

Program Name: CIS - Technical Support Specialist
Program Number: 10-107-6
Required DML: Internships, Demonstrations

Student Name:
MPTC Six-Digit Student ID #:
Semester of Program Acceptance:

*** At Least One Artifact Is Required For Each Learner Outcome Listed Below ***

Directions: In columns A and B, enter dates when items are completed. Check Column C if transcript is used. Electronic format is recommended for portfolio development. Note: Keep original portfolio. Submit copy only.

Your Student Portfolio will be evaluated by educators and advisory committee members and becomes the property of Moraine Park Technical College.

	ARTIFACT		
	A Work Sample Linked to Outcome	B Self Assessment/ Reflection Statement	C Transcript Used
Contact Course Instructor If No Artifact Is Listed In This Column			
Suggested Work Sample from Performance Asmt			
EXIT LEARNING OUTCOMES			
Program Learner Outcomes			
Install hardware / software to meet the end user's needs. <i>106-188 Hardware / Software Support</i>	Performance Test Checklist		
Perform tasks required of a network administrator. <i>107-174 Microsoft Network Administration OR 107-175 Novell Network Administration</i>	Server Administration Checklist		
Produce documents with an office suite application. <i>103-189 Microsoft Windows</i>	Project 3; Worksheet 3		
<i>103-160 Microsoft Word</i>	Performance Project 1		
<i>103-180 Microsoft Excel</i>	Performance Project 3		
<i>103-181 Microsoft Access</i>	Performance Project 4		
Provide technical support for computers. <i>107-151 Computer System Maintenance</i>	Performance Checklist		
Set-up computer networks. <i>107-152 Computer Network Installation</i>	Cable Installation Project		
	Cable System Design Project		
	Peer Network Setup Checklists, Network Server Setup Checklists		
Write procedural documentation. <i>801-197 Technical Reporting</i>	Artifacts: Instructions		
General Education Learner Outcomes			
Apply organizational and stylistic strategies to fit subject, audience, and purpose in communication. <i>801-195 Written Communication AND</i>			
<i>801-196 Oral / Interpersonal Communication AND</i>			
<i>801-197 Technical Reporting AND</i>			
<i>801-159 Training & Development in Office Systems</i>			
Evaluate content, organization, supporting materials, credibility, and style of communication for decision-making. <i>801-196 Oral / Interpersonal Communication AND</i>			
<i>801-197 Technical Reporting</i>			

		ARTIFACT		
		A	B	C
		Work Sample Linked to Outcome	Self Assessment/ Reflection	Transcript Used
General Education Learner Outcomes (continued)		Suggested Work Sample from Performance Asmt		
Evaluate political, social, and scientific views on scientific topics.				
<i>806-194 Contemporary Issues in Science</i>				
Perform mathematical calculations.				
<i>804-174 Survey of Mathematics OR 804-175 Technical Math 1</i>				
Determine mathematical concepts needed to solve an application.				
<i>804-174 Survey of Mathematics OR 804-175 Technical Math 1</i>				
Apply the foundational elements of economic reasoning to personal and business decision-making.				
<i>809-195 Economics</i>				
Examine the complexities of society from a sociological perspective.				
<i>809-196 Introduction to Sociology</i>				
Apply psychological principles to personal and professional relationships.				
<i>809-199 Psychology of Human Relations</i>				
OR				
Determine the impact psychological and social factors have in shaping human behavior.				
<i>809-198 Introduction to Psychology</i>				
Core Abilities				
Complete a Core Abilities self-assessment reflection.				
<i>890-125 Student Success</i>				
Complete reflection essays on Core Abilities and Occupational Skills development.				
<i>890-130 Career Development</i>				
Work Cooperatively				
<i>Complete assigned tasks for team/group work.</i>				
<i>Use collaborative strategies to complete tasks.</i>				
<i>Exchange information, ideas, and opinions in a team/group setting.</i>				
<i>Show evidence of respect for diversity.</i>				
Act Responsibly				
<i>Complete assigned tasks according to prescribed deadlines.</i>				
<i>Complete assigned tasks according to prescribed criteria.</i>				
<i>Adhere to established attendance criteria.</i>				
Value Self Positively				
<i>Adapt hygiene and appearance to requirements of work and educational environment.</i>				
<i>Identify personal strengths and areas for improvement.</i>				
<i>Exchange information, ideas, and opinions in a team/group setting.</i>				
<i>Show evidence of respect for diversity.</i>				
Think Critically and Creatively				
<i>Distinguish between fact and opinion.</i>				
<i>Synthesize information from a variety of sources.</i>				
<i>Use problem-solving and decision-making strategies.</i>				
<i>Apply global perspective to decisions and actions.</i>				
(continued on next page)				

		ARTIFACT		
Core Abilities (continued)	Contact Course Instructor If No Artifact Is Listed In This Column	A	B	C
	Suggested Work Sample from Performance Asmt	Work Sample Linked to Outcome	Self Assessment/ Reflection	Transcript Used
Communicate Clearly				
<i>Use bias-free language.</i>				
<i>Use language that is free of obscenities.</i>				
<i>Apply listening skills.</i>				
<i>Apply standard rules of language structure including grammar, spelling, and punctuation.</i>				
Work Productively				
<i>Complete assigned tasks according to established conditions.</i>				
<i>Evaluate work using established criteria.</i>				
Learn Effectively				
<i>Use resources to meet learning needs.</i>				
<i>Organize information.</i>				
<i>Produce evidence of learning.</i>				