



2017 Changes to the CASP Exam Content Outline

Background: The Practice Analysis

In early 2015 NACAS conducted its second practice analysis of college auxiliary services professionals. The goals of the Practice Analysis study were two-fold: 1) through a practice analysis, review and update the domains, subdomains and key responsibilities performed by auxiliary services professionals identified in 2010, and 2) through a validation survey, identify those responsibilities that should be assessed on future certification examinations for auxiliary services professionals.

Validation Survey

Since this study was intended to identify what responsibilities the population certified as CASP or eligible for CASP certification perform, the responses were filtered by only those who identified they met these criteria: they were either currently certified or who met the eligibility requirements.

The survey asked respondents 1) how frequently they perform the responsibility and 2) how important the responsibility is relative to proficiency as an auxiliary services professional. The Certification Commission reviewed the results of the practice analysis, and took into consideration the importance and frequency ratings of each domain and operational area. The Certification Commission has adjusted the following content outline changes, effective February 2017:

Current Content Outline

Management: 30%
Leadership: 25%
Marketing, Communications, and
Business Relations: 15%
Student Development: 10%
Operational Areas: 20%

- Physical Facilities
- Commercial/Retail
- Food Services
- Bookstores
- Card Services

New Content Outline, Effective February 2017

Management: 30%
Leadership: 24%
Marketing, Communications, and
Business Relations: 17%
Student Development: 8%
Operational Areas: 21%

- Physical Facilities
- Bookstores/Commercial Retail
- Food Services
- Card Services
- Automated Vending Machines