



LIST ALL COURSES REQUIRED AND IDENTIFIED COMPETENCIES

Competencies								Course Number	Course Title
1	2	3	4	5	6	7	8		
X	X			X	X	X	X	ITSC 1305	Introduction to PC Operating Systems
X	X	X	X	X	X	X	X	ITSC 1316	Linux Installation and Configuration
X	X			X	X	X	X	ITSC 1325	Personal Computer Hardware
X	X		X	X	X	X	X	ITNW 1309	Fundamentals of Cloud Computing
X	X		X	X	X	X	X	ITSY 1300	Fundamentals of Information Security
X	X	X	X	X	X	X	X	ITSC 2339	Personal Computer Help Desk Support
X	X	X		X	X	X	X	ITNW 1313	Computer Virtualization
X	X	X	X	X	X	X	X	ITNW 1316	Introduction to Network Administration
X	X	X	X	X	X	X	X	ITNW 2327	Advanced Cloud Concepts
								ITSY 1342	Information Technology Security

COMPETENCY REFERENCES

	8 Basic use of computers
	7 Workplace Competencies: resources; interpersonal skills; information; systems; and technology.
	6 Personal Qualities: A worker must display responsibility, self-esteem, sociability, self-management, integrity, and honesty.
	5 Thinking Skills: A worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively.
	4 Speaking and Listening: Organize ideas and communicate orally; receive, attend to, interpret, and respond to verbal messages and other cues.
	3 Arithmetic or Mathematics: Perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques.
	2 Writing: Communicate thoughts, ideas, information, and messages in writing, and create documents such as letters, directions, manuals, reports, graphs, and flow charts.
	1 Reading: Locate, understand, and interpret written information in prose and in documents such as manuals, graphs, and schedules.

SCANS Competencies Checklist

Academic Year: 2024-2025

SCANS COMPETENCIES FOR PROGRAM: IT&N: Network Support Technician Level II Certificate

Competency	Course where Competency is Assessed	Method of Assessment	Improvements as a Result of Assessment Findings
1 READING: Locate, understand, and interpret written information in prose and in documents such as manuals, graphs, and schedules.	ITNW 1313	A project that develops directory services for clients, supports users remotely, and installs and configures network services.	Students finished the directory services project on time.
2 WRITING: Communicate thoughts, ideas, information, and messages in writing, and create documents such as letters, directions, manuals, reports, graphs, and flow charts.	ITNW 1316	Written assignment project that describes and draws clients' networks.	Students completed the written assignment with a grade of B or higher.
3 ARITHMETIC OR MATHEMATICS: Perform basic computations and approach practical problems by choosing appropriately from various mathematical techniques.	ITSC 1316	A Lab that establishes Linux services, commands, and applications.	Students learned with hands-on experience in the Labs.
4 SPEAKING AND LISTENING: Organize ideas and communicate orally; receive, attend to, interpret, and respond to verbal messages and other cues.	ITSC 2339	A project that focuses on installing and repairing computer communication systems, including networks and peripheral systems for clients.	Students posted their project proposals in discussions and participated in short presentations.
5 THINKING SKILLS: A worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively.	ITSC 1305	Hands-on labs allowed the students to isolate faulty components in a personal computer system.	Students managed file locations, attributes, indexing, and access control lists, which helps prepare students to manage files on any operating system.
6 PERSONAL QUALITIES: A worker must display responsibility, self-esteem, sociability, self-management, integrity, and honesty.	ITSC 1305	A lab that installs, configures, troubleshoots, and maintains virtual machines.	Students have gained experience using Office Customization and Deployment Tools, creating device profiles and configuring endpoint policies.
7 WORKPLACE COMPETENCIES: resources; interpersonal skills; information; systems; and technology	ITSC 1305	Managing System Storage, Set Up a Backup and Restore Schedule, Use Backup and Restore to Restore a Specific File, The System Recovery Environment, Change Folder Ownership, and Test Resulting Permissions Labs	Students gain experience using OneDrive storage and the utilities available to optimize storage.
8 BASIC USE OF COMPUTERS	ITSC 2339	A project that configures routers and switches.	Students worked well and consistently shared information and opinions.