



2020-2021 Technical Skills Assessment Computer Support

Results by Standard

Legend (%)		
0-50%	51-75%	76-100%

Assessment: Computer Support Number tested: 30	% Correct 20-21
CONTENT STANDARD 1.0: MOBILE DEVICES	53.90%
Performance Standard 1.2: Mobile Device Security	64.54%
1.2.1 Configure secure wireless connection.	65.96%
1.2.6 Demonstrate how to connect a mobile device to a secure wired and wireless network.	63.12%
Performance Standard 1.3: Mobile Device Hardware	34.04%
1.3.1 Compare and contrast components within mobile devices.	34.04%
Performance Standard 1.4: Mobile Device Software	31.91%
1.4.1 Describe the configuration of basic network connectivity and configuring email.	31.91%
CONTENT STANDARD 2.0: NETWORKING	48.46%
Performance Standard 2.1: Overview of Networking	48.46%
2.1.1 Identify network cables and connectors and their characteristics.	38.83%
2.1.2 Identify the use of common TCP / UDP ports, protocols, and their characteristics.	31.91%
2.1.3 Install and configure a basic wired/wireless network.	63.30%
2.1.5 Compare and contrast wireless security protocols and authentication methods.	69.15%
2.1.6 Explain the importance of physical security of network devices.	70.92%
2.1.7 Compare and contrast common networking hardware devices.	28.37%
2.1.9 Use appropriate hardware and software network tools.	50.64%
2.1.11 Explain common network configuration concepts.	38.30%
CONTENT STANDARD 3.0: HARDWARE	68.44%
Performance Standard 3.1: Overview of Hardware	68.44%
3.1.1 Explain basic cable types, features, and their purposes, common connector types.	70.21%
3.1.5 Understand and explain differences and use of storage devices and media types.	66.67%
CONTENT STANDARD 5.0: TROUBLESHOOTING	58.59%
Performance Standard 5.1: Troubleshooting Hardware	69.91%

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5.1.1 Explain and demonstrate safety procedures relating to hardware.	80.32%
5.1.3 Troubleshoot common hardware problems with the appropriate tools.	39.36%
5.1.5 Troubleshoot video and displays.	89.36%
Performance Standard 5.2: Troubleshooting Software	50.61%
5.2.1 Troubleshoot operating systems with appropriate tools.	64.36%
5.2.2 Troubleshoot Microsoft Windows operating system problems.	34.57%
5.2.3 Troubleshoot device security issues.	64.54%
5.2.4 Explain best practice procedures for malware and virus removal.	39.72%
Performance Standard 5.3: Troubleshooting Networks	65.11%
5.3.1 Troubleshoot wired and wireless networks with appropriate tools.	65.11%
CONTENT STANDARD 6.0: OPERATING SYSTEMS (OS)	56.43%
Performance Standard 6.1: Windows Operating System	56.43%
6.1.1 Explain the features and requirements of Windows operating systems.	67.02%
6.1.2 Demonstrate how to install, upgrade, and configure the operating system.	56.03%
6.1.3 Demonstrate the use of command line tools.	51.06%
6.1.4 Demonstrate Control Panel utilities and other operating system tools.	57.02%
6.1.5 Recognize Windows networking and configuration.	63.83%
6.1.6 Explain the differences in basic operating system security settings.	46.81%
CONTENT STANDARD 7.0: PROFESSIONALISM	65.38%
Performance Standard 7.1: Workplace Readiness	68.69%
7.1.1 Demonstrate appropriate safety procedures.	77.66%
7.1.3 Demonstrate proper communication and professionalism.	85.11%
7.1.4 Understand the fundamentals of dealing with prohibited content/activity.	35.11%
Performance Standard 7.2: Operational Procedures	59.57%
7.2.4 Explain the processes for addressing prohibited content/activity.	29.79%
7.2.5 Describe privacy, licensing, and policy concepts.	74.47%
7.2.6 Explain the importance of keeping computer systems current with updates and patches.	67.02%