	6-10	11-15	16-20	
Writing Skills Correct grammar, spelling, and punctuation, concise language, sentence structure	1-5	6-10	11-15	16-20	
TOTAL TECHNICAL POINTS (150 points maximum)					

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Judge Number _____   Member ID _____

<u>Presentation Scoring Rubric</u>

Evaluation of Oral Presentation	Below Average	Average	Good	Excellent	Points Awarded
Opening: Gain attention, states purpose, preview main ideas	1-2	3-5	6-8	9-10	
Content of presentation: material included is relevant and supports main ideas; content is logically presented	1-5	6-10	11-15	16-20	
Effectiveness of presentation: Voice projection, transitions, flow, stage presence, eye contact, etc.	1-5	6-10	11-15	16-20	
Quality of problem solution: accuracy of information, creativity of solution	1-5	6-10	11-15	16-20	
Summary: restatement of purpose and review of main points	1-2	3-5	6-8	9-10	
Answers to judges' questions: answers are accurate and complete	1-5	6-10	11-15	16-20	
All points or none are awarded per item below.					
Setup lasted no longer than three (3) minutes				5	
Presentation lasted no longer than seven (7) minutes				5	
TOTAL PRESENTATION POINTS (110 points maximum)					

Props and/or additional items shall not be used as a basis for scoring.

TOTAL MAXIMUM POINTS = 260

PRESENTATION WILL BE STOPPED AT SEVEN MINUTES