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257

HOUSE COMMITTEE REPORT

(7)

Date referred: 4/8/87

FURTHER REFERRALS: Labor & Commerce
Finance

DATE: 5-16-87

The State Affairs Committee has considered HB 257

"An Act relating to certified professional secretaries and professional legal secretaries and amending the scope of the personnel rules."

RECOMMENDS:

- replace with _____ the same title
- attached amendment(s) a new title
- do pass
- do not pass
- no recommendation
- individual recommendations
- additional referral to the _____ Committee

ADOPTS: _____ letter of intent

ATTACHES NEW FISCAL NOTE(s):

- fiscal impact same as previous fiscal note published _____
- zero fiscal note same as previous zero fiscal note published _____
- zero with analysis

SIGNING DO PASS:

D. C. Boush

Terry Martin

Scott Morrison

SIGNING OTHER RECOMMENDATIONS:

Franklin Moore

David Duley, NO REC

Jim Gilman

 Chairman's signature



Official Business

Alaska State Legislature

House

P.O. BOX V
State Capitol
Juneau, Alaska 99811

HB 257

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FISCAL NOTE

- A. DEPARTMENT OF ADMINISTRATION, DIVISION OF PERSONNEL:
\$19,700

POSITION PAPER
HB 257

HB 257 grants employment preference rights to individuals who hold the rating of certified professional secretary or professional legal secretary. It also provides for an advance step pay rate for a new employee or a one step increase for current employees who hold either of these ratings.

Section 1 grants employment preference rights for secretarial and clerical job classes to applicants who are certified professional secretaries or legal secretaries. Granting State employment preference rights for professional achievement is a radical departure from current public policy with respect to such statutory rights.

State employment preference rights are currently granted under Alaska Statute (AS) 39.25.150(19) to war-period veterans for initial hire in the classified service by adding points to qualified applicants' scores. Severely handicapped persons receive employment preference rights under AS 39.25.150(21). This provision allows the noncompetitive appointment of the severely handicapped for up to four months to allow the individual to demonstrate the ability to perform in the job.

The granting of employment preference rights under current law is aimed at assisting persons who have been removed from the traditional workforce to transition back into it. Current provisions do not differentiate between professions or training levels or opportunities. The effect of Section 1 would be to provide preference in State employment to a limited number of the members of a specific profession as recognition for achievement in that profession.

Section 2 of HB 257 would provide monetary rewards to current State employees and those entering State employment who have successfully completed the certified professional secretary or professional legal secretary examinations. Current employees in secretarial or clerical positions would receive a one step increase, notwithstanding eligibility for other pay increases. A new employee holding the rating of certified professional secretary or professional legal secretary would automatically be hired above the entry step A in clerical or secretarial positions.

There are no current provisions, statutory, contractual or otherwise, which give automatic monetary incentives for professional achievement among State employees. Yet there are any number of State employees in professions or belonging to professional organizations which impose strict testing or other requirements on their members. Statutorily imposed monetary recognition of one profession can only lead to requests for similar recognition by other professions.

It should be pointed out that current regulation provides for advance step hires in some cases. Article 8, 2 AAC 07.320(1) dealing with pay states:

A beginning salary higher than the minimum rate for the job class may be authorized by the director for a position in the classified service or by principal executive officer for a position in the partially exempt service. A salary rate higher than the minimum rate may be authorized if:

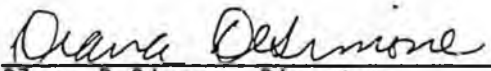
- (1) the appointee is exceptionally qualified;

Certainly this provision in the Personnel Rules provides existing flexibility to provide advance step pay for those possessing a CPS or PLS certificate if warranted. Parenthetically, imposing a statutory obligation to provide a higher rate of compensation for those with such a certificate may inhibit the hiring of such candidates in these economic times.


The language of the Bill, as currently written, would grant employment preference rights to at minimum the 35 clerical/secretarial job classes covered by the Office Skills Test. There are currently 2,440 positions allocated to these 35 job classes. If it is the sponsors' intent that preference be granted only for those job classes in which the duties reflect the traditional secretarial profession, the Bill should be amended to reflect that intent.

Contemplation of adjusting pay rates in this manner at this point in time is of particular concern in light of the current Classification Study. One of the principle goals of the Classification Study is to examine the issues of equity and consistency across job classes and pay practices.

The Department of Administration is opposed to this legislation.


Diana DeSimone, Director
Department of Administration

4/13/87
Date


Commissioner Garrey Peska
Department of Administration

4/16/87
Date

REP. TERRY MARTIN

ELECTIVE DISTRICT 13
MOUNTAIN VIEW
RUSSIAN JACK SPRINGS
NUNAKA VALLEY
ELMENDORF A.F.B.
CREEKSIDE
EAST ANCHORAGE

HOME
3960 REKA DRIVE-86
ANCHORAGE, AK 99508
PHONE 333-6990



DURING SESSION
P. O. BOX V
STATE CAPITOL BUILDING
JUNEAU, AK 99811
PHONE 465-3783

Alaska House of Representatives

M E M O R A N D U M

DATE: May 15, 1987
TO: Members, House State Affairs Committee
FROM: Representative Terry Martin *TMM*
SUBJ: HOUSE BILL NO. 257 - AN ACT RELATING TO CERTIFIED PROFESSIONAL SECRETARIES AND PROFESSIONAL LEGAL SECRETARIES

Certification as a professional secretary or a professional legal secretary is a significant, measurable and attainable goal for career oriented secretaries who seek to be identified as exceptional in their profession.

To achieve the status of Certified Professional Secretary or Professional Legal Secretary, a two-day, six-part examination must be successfully completed. This rigorous examination is based on an analysis of secretarial work and emphasizes judgment, understanding, and administrative ability gained through education and work experience by testing skills, techniques and knowledge in behavioral science in business, business law, economics and management, accounting, communication applications and office administration and technology.

Because of the difficulty of this examination, any secretary achieving the Certified Professional Secretary or Professional Legal Secretary rating demonstrates superior skills and professional commitment. Knowledgeable employers in the private sector often give hiring preference to job applicants with a CPS or PLS; correspondingly, most employers will do their best to retain their CPS/PLS's. Several states as well as the Federal Government already recognize the distinction of professionals holding the CPS/PLS certification.

Statistics show that Alaska ranks first in the nation in terms of Certified Professional Secretaries per capita. Of the 5,754¹ secretaries in Alaska, 437 (or 7.6%) are employed by



the State of Alaska². There are 149 CPS's in Alaska³, so only 2.6% of all secretaries in Alaska are CPS's. 2.6% of 437 = 11.4 -- so only 11 1/2 secretaries employed in state government are likely to be affected.

HB 257 would recognize the professionalism, dedication and personal commitment of individuals possessing CPS/PLS certification by rewarding them with employment preference rights and granting them a one step increase over their normal pay (if they are already employed by the State) or by hiring them at an appropriate advanced step.

The State of Alaska will benefit in employing Certified Professional Secretaries and Professional Legal Secretaries who view their jobs as worthwhile careers, bringing a higher caliber of job performance and commitment to the workplace.

/laj

- 1 "Alaska Occupational Information", Alaska Department of Labor, page 25, table II-1, published January, 1985
- 2 Alaska Department of Administration, Division of Personnel
- 3 Patti Rizer, Anchorage Community College, Office Occupations Department

SUCCESSFUL STATE RECOGNITION TO DATE

- Florida -- Director of Personnel incorporated CPS in class specifications of Secretary III through Executive Secretary III, and placement on registers for consideration for promotion without further testing. Memorandum issued May 20, 1971.
- Illinois -- University Civil Service System added CPS in class specifications. In 1979 the Illinois Department of Personnel stated recognition of significant attainment and determined that for certain state positions requiring college training or experience in the business administration field, certification as a professional secretary can appropriately be recognized as being equal to the completion of two years of college training. This was implemented on April 1, 1979.
- Indiana -- The minimum qualifications required in applying for jobs will be modified to reflect the importance of the CPS Program and allow employees to qualify for promotions as of February 1, 1979. The State Personnel Division is pursuing the possibility of awarding additional recognition and/or monetary rewards.
- Iowa -- Iowa has two merit systems in state employment. The Iowa Merit Employment Department, in 1978, incorporated CPS in class specifications of Secretary I through Administrative Assistant I and II, and Administrative Officer I. It was stated that the Extra Meritorious Increase ruling would be relevant to the pay issue.
- The Iowa Board of Regents Merit System has included CPS in class specifications of Secretary III and IV, and Office Coordinator I and II. Effective July 1, 1979.
- Kentucky -- One-step increase for CPS rating granted by Department of personnel--1975.
- Montana -- States recognition of CPS Program, and directs that a system be developed to "provide opportunity for merit pay or productivity bonuses, based upon demonstrated superior job performance; and to implement the system to encourage employee initiative in gaining increased relevant job knowledge such as demonstrated by professional certification." Joint resolution passed in 1979.
- North Dakota -- Bill passed the legislature in 1977, commending CPS in government employment as well as in business and private industry.
- Nebraska -- Director of Personnel gave directive granting merit increase on presentation of certification--1976.
- Tennessee -- 1972 legislation giving automatic two-step increase on CPS certification.
- Virginia -- 1975 legislation giving consideration for promotion for CPS.

EXAMPLES OF RECOGNITION BY FEDERAL GOVERNMENT

Marshall Space Flight Center in Alabama grants a two-step increase recognizing sustained performance after achieving the CPS rating.

Chanute Air Base in Illinois has offered CPS classes.

Goddard Space Flight Center includes CPS preparation classes as part of their career advancement program.

Department of State Secretarial Task Force Report of 1975 recommends recognition of CPS rating in government employment.

Five entries in the Congressional Record by senators and representatives commending the CPS program.

NASA grants two additional step increases in recognition of sustained high quality performance above that ordinarily found in a secretarial position, as a direct result of special achievement in the CPS program.

Federal Regional Council of New England sent out proposals to its various agencies in 1974. The proposal granted two-step additional increases for certification, plus expenses involved in preparation for the examination. The proposal was signed and accepted by:

Department of Labor
 Environmental Protection Agency
 Department of Housing and Urban Development
 Department of Transportation

Mid-Continent Federal Regional Council which includes Iowa, Kansas, Missouri, and Nebraska has agreed to distribute information on CPS to its agency offices.

Dyess Airforce Base at Abilene, Texas recommended CPS in its newsletter of June, 1977.

Wright-Patterson Air Force Base pays the registration and processing fee for their qualified candidates.

Further information on all of these recognitions is available from your district representative on the International CPS Service Committee.

Institute for Certifying Secretaries
SUMMARY OF 1985 CPS EXAMINATION RESULTS

In 1985, 1536 experienced secretaries and 712 full-time employed secretaries experience not completed, and students took the examination for the first time; 3397 retook all or part of the examination. The 1985 candidates achieving the rating of CPS are distributed as follows: 251 New Takes; 1018 Partial Retakes; 5 Complete Retakes; plus 74 students who previously passed and have since acquired the necessary experience; 1348 candidates achieved the rating of CPS. CERTIFIED PROFESSIONAL SECRETARY and CPS are registered trademarks of PROFESSIONAL SECRETARIES INTERNATIONAL.

NUMBER TAKING CPS EXAMINATION

Year	New Candidates	Complete	Retakes Partial	Total Candidates	Number Certified	Total Achieving CPS Rating (cumulative)
1951	281		-	281	62	62
1952	409		33	442	123	185
1953	468		204	672	175	360
1954	560		344	904	222	582
1955	447		400	847	190	772
1956	617		454	1071	211	983
1957	678		562	1240	244	1227
1958	783		708	1491	233	1466
1959	818		788	1616	245	1711
1960	721	64	874	1659	285	1996
1961	640	102	873	1615	255	2251
1962	522	144	706	1372	249	2500
1963	557	195	691	1443	237	2737
1964	485	173	732	1390	279	3016
1965	634	189	754	1573	314	3330
1966	573	208	782	1565	260	3596
1967	835	209	826	1870	311	3901
1968	829	217	922	1968	351	4252
1969	957	227	1015	2199	386	4638
1970	990	211	1139	2340	415	5053
1971	1022	230	1166	2418	606	5659
1972	1024	255	1166	2445	529	6188
1973	1350	261	1219	2830	613	6801
1974	1751	181	1648	3580	936	7737
1975	2055	142	1933	4130	976	8713
1976	2302	119	2422	4843	1346	10059
1977	2319	134	2664	5117	1065	11124
1978	2299	163	2796	5258	940	12064
1979	2289	209	3082	5580	1061	13125
1980	2654	202	3304	6162	960	14085
1981	2338	230	3284	5852	966	15051
1982	2094	225	3323	5645	1146	16197
1983	1983	242	3169	5394	1060	17257
1984	2101	230	3282	5617	1141	18398
1985	2248	326	3071	5645	1348	19746
	42641					

RESULTS BY PARTS

The percentages passing each part in 1985 were as follows:

	New	Complete	Retakes Partial
Behavioral Science in Business	51%	20%	47%
Business Law	36	12	44
Economics and Management	40	15	46
Accounting	42	17	47
Office Administration and Communication	32	11	46
Office Technology	34	11	37

RESULTS ON FIRST ATTEMPT

Secretaries and students taking the examination for the first time had results as indicated by the following table:

No. Parts Passed	1982		1983		1984		1985	
	Number	Percent	Number	Percent	Number	Percent	Number	Percent
6	175	8.4	181	9.1	200	9.5	291	12.9
5	222	10.6	240	12.1	220	10.5	224	10.0
4	37	11.3	242	12.2	217	10.3	217	9.7
3	258	12.3	250	12.6	233	11.1	230	10.2
2	266	12.7	270	13.6	254	12.1	242	10.8
1	389	18.6	398	20.1	300	14.2	328	14.6
0	547	26.1	462	20.3	681	32.3	716	31.8
	2094	100.0	1983	100.0	2105	100.0	2248	100.0

THOSE WHO HAVE ATTAINED THE RATING OF
 CERTIFIED PROFESSIONAL SECRETARY BY STATE
 (Based on Residence at Time of Certification)

	1980	1981	1982	1983	1984	1985	Total To Date
Alabama	22	17	15	16	10	21	315
Alaska	13	11	7	11	11	14	134
Arizona	12	14	21	16	32	18	357
Arkansas	7	11	11	13	15	8	124
California	58	49	67	47	53	69	1710
Canada							
Alberta	-	1	2	1	3	2	20
British Columbia	6	10	4	10	5	7	95
Manitoba	1	-	-	-	-	-	5
New Brunswick	2	-	-	1	2	-	14
Newfoundland	1	3	1	2	2	5	22
Nova Scotia	2	2	3	4	3	2	41
NW Territory	-	-	-	1	-	-	1
Ontario	7	14	9	9	17	10	173
Prince Edward Island	1	2	1	-	2	-	12
Quebec	-	1	4	4	1	1	72
Saskatchewan	-	1	-	3	1	3	11
Colorado	14	15	28	22	21	14	371
Connecticut	11	10	8	7	3	11	191
Delaware	3	-	4	2	1	4	32
District of Columbia	1	-	-	1	-	-	54
Florida	49	24	33	35	45	37	736
Georgia	32	41	45	35	33	56	547
Hawaii	4	-	1	4	3	2	35
Idaho	6	5	9	6	7	9	94
Illinois	54	59	56	51	69	76	1169
Indiana	26	33	44	24	32	35	506
Iowa	13	12	19	15	12	19	230
Jamaica	7	7	12	16	25	37	110
Kansas	8	7	13	11	12	14	217
Kentucky	9	10	18	15	22	24	246
Louisiana	16	17	17	31	19	27	416
Maine	1	1	5	2	-	-	26
Malaysia	-	-	-	2	-	-	9
Maryland	10	7	12	5	17	18	186
Massachusetts	7	11	10	5	11	17	265
Michigan	34	47	59	47	67	51	823
Minnesota	15	17	27	21	16	24	405
Mississippi	6	6	5	7	6	5	95
Missouri	56	49	54	56	64	70	710
Montana	-	5	8	4	3	5	69
Nebraska	12	5	10	5	7	15	152
Nevada	-	4	1	2	2	2	59
New Hampshire	-	1	1	-	-	2	9
New Jersey	19	17	14	17	9	14	304
New Mexico	5	5	2	5	4	6	116
New York	29	31	25	32	29	36	967
North Carolina	31	22	46	31	29	34	456
North Dakota	5	3	3	2	8	6	57
Ohio	45	50	60	61	38	59	646
Oklahoma	22	24	36	25	25	31	450
Oregon	5	9	13	11	12	16	267
Pennsylvania	3	20	22	15	21	21	373
Puerto Rico	1	1	-	1	2	1	13
Rhode Island	1	4	4	3	2	1	51
South Carolina	17	32	25	16	26	27	230
South Dakota	1	1	1	2	2	4	47
Tennessee	51	54	57	86	81	111	1220
Texas	86	74	80	73	61	103	1636
Utah	12	11	11	7	17	22	164
Vermont	-	1	-	-	-	-	3
Virgin Islands	-	-	1	1	-	-	4
Virginia	30	37	57	41	31	36	521
Washington	26	12	23	26	31	41	447
West Virginia	2	4	7	2	4	5	86
Wisconsin	23	22	16	20	24	22	477
Wyoming	-	-	-	1	-	5	21
Other Foreign	-	-	-	1	-	-	4
Total:	961	966	1146	1060	1141	1346	19746

A SAMPLING OF QUESTIONS . . .



certified professional Secretary.
EXAMINATION



*... the accepted standard
of proficiency —
the recognized capstone of
the secretarial profession*



professional Secretaries international®

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A sampling of questions...



certified professional Secretary EXAMINATION

Certified Professional Secretary™, CPS™, is the registered service mark for the rating that has become the recognized standard of measurement of secretarial proficiency.

Since the first Certified Professional Secretary Examination in 1951, 18,398 have achieved the CPS rating.

To attain the CPS rating, a secretary must meet certain education and work experience requirements, and pass the two-day examination. The six-part examination is administered annually in May by the Institute for Certifying Secretaries, a department of Professional Secretaries International.

Although advantageous, membership in PSI is not required to become a CPS. The CPS Examination covers six parts: behavior science in business, business law, economics and management, accounting, office administration and communication, and office technology.

For additional information and application to sit for the examination, request a free copy of Capstone from PSI.

The 1986 CPS Examination will be administered May 2 and 3. Deadline for application is December 1.

The sampling of questions from the CPS Examination battery was prepared for CPS candidates to provide a general overview of the examination. The questions are intended to be representative of the content examined and to demonstrate the format in which questions are cast. The number of questions in the sample tests is not commensurate with that in the CPS Examination. There is no intent to suggest that familiarity with the questions in this booklet will insure a candidate's success on the entire CPS Examination.

We do recommend that taking objective examinations be an important part of any CPS study program. Use of this sample will be a worthwhile experience for candidates and a guide for instructors who wish to develop other examinations for their study courses.

The CPS Examination contains three levels of multiple choice questions:

1. Facts, terminology, and dates (basic knowledge)

2. Concepts, procedures, and principles (understanding)
3. Application and interpretation of concepts

Level 2 and level 3 questions test for a higher level of knowledge and a significant number of questions are designed at these levels.

Please refer to the following questions in each part of the sample questions for illustrations of questions at each level.

Example of Questions Testing Each Level of Knowledge

Sample of Questions	Level 1	Level 2	Level 3
Part I	12	7	2
Part II	2	6	3
Part III	6	9	12
Part IV	7	11	5
Part V	1	6	10
Part VI	15	11	13

ANSWER SHEET For Sampling of Test Items

For each item you are to decide which one of the four choices BEST answers the question or completes the statement; then on this answer sheet you are to blacken the circle having the letter of that choice.

PART I				PART II				PART III				PART IV				PART V				PART VI			
A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D	A	B	C	D
1				1				1				1				1				1			
2				2				2				2				2				2			
3				3				3				3				3				3			
4				4				4				4				4				4			
5				5				5				5				5				5			
6				6				6				6				6				6			
7				7				7				7				7				7			
8				8				8				8				8				8			
9				9				9				9				9				9			
10				10				10				10				10				10			
11				11				11				11				11				11			
12				12				12				12				12				12			
13				13				13				13				13				13			
14				14				14				14				14				14			
15				15				15				15				15				15			

No claim is made that study of this material will ensure the passing of the examination.

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- 1 The leader who attempts to help a group organize themselves into a productive unit is using
 - A authoritarian leadership
 - B bureaucratic leadership
 - C free-rein leadership
 - D participative leadership
 - 2 You have been working for two months in the purchasing department of a large company. The supervising secretary gives you a new assignment to do, and she tells you that she hopes you will do this job accurately. You should
 - A ask her what she means by her remark since no one has complained about your work
 - B ignore the remark
 - C say nothing but make sure everything is completed perfectly
 - D suggest that she have someone else do the job if she does not like your work
 - 3 Brooks' position is satisfying, and there is opportunity for advancement, but Brooks has been offered a position with another company with a substantial increase in salary. What type of conflict will be involved in Brooks' decision?
 - A Approach-approach
 - B Approach-avoidance
 - C Avoidance-avoidance
 - D Double approach-avoidance
 - 4 The process of copying the behavior of a person highly regarded in a group or organization in order to enhance his/her chances of acceptance is called
 - A cognitive dissonance
 - B conformity
 - C identification
 - D reaction formation
 - 5 When Rosen joined a new firm, Rosen wanted to feel a part of the group. This is called
 - A physiological drive
 - B security drive
 - C self-esteem
 - D social drive
 - 6 Pat is seeking certification as a CPS, and has accepted most of the professional value and beliefs communicated by the CPS members of her local PSI Chapter. These CPS members provide Pat with what is commonly known as
 - A control group
 - B formal group
 - C informal group
 - D reference group
 - 7 Roosevelt gives Floyd a high rating as a secretary because Floyd is pleasant, cooperative, a fast typist, willing to learn, and always punctual. Floyd's typing accuracy is poor to fair. The high rating is an example of
 - A harmonizing
 - B the "halo" effect
 - C the Hawthorne effect
 - D Theory Z
 - 8 The tendency to evaluate an individual as high or low in many traits because the evaluator already knows or believes the individual to be high or low in one trait is known as
 - A "halo" effect
 - B first impression
 - C mind-set
 - D mistaken identity
 - 9 The most common response to the fear stimulus is
 - A aggressive behavior
 - B flight or fight
 - C high blood pressure
 - D internal reactions
 - 10 You are the newly employed secretary to the manager of a small, but rapidly growing, insurance company, with the responsibility of supervising a clerical staff of twelve. You have been given a free hand to make any changes in procedures and routines that you see fit. You have been proceeding cautiously but have observed that you might have some opposition from five clerical workers who are very friendly—they go together and socialize after hours. In order to avoid some of these possible difficulties, you should
 - A do all of the following
 - B determine the personal goals of individual members and work with them
 - C listen carefully to suggestions from members of the informal group
 - D try to find out how members of this informal group feel about certain changes you want to introduce
 - 11 The office manager, who stresses the importance of getting along, whose staff production is on a plateau, who closely follows outdated policies and who discourages new ideas is characterized by
 - A conflict
 - B conformity
 - C creativity
 - D flexibility
 - 12 Translating an idea into a message is called
 - A communicating
 - B decoding
 - C encoding
 - D feedback loop
 - 13 Fear of change can be disturbing as change itself because
 - A all changes are not resisted
 - B all types of change are normal in employment
 - C it produces identical symptoms
 - D people will not secure themselves from disturbance of that balance
 - 14 After Hall explains a new procedure to Taylor, a new employee, she realizes from some nonverbal cues that Taylor does not understand completely what she has said. Hall should say
 - A "Ask me if you have any questions when you do it."
 - B "I'll repeat what I just said so I'm certain you understand."
 - C "Let's go over it again. This time you describe the procedure to me."
 - D "You don't understand, do you? I guess I didn't explain it very well."
 - 15 A committee formed to organize a career conference is best described as a
 - A ad hoc
 - B project group
 - C standing
 - D task group
-
- 1 A contract which has full legal effect as to one of the parties, but is not enforceable against the other party against his will is
 - A valid
 - B void
 - C voidable
 - D unenforceable
 - 2 Subject to certain exceptions, the contracts entered into by minors are
 - A nonvoidable
 - B valid
 - C void
 - D voidable
 - 3 While Ginger was visiting Margie, Margie offered to sell her a figurine for \$50. Ginger said she would like to have the figurine for \$40. When Margie refused to
 - A do nothing
 - B accept the offer
 - C accept the offer and then sue for breach of contract
 - D sue for breach of contract

- take \$40. Ginger agreed to pay the \$50. Must Marie part with the figurine for \$50?
- A No. By making a qualified acceptance, Ginger rejected the original offer.
 - B No. An offer lapses if it is not accepted within the specified time or within a reasonable time if no time is stated.
 - C Yes. The tardiness of Ginger in making up her mind to pay the \$50 should not preclude her from purchasing the figurine.
 - D Yes. There is a valid offer and acceptance.
- 4 The Statute of Limitations provides that
- A after a certain number of years have passed a contract in claim is barred.
 - B the number of parties to a contract is limited in accordance with the Statute.
 - C the terms of a contract are limited in accordance with the Statute.
 - D the time a contract may run is limited in accordance with the Statute.
- 5 In order to establish title to real property by adverse possession, the party so claiming must, among other things
- A be acting in good faith.
 - B have had a continuous possession for the period prescribed by the statute of limitations.
 - C have originally been on the land with the consent of the owner.
 - D record the claim.
- 6 If Bill owed Barbara a debt that became due and payable June 1, 1982 (assuming a six-year statute of limitations), the claim would be outlawed June 1, 1988. However, Bill made a payment on account on May 1, 1988, and the claim thus would be outlawed
- A June 1, 1988.
 - B June 1, 1994.
 - C May 1, 1988.
 - D May 1, 1994.
- 7 The Statute of Frauds provides that contracts must be in writing unless performance can be completed within
- A 3 months.
 - B 6 months.
 - C 1 year.
 - D 2 years.
- 8 A professional agent such as a lawyer or broker
- A can be either a general or a special agent.
 - B is under his principal's control as to the business acts he performs for himself.
 - C may not serve in that same capacity for a number of persons.
 - D must have a signed contract of agency.
- 9 When the endorser merely signs the paper, the endorsement is
- A blank.
 - B qualified.
 - C restrictive.
 - D special.
- 10 Carmichael, as agent of Superior Construction Company, was authorized to purchase various quantities of different types of building materials. He made a contract to purchase such materials from Benderson Concrete Corporation, but did not disclose that he was acting as agent for the construction company. Under these circumstances, which of the following statements is TRUE?
- A The construction company is not liable for the contract made by Carmichael, unless it ratifies the contract.
 - B The concrete corporation may hold the construction company liable when it discovers the identity of the principal.
 - C The concrete corporation may not hold the construction company liable, since the contract was not made in its name.
 - D Since Carmichael entered into the contract with the concrete corporation in his own name, he alone is responsible for the contract.
- 11 All employees of the XYZ Corporation are required to sign an agreement stating that any inventions they design while employed there are the property of the corporation. Bill Smith, an employee, designed a camera smaller than the one marketed by the XYZ Corporation. He did the work on his own time but used the corporation's equipment to build the model. Bill Smith then left the XYZ Corporation to market this camera. The XYZ Corporation brought suit against Bill Smith. Under these circumstances
- A Bill Smith should be awarded judgment. He designed the camera on his own time and was not compensated for his efforts by the corporation.
 - B Bill Smith should be awarded judgment. Since he is no longer an employee of the XYZ Corporation, he can no longer be held to the agreement.
 - C the XYZ Corporation should be awarded judgment. The employment agreement is valid.
 - D the XYZ Corporation should be awarded judgment. Their equipment was used in designing the model so it has a claim on the invention.
- 12 Blair was negotiating to purchase an oil painting owned by Whitney's estate. Blair insured the painting against fire, windstorm and theft. Could Blair recover the loss if any of these perils damaged the painting?
- A Yes—Blair paid for the insurance and could recover the loss.
 - B Yes—Blair was negotiating to purchase the painting and therefore had proved intent to purchase.
 - C No—Blair did not have an insurable interest in the painting.
 - D No—once the painting was destroyed or stolen, Blair lost any insurable interest.
- 13 A buyer who, after accepting goods, discovers defects that could not have been found earlier by a reasonable inspection
- A may make repairs and bill the seller.
 - B may revoke acceptance.
 - C must keep the goods that have been already accepted.
 - D must return the goods immediately.
- 14 George bought an expensive watch from Joe who claimed that it was an inheritance and that his grandfather's initials were engraved on the back. A short time later, Phillip saw the watch and claimed that Joe had stolen it from him. Phillip proved ownership of the watch and forced George to return the watch because
- A Joe did not have title to the watch.
 - B Joe's actions were not covered by the Uniform Sales Act.
 - C Joe could be prosecuted under the Statute of Frauds.
 - D George can sue for recovery of the purchase price plus damages.
- 15 To enable a creditor to receive any distribution from the assets of a bankrupt debtor's estate, he she must
- A appear in court to prove the claim.
 - B file in court a suit against the debtor.
 - C file with the court a sworn statement of the claim and the basis thereof.
 - D write a demand letter to the debtor.

- 1 The setting of objectives, utilization of these objectives in the management process, and measurement of individual and organizational performance against these objectives is known as
 A the Law of Diminishing Returns
 B Management by Exception
 C Management by Objectives
 D the Management Process Cycle.
- 2 Which of the following schools of management relates specifically to an analysis of the experience of successful managers?
 A Decision theory
 B Empirical
 C Mathematical
 D Social systems
- 3 The first step in achieving effective delegation is to
 A assign duties necessary to complete the task.
 B determine objectives
 C establish necessary controls
 D select best candidate based on job requirements
- 4 One of the major drawbacks of the "division of work" principle is that
 A it leads to boredom and cuts down on productivity
 B no consideration is given to interpersonal relations
 C no consideration is given to the working environment
 D the focus is upon a single segment of a company
- 5 One of the primary advantages of individual proprietorship is the
 A availability of unlimited resources
 B control over issuance of stock
 C decision-making flexibility afforded the owner
 D limited liability of the owner for any debts incurred
- 6 Management is defined as
 A money, materials and human resources.
 B serving goals and objectives for the benefit of an organization.
 C setting goals and measuring results.
 D the coordination of all resources
- 7 Discrimination against women in employment is prohibited by the
 A Civil Rights Act of 1964
 B Equal Rights Amendments
 C Fair Labor Standards Act of 1938
 D Nineteenth Amendment
- 8 A serious problem facing business today, in attempting to comply with pollution controls, involves
 A all of the following
 B complying with the requirements of the Occupational Safety and Health Administration
 C maintaining good standing with the Organization of Petroleum Exporting Countries
 D providing convenience products while maintaining environmental quality
- 9 Which of the following is NOT considered a progressive tax?
 A Corporate income
 B Excise
 C Inheritance
 D Personal income
- 10 When prices go down, consumers will buy more. How much more is determined by the
 A elasticity of demand
 B income elasticity
 C price elasticity
 D unitary elasticity
- 11 The rate of interest paid to the Federal Reserve Banks by member banks is called the
 A discount rate
 B federal reserve rate
 C prime loan rates
 D reserve rate.
- 12 If national income falls, unchanged tax rates on personal and corporation income will
 A not change tax receipts to the government!
 B result in higher tax receipts for the government!
 C results in lower tax receipts for the government!
 D tend to be flexible
- 13 Who or what has ultimate control over what will be done with the nation's resources?
 A Consumers
 B Special interest groups
 C The economy
 D The rise and fall of the GNP
- 14 When producers decide how much they will produce without giving thought to the effect each one may have on price, what is taking place?
 A An increase in supply
 B Equilibrium
 C Monopolistic competition
 D Pure competition
- 15 Rising wages of American workers are made possible by
 A aggregate demand
 B the growing supply of labor
 C a higher standard of living
 D increased productivity

PART IV
ACCOUNTING

- 1 The check register is a simplified version of the
 A Capital account
 B Cash Payments journal
 C General journal
 D Petty Cash journal
- 2 To minimize the possibility of inefficiency, errors, and fraud, assignments of a sequence of related operations should be the responsibility of
 A one department within the company
 B one individual
 C the owner of the company
 D two or more persons
- 3 Tight Corporation has established the policy that advantage be taken of all available cash discounts on purchases, even though it may be necessary to borrow the money with which to make the payment. An invoice for \$1,000, with terms of 2/10 n/30, is to be paid within the discount period with funds borrowed for the remaining 20 days of the credit period at an annual interest rate of 6 percent. The net savings to the purchaser is
 A \$3.27
 B \$10.20
 C \$16.73
 D \$20.00
- 4 When a voucher system is used, the voucher register replaces which one of the following journals?
 A Cash receipts
 B General
 C Purchases
 D Sales
- Questions 5 and 6 are based on the following information:
 January 1, Inventory 200 units at \$9; March 10, Purchase 300 units at \$10; Sept. 21, Purchase 400 units at \$11; Nov. 18, Purchase 100 units at \$12
 The physical count on December 31 indicates that 300 units of the commodity are on hand.
- 5 Based on the last-in, first-out method of inventory, what is the value of the December 31 inventory?

- A \$2,800
B \$3,120
C \$3,400
D \$3,500
- 6 Based on the weighted-average method of inventory, what is the value of the December 31 inventory?
A \$2,800
B \$3,120
C \$3,400
D \$3,500
- 7 A trial balance indicates
A complete proof of the accuracy of the ledger
B net profit or loss
C postings to the ledger are accurate
D the debits and credits are equal
- 8 The journal entry to record the issuance of a check to replenish the imprest petty cash fund is a debit to
A Cash and a credit to Petty Cash
B Petty Cash and credit to Cash
C the appropriate expense account and a credit to Cash
D the appropriate expense account and a credit to Petty Cash.
- 9 After closing entries are posted, the temporary accounts are ruled to indicate
A that all temporary accounts have been totaled
B that the books are in balance
C that the totals have been verified
D the end of one period and the beginning of another
- 10 A trade discount is a (an)
A allowance for trade-in
B credit for defective material
C deduction from list or catalog prices
D discount for prompt payment
- 11 The ledger balance in the Petty Cash account changes when
A a balance sheet is made
B a check is written to increase the petty cash fund
C a check is written to reimburse for items paid from the petty cash fund
D the books are closed
- 12 Which of the following entries should be made to record the expiration of prepaid insurance at the end of the fiscal year?
A Debit Cash, Credit Prepaid Insurance
B Debit Insurance Expense, Credit Prepaid Insurance
C Debit Prepaid Insurance, Credit Cash
D Debit Prepaid Insurance, Credit Insurance Expense
- 13 If a company gives a note payable for \$4,000 which one of the following describes the effect of the transaction upon the accounting period?
A Assets increase by \$4,000; owner's equity decreases by \$4,000
B Both assets and liabilities increase by \$4,000
C Both assets and owner's equity increase by \$4,000
D There would be no change in the equation
- 14 The entry to record the cash payment for the store building rental would be
A debit Cash, credit Prepaid Rent
B debit Prepaid Rent, credit Accounts Payable
C debit Prepaid Rent, credit Cash
D debit Rent Expense, credit Prepaid Rent
- 15 If union dues have been deducted from employees' earnings, the company must consider this deduction until the amounts are paid to the union as a (an)
A current asset
B current liability
C expense
D fixed liability

- 1 In organizing a report there must be
A a common denominator
B a conclusion
C a recommendation
D subject coverage
- 2 The basic requirement of a form sales letter would be to
A ensure a positive response
B gain attention
C introduce the product
D outline sales strategy
- 3 Coherence in a letter is BEST achieved by
A arranging data in a logical order
B repetitious use of the same words
C the use of transitional words to tie in with the following sentence
D using action words
- 4 Deciding the caption by which an item is to be filed is called
A coding
B indexing
C screening
D sorting
- 5 A convenient memory aid where pending work is noted by due date is called a
A daily work plan
B schedule
C tickler file
D work flow chart
- 6 In reprographics, the term "duplexing" is used when referring to
A copying on both sides of a sheet of paper
B dual finishing
C dual imaging
D two drums on a copier
- 7 Which one of the following answers correctly completes this statement: A passport
A has no expiration date
B includes a photograph
C is issued at no charge
D may include more than one member of a family
- 8 A broken bar chart is used to show that
A components are from two different time periods
B different factors contribute to a total figure
C quantities are so large some parts have been left out
D the zero is placed at midpoint on the scale instead of on the vertical axis
- 9 The "you" attitude in letter writing is BEST expressed by which one of the following statements?
A Avoid too frequent use of the pronoun "I."
B Repeat the reader's name frequently in the letter
C Use the pronoun "you" frequently
D Write from the reader's point of view
- 10 When typing a report for the next board meeting, Sharon had to use various levels of headings (or captions). Which one of the following statements is CORRECT?
A Subheadings may be flush with left margin or indented, depending on degree.
B Subheadings will be all capital letters, without underlining
C Superior headings may be flush with left margin or indented five spaces.
D Superior headings will be flush with left margin and underlined.
- 11 Which one of the following statements would be the BEST indication of the respect a writer has for the reader?
A Although you did not make your payment on time, we will still credit your account.
B Since we are the largest dealer in this product, we can afford to give you a good deal.
C Since we value your

- opinion, please complete the enclosed reply card concerning your recent order
- D The only way to ensure prompt delivery is to mail your order early
- 12 An ultimate goal of business communications is to create
- A a good corporate image
 - B diversification
 - C goodwill
 - D less paperwork

- 13 When organizing a report, you should build the outline around
- A new items.
 - B predetermined problem factors
 - C the objective of the report
 - D the table of contents
- 14 Which one of the following sentences illustrates CORRECT capitalization?
- A A familiar New Orleans landmark is the french

- Quarter area
- B A 1984 Porsche emerged from the Holland Tunnel
 - C Correct Capitalization helps to clarify ideas and also emphasize words
 - D The White House is located in Washington in the District Of Columbia
- 15 Airfares and services vary substantially. Which one of the following statements regarding air fares

- and services is CORRECT?
- A Coach fares are the least expensive of all air fares
 - B Excursion fares are higher because of special arrangements available
 - C First class service provides more frills
 - D Night flights provide more specialized services because of fewer travelers

- 1 The office management concept of integrating key information functions into one computer-based system is called a/an
- A automated office
 - B satellite office
 - C systems office
 - D technology office
- 2 Copies that appear to have been professionally printed most likely come from
- A copysets
 - B phototypesetting
 - C spirit duplicating
 - D xerography
- 3 If your firm does not have a computerized mailing list system to handle a large monthly mail-out, it likely uses a/an
- A addresser-printer
 - B copier-duplicator
 - C electronic typewriter
 - D typing pool.
- 4 A centralized purchasing process that is established for the procurement of office furniture equipment
- A allows flexibility to adjust to individual needs
 - B may have functions assigned to each option
 - C provides improved planning and control
 - D requires agreements to match individual department budgets
- 5 Which one of the following is NOT a magnetic medium?
- A Card
 - B Disk
 - C Record
 - D Tape

- 6 The most efficient method of producing catalogues, brochures, reports, etc. wherein varied type styles, sizes and colors are desired, is the
- A azograph process
 - B diazo process
 - C duplicator
 - D offset composer
- 7 The majority of word processing feasibility studies focus on the work performed by
- A managers and principals
 - B managers and secretaries.
 - C principals
 - D secretaries.
- 8 A traditional letter-sized cabinet in a central filing system requires
- A 3 to 5 square feet
 - B 5 to 7 square feet
 - C 8 to 10 square feet
 - D 10 to 12 square feet
- 9 The Jones Company has decided to restructure its office system to use automated preparation of typewritten and printed documents prepared by specialized office personnel. This function is known as
- A administrative support
 - B computation support system
 - C records management
 - D word processing
- 10 Jordan has a micro computer at home. To communicate with the computer system at the office, which of the follow-

- ing equipment will be required at his residence?
- A Modem
 - B Linking cable
 - C Electronic typewriter
 - D Cathode ray tube
- 11 Which one of the following devices processes data transferred to it by an input device and, in turn, transfers the results to an output device?
- A Central processing unit
 - B Control unit
 - C Batch processor
 - D Report program operator
- 12 The reprographic process which combines capabilities of a computer and phototypesetter is the
- A electronic copier
 - B fiber optic copier
 - C intelligent copier
 - D photocopier.
- 13 To integrate word processing with other office functions a linkage can be

- used to facilitate communications within the office or company. This electronic linking is
- A central processing unit
 - B local area network
 - C shared resource system
 - D word processing module
- 14 The process of relaying messages from one place to another without paper is called
- A telecommunications
 - B distribution
 - C laser printing
 - D OCR
- 15 The primary objective of both data and word processing is
- A to complete the work in less time
 - B to produce more information
 - C create fewer jobs.
 - D to have one piece of equipment to perform both functions.

CPS Sample Examination

ANSWER KEY

PART I	1. D	1. B	1. C	1. C	15. A
PART II	2. A	2. B	2. D	2. B	15. C
PART III	3. A	3. C	3. B	3. A	14. A
PART IV	4. C	4. B	4. C	4. A	14. C
PART V	5. D	5. C	5. A	5. C	13. B
PART VI	6. D	6. D	6. B	6. D	13. C
	7. B	7. A	7. D	7. C	12. C
	8. A	8. D	8. C	8. A	12. C
	9. B	9. A	9. D	9. A	11. A
	10. A	10. B	10. C	10. B	11. C
	11. A	11. C	11. B	11. A	10. A
	12. C	12. C	12. B	12. C	10. A
	13. B	13. C	13. B	13. A	9. D
	14. A	14. C	14. B	14. D	9. B
	15. A	15. C	15. B	15. D	8. B

May 15, 1987

The Honorable Fran Ulmer
Alaska State Legislature
P.O. Box V
Juneau, AK 99811

Dear Representative Ulmer:

House Bill 257 relating to the recognition of secretaries with the Certified Professional Secretary (CPS) and Professional Legal Secretary (PLS) ratings and working for the State of Alaska has come before the House State Affairs Committee for consideration.

I would like to thank you for scheduling this bill for hearing and submit the following information for the Committee's consideration.

A secretary's professional competence is demonstrated through the performance of routine as well as non-routine duties. New responsibilities are considered a challenge and an opportunity to expand and grow professionally. Striving for and receiving the CPS rating is a major step in the professional growth of a secretary.

Preparing for the two day examination requires a lot of time, effort, and dedication. The exam covers six different areas ranging from economics and business law to office communications and technology. Many secretaries are not exposed to all six areas in their jobs which means more research and studying is necessary to prepare. The six year time frame for passing all six sections is indicative of the difficulty of the exam. Figures from the 1985 test results show that only 12.9 percent of the 2,248 candidates passed all six sections on the first attempt. On the opposite end of the scale, 31.8 percent of the new candidates did not pass any of the sections.

Alaska presently has seven testing centers, all of which provide review courses for the CPS examination. As of 1985 the total number of secretaries in Alaska who had attained the CPS rating was 149. I received my certification in 1986.

If passed, House Bill 257 would be a great step toward acknowledging the secretarial profession. A secretary with the

CPS or PLS rating is a great asset to the State of Alaska. Passage of this bill would mean that the State of Alaska as a whole recognizes the value of these secretaries and their dedication to the secretarial profession.

I respectfully request that HB 257 be moved out of committee with a do-pass recommendation to the Labor and Commerce Committee for consideration.

Sincerely,

A handwritten signature in cursive script that reads "Gloria Birdsall".

Gloria Birdsall, CPS

gb

STATE OF ALASKA 1987 LEGISLATIVE SESSION
FISCAL NOTE

A

Bill Version: HB 257
Publish Date: _____

REQUEST _____

Revision Date: _____
Title: An Act Relating to Certified Professional Secretaries and Amending the Scope of the Personnel Rules.
Sponsor: Martin, Phillips, Hanlev, Barnes
Requestor: _____

Agency Affected: Administration
BRU: Personnel
Components: Personnel

EXPENDITURES/REVENUES: (Thousands of Dollars)

	FY 87	FY 88	FY 89	FY 90	FY 91	FY 92
OPERATING						
PERSONAL SERVICES	0	9.7	14.5	21.8	32.7	49.7
TRAVEL	0	0	0	0	0	0
CONTRACTUAL	0	10.0	0	0	0	0
SUPPLIES	0	0	0	0	0	0
EQUIPMENT	0	0	0	0	0	0
LAND & STRUCTURES	0	0	0	0	0	0
GRANTS, CLAIMS	0	0	0	0	0	0
MISCELLANEOUS	0	0	0	0	0	0
TOTAL OPERATING	0	19.7	14.5	21.8	32.7	49.7
CAPITAL	0	0	0	0	0	0
REVENUE	0	0	0	0	0	0

FUNDING: (Thousands of Dollars)

GENERAL FUND	0	19.7	14.5	21.8	32.7	49.7
FEDERAL FUNDS	0	0	0	0	0	0
OTHER	0	0	0	0	0	0
TOTAL	0	19.7	14.5	21.8	32.7	49.7

POSITIONS:

FULL-TIME	0	0	0	0	0	0
PART-TIME	0	0	0	0	0	0
TEMPORARY	0	0	0	0	0	0

ANALYSIS: Attach a separate page if necessary

See Attached.

Prepared By: Diana DeSimone *DD*
Division: Personnel
Approved by Commissioner: Garrey Peska *GP*
Agency: Department of Administration

Phone: 465-4430
Date: April 13, 1987
Date: 4/16/87

Distribution (by preparer):
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Legislative Sponsor
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Senate Secretary

FISCAL NOTE ANALYSIS
HB 257

Section 1 of this proposed bill amends AS 39.25.150 to grant employment preference rights to persons who are certified professional secretaries and professional legal secretaries in clerical or secretarial positions.

The bill identifies "secretarial and clerical job classes" as those to receive this employment preference. The Division of Personnel would interpret this to mean all 35 clerical related job classes covered by the Office Skills Test. However, sponsor staff indicated by telephone on April 2, 1987, that this is not the intention. Intent is to include only seven job classes: Secretary I and II, Legal Secretary I and II, and Executive Secretary I, II, and III.

A total of \$10,000 in contractual services would be required to implement Section 1. Assuming that adding points to final scores would be the method used to award employment preference, the Division of Personnel would have to rewrite the two most complex programs in the Applicant Tracking System. It would also require modifying the two largest record files on line plus additional updates and modifications to other portions of the system.

Section 2 of the proposed bill would provide a direct monetary award in the form of a "bonus" salary increase to those current and prospective State employees who hold a Certified Professional Secretary (CPS) or Professional Legal Secretary (PLS). There are at present approximately 150 such individuals in Alaska. There are currently 266 positions in the job classes mentioned above that would be eligible for a CPS or PLS preference under this bill.

The following assumptions were made in calculating the increased personal services cost:

- As mentioned above, sponsor staff has identified seven job classes which would be impacted by this legislation. The bill should eventually be worded to specifically identify those job classes. Currently, the wording is very broad and would include all 35 clerical-related classes covered by the Office Skills Test.
- A starting figure of seven positions is used which reflects the assumption that 3.0% of the workforce has obtained a CPS or PLS. This is based on documentation provided by the sponsor. According to this documentation there are 5,754 secretaries employed throughout the state. A total of 170 have a CPS or PLS, amounting to 3.0% of all secretaries throughout the state. This fiscal note uses the 3.0% figure assumption to reflect the number of CPS and PLS employees working for the State in the seven subject job classes. 3.0% times 266 positions rounded off amounts to seven now possessing the CPS or PLS.
- A further assumption of a 50% increase in the number of employees who obtain a certificate with each succeeding fiscal year is also employed in the fiscal note. This assumption is made because Section 2 provides a direct monetary incentive for obtaining the CPS or PLS. Therefore, the increased cost in successive fiscal years is based on increased numbers of employees qualifying for the bonuses, not on assumed salary increases.

Calculation of Annual Costs

<u>JOB CLASS</u>	<u>NO. OF POSITIONS</u>	<u>AVERAGE PAY RATE (MONTH)</u>	<u>WEIGHTED TOTAL</u>
Legal Secretary I	91	\$2,155	\$196,105
Legal Secretary II	30	2,314	69,420
Secretary I	108	2,042	220,536
Secretary II	22	2,236	49,192
Executive Secretary I	3	2,324	6,972
Executive Secretary II	9	2,608	23,472
Executive Secretary III	3	2,791	8,373
TOTAL	266		\$574,070

(Weighted) Average Monthly Pay Rate: $\frac{574,070}{266} = \$2,158$

<u>Bonus Salary Increase</u>	<u>Per Person Monthly</u>	<u>Per Person Annual</u>
Salary: .0355 x \$2,158	\$76	\$ 912
Benefits: plus .33	= 25	300
	\$101	\$1,212

FY 88 Annual Cost for 8	\$ 9,696
FY 89 Annual Cost for 12 (50% increase)	14,544
FY 90 Annual Cost for 18 (50% increase)	21,816
FY 91 Annual Cost for 27 (50% increase)	32,724
FY 92 Annual Cost for 41 (50% increase)	49,692
Annual Cost for 266 (Increase to maximum)	\$322,392