Student's Name/Initials	/	Date	Teacher's Initials	Date

Computer Service Technology 2 Course Code 5321 STUDENT PROFILE

DIRECTIONS: Evaluate the student using the applicable rating scales below and check the appropriate box to indicate the degree of competency. The ratings 3, 2, 1, and N are not intended to represent the traditional school grading system of A, B, C, and D. The description associated with each of the ratings focuses on the level of student performance or cognition for each of the competencies listed below.

PERFORMANCE RATING
3 - Skilled--can perform task independently with no supervision
2 - Moderately skilled--can perform task completely with limited supervision
1 - Limitedly skilled--requires instruction and close supervision
N - No exposure--has no experience or knowledge of this task

COGNITIVE RATING
3 - Knowledgeable--can apply the concept to solve problems
2 - Moderately knowledgeable--understands the concept
1 - Limitedly knowledgeable--requires additional instruction
N - No exposure--has not received instruction in this area

A. Safety and Ethics

3 2 1 N

__ __ __ __1. Identify major causes of work-related accidents in offices.
__ __ __ __2. Describe the threats to a computer network, methods of avoiding attacks, and options in dealing with virus attacks.
__ __ __ __3. Identify potential abuse and unethical uses of computers and networks.
__ __ __ __4. Explain the consequences of illegal, social, and unethical uses of information technologies (e.g., piracy; illegal downloading; licensing infringement; and inappropriate uses of software, hardware, and mobile devices).
__ __ __ __5. Differentiate between freeware, shareware, and public domain software copyrights.
__ __ __ __6. Discuss computer crimes, terms of use, and legal issues such as copyright laws, fair use laws, and ethics pertaining to scanned and downloaded clip art images, photographs, documents, video, recorded sounds and music, trademarks, and other elements for use in Web publications.
__ __ __ __7. Identify netiquette including the use of e-mail, social networking, blogs, texting, and chatting.
__ __ __ __8. Describe ethical and legal practices in business professions such as safeguarding the confidentiality of business-related information.

B. Employability Skills

3 2 1 N

__ __ __ __1. Identify positive work practices (e.g., appropriate dress code for the workplace, personal grooming, punctuality, time management, organization).
__ __ __ __2. Demonstrate positive interpersonal skills (e.g., communication, respect, teamwork).

C. Student Organizations

3 2 1 N

__ __ __ __1. Explain how related student organizations are integral parts of career and technology education courses.
__ __ __ __2. Explain the goals and objectives of related student organizations.
__ __ __ __3. List opportunities available to students through participation in related student organization conferences/competitions, community service, philanthropy, and other activities.
__ __ __ __4. Explain how participation in career and technology education student organizations can promote lifelong responsibility for community service and professional development.

D. Printers and Scanners

3 2 1 N

__ __ __ __1. Identify the fundamental principles of using printers and scanners.
   a) Identify the differences between types of printer and scanner technologies (e.g. laser, inkjet, thermal, solid ink, impact)
   b) Identify names, purposes and characteristics of printer and scanner components (e.g. memory, driver, firmware) and consumables (e.g. toner, ink cartridge, paper)
   c) Identify the names, purposes and characteristics of interfaces used by printers and scanners including port and cable types.

__ __ __ __2. Identify basic concepts of installing, configuring, optimizing and upgrading printers and scanners.
- a) Install and configure printers / scanner
- b) Install and configure printer upgrades including memory and firmware
- c) Optimize scanner performance including resolution, file format and default settings
- d) Optimize printer performance for example, printer settings such as tray switching, print spool settings, device calibration, media types and paper orientation.

__ __ __ __3. Identify tools, basic diagnostic procedures and troubleshooting techniques for printers and scanners
- a) Gather information about printer / scanner problems.
- b) Review and analyze collected data
- c) Identify solutions to identified printer / scanner problems
- d) Troubleshoot a print failure (e.g. lack of paper, clear queue, restart print spooler, recycle power on printer, inspect for jams, check for visual indicators)
- e) Identify appropriate tools used for troubleshooting and repairing printer / scanner problems

__ __ __ __4. Perform preventative maintenance of printer and scanner problems
- a) Perform scheduled maintenance according to vendor guidelines (e.g. install maintenance kits, reset page counts)
- b) Ensure a suitable environment
- c) Use recommended supplies

E. Networks

3 2 1 N

__ __ __ __1. Identify the fundamental principles of networks.

__ __ __ __2. Identify the fundamental principles or networks
- a) Identify names, purposes and characteristics of basic network protocols and terminologies
- b) Describe basic networking concepts
- c) Identify names, purposes and characteristics of the common network cables
- d) Identify names, purposes and characteristics of network cables (e.g. RJ45 and RJ11, St / SC / LC, USB, IEEE 1394 / Firewall)
- e) Identify names, purposes and characteristics (e.g. definition, speed and connections) of technologies for establishing connectivity

__ __ __ __3. Install, configure, optimize and upgrade networks
- a) Install and configure browsers
- b) Establish network connectivity
- c) Demonstrate the ability to share network resources

__ __ __ __4. Identify tools, diagnostic procedures and troubleshooting techniques for networks
- a) Identify the names, purposes, and characteristics of command line tools
- b) Diagnose and troubleshoot basic network issues
- c) TCP / IP (e.g. gateway, subnet mask, DNS, WINS, static and automatic address assignment)
- d) IPX / SPX (NWLink)
- e) Install, identify and obtain wired and wireless connection

F. Security

3 2 1 N

__ __ __ __1. Identify the fundamental principles of security
- a) Identify names, purposes and characteristics of hardware and software security
- b) Identify names, purposes and characteristics of wireless security
- c) Identify names, purposes and characteristics of data and physical security
- d) Identify the names purposes, and characteristics of access control and permissions
- e) Describe importance and process of incidence reporting
- f) Recognize and respond appropriately to social engineering situations

__ __ __ __2. Install, configure, optimize and upgrade security
- a) Install, configure, optimize and upgrade hardware, software, and data security

__ __ __ __3. Identify tools, basic diagnostic procedures and troubleshooting techniques for security
- a) Implement software security preventative maintenance techniques such as installing service packs and patches and training users about malicious software prevention technologies
- b) Recognize social engineering an address social engineering situations

G. Communication and Professionalism

3 2 1 N

__ __ __ __1. Use good communication skills including listening and tech /

discretion, when communication with customers and colleagues

a) Use clear, concise and direct statements
b) Allow the customer to complete statements – avoid interrupting
c) Clarify customer statements – ask pertinent questions
d) Avoid using jargon, abbreviations and acronyms
e) Listen to customers

__ __ __ __2. Use job related professional behavior including notation of privacy, confidentiality and respect for the customer and customers' property.

a) Behavior
b) Property