

**MORAINE PARK TECHNICAL COLLEGE
PROGRAM OUTCOMES WORKSHEET
2008-2009**

Program Name: IT - Technical Support Specialist

Program Number: 10-154-4

Required Exit Assessment: Chalk and Wire ePortfolio OR Internship

Student Name:

MPTC Six-Digit Student ID #:

Semester of Program Acceptance:

* * * At least one artifact is required for each learning outcome * * *

Directions: In columns A and B, student enters dates when items are completed or checks Column C if transcript is used for advanced standing credits. Verifier initials column D when portfolio is verified for graduation requirement. Submit a signed copy (see last page) of this form with a copy of your portfolio for verification. Note: Keep original portfolio; submit a copy.

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

Contact Course Instructor If No Artifact Is Listed In This Column	A	B	C	D
Suggested Work Sample from Performance Asmt	Reflection Statement	Work Sample Linked to Outcome	Transcript Used	Verified

Program Learning Outcomes				
Install hardware / software to meet user needs. <i>154-112 Hardware / Software Support</i>	Performance Test Checklist			
Perform tasks required of a network administrator. <i>150-140 Microsoft Network Administration OR 150-132 Novell Network Administration</i>	Server Administration Checklist			
Provide technical support for users and computer systems <i>154-111 Computer System Maintenance</i>	Performance Checklist			
Set-up computer networks. <i>150-141 Computer Network Installation</i>	Cable Installation Project, Cable System Design Project, Peer Network Setup Checklists, Network Server Setup Checklists			
Write technical documentation. <i>801-197 Technical Reporting</i>	Artifacts: Instructions			
Support business applications <i>154-111 Computer System Maintenance</i>	Performance Checklist			
Troubleshoot business applications <i>154-111 Computer System Maintenance</i>	Performance Checklist			
Continued				

