2024-2025
Technical Skills Assessment
Computer Support

Results by Standard

Assessment: Computer Support Number tested: 55	% Correct 21-22	% Correct 22-23	% Correct 23-24	% Correct 24-25
CONTENT STANDARD 1.0: MOBILE DEVICES	62.70%	60.62%	63.97%	63.72%
Performance Standard 1.2: Mobile Device Security	72.62%	70.47%	69.05%	69.01%
1.2.1 Configure secure wireless connection.	76.19%	73.68%	74.29%	75.52%
1.2.6 Demonstrate how to connect a mobile device to a secure wired and wireless network.	69.05%	67.25%	63.81%	62.50%
Performance Standard 1.3: Mobile Device Hardware	46.43%	50.88%	61.43%	57.81%
1.3.1 Compare and contrast components within mobile devices.	46.43%	50.88%	61.43%	57.81%
Performance Standard 1.4: Mobile Device Software	41.07%	35.96%	50.00%	50.78%
1.4.1 Describe the configuration of basic network connectivity and configuring email.	41.07%	35.96%	50.00%	50.78%
CONTENT STANDARD 2.0: NETWORKING	54.50%	54.58%	57.30%	56.08%
Performance Standard 2.1: Overview of Networking	54.50%	54.58%	57.30%	56.08%
2.1.1 Identify network cables and connectors and their characteristics.	42.86%	39.47%	46.79%	45.31%
2.1.2 Identify the use of common TCP / UDP ports, protocols, and their characteristics.	40.48%	34.50%	43.33%	43.75%
2.1.3 Install and configure a basic wired/wireless network.	72.32%	68.86%	69.64%	69.92%
2.1.5 Compare and contrast wireless security protocols and authentication methods.	76.79%	67.54%	71.43%	71.09%
2.1.6 Explain the importance of physical security of network devices.	75.00%	77.19%	77.62%	77.08%
2.1.7 Compare and contrast common networking hardware devices.	33.33%	39.77%	41.90%	31.77%
2.1.9 Use appropriate hardware and software network tools.	57.86%	60.70%	57.71%	60.63%
2.1.11 Explain common network configuration concepts.	40.48%	49.12%	53.81%	50.00%
CONTENT STANDARD 3.0: HARDWARE	70.83%	64.04%	72.14%	71.61%
Performance Standard 3.1: Overview of Hardware	70.83%	64.04%	72.14%	71.61%
3.1.1 Explain basic cable types, features, and their purposes, common connector types.	66.67%	64.33%	70.95%	68.75%
3.1.5 Understand and explain differences and use of storage devices and media types.	75.00%	63.74%	73.33%	74.48%
CONTENT STANDARD 5.0: TROUBLESHOOTING	59.89%	58.50%	57.42%	60.40%
Performance Standard 5.1: Troubleshooting Hardware	66.84%	69.17%	69.59%	69.20%
5.1.1 Explain and demonstrate safety procedures relating to hardware.	75.00%	76.32%	77.50%	78.91%

Assessment: Computer Support Number tested: 55	% Correct 21-22	% Correct 22-23	% Correct 23-24	% Correct 24-25
5.1.3 Troubleshoot common hardware problems with the appropriate tools.	46.43%	50.00%	49.29%	42.19%
5.1.5 Troubleshoot video and displays.	75.00%	78.95%	78.57%	84.38%
Performance Standard 5.2: Troubleshooting Software	50.51%	47.62%	47.55%	52.79%
5.2.1 Troubleshoot operating systems with appropriate tools.	57.14%	58.33%	51.79%	56.25%
5.2.2 Troubleshoot Microsoft Windows operating system problems.	36.61%	35.53%	37.50%	46.48%
5.2.3 Troubleshoot device security issues.	71.43%	66.08%	65.24%	72.92%
5.2.4 Explain best practice procedures for malware and virus removal.	39.29%	30.99%	37.62%	36.46%
Performance Standard 5.3: Troubleshooting Networks	76.43%	74.04%	68.00%	69.38%
5.3.1 Troubleshoot wired and wireless networks with appropriate tools.	76.43%	74.04%	68.00%	69.38%
CONTENT STANDARD 6.0: OPERATING SYSTEMS (OS)	62.76%	60.90%	61.22%	66.37%
Performance Standard 6.1: Windows Operating System	62.76%	60.90%	61.22%	66.37%
6.1.1 Explain the features and requirements of Windows operating systems.	73.21%	63.16%	70.71%	66.41%
6.1.2 Demonstrate how to install, upgrade, and configure the operating system.	71.43%	62.57%	62.86%	71.61%
6.1.3 Demonstrate the use of command line tools.	71.43%	68.42%	68.57%	82.81%
6.1.4 Demonstrate Control Panel utilities and other operating system tools.	62.14%	58.25%	57.43%	59.69%
6.1.5 Recognize Windows networking and configuration.	70.24%	72.51%	68.57%	70.31%
6.1.6 Explain the differences in basic operating system security settings.	37.50%	50.00%	51.43%	59.77%
CONTENT STANDARD 7.0: PROFESSIONALISM	67.86%	70.33%	70.65%	73.01%
Performance Standard 7.1: Workplace Readiness	68.88%	69.42%	69.59%	73.21%
7.1.1 Demonstrate appropriate safety procedures.	78.57%	70.18%	69.29%	74.22%
7.1.3 Demonstrate proper communication and professionalism.	84.52%	88.30%	80.48%	89.58%
7.1.4 Understand the fundamentals of dealing with prohibited content/activity.	35.71%	40.35%	53.57%	47.66%
Performance Standard 7.2: Operational Procedures	66.07%	71.93%	72.50%	72.66%
7.2.4 Explain the processes for addressing prohibited content/activity.	28.57%	47.37%	54.29%	50.00%
7.2.5 Describe privacy, licensing, and policy concepts.	85.71%	80.70%	78.57%	75.00%
7.2.6 Explain the importance of keeping computer systems current with updates and patches.	75.00%	79.82%	78.57%	82.81%