



Celebrating 100 Years of Career Readiness

2018-2019 Pilot Technical Skills Assessment

Computer Support

Statewide Question Level Results

Pilot Assessment: Idaho Computer Support	Avg. Score
Number tested: 35	
CONTENT STANDARD 1.0: MOBILE DEVICES	55.14%
Performance Standard 1.2: Mobile Device Security	56.43%
Standard 1: 1.2.1 Configure secure wireless connection.	55.00%
Standard 6: 1.2.6 Demonstrate how to connect a mobile device to a secure wired and wireless network.	57.86%
Performance Standard 1.4: Mobile Device Software	50.00%
Standard 1: 1.4.1 Describe the configuration of basic network connectivity and configuring email.	50.00%
CONTENT STANDARD 2.0: NETWORKING	60.95%
Performance Standard 2.1: Overview of Networking	60.95%
Standard 1: 2.1.1 Identify network cables and connectors and their characteristics.	48.57%
Standard 2: 2.1.2 Identify the use of common TCP / UDP ports, protocols, and their characteristics.	40.00%
Standard 3: 2.1.3 Install and configure a basic wired/wireless network.	81.43%
Standard 5: 2.1.5 Compare and contrast wireless security protocols and authentication methods.	71.43%
Standard 6: 2.1.6 Explain the importance of physical security of network devices.	78.10%
Standard 7: 2.1.7 Compare and contrast common networking hardware devices.	44.76%
Standard 9: 2.1.9 Use appropriate hardware and software network tools.	68.57%
Standard 11: 2.1.11 Explain common network configuration concepts.	50.48%
CONTENT STANDARD 3.0: HARDWARE	62.38%
Performance Standard 3.1: Overview of Hardware	62.38%
Standard 1: 3.1.1 Explain basic cable types, features, and their purposes, common connector types.	68.57%
Standard 5: 3.1.5 Understand and explain differences and use of storage devices and media types.	56.19%
CONTENT STANDARD 5.0: TROUBLESHOOTING	56.26%
Performance Standard 5.1: Troubleshooting Hardware	64.49%
Standard 1: 5.1.1 Explain and demonstrate safety procedures relating to hardware.	72.14%
Standard 3: 5.1.3 Troubleshoot common hardware problems with the appropriate tools.	45.71%
Standard 5: 5.1.5 Troubleshoot video and displays.	71.43%
Performance Standard 5.2: Troubleshooting Software	50.86%
Standard 1: 5.2.1 Troubleshoot operating systems with appropriate tools.	60.00%
Standard 2: 5.2.2 Troubleshoot Microsoft Windows operating system problems.	42.86%
Standard 3: 5.2.3 Troubleshoot device security issues.	59.29%
Standard 4: 5.2.4 Explain best practice procedures for malware and virus removal.	38.10%
Performance Standard 5.3: Troubleshooting Networks	62.14%
Standard 1: 5.3.1 Troubleshoot wired and wireless networks with appropriate tools.	62.14%
CONTENT STANDARD 6.0: OPERATING SYSTEMS (OS)	60.14%
Performance Standard 6.1: Windows Operating System	60.14%
Standard 1: 6.1.1 Explain the features and requirements of Windows operating systems.	71.43%
Standard 2: 6.1.2 Demonstrate how to install, upgrade, and configure the operating system.	45.71%

Standard 3: 6.1.3 Demonstrate the use of command line tools.	85.71%
Standard 4: 6.1.4 Demonstrate Control Panel utilities and other operating system tools.	65.14%
Standard 5: 6.1.5 Recognize Windows networking and configuration.	68.57%
Standard 6: 6.1.6 Explain the differences in basic operating system security settings.	53.57%
CONTENT STANDARD 7.0: PROFESSIONALISM	63.38%
Performance Standard 7.1: Workplace Readiness	61.63%
Standard 1: 7.1.1 Demonstrate appropriate safety procedures.	67.14%
Standard 3: 7.1.3 Demonstrate proper communication and professionalism.	72.38%
Standard 4: 7.1.4 Understand the fundamentals of dealing with prohibited content/activity.	40.00%
Performance Standard 7.2: Operational Procedures	66.43%
Standard 4: 7.2.4 Explain the processes for addressing prohibited content/activity.	40.00%
Standard 5: 7.2.5 Describe privacy, licensing, and policy concepts.	77.14%
Standard 6: 7.2.6 Explain the importance of keeping computer systems current with updates and patches.	74.29%