Experiential Learning Portfolio for 10150139 IT Essentials

Student Contact Information:

Name: _____Student ID#_____

Email: _____Phone:_____

It is highly recommended that you speak with the Academic Dean or instructor who teaches this course prior to completing a portfolio.

Directions

Consider your prior work, military, volunteer, education, training and/or other life experiences as they relate to each competency and its learning objectives. Courses with competencies that include speeches, oral presentations, or skill demonstrations may require scheduling face-to-face sessions. You can complete all of your work within this document using the same font, following the template format.

1. Complete the Student Contact Information at the top of this page.
2. Write an Introduction to the portfolio. Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.
3. Complete each "Describe your learning and experience with this competency" section in the space below each competency and its criteria and learning objectives. Focus on the following:
   - What did you learn?
   - How did you learn through your experience?
   - How has that learning impacted your work and/or life?
4. Compile all required and any suggested artifacts (documents and other products that demonstrate learning).
   - Label artifacts as noted in the competency
   - Scan paper artifacts
   - Provide links to video artifacts
   - Attach all artifacts to the end of the portfolio
5. Write a Conclusion for your portfolio. Briefly summarize how you have met the competencies.
6. Proofread. Overall appearance, organization, spelling, and grammar will be considered in the review of the portfolio.
7. Complete the Learning Source Table. Provide additional information on the business and industry, military, and/or volunteer experiences, training, and/or education or other prior learning you mentioned in your narrative for each competency on the Learning Source Table at the end of the portfolio. Complete this table as completely and accurately as possible.

The portfolio review process will begin when your completed portfolio and Credit for Prior Learning Form are submitted and nonrefundable processing fees are paid to your local Credit for Prior Learning contact. Contact Student Services for additional information.

Your portfolio will usually be evaluated within two weeks during the academic year; summer months may be an exception. You will receive an e-mail notification regarding the outcome of the portfolio review from the Credit for Prior Learning contact. NOTE: Submission of a portfolio does not guarantee that credit will be awarded.

You have 6 weeks to appeal any academic decision. See your student handbook for the complete process to appeal.

To receive credit for this course, you must receive "Met" on 8 of the 10 competencies.

10150139 IT Essentials, 2 Associate Degree Credits

Course Description: The IT Essentials (ITE) course introduces students to the fundamentals of computer hardware and software, mobile devices, security and networking concepts, and the responsibilities of an IT professional. The latest release includes mobile devices, Linux, and client side virtualization, as well as expanded information about Microsoft Windows operating systems, security, networking, and troubleshooting. This course covers materials on the CompTia A+ certification exam.

Introduction: Briefly introduce yourself to the reviewer summarizing your experiences related to this course and your future goals.

Competency 1: Evaluate information technology (IT)
Criteria: Your performance will be satisfactory when:

- you identify devices you have used to send or receive information
- you discuss methods and uses of electronic social interactions
- you discuss business systems used to purchase goods and services
- you explain the benefits of IT certifications

Learning Objectives:

a. Associate devices used to gather and store information
b. Identify business and social benefits from information technologies
c. Explain IT industry certifications

Required Artifacts: None
Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 2: Examine the components of a desktop and laptop computer

Criteria: Your performance will be satisfactory when:

- you disassemble and reassemble a desktop computer
- you create a presentation product identifying the ports and busses of a desktop computer
- you discuss the typical storage drives of a desktop computer

Learning Objectives:

a. Identify the physical parts of the desktop and laptop computer
b. Explain the ports and busses of the motherboard
c. Describe the storage drives of a typical desktop computer

Required Artifacts: None

Suggested Artifacts:

- Video of you disassembling and reassembling a desktop computer

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 3: Protect him/herself against accidents and injury

Criteria: Your performance will be satisfactory when:

- you discuss back fitness and safety
- you demonstrate safe lifting procedures
- you voltage test internal components of a desktop computer

Learning Objectives:

a. Demonstrate proper lifting procedures
b. Identify voltages of various computer components

Required Artifacts: None

Suggested Artifacts:

- Video of you demonstrating safe lifting procedures
- Video of you voltage testing components

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 4: Protect equipment from damage

Criteria: Your performance will be satisfactory when:
- you demonstrate proper grounding and bonding of your work area
- you use anti-static bags to store electronic components

Learning Objectives:
a. Explain Electro Static Discharge (ESD)
b. Demonstrate proper grounding of the workspace
c. Describe proper storage of electronic components

Required Artifacts: None

Suggested Artifacts:
- Video of you demonstrating grounding and use of anti-static bags

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 5: Protect data from loss

Criteria: Your performance will be satisfactory when:

- you complete a normal Backup of a desktop computer
- you successfully restore from a Backup file a desktop computer
- you install anti-virus software
- you scan a desktop computer for viruses
- you configure Windows Updates to download automatically

Learning Objectives:

a. Perform a normal Backup of computer files
b. Perform a normal Recovery of computer files
c. Install anti-virus software and scan for viruses
d. Set up Windows Update

Required Artifacts: None

Suggested Artifacts:

- Video of you completing a backup, installing anti-virus software, scanning a desktop for viruses, and configuring Windows Updates to download automatically

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 6: Perform preventive maintenance and troubleshooting

Criteria: Your performance will be satisfactory when:

- you search the manufacturer's Web site for cleaning recommendations
- you identify computer-safe cleaning chemicals and supplies
- you clean the keyboard, mouse, monitor, and external surfaces of the computer using proper methods and materials
- you clean the interior of the computer using proper methods and materials

Learning Objectives:

a. Identify serviceable components of a computer
b. Identify computer-safe cleaning agents
c. Clean the external surfaces of a computer
d. Clean the internal components of a computer

Required Artifacts: None

Suggested Artifacts:

- Video of you cleaning external and internal computer components

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 7: Communicate in a professional manner with customers

Criteria: Your performance will be satisfactory when:
- you create a presentation product highlighting the troubleshooting process
- you discuss good listening strategies
- you discuss professional behavior and attire appropriate to the IT industry
- you discuss how to handle difficult customers

Learning Objectives:
a. Explain the relationship between communication and troubleshooting
b. Describe good communication skills and professional behavior
c. Describe the call center environment and technician responsibilities

Required Artifacts: None
Suggested Artifacts: None

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 8: Perform installation of a Microsoft operating system

Criteria: Your performance will be satisfactory when:

- you discuss the purpose of an operating system
- you create a presentation product identifying the similarities and differences between applications and operating systems
- you correctly install a Windows operating system on a desktop computer
- you utilize the GUI environment to configure the Windows operating system

Learning Objectives:

a. Explain the purpose of an operating system
b. Compare application software to an operating system
c. Install an operating system
d. Navigate the GUI environment

Required Artifacts: None

Suggested Artifacts:

- Video of you installing Windows and using GUI to configure Windows

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 9: Incorporate network components on a desktop and laptop computer

Criteria: Your performance will be satisfactory when:
- you discuss the basic principles of networking
- you create a presentation product explaining the OSI and TCP/IP data models
- you remove and install a network interface card in a desktop computer
- you configure the Windows operating system to connect to a local area network

Learning Objectives:
a. Explain the principles of networking
b. Describe types of networks
c. Identify networking components of a desktop computer
d. Configure an NIC
e. Explain the OSI and TCP/IP data models

Required Artifacts: None

Suggested Artifacts:
- Video of you removing and installing a network card and configuring Windows to connect to a local area network

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Competency 10: Perform step-by-step installation and setup of an all-in-one printer/scanner

Criteria: Your performance will be satisfactory when:

- you discuss safety hazards associated with printers and scanners
- you install a local printer/scanner
- you share the local printer on a local area network
- you perform routine maintenance on the local area printer

Learning Objectives:

a. Describe potential safety hazards associated with printers and scanners
b. Install a local printer and scanner
c. Demonstrate how to share a local printer/scanner on a network
d. Perform normal maintenance on the local printer

Required Artifacts: None
Suggested Artifacts:

- Video of you installing, sharing, and performing routine maintenance on a printer and scanner.

Describe your learning and experience with this competency:

Met/ Not Met Evaluator Feedback:

Conclusion: Summarize how you have met the competencies of the course.

Learning Source Table

Learning Source (name of employer, training, military, volunteer organization, etc.)	Supervisor	Start-End Date	Total Hours	Related Competencies
Ex: XYZ Corporation	Bucky Badger	8/2012-9/2014	2000	#1, 2, 3, and 7