



2023-2024 Technical Skills Assessment Computer Support

Results by Standard

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

Assessment: Computer Support Number tested: 61	% Correct 20-21	% Correct 21-22	% Correct 22-23	% Correct 23-24
CONTENT STANDARD 1.0: MOBILE DEVICES	53.90%	62.70%	60.62%	63.97%
Performance Standard 1.2: Mobile Device Security	64.54%	72.62%	70.47%	69.05%
1.2.1 Configure secure wireless connection.	65.96%	76.19%	73.68%	74.29%
1.2.6 Demonstrate how to connect a mobile device to a secure wired and wireless network.	63.12%	69.05%	67.25%	63.81%
Performance Standard 1.3: Mobile Device Hardware	34.04%	46.43%	50.88%	61.43%
1.3.1 Compare and contrast components within mobile devices.	34.04%	46.43%	50.88%	61.43%
Performance Standard 1.4: Mobile Device Software	31.91%	41.07%	35.96%	50.00%
1.4.1 Describe the configuration of basic network connectivity and configuring email.	31.91%	41.07%	35.96%	50.00%
CONTENT STANDARD 2.0: NETWORKING	48.46%	54.50%	54.58%	57.30%
Performance Standard 2.1: Overview of Networking	48.46%	54.50%	54.58%	57.30%
2.1.1 Identify network cables and connectors and their characteristics.	38.83%	42.86%	39.47%	46.79%
2.1.2 Identify the use of common TCP / UDP ports, protocols, and their characteristics.	31.91%	40.48%	34.50%	43.33%
2.1.3 Install and configure a basic wired/wireless network.	63.30%	72.32%	68.86%	69.64%
2.1.5 Compare and contrast wireless security protocols and authentication methods.	69.15%	76.79%	67.54%	71.43%
2.1.6 Explain the importance of physical security of network devices.	70.92%	75.00%	77.19%	77.62%
2.1.7 Compare and contrast common networking hardware devices.	28.37%	33.33%	39.77%	41.90%
2.1.9 Use appropriate hardware and software network tools.	50.64%	57.86%	60.70%	57.71%
2.1.11 Explain common network configuration concepts.	38.30%	40.48%	49.12%	53.81%
CONTENT STANDARD 3.0: HARDWARE	68.44%	70.83%	64.04%	72.14%
Performance Standard 3.1: Overview of Hardware	68.44%	70.83%	64.04%	72.14%
3.1.1 Explain basic cable types, features, and their purposes, common connector types.	70.21%	66.67%	64.33%	70.95%
3.1.5 Understand and explain differences and use of storage devices and media types.	66.67%	75.00%	63.74%	73.33%
CONTENT STANDARD 5.0: TROUBLESHOOTING	58.59%	59.89%	58.50%	57.42%
Performance Standard 5.1: Troubleshooting Hardware	69.91%	66.84%	69.17%	69.59%
5.1.1 Explain and demonstrate safety procedures relating to hardware.	80.32%	75.00%	76.32%	77.50%

Assessment: Computer Support	% Correct	% Correct	% Correct	% Correct
Number tested: 61	20-21	21-22	22-23	23-24
5.1.3 Troubleshoot common hardware problems with the appropriate tools.	39.36%	46.43%	50.00%	49.29%
5.1.5 Troubleshoot video and displays.	89.36%	75.00%	78.95%	78.57%
Performance Standard 5.2: Troubleshooting Software	50.61%	50.51%	47.62%	47.55%
5.2.1 Troubleshoot operating systems with appropriate tools.	64.36%	57.14%	58.33%	51.79%
5.2.2 Troubleshoot Microsoft Windows operating system problems.	34.57%	36.61%	35.53%	37.50%
5.2.3 Troubleshoot device security issues.	64.54%	71.43%	66.08%	65.24%
5.2.4 Explain best practice procedures for malware and virus removal.	39.72%	39.29%	30.99%	37.62%
Performance Standard 5.3: Troubleshooting Networks	65.11%	76.43%	74.04%	68.00%
5.3.1 Troubleshoot wired and wireless networks with appropriate tools.	65.11%	76.43%	74.04%	68.00%
CONTENT STANDARD 6.0: OPERATING SYSTEMS (OS)	56.43%	62.76%	60.90%	61.22%
Performance Standard 6.1: Windows Operating System	56.43%	62.76%	60.90%	61.22%
6.1.1 Explain the features and requirements of Windows operating systems.	67.02%	73.21%	63.16%	70.71%
6.1.2 Demonstrate how to install, upgrade, and configure the operating system.	56.03%	71.43%	62.57%	62.86%
6.1.3 Demonstrate the use of command line tools.	51.06%	71.43%	68.42%	68.57%
6.1.4 Demonstrate Control Panel utilities and other operating system tools.	57.02%	62.14%	58.25%	57.43%
6.1.5 Recognize Windows networking and configuration.	63.83%	70.24%	72.51%	68.57%
6.1.6 Explain the differences in basic operating system security settings.	46.81%	37.50%	50.00%	51.43%
CONTENT STANDARD 7.0: PROFESSIONALISM	65.38%	67.86%	70.33%	70.65%
Performance Standard 7.1: Workplace Readiness	68.69%	68.88%	69.42%	69.59%
7.1.1 Demonstrate appropriate safety procedures.	77.66%	78.57%	70.18%	69.29%
7.1.3 Demonstrate proper communication and professionalism.	85.11%	84.52%	88.30%	80.48%
7.1.4 Understand the fundamentals of dealing with prohibited content/activity.	35.11%	35.71%	40.35%	53.57%
Performance Standard 7.2: Operational Procedures	59.57%	66.07%	71.93%	72.50%
7.2.4 Explain the processes for addressing prohibited content/activity.	29.79%	28.57%	47.37%	54.29%
7.2.5 Describe privacy, licensing, and policy concepts.	74.47%	85.71%	80.70%	78.57%
7.2.6 Explain the importance of keeping computer systems current with updates and patches.	67.02%	75.00%	79.82%	78.57%