

Practicum in Human Services

Sample Assessment Questions

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25 Recall/ Reproduction Assessment Questions

1. Most jobs require the use of computer skills to research, communicate, track expenses or write reports. The use of the computer and the internet requires:
 - a. an understanding of software design
 - b. reading and math skills
 - c. high speed internet access
 - d. fast typing
2. All interviews are different. Since you want the employer to remember you and offer you a job, it is important to:
 - a. dress in a professional manner
 - b. practice answering a variety of questions
 - c. point out your strengths and skills that match the job
 - d. all of the above
3. Considerations that are taken to satisfy the physical and mental requirements in the work environment include:
 - a. encourage diversity among employees
 - b. keep the government happy
 - c. building design, workstation set-up, temperature, lighting, and noise
 - d. employee requests
4. Why should we evaluate the workplace environment?
 - a. For comfort, concentration, health, safety, and productivity
 - b. Labor laws encourage it
 - c. Inspire employees
 - d. To avoid law suits from workers
5. According the U.S. Equal Employment Opportunity commission, sexual harassment:
 - a. is determined by the victim
 - b. is going to result in the discharge of the victim
 - c. is a form of sex discrimination and may include unwelcome sexual advances
 - d. seldom occurs in the workforce today
6. The Americans with Disabilities Act was enacted in 1990 to:
 - a. eliminate discrimination against those with handicaps.
 - b. accommodate all issues related to disabilities in the work place.
 - c. provide funding for special equipment for disabled workers.
 - d. create a new division of the labor market.
7. What is a labor union?
 - a. A professional organization for teachers
 - b. Legally recognized representatives of workers in many industries
 - c. Social groups for employees
 - d. A group that regulates employee retirement plans

8. Two strong factors that affect our ability to communicate are:
 - a. heredity and environment
 - b. ability to read lips and read reports
 - c. mastery of a language and high self-esteem
 - d. a new computer and good grades in school

9. An economic system is referred to as:
 - a. a gift economy
 - b. methods to analyze investments
 - c. always global in nature
 - d. a plan for producing, distributing and consuming good and services

10. Supply and demand in a competitive market:
 - a. results in an economic equilibrium for price and quantity
 - b. remains unchanged if supply increases
 - c. results in a surplus of goods
 - d. leads to a lower equilibrium price

11. An economic system where the goods and services are directly exchanged for other goods or services is referred to as:
 - a. command
 - b. planned
 - c. bartered
 - d. mixed

12. A good résumé will provide you with:
 - a. a free lunch
 - b. access to an interview
 - c. a way to impress the interviewer
 - d. an introduction to the boss

13. A portfolio should showcase your talents and skills. Items you include should reflect thinking skills, such as:
 - a. your self confidence
 - b. team work
 - c. reasoning and decision making
 - d. a list of people you know in the company

14. Résumé should include your work experience, but you should never list volunteer work experience.
 - a. True
 - b. False

15. There are several common forms of business structures. The simplest structure is the sole proprietorship.
 - a. True
 - b. False

16. The degree to which a nation can, under free and fair market conditions, produce goods and services that meet the test of international markets while maintaining or expanding the real incomes of its citizens is:
 - a. a partnership
 - b. free trade
 - c. limited liability
 - d. competition

17. A mixed economy is:
- centrally planned
 - relies on private business for decisions
 - the most common economic system today
 - defined by the family
18. The use of electronic information and communication technologies to repeatedly willfully and intentionally embarrass, intimidate or harass another is:
- netiquette
 - cyber bullying
 - includes teleconferencing
 - is encouraged in the workplace
19. Why is it important to follow basic email etiquette in business and personal use?
- It is a reflection on you and the company
 - It is a primary method to communicate today
 - Mistakes could lead to legal issues
 - All of the above
20. Communication continuity, business governance, education, risk compliance, process support and government requirements are all good reasons to develop:
- document processes and procedures
 - job specific tools and equipment
 - E-commerce
 - media presentations
21. A worker in a human services career may frequently use ___ to process information and facilitate client interactions.
- social media
 - typewriters
 - electronic resources
 - calendars
22. Employers have no legal obligation to develop emergency evacuation plans and include all employees when they develop plans.
- True
 - False
23. Every 9 minutes, a U.S. teen gets hurt on the job.
- True
 - False
24. Federal labor law posters need to be visible to all employees and state that the company is an equal opportunity employer.
- True
 - False
25. Collective labor law relates to the relationship between employees, employers and families.
- True
 - False

Recall/Reproduction Assessment Key

1. b
2. d
3. c
4. a
5. c
6. a
7. b
8. a
9. d
10. a
11. c
12. b
13. c
14. b
15. a
16. d
17. c
18. b
19. d
20. a
21. c
22. b
23. a
24. a
25. b

25 Skill/Concept Assessment Questions

1. An employer hiring in the hospitality industry to fill positions in his new restaurant would look for a résumé which includes:
 - a. food service experience
 - b. no job experience
 - c. courses in robotics
 - d. retail sales experience
2. The area of human services encompasses many careers. One category of particular growth and need involving services for the aging, mental health, youth corrections, crisis centers, child abuse and neglect services is:
 - a. youth development
 - b. special populations
 - c. consumer services
 - d. professional organizations
3. Company leaders look to the employees for new ideas and have expectations to help build a strong team and grow the organization. An employee on the job for several months should be knowledgeable enough about the company to:
 - a. complete tasks in a timely manner and assist other new hires
 - b. criticize other employees constructively
 - c. be assured of job security
 - d. promote his agenda with confidence
4. Communication is a vital component to success on the job. An example of an appropriate email responding to a request for information from a potential client is:
 - a. no response
 - b. "Thank you for allowing us to assist you in planning your upcoming move. We welcome the opportunity to provide you with the same quality services our customers have experienced for over 60 years."
 - c. "Send your request to my boss cause I don't like to do this kind of work."
 - d. "If you call later in the week, then I won't have to type so much, crazy busy now!!"
5. Which of the following can help determine the common qualities and skills of a potential employee?
 - a. Portfolios
 - b. Careers in human services
 - c. Pre-employment testing
 - d. Drug tests
6. Which of the following would be grounds for employee termination in health care?
 - a. Five minutes late to work
 - b. Talking to co-workers at lunch
 - c. A grammatical error on a memo
 - d. A failed drug test

7. Employees should educate themselves about their rights. The best place to start is with the company:
 - a. new employees
 - b. Human resources department
 - c. former employees
 - d. employee contract
8. All of the following are ways to maximize an employer evaluation, except:
 - a. taking an extra drug test
 - b. don't interrupt, be patient, listen and reflect before responding
 - c. highlight your achievements
 - d. track your concerns
9. This report identifies soft skills necessary for work and career success.
 - a. OSHA
 - b. Statutory
 - c. Scans
 - d. LEAD
10. Once you secure a job, it is vital to the success of an employee to discover what the spoken and unspoken _____ are on the job.
 - a. responsibilities
 - b. decisions
 - c. expectations
 - d. instructions
11. All of the following are common qualities and skills an employer looks for in a good employee, except:
 - a. risk-taker
 - b. dependable
 - c. handles criticism
 - d. hard worker
12. An important skill for a human services employee working in the field of counseling would be:
 - a. computer programming
 - b. empathy
 - c. creative writer
 - d. none of the above
13. Job skills develop over a period of time. Professional organizations provide opportunities for _____ to propel your career.
 - a. professional development
 - b. vacations
 - c. friendships
 - d. marketing lists
14. Student organizations provide excellent opportunities to develop leadership skills. The primary Career and Technology student organization in human services is:
 - a. Business Leaders of America
 - b. FCCLA
 - c. SKILLS USA
 - d. ACTE

15. Local, state and international service organizations specific to human service needs are available to assist individuals and families and include all except:
- Red Cross
 - Rotary
 - Volunteers of America
 - U.S. National Parks Service
16. Orders and billing are a part of Human Services careers. If a professional made an error on a prescription in the healthcare field it could be:
- overlooked
 - expected
 - costly
 - misunderstood
17. Job performance is evaluated regularly to help employees improve practice and grow personally and professionally. Together, the employer and employee will look to advance the company_____.
- goals
 - financial stability
 - paid vacations
 - client assets
18. Some employees work directly with customer service and may be called upon to resolve conflicts or defuse anger or skepticism. It should be the employee's goal to:
- turn this over to a co-worker
 - respond to the client issue to the customer's satisfaction
 - let them vent and ignore the concern
 - ask them not to return to the place of business
19. On-the-job training is an effective way to develop and improve skills. One method used in training to improve practice is:
- teleconferencing
 - role playing
 - shopping therapy
 - summer internships
20. Employees should follow rules for writing good letters or memos to clients which include:
- writing a great first sentence
 - correct spelling
 - using correct addresses and salutations
 - all of the above
21. People and businesses are concerned about brand awareness and the digital landscape has made it more difficult to know whether or not you are crossing a line. Remember to use proper etiquette and follow the fundamentals, including:
- making your point on Facebook
 - be sure to create a hash tag
 - asking if this will make someone feel good?
 - believing you are not responsible for the reactions of others

22. Business etiquette rules have changed over time. In business today, all of these rules are important except:
- a. just wait for them to get back to you
 - b. don't judge
 - c. focus on the face not the screen
 - d. know the names
23. When writing a business letter or memo follow the seven c's which include be conversational, clear, concise, complete, concrete, constructive, and critical.
- a. True
 - b. False
24. Forwarding emails is a common practice and hoaxes hardly ever occur today.
- a. True
 - b. False
25. Many businesses are changing their practices to protect the planet and ensure resources are available for future generations. This concept is known as:
- a. biodiversity
 - b. supply and demand
 - c. sustainability
 - d. equilibrium

Skill/Concept Assessment Key

- 1. a
- 2. b
- 3. a
- 4. b
- 5. c
- 6. d
- 7. b
- 8. a
- 9. c
- 10. c
- 11. a
- 12. b
- 13. a
- 14. b
- 15. d
- 16. c
- 17. a
- 18. b
- 19. b
- 20. d
- 21. c
- 22. a
- 23. b
- 24. b
- 25. c

25 Strategic Thinking Assessment Questions

1. There are several different styles of interviews that companies employ in the hiring process. A phone interview might be the best option when:
 - a. the candidate lives at a distance
 - b. it is difficult to get the interview team in one location
 - c. the candidate does not want to be seen
 - d. a and b
2. In the job hunting process, an individual should be prepared with a number of tools to show off their best attributes and skills. The résumé serves as a quick snapshot of experience and skills which results from self-examination and a review of goals. The portfolio may be more appropriate to:
 - a. distinguish yourself among the competition
 - b. showcase more details about specific skills and talents
 - c. help the employer understand how you might fit into the company organization
 - d. all of the above
3. Students are often encouraged to join professional organizations to take advantage of lower membership dues, but there are also many benefits of membership. Benefits of particular interest to young professionals include:
 - a. the ability to mentor older professionals
 - b. access to job postings and the ability to post résumés
 - c. scholarships
 - d. publish a text book
4. Which occupation in human services is considered one of high demand?
 - a. Child care worker
 - b. Chef
 - c. Apparel designer
 - d. Veterinarian
5. An accurate statement regarding the Americans with Disabilities Act is:
 - a. it exempts agricultural workers from overtime pay
 - b. it requires employers who want to use foreign workers to get a labor certificate
 - c. it is the nation's first comprehensive civil rights law addressing the needs of people with disabilities
 - d. it requires employers of 50 or more employees to give up to 12 weeks of unpaid, job-protected leave to eligible employees
6. This act was a landmark piece of legislation in the United States that outlawed major forms of discrimination against racial, ethnic, national and religious minorities and women.
 - a. Civil Rights Act of 1964
 - b. Civil Rights Act of 1960
 - c. Civil Rights Act of 1955
 - d. Civil Rights Act of 1990

7. When accessing the workplace environment, consideration should be given to individual human characteristics such as age, sex, experience, physical stature, and:
 - a. how to identify environmental hazards
 - b. exposure to ultraviolet radiation
 - c. injury or illness that is work related
 - d. how well these human characteristics match the physical environment
8. The study of the relationships between people, the equipment they use and the physical environment in which they work is referred to as:
 - a. diversity
 - b. ergonomics
 - c. radiation
 - d. netiquette
9. The buying and selling of products or services over electronic systems is referred to as:
 - a. e-commerce
 - b. e-tailing
 - c. virtual storefront
 - d. graphic organizer
10. Economic systems involve a set of institutions and various social relations, but also are a set of principles by which problems of economics are addressed, such as:
 - a. sexual harassment on the job
 - b. benefits of ethical practices
 - c. scarcity through allocation of finite productive resources
 - d. land availability for parks
11. Supply and demand is an economic model of price determination in a market. The determinants of demand are income, tastes and preferences, prices of related good and service, consumers' expectations about future prices and incomes that can be checked, and:
 - a. number of potential consumers
 - b. number of suppliers
 - c. technology used in production
 - d. none of the above
12. According to Dani Rodrik, Professor at Harvard's Kennedy School of Government, to ensure that international economic integration does not lead to domestic social disintegration, the most serious challenge for the world economy is:
 - a. creating partnerships that incorporate investments and limited liabilities
 - b. making globalization compatible with domestic social and political stability
 - c. a model of ethical economic behaviors
 - d. overlooking the consequences of competitiveness in the market
13. The corporate structure for business is more complex and expensive than most: however, the biggest benefit is the:
 - a. appealing tax benefits with liability protection
 - b. liability protection without the double taxation
 - c. liability protection
 - d. taxation based on profit and loss

14. Ray Anderson has increased sales and doubled profits at his carpet company while turning the traditional 'take/make/waste' industrial system on its head. His concept supports the:
 - a. business logic of sustainability
 - b. global competition
 - c. Ethiopian economics
 - d. S corporation

15. As your career progresses, you should update your portfolio to include attainment of technical skill competencies, recognitions, awards, and scholarships and:
 - a. your photo
 - b. travel experiences
 - c. licensures or certificates
 - d. work evaluations

16. Community service and active participation in career and technical student organizations and professional organizations are examples of:
 - a. a perfect job
 - b. extended learning experiences
 - c. portfolio applications
 - d. key points in a practicum

17. Portfolios can incorporate examples of creative projects and be presented in a variety of formats to showcase skills such as:
 - a. print presentation
 - b. video presentation
 - c. website
 - d. all of the above

18. An inaccurate statement regarding the use of Portfolios for job seekers is that:
 - a. portfolios can be used in any industry
 - b. portfolios are a strong persuasive tool to visually demonstrate evidence of your skills and abilities
 - c. portfolios should not be used to organize a college application
 - d. portfolios are valuable tools to present your strengths, such as math

19. Some businesses are owned and operated by several individuals. A limited partnership has both general and limited partners, while a general partnership:
 - a. has partners that manage the company and assume responsibility for the debts and other obligations
 - b. the partners have no control over the company
 - c. is not the best choice if you have two or more partners who are involved
 - d. is not the best for tax benefits

20. Students can formulate career goals in an effort to:
 - a. be flexible
 - b. secure a job in the field of their choice
 - c. collect recommendations
 - d. find out if there are jobs available in the local area

21. Steps students can take now to prepare for a job include all except:
- determine the required education and certification for the career
 - access your skills and abilities
 - develop a network of contacts in the field
 - leave studying for the smart kids
22. There are many resources for students who are preparing for interviews, such as:
- career coaching
 - online interview examples
 - neighborhood socials
 - a and b
23. A growing body of law seeks to prevent employment discrimination based on:
- sexual orientation
 - gender uncertainty
 - drug use
 - pre-employment inquiries
24. Legislation regarding migrant workers has received a great deal of attention in recent years. The _____ regulates the hiring and employment activities of agricultural employers, farm labor contractors, and associations using migrant and seasonal workers.
- ADA
 - MSPA
 - FDA
 - BPA
25. Labor unions typically engage in lobbying activities and electioneering at the state and federal level representing workers in various industries. Union membership in the private sector has:
- increased dramatically in recent years
 - fallen to under 7% - the lowest level seen 1932
 - is greater than countries such as Canada and Germany
 - centers on bargaining over vacation time

Strategic Thinking Assessment Key

1. d
2. d
3. b
4. a
5. c
6. a
7. d
8. b
9. a
10. c
11. a
12. b
13. c
14. a
15. c
16. b
17. d
18. c
19. a
20. b
21. d
22. d
23. a
24. b
25. b

25 Extended Thinking Assessment Questions/Tasks

- Employers consider hard skills and soft skills in the hiring process. As an employer looking to hire a new employee in child care, some of the most important soft skills necessary to be successful on the job include:
 - taking responsibility and time management
 - computer software development
 - storytelling
 - being a good money manager
- Joe's boss is a very "hands on" leader and provides his team with the tools to be successful on the job. When confronted with an ethical challenge; hearing that a co-worker has stolen money at work, Joe:
 - ignores the problem so he doesn't have to be involved
 - confronts the co-worker
 - realizes that the actions of one affect the entire team and consults with an experienced colleague who has served as a mentor on the job
 - sends the co-worker an anonymous note to encourage him to return the funds
- In a natural disaster such as a tornado, victims would call on professionals in these careers to assist them to find shelter, food, medical care, and help for the elderly.
 - Health care
 - Human services
 - Science and technology
 - Health consultant
- Employers expect employees to adhere to common guidelines to develop and maintain working relationships with personnel. A new employee should make every effort to:
 - show others how to work in teams
 - share gossip they hear at lunch
 - share information with friends on their cell phone
 - make an effort to remember as many names of co-workers as possible
- Name and describe two expectations employers have of successful employees.
- Name two economic systems and explain the differences.
- State three essential components of a résumé and explain what items would be found within each component.
- Name two factors that will influence a career choice and explain why they are important.
- State and explain two trends that are influencing how we acquire jobs.
- Careers in human services incorporate many industries. Name two fields that fit in human services and list two jobs within each field.
- Describe a leader you know and the traits of leadership they exhibit.
- Analyze how the work place environment affects the function of an employee in a work station.
- Discuss the benefits of membership in a professional organization for a student in high school.

14. Define and compare hard skills vs. soft skills.
15. Describe an ideal leader in a human services career. Explain the difference between leaders and followers.
16. Describe several ways you would prepare for an employee evaluation and how advance preparation could be beneficial.
17. Investigate and report on three in-demand careers in human services.
18. Describe how a labor union may work on your behalf to protect your rights as an employee.
19. Analyze the differences, both positive and negative between sending a written letter and an email communication to a client.
20. Federal and state laws regulate many employee and employer actions. Discuss how work place discrimination has been influenced by regulations.
21. Describe several circumstances where sexual harassment might occur on the job.
22. Create and describe a scenario where a sole proprietorship would be more appropriate as a company structure than a corporation.
23. Critique the model of supply and demand to determine price in a market.
24. Develop a timeline and list of goals appropriate for a career in childcare.
25. Communication is vital to success in human service careers. List at least three factors that influence telephone etiquette and offer tips that will leave a positive impression of the company.

Extended Thinking Assessment Key

1. a
2. c
3. b
4. d
- 5 - 25 Student responses will vary