

Help Desk Program Evidence

NAME _____ DATE _____ PERIOD _____

Team members: _____

Project name: **Period _ - Team _ - Help Desk**

Scenario: _____

Troubleshooting sequence

STEP	WHAT THE USER SHOULD DO	WHY THIS STEP BELONGS HERE
1		
2		
3		

Button logic

When Button A is pressed, the program should:

When Button B is pressed, the program should:

Test record

- ☐ Button A showed Step 1, Step 2, Step 3, then returned to Step 1.
- ☐ Button B displayed FIXED.
- ☐ A partner team could follow the words without our explanation.

One bug, confusion, or missing step we found:

One change we made after testing:

Durable project evidence

Complete **one** route.

- ☐ **MakeCode route:** We used the same assigned Chromebook and saved the project with the exact team name above. We also used the teacher's backup method: screenshot, share link, or downloaded `.hex` file.
- ☐ **Paper logic route:** We arranged the starter blocks, traced each Button A press, and showed Button B displaying FIXED. The teacher or another team initialed the trace below.

Backup location or paper-trace initials: _____

Career connection

One IT support career that could use a troubleshooting tool like this:

Common entry preparation from the Route Data Guide:

One tradeoff between this route and another IT route:

Transferable skill

One skill we used while sequencing, testing, revising, or explaining:

Name one career or setting outside IT support that uses the same skill. Explain how.

Teacher checkpoint

Sequence: / **4 Logic/testing:** / 4 Notes: _____