

SCANS Competencies Checklist

Academic Year: 2024-2025

SCANS COMPETENCIES FOR PROGRAM: IT 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.	
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.	
3 ARITHMETIC OR MATHEMATICS: Perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques.	ITSC 1316	A Lab that establishes Linux services, commands, and applications.	
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 peripherals systems for clients.	
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.	
6 PERSONAL QUALITIES: A worker must display responsibility, self-esteem, sociability, self-management, integrity, and honesty.	ITSC 1305	Lab that installs, configures, troubleshoots, and maintains virtual machines.	
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	
8 BASIC USE OF COMPUTERS	ITSC 1325	Project that configures routers and switches.	