

COMPUTER MAINTENANCE TECHNICIAN

STUDENT GRADE RECORD

Career & Technical Education

WINDHAM SCHOOL DISTRICT

Student Name _____

TDCJ # _____

Instructor Name _____

Unit _____

WSD Certificate	Y / N
If I were hiring for this position, I would: (check one) <input type="checkbox"/> 0-No recommendation at this time. (Cannot be used for Completers.) <input type="checkbox"/> 1-Hire this person and look no further. <input type="checkbox"/> 2-Interview this person along with other applicants <input type="checkbox"/> 3-Not hire this person.	
Complete only if student attempted industry certification.	
Name of Industry Certificate	Code P/F
CST – Computer System Technician	0778
CNST – Computer Network System Tech.	0781
CSS – Certified Customer Service Specialist	0782

Course Outline Modules	Windham Module Test	Module Competency Rating
• CTE Orientation		
• CTE Office Safety and Health		
1. Introducing Hardware		
2. Introducing Operating Systems		
3. Working with People in a Technical World		
4. Form Factors and Power Supplies and working inside a Computer		
5. All about motherboards		
6. Supporting Processors		
7. Upgrading Memory		
8. Supporting Hard Drives		
9. Installing and Supporting I/O Devices		
10. Multimedia Devices and Mass Storage		
11. PC Maintenance and Troubleshooting Strategies		
12. Installing Windows		
13. Maintaining Windows		
14. Optimizing Windows		
15. Tools for Solving Windows Problems		
16. Fixing Windows Problems		
17. Installing and Maintaining Windows 7		
18. Securing and Troubleshooting Windows 7		
19. Networking Essentials		
20. Networking Practices		
21. Security Essentials		
22. Security Practices		
23. Supporting Notebooks		
24. Supporting Printers		
25. Keyboarding		
26. Microsoft Office Operations		

Instructor Signature

Date

<i>Windham Module Test Average</i>	x . 75	a	Completer
<i>Windham End of Course Exam</i>	x . 25	b	
<i>Windham Module Score (a + b=)</i>			70+
<i>% Competencies Completed</i>			70+
<i>Module Competency Rating</i>			2.7+

COMPUTER MAINTENANCE TECHNICIAN

STUDENT PROGRESS RECORD

RECORDING DIRECTIONS

SKILL RATING: Post the student's competency rating for each skill performed.

MODULE TEST SCORE: Enter the student's test score for the module.

MODULE RATING: Use the following scale to determine module rating:

[4] Skilled- Can perform competencies independently with no supervision.

[3] Moderately Skilled- Can perform competencies with limited supervision.

[2] Limited Skill- Requires instruction and close supervision to perform competencies.

[1] Unskilled- Exposed to concept, but no hands-on experience.

• CTE Orientation
Teacher Student
Initial Initial

- ____ | ____ 1. Identify employment opportunities related to the course.
- ____ | ____ 2. Identify the number of classroom hours a student must attend to be considered as a completer.
- ____ | ____ 3. Identify the industry-recognized certification.
- ____ | ____ 4. Identify course expectations including:
- Working conditions
 - Attendance expectations
 - Instructor's expectations

• CTE Office Safety and Health

Module Test Score _____

Minimum 100% Required

____ *Module Rating (4, 3, 2, 1)*

- ____ 1. Interpret Material Safety Data Sheets (MSDS).

1. Introducing Hardware

Module Test Score _____

____ *Module Rating (4, 3, 2, 1)*

- ____ 1. Learn that a computer requires both hardware and software to work.
- ____ 2. Learn about the many different hardware components inside of and connected to a computer.

2. Introducing Operating Systems

Module Test Score _____

____ *Module Rating (4, 3, 2, 1)*

- ____ 1. Identify the various operating systems and the differences between them.
- ____ 2. Learn about the components of the Windows operating systems.
- ____ 3. Discuss how operating systems interface with users, files and folders, applications and hardware.

3. Working With People in a Technical World

Module Test Score _____

____ *Module Rating (4, 3, 2, 1)*

- ____ 1. Learn about some job roles and the responsibilities of those whose sell, fix, or support personal computers.
- ____ 2. Identify what customers want and expect beyond your technical abilities.
- ____ 3. Discuss how to interact with customers when selling, servicing, and supporting personal computers.

4. Form Factors and Power Supplies and Working Inside a Computer

Module Test Score _____

____ *Module Rating (4, 3, 2, 1)*

- ____ 1. Learn about different form factors used for computer cases, motherboards, and power supplies.
- ____ 2. Learn how electricity is measured and about electrical components.
- ____ 3. Learn how to select a power supply.
- ____ 4. Learn how to protect yourself and your equipment against the dangers of electricity.
- ____ 5. Learn how to work inside a computer case.
- ____ 6. Learn how to troubleshoot electrical problems.

5. All About Motherboards

Module Test Score _____

____ *Module Rating (4, 3, 2, 1)*

- ____ 1. Learn about the different types and features of motherboards.
- ____ 2. Discuss how firmware on the motherboard controls what happens when you first turn on a PC before the OS is loaded.
- ____ 3. Learn how to install, configure, and maintain a motherboard.

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6. Supporting Processors

Module Test Score _____

_____ Module Rating (4, 3, 2, 1)

- _____ 1. Learn about the characteristics and purposes of Intel and AMD processors used for personal computers.
- _____ 2. Learn about the methods and devices for keeping a system cool.
- _____ 3. Learn how to install and upgrade a processor.
- _____ 4. Demonstrate how to solve problems with the processor, the motherboard, overheating, and booting the PC.

7. Upgrading Memory

Module Test Score _____

_____ Module Rating (4, 3, 2, 1)

- _____ 1. Demonstrate the different kinds of physical memory and how they work.
- _____ 2. Demonstrate how to upgrade memory.
- _____ 3. Demonstrate how to troubleshoot problems with memory.

8. Supporting Hard Drives

Module Test Score _____

_____ Module Rating (4, 3, 2, 1)

- _____ 1. Learn about the technologies used inside a hard drive and how data is organized on the drive
- _____ 2. Discuss how a computer communicates with a hard drive.
- _____ 3. Discuss how drives can work together in a RAID array.
- _____ 4. Learn about floppy drives.
- _____ 5. Demonstrate how to select and install a hard drive.
- _____ 6. Demonstrate how to solve hard drive problems.

9. Installing and Supporting I/O Devices

Module Test Score _____

_____ Module Rating (4, 3, 2, 1)

- _____ 1. Identify the general approaches you need to take when installing and supporting I/O devices and their characteristics..
- _____ 2. Learn about the types of I/O devices and their characteristics.
- _____ 3. Discuss how to install input devices, including the mouse, keyboard, barcode reader, fingerprint reader and touch screen.
- _____ 4. Discuss how to install and configure several I/O devices, including ports on the motherboard, dual monitors, and expansion cards.
- _____ 5. Demonstrate how to troubleshoot I/O devices, including keyboards, pointing devices, and video.

10. Multimedia Devices and Mass Storage

Module Test Score _____

_____ Module Rating (4, 3, 2, 1)

- _____ 1. Learn to identify multimedia adapter cards including sound cards, TV tuner cards, and video capture cards.
- _____ 2. Discuss optical storage technologies such as CD, DVD, and Blu-Ray.
- _____ 3. Discuss removable storage, including solid state devices, external hard drives, and tape devices.
- _____ 4. Demonstrate how to install multimedia peripherals and input devices.
- _____ 5. Demonstrate how to install and configure multimedia and mass storage devices, including optical drives, adapter cards, and external drives.
- _____ 6. Demonstrate how to troubleshoot multimedia and mass storage devices.

11. PC Maintenance and Troubleshooting Strategies

Module Test Score _____

_____ Module Rating (4, 3, 2, 1)

- _____ 1. Learn about operational procedures to keep you, other people, the equipment, and the environment safe.
- _____ 2. Discuss how to develop a preventive maintenance plan and what to include in it
- _____ 3. Discuss how to approach and solve a PC problem.

12. Installing Windows

Module Test Score _____

_____ Module Rating (4, 3, 2, 1)

- _____ 1. Learn how to plan a Windows installation.
- _____ 2. Learn how to install windows Vista.
- _____ 3. Learn how to install Windows 7.

13. Maintaining Windows

Module Test Score _____

_____ Module Rating (4, 3, 2, 1)

- _____ 1. Learn how to set up and perform scheduled preventive maintenance tasks to keep Windows healthy
- _____ 2. Discuss how to prepare for disaster by keeping good backups of use data and Windows system files.
- _____ 3. Learn about the directory structures used b Windows and how to manage files and folders.
- _____ 4. Learn how to use Windows utilities to manage hard drives.

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14. Optimizing Windows

Module Test Score _____

Module Rating (4,3,2,1)

- _____ 1. Learn about Windows utilities and tools you can use to solve problems.
- _____ 2. Discuss how to optimize Windows to improve performance.

15. Tools for Solving Windows Problems

Module Test Score _____

Module Rating (4,3,2,1)

- _____ 1. Discuss Windows tools useful to solve problems caused by hardware, applications, and failed Windows components.
- _____ 2. Discuss Windows Vista tools useful to solve problems caused by hardware, applications, and failed windows components.
- _____ 3. Learn about Windows 2000/XP tools that you can use to solve problems with XP or 2000 startup problems.

16. Fixing Windows Problems

Module Test Score _____

Module Rating (4,3,2,1)

- _____ 1. Discuss what to do when a hardware device, application, or Windows component gives a problem.
- _____ 2. Discuss what to do when Windows Vista won't boot or boots with errors.
- _____ 3. Learn strategies that you can use to solve problems with Windows 2000/XP startup.

17. Installing and Maintaining Windows 7

Module Test Score _____

Module Rating (4,3,2,1)

- _____ 1. Compare new features of Windows 7 with Windows Vista
- _____ 2. Discuss steps to prepare for Windows 7 installation.
- _____ 3. Install Windows 7.
- _____ 4. Use Windows 7 Action Center to view performance report.
- _____ 5. Create a backup of Windows 7.
- _____ 6. Create a system image of Windows 7.

18. Securing and Troubleshooting Windows 7

Module Test Score _____

Module Rating (4,3,2,1)

- _____ 1. Compare Windows 7 tools and utilities with Windows Vista.
- _____ 2. Manage security using Windows 7.
- _____ 3. Discuss tools used to solve Windows 7 startup problems.

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19. Networking Essentials

Module Test Score _____

Module Rating (4,3,2,1)

- _____ 1. Learn about hardware devices used for networking.
- _____ 2. Learn about the different types of networks.
- _____ 3. Discuss the protocols and standards Windows uses for networking.
- _____ 4. Discuss troubleshooting tools and tips for network connections.

20. Networking Practices

Module Test Score _____

Module Rating (4,3,2,1)

- _____ 1. Discuss how to connect a computer or small network to the Internet using a broadband, satellite, or dialup connection.
- _____ 2. Learn how to configure a SOHO router and set up wireless network.
- _____ 3. Discuss tools and utilities used to troubleshoot problems with network and internet connections.
- _____ 4. Learn how to connect a computer to a network.
- _____ 5. Discuss how to troubleshoot connectivity problems with networks and client applications.

21. Security Essentials

Module Test Score _____

Module Rating (4,3,2,1)

- _____ 1. Discuss why it is important to comply with established security practices.
- _____ 2. Discuss ways to authenticate and classify users so that you can control who has access to your resources and what users can do with them.
- _____ 3. Learn about additional methods you can use to protect resources.
- _____ 4. Learn how to monitor and maintain the security measures you have implemented.

22. Security Practices

Module Test Score _____

Module Rating (4,3,2,1)

- _____ 1. Learn how to protect against and malicious software.
- _____ 2. Learn how to implement security using Windows.
- _____ 3. Learn how to use BIOS security features.

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23. Supporting Notebooks

Module Test Score _____

_____ *Module Rating (4,3,2,1)*

- _____ 1. Discuss special considerations when supporting notebooks that are different from supporting desktop computers.
- _____ 2. Demonstrate how to install, configure, optimize, troubleshoot, and repair peripheral devices used with notebooks.
- _____ 3. Learn how to troubleshoot, upgrade, and replace internal notebook components.

24. Supporting Printers

Module Test Score _____

_____ *Module Rating (4,3,2,1)*

- _____ 1. Learn about printer types and features.
- _____ 2. Learn how to install printers and how to share a printer over a local area network.
- _____ 3. Discuss how routine maintenance tasks necessary to support printers.
- _____ 4. Discuss how to troubleshoot printer problems.

25. Keyboarding

Module Test Score _____

_____ *Module Rating (4,3,2,1)*

- _____ 1. Demonstrate how to type 20 words per minute.

26. Microsoft Office Operations

Module Test Score _____

_____ *Module Rating (4,3,2,1)*

- _____ 1. Demonstrate how to create, print, and save a Word document.
- _____ 2. Demonstrate how to create, print and save an Excel spreadsheet.
- _____ 3. Demonstrate how to create print, and save a PowerPoint presentation.

_____ Number of Skills Completed +

96 Number of Skills on SPR =

_____ % of Skills Completed

First Conference

Date: _____ Hours in class: _____

Comments:

Teacher initial: _____ Student initial: _____

Student Name: _____

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