



## Results by Standard

# 2024-2025 Technical Skills Assessment Network Support

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

Assessment: Network Support Number tested: 29	% Correct 21-22	% Correct 22-23	% Correct 23-24	% Correct 24-25
<b>CONTENT STANDARD 1.0: END POINT TECHNOLOGIES</b>	69.14%	71.16%	72.38%	70.85%
<b>Performance Standard 1.1: PC Hardware Configuration and Installation</b>	82.69%	89.44%	81.67%	89.39%
1.1.10 Identify when a field replacement unit is needed.	82.69%	89.44%	81.67%	89.39%
<b>Performance Standard 1.2: Fundamental Networking Technologies</b>	65.90%	69.48%	68.22%	69.09%
1.2.1 Identify network cables and connectors and their characteristics.	48.72%	58.69%	53.33%	48.48%
1.2.2 Explain TCP/IP suite characteristics and properties.	94.23%	92.96%	100.00%	96.97%
1.2.3 Identify and understand the use of common TCP / UDP ports, protocols, and their characteristics.	55.77%	65.49%	63.33%	65.15%
1.2.4 Understand wireless networking standards and encryption types.	80.77%	78.87%	96.67%	93.94%
1.2.7 Understand different network devices, their functions, and features.	55.13%	58.22%	58.89%	45.45%
1.2.8 Demonstrate the appropriate use of field networking tools.	67.31%	72.54%	66.67%	86.36%
1.2.9 Identify appropriate hardware and software tools to troubleshoot connectivity issues.	85.26%	81.22%	76.67%	86.87%
<b>Performance Standard 1.5: Operating Systems</b>	65.38%	64.90%	72.82%	64.57%
1.5.1 Understand the features and requirements of various operating systems.	49.36%	69.48%	61.11%	54.55%
1.5.2 Demonstrate how to install, upgrade, and configure an operating system.	76.92%	64.79%	87.78%	73.74%
1.5.4 Understand and demonstrate operating system tools and utilities.	60.58%	54.93%	76.67%	50.00%
1.5.5 Understand networking and configuration of operating systems.	52.56%	48.36%	51.11%	51.52%
1.5.6 Understand and explain the differences in basic OS security settings.	96.15%	92.96%	96.67%	100.00%
<b>Performance Standard 1.6: Basic Workstation Security</b>	75.00%	77.00%	75.56%	76.77%
1.6.1 Understand the application and usage of common prevention methods.	83.97%	85.45%	71.11%	87.88%
1.6.2 Understand the differences in common security threats.	70.51%	76.53%	82.22%	68.69%
1.6.3 Demonstrate the implementation of best practices to secure a workstation.	92.31%	92.96%	91.67%	95.45%
1.6.5 Understand and demonstrate basic wired and wireless network security.	62.98%	63.03%	65.83%	65.15%

Assessment: Network Support	% Correct	% Correct	% Correct	% Correct
Number tested: 29	21-22	22-23	23-24	24-25
<b>CONTENT STANDARD 2.0: NETWORKING TECHNOLOGIES</b>	57.95%	60.73%	63.27%	58.51%
<b>Performance Standard 2.1: Basic Networking Concepts</b>	60.80%	63.38%	70.77%	62.00%
2.1.3 Explain the purpose and properties of IP addressing.	62.18%	61.97%	73.33%	61.62%
2.1.4 Explain the purpose and properties of routing and switching.	50.64%	60.56%	60.00%	64.65%
2.1.5 Identify common TCP and UDP well-known ports.	59.62%	64.08%	65.00%	60.61%
2.1.6 Explain the function of common networking protocols.	75.00%	66.90%	78.33%	65.15%
2.1.7 Summarize DNS concepts and its components.	60.90%	64.79%	77.78%	58.59%
<b>Performance Standard 2.2: Installation, Configuration and Troubleshooting</b>	62.69%	61.69%	63.11%	60.81%
2.2.1 Configure network devices using basic CLI and/or GUI as appropriate.	50.96%	42.25%	36.67%	30.30%
2.2.2 Explain the purpose and properties of DHCP.	58.97%	58.69%	63.33%	67.68%
2.2.3 Troubleshoot common router and switch problems.	58.33%	54.93%	60.00%	48.48%
2.2.4 Design and implement a basic network.	69.23%	75.59%	70.00%	63.64%
2.2.5 Demonstrate appropriate use of hardware tools to troubleshoot connectivity issues.	73.08%	65.49%	71.67%	75.76%
2.2.6 Demonstrate appropriate use of software tools to troubleshoot connectivity issues.	66.35%	71.13%	75.00%	80.30%
<b>Performance Standard 2.3: Network Media and Topologies Installation and Configuration</b>	53.85%	50.23%	64.44%	48.48%
2.3.4 Troubleshoot common physical connectivity problems.	62.50%	57.75%	65.00%	62.12%
2.3.5 Compare and contrast different network physical and logical topologies.	36.54%	35.21%	63.33%	21.21%
<b>Performance Standard 2.4: Network and Change Management</b>	60.90%	67.61%	72.22%	61.62%
2.4.1 Identify and document the purpose and features of network devices.	60.90%	67.61%	72.22%	61.62%
<b>Performance Standard 2.5: Basic Network Security</b>	68.99%	74.65%	71.67%	72.35%
2.5.1 Explain the methods of network access security.	67.31%	68.31%	58.33%	63.64%
2.5.2 Explain methods of user authentication.	75.96%	81.69%	85.00%	78.79%
2.5.3 Explain common threats, vulnerabilities, and mitigation techniques.	85.58%	95.07%	85.00%	92.42%
2.5.4 Install and configure a basic firewall.	47.12%	53.52%	58.33%	54.55%
<b>Performance Standard 2.6: IP Addressing</b>	32.05%	41.78%	38.89%	42.42%
2.6.1 Understand the importance of subnetting.	32.05%	41.78%	38.89%	42.42%
<b>Performance Standard 2.7: Configuration of Network Devices Using CLI and GUI Commands</b>	41.48%	47.48%	46.19%	41.13%
2.7.1 Configure hostname, password and interface configuration.	33.65%	43.66%	35.00%	39.39%
2.7.2 Configure static and dynamic routing.	44.87%	45.07%	41.11%	41.41%
2.7.3 Verify network device configurations using investigative commands.	44.23%	54.93%	65.00%	42.42%
<b>CONTENT STANDARD 3.0: CUSTOMER SERVICE</b>	81.09%	91.08%	84.44%	89.39%
<b>Performance Standard 3.1: Customer Service Communication Skills</b>	81.09%	91.08%	84.44%	89.39%

<b>Assessment:</b> Network Support	<b>% Correct</b>	<b>% Correct</b>	<b>% Correct</b>	<b>% Correct</b>
<b>Number tested:</b> 29	<b>21-22</b>	<b>22-23</b>	<b>23-24</b>	<b>24-25</b>
3.1.1 Listen actively and ask relevant questions to understand customer needs.	61.54%	80.28%	53.33%	78.79%
3.1.2 Communicate effectively with non-technical customers.	77.88%	90.85%	90.00%	84.85%
3.1.3 Deal professionally with frustrated customers.	89.74%	94.84%	91.11%	95.96%