

Help Desk Simulator Evidence Rubric

TEACHER USE

1sw/wk4-tech-support-it

Score the collected Help Desk Program Evidence and each student's Day 5 connection sheet on four criteria, 4 points each, 16 points total. The live lightning demo is communication practice, not the only evidence. Hardware and MakeCode access do not change the criteria.

Student: _____ Team: _____ Period: _____ Total: _____
 _____ / 16 Teacher initials: _____

DIMENSION	1 - NEEDS IMPROVEMENT (1 PT)	2 - APPROACHES (2 PTS)	3 - MEETS (3 PTS)	4 - MASTERS (4 PTS)
Logical Troubleshooting Sequence	Fewer than three steps, or no scenario.	Three steps are present but the order is not explained.	Three steps run or can be traced, and the first-step reason is general.	Three steps run or trace in order; the first-step reason uses time, cost, safety, or likelihood.
Program Logic and Testing	Button A/B behavior is missing and no test is recorded.	One button behavior is shown, or the test result is unclear.	Button A advances the sequence, Button B displays FIXED, and one test result is recorded.	Proficient evidence plus one specific bug, revision, or partner-feedback change is documented.
Career and Education Connection	No relevant IT support career is named.	Career is relevant but no entry preparation is named.	Career and common entry preparation match the dated Route Data Guide.	Proficient evidence plus an accurate tradeoff between this route and another route.
Transferable Skill and Customer Service	No skill named or no personal evidence.	Skill is named but not connected to the build or role-play.	Skill is tied to a specific build/role-play moment and one Xello or personal example.	Proficient evidence plus a clear connection to another career or setting outside IT support.

Gradebook Conversion

SCORE	PERCENT	DISTRICT BAND
16	100	Masters
15	94	Masters
14	88	Meets
13	81	Meets
12	75	Approaches

SCORE	PERCENT	DISTRICT BAND
11	69	Needs Improvement
10	63	Needs Improvement
9 or below	Below 60	Insufficient evidence / follow campus reassessment practice

Scoring notes. Record the converted percentage as Minor 3 in the 1SW assessment map. Team evidence supplies the first two criteria; each student's own connection sheet supplies the last two. Return scores privately. A device or site failure uses the paper trace route with identical criteria.

Reteach triggers

- More than a third score 1 or 2 on Career and Education Connection: re-open the dated Route Data Guide and model one accurate career/preparation match.
- More than a third score 1 or 2 on Transferable Skill and Customer Service: name the skill during the role-play and require one observed example before reflection.