

Section 1 - Action and Results Focus/ Analysis and Problem Solving

For questions in this section, you may reference your academic or work experience whether paid or volunteer unless the question specifies otherwise.

What experience do you have:

1. Making decisions under tight time constraints and with limited information (e.g., determining service delivery dates, committing to project deadlines)?
 - (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.

2. Analyzing and evaluating problems or issues related to the progress of projects or assignments (e.g., determining impact of delays, determining cause of problems or issues, etc.)?
 - (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.

3. Identifying and implementing appropriate alternatives to resolve problems or issues related to the completion of projects or assignments (e.g., assessing alternatives to resolve issues, adjusting delivery dates, altering resource allocations, formulating action plans)?
 - (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.

4. Developing a procedure or system to help yourself or fellow students or other employees more effectively complete work?
 - (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.

5. Working without direct supervision on multiple assignments and completing the assignments on time?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
6. Handling disruptions in work assignments and still continuing or completing work assignments in a timely manner?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
7. Developing an alternate work plan due to setbacks or changing priorities to allow completion of a project on time or within budget?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
8. Assessing conflicting information/input, and determining the best course of action to resolve the situation?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
9. Reviewing information from a variety of sources and determining the benefits, costs, and risks of alternative solutions and/or courses of action?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.

10. Reviewing and evaluating forms and/or other types of documents and making determinations regarding acceptance or rejection (e.g., eligibility for a claim or loan, etc.)?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

11. Developing an instrument or process for gathering data (develop a survey, questionnaire, etc.)?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

12. Searching out appropriate resources to help resolve conflicts or problems?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

13. Working on a project or handling a situation which required you to maintain confidentiality?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

14. Working on a project or in a situation where you were required to inform others of their responsibilities, duties and priorities?

- (a) I have performed this task in an actual setting while performing a job where I held lead responsibility or trained others.
- (b) I have performed this task in an actual setting while performing a job.
- (c) I have education or training relevant to this task, but have not applied it in an actual job.
- (d) I have no education, training, or experience in performing this task.

15. Handling a situation in which you had to communicate to others the consequences of their actions?

- (a) I have performed this task in an actual setting while performing a job where I held lead responsibility or trained others.
- (b) I have performed this task in an actual setting while performing a job.
- (c) I have education or training relevant to this task, but have not applied it in an actual job.
- (d) I have no education, training, or experience in performing this task.

16. Working on a project that involved settling disputes through negotiations?

- (a) I have performed this task in an actual setting while performing a job where I held lead responsibility or trained others.
- (b) I have performed this task in an actual setting while performing a job.
- (c) I have education or training relevant to this task, but have not applied it in an actual job.
- (d) I have no education, training, or experience in performing this task.

Section 2 - Written Communication/Reading Comprehension

For questions in this section, you may reference your academic or work experience whether paid or volunteer unless the question specifies otherwise.

What experience do you have:

17. Preparing memos, letters, and correspondence to communicate with peers, supervisors, or the public?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
18. Preparing detailed notes or brief descriptions regarding project activities and timelines for inclusion in reports, correspondence, and other written materials related to project status?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
19. Writing instruction manuals to clarify complex procedures (e.g., office procedures, computer operations, laboratory procedures)?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
20. Writing promotional materials and/or brochures (e.g., product marketing brochures, conference flyers, advertising copy)?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.

21. Proofreading a variety of documents and written materials to verify the use of correct format, punctuation, grammar, syntax, and sentence structure?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
22. Writing training and/or educational materials (e.g., developing a procedures manual, developing training class exercises, developing training course curriculum)?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
23. Writing articles for a school newspaper, newsletter, trade or professional journal, or other publication?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
24. Writing memos or short reports designed to persuade an audience to a specific viewpoint?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
25. Translating technical or other complex material into common, everyday language?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.

26. Writing a comprehensive report or document that included facts, conclusions, and/or persuasive arguments (e.g., thesis, issue paper, policy paper, etc.)?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
27. Compiling research from a number of sources and writing a report or position paper based on that research?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
28. Gathering information from a variety of sources, such as interviews, surveys, etc. to elicit the facts and relevant details necessary to complete a task or assignment?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
29. Applying facts, specifications, and research results to a specific situation or assignment?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
30. Reading and interpreting written material including technical documents/data (e.g., books, reports, Internet sources, etc.)?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.

31. Analyzing and evaluating the effectiveness of programs, policies, or procedures (e.g., assessing the effectiveness of a marketing campaign, reviewing the bylaws or rules of a professional association)?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

Section 3 - Oral Communication

For questions in this section, you may reference your academic or work experience whether paid or volunteer unless the question specifies otherwise.

What experience do you have:

32. Successfully pacifying difficult or hostile people in the course of a work assignment or leadership position (e.g., customer service representative, cashier, officer in a neighborhood association)?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

33. Verbally explaining or clarifying policies or issues related to projects or assignments (e.g., specify methodology used, explaining project timelines, defining laboratory procedures)?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

34. Verbally summarizing data and information in an impromptu manner (e.g., reporting the outcome of a meeting or debate, responding to questions following a presentation)?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

35. Assisting customers or clients in person or by telephone with the interpretation of policies and procedures, laws, and/or rules?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

36. Persuading or influencing others through formal presentations or the verbal explanation of data or issues (e.g., marketing a product or service, oral defense of a master's thesis, etc.)?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

37. Providing verbal instructions or directions to individuals related to tasks to be completed or progress to be made on projects or assignments?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

38. Effectively communicating verbally in stressful situations (e.g., handling multiple requests for information, defending conflicting opinions or approaches, etc.)?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

39. Teaching formal classroom sessions to others in an academic or work setting?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

40. Providing informal training to other students, employees, team members or project participants?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

41. Participating in an activity designed to improve your oral communication skills (e.g., Toastmasters, college debate team, community theater, etc.)?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

42. Leading or facilitating briefings, meetings, or conferences?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

43. Formally presenting technical or other complex information to others in an academic or work setting?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

Section 4 - Relationship Building/Valuing Diversity

For questions in this section, you may reference your academic or work experience whether paid or volunteer unless the question specifies otherwise.

What experience do you have:

44. Facilitating or leading a team or organized group of individuals (e.g., coaching a soccer team, directing a dramatic production, serving as a student body officer, leading an academic or work group)?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

45. Building consensus and agreement within a group of individuals holding differing or competing points of view (e.g., student body organization, service organization, self-managed work team)?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

46. Working in a team environment in an academic or work setting to successfully complete a project or report?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

47. Working on a long term project with a single customer, or co-worker or fellow student that required you to work cooperatively and demonstrate flexibility?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

48. Holding a position that required you to work cooperatively with people outside your immediate academic or work setting?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

49. Holding a position that required you to do counseling, investigative or similar work in which you were required to listen intensely to others?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

50. Holding a position in which you had to routinely remain calm, courteous, and tactful while handling problems or complaints (e.g., peer counselor, supervisor, etc.)?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

51. Holding a position that required you to deal with conflicting customer demands?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

52. Holding a position in which you worked with people from different countries and cultures?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

53. Leading a team or working on a long term project with people which included members from different cultures and ethnic groups?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

54. Successfully completing coursework which included the study of ethnic and/or cultural diversity?

- (a) I successfully completed two or more college courses related to this subject.
- (b) I successfully completed one college course related to this subject.
- (c) I have successfully completed one or more training courses related to this subject in a work environment.
- (d) I have not successfully completed any coursework related to this subject.

Section 5 - Innovativeness/Self Management/Planning and Organizing

For questions in this section, you may reference your academic or work experience whether paid or volunteer unless the question specifies otherwise.

What experience do you have:

55. Completing non-routine assignments independently or with minimal supervision?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
56. Assessing the importance of assignments and prioritizing work assignments accordingly?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
57. Adjusting timelines on multiple projects or assignments in order to successfully complete all assigned work?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
58. Identifying current or potential problems and recommending solutions?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
59. Working on assignments, reports, or projects with stringent deadlines?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.

60. Developing short-range and long-range plans and timelines for the completion of projects and assignments?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
61. Exercise initiative or taking independent action when circumstances demonstrate that additional research or actions are necessary to complete a project or report on a timely basis?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
62. Planning a comprehensive project involving multiple steps and a significant time commitment (e.g., planning a class project or master's thesis, planning a convention or conference)?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
63. Prioritizing and scheduling the work of a small work group, team or committee?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
64. Identifying the purchasing needs for a group or organization for supplies, equipment, etc.?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.

65. Applying strategic planning principles and concepts when designing and managing large scale projects (e.g., planning a major fundraiser, planning the implementation of a new program)?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

66. Maintaining accurate records for business or academic purposes?

- (a) Both college and practical work experience.
- (b) College or academic setting only.
- (c) Practical work experience performing this task.
- (d) I do not have any experience performing this task.

Section 6 - Numerical Skills

For questions in this section, you may reference your academic or work experience whether paid or volunteer unless the question specifies otherwise.

What experience do you have:

67. Preparing a report which summarized numerical information?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
68. Designing charts and/or graphs which visually illustrated numerical data?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
69. Writing a report which incorporated or utilized statistical information (e.g., mean, weighted averages, standard deviations, etc.) to support your recommendation or conclusion?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
70. Preparing written information which summarized financial information or used financial information to justify a recommendation?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.
71. Interpreting graphs, charts and tables and using the results to accomplish a task or complete a report?
- (a) Both college and practical work experience.
 - (b) College or academic setting only.
 - (c) Practical work experience performing this task.
 - (d) I do not have any experience performing this task.

72. Holding a position which required the allocation of money to various staff or program functions?

- (a) I have performed this task in an actual setting while performing a job and have held lead responsibility or trained others.
- (b) I have performed this task in an actual setting while performing a job.
- (c) I have education or training relevant to this task, but have not applied it in an actual job.
- (d) I have no education, training, or experience in performing this task.

73. Holding a position which involved the responsibility for a budget of \$5,000.00 or more?

- (a) I have performed this task in an actual setting while performing a job and have held lead responsibility or trained others.
- (b) I have performed this task in an actual setting while performing a job.
- (c) I have education or training relevant to this task, but have not applied it in an actual job.
- (d) I have no education, training, or experience in performing this task.

74. Holding a position which required you to inventory supplies or equipment?

- (a) I have performed this task in an actual setting while performing a job and have held lead responsibility or trained others.
- (b) I have performed this task in an actual setting while performing a job.
- (c) I have education or training relevant to this task, but have not applied it in an actual job.
- (d) I have no education, training, or experience in performing this task.

75. Performing a job which required you to keep an adequate stock of materials, property, or cash on hand to meet customer or project needs?

- (a) I have performed this task in an actual setting while performing a job and have held lead responsibility or trained others.
- (b) I have performed this task in an actual setting while performing a job.
- (c) I have education or training relevant to this task, but have not applied it in an actual job.
- (d) I have no education, training, or experience in performing this task.

76. Utilizing accounting procedures to keep financial records for an association, project or work unit?

- (a) I have applied this knowledge, experience or training in an actual setting while performing a job and have supervised or trained others.
- (b) I have performed this task in an actual setting while performing a job.
- (c) I have education or training relevant to this task, but have not applied it in an actual job.
- (d) I have no education, training, or experience in performing this task.

77. Successfully passed a course in statistics?

- (a) I have successfully completed two or more college courses or work sponsored training courses in statistics.
- (b) I have successfully completed one college course in statistics.
- (c) I have successfully completed one training class in statistics in a work environment.
- (d) I have not completed any college coursework or training classes in statistics.

Section 7 - Information Technology

For questions in this section, you may reference your academic, life experience, or work experience whether paid or volunteer unless the question specifies otherwise.

Based on your knowledge and experience, rate your abilities in the following skill areas:

78. Using a personal computer in an academic or work setting?
- (a) I am technically proficient to the point where I can perform this task independently.
 - (b) I have received education or training, but would need guidance to perform this task.
 - (c) I have received little or no education or training in this task.
79. Using word processing software (Microsoft Word, Wordperfect, etc.) to develop or format documents (e.g., memos, letters, and reports)?
- (a) I am technically proficient to the point where I can perform this task independently.
 - (b) I have received education or training, but would need guidance to perform this task.
 - (c) I have received little or no education or training in this task.
80. Using word processing software to develop tables and/or graphs?
- (a) I am technically proficient to the point where I can perform this task independently.
 - (b) I have received education or training, but would need guidance to perform this task.
 - (c) I have received little or no education or training in this task.
81. Using spreadsheet software to present data and information in an organized manner (Excel, Quatro Pro, Lotus, etc.)?
- (a) I am technically proficient to the point where I can perform this task independently.
 - (b) I have received education or training, but would need guidance to perform this task.
 - (c) I have received little or no education or training in this task.

82. Using personal computer database software (Dbase, Foxpro, Access, etc.) to enter, organize, track, and retrieve data (e.g., billing records, mailing lists, project milestones)?

- (a) I am technically proficient to the point where I can perform this task independently.
- (b) I have received education or training, but would need guidance to perform this task.
- (c) I have received little or no education or training in this task.

83. Using a personal computer desktop publishing program (PageMaker, etc.)?

- (a) I am technically proficient to the point where I can perform this task independently.
- (b) I have received education or training, but would need guidance to perform this task.
- (c) I have received little or no education or training in this task.

84. Troubleshooting and resolving basic problems concerning the use or operation of computer software programs (e.g., incorrect commands, syntax or formatting errors)?

- (a) I am technically proficient to the point where I can perform this task independently.
- (b) I have received education or training, but would need guidance to perform this task.
- (c) I have received little or no education or training in this task.

85. Personally installing software on a personal computer, including printer setup, choosing from options, and personalizing operations?

- (a) I am technically proficient to the point where I can perform this task independently.
- (b) I have received education or training, but would need guidance to perform this task.
- (c) I have received little or no education or training in this task.

86. Using modem and telecommunications software to connect to on-line services (CompuServe, American Online, etc.), the Internet, or dial-up bulletin boards?

- (a) I am technically proficient to the point where I can perform this task independently.
- (b) I have received education or training, but would need guidance to perform this task.
- (c) I have received little or no education or training in this task.

87. Teaching formal classes to others in the operations of personal computers or software?
- (a) I am technically proficient to the point where I can perform this task independently.
 - (b) I have received education or training, but would need guidance to perform this task.
 - (c) I have received little or no education or training in this task.
88. Using computer based electronic mail to communicate with others?
- (a) I am technically proficient to the point where I can perform this task independently.
 - (b) I have received education or training, but would need guidance to perform this task.
 - (c) I have received little or no education or training in this task.
89. Using computer based electronic calendaring to maintain your schedule?
- (a) I am technically proficient to the point where I can perform this task independently.
 - (b) I have received education or training, but would need guidance to perform this task.
 - (c) I have received little or no education or training in this task.
90. Writing a computer program in a language such as Basic, C, or Pascal?
- (a) I am technically proficient to the point where I can perform this task independently.
 - (b) I have received education or training, but would need guidance to perform this task.
 - (c) I have received little or no education or training in this task.
91. Writing user manuals or guides for others on a particular software package or application?
- (a) I am technically proficient to the point where I can perform this task independently.
 - (b) I have received education or training, but would need guidance to perform this task.
 - (c) I have received little or no education or training in this task.

92. Working as a site expert on personal computers or software, and assisting others with computer problems?

- (a) I am technically proficient to the point where I can perform this task independently.
- (b) I have received education or training, but would need guidance to perform this task.
- (c) I have received little or no education or training in this task.

93. Personally modifying, upgrading or repairing personal computer hardware?

- (a) I am technically proficient to the point where I can perform this task independently.
- (b) I have received education or training, but would need guidance to perform this task.
- (c) I have received little or no education or training in this task.

94. Successfully completing formal classroom training on the operations of a personal computer or software?

- (a) I have successfully completed two or more courses related to personal computers and/or software applications.
- (b) I have received informal education or training in personal computer operations and/or software applications .
- (c) I have received little or no education or training in this task.