

Simulation and Game Development

Technical Standards

for Wake Technical Community College Programs
at Vernon Malone College and Career Academy

Technical Standards for Students of Wake Tech Information Technology Programs

Purpose Statement: Students enrolling in Information Technology programs are expected to meet certain essential functions/technical standards. Wake Tech has deemed these standards essential for successful completion of the program. To verify the students' ability to perform these essential functions, students may be required to demonstrate the following technical standards:

Standard	Definition of Standard	Example(s) of Technical Standard
1. Critical Thinking Skills	Undertake effective research to build on professional expertise and inform decision making	Reading assignment instructions and creating or modifying a spreadsheet using common software such as Microsoft Excel to achieve assignment instructions
	Evaluate the effectiveness of a variety of specific technical or professional interventions	Reading a program requirements document or soliciting program requirement information from an instructor or customer and use that information to inform the design of a computer program that achieves the objectives
	Accurately follow course syllabi, directions for assignments, laboratories, or other course activities	Reading the textbook or lecture material.
	Exercise sound judgment with the benefit of this information and knowledge / skills	
2. Mobility/Motor Skills	Sufficient motor skills to perform physical activities related to common information technology occupations including technical support, computer programming, network administration, data analysis	Using common computer input devices including a keyboard, computer mouse, touch screen, and similar devices

	Fine and gross motor skills may be required along with functional use of the senses of touch and vision to enable students to work with physical computer and networking equipment	Installing and removing electronic computer components including memory cards, hardware expansion boards, peripherals, and cables
		Moving computer hardware that could weigh 1 – 50 lbs
3. Tactile Skills	Tactile skills may be required work with computer input devices as well as other information technology hardware such as peripherals and networking equipment	Align, orient and insert network cables in corresponding ports on network or computer equipment
4. Auditory Skills	Understand and interpret audio alerts issued by information technology hardware such as a computer or network device	Listening to and interpreting “beep code” error messages issued by malfunctioning computer or network hardware
		Listening and engaging in class discussions (in-person or virtual
		Participating in a telephone technical support troubleshooting lab scenario
		Listening/Identifying software audio cues related to visual design processes
5. Visual Skills	Viewing information output from a wide variety of computer programs displayed on a computer screen or remote terminal	Using an online lab computer or network simulation environment
	Viewing content in an online lab environment	Viewing supplemental streaming video content from: the learning management platform, textbook publishers and related 3rd party platforms, video streaming services such as the YouTube™ platform
		Viewing software output to create visual design solutions

		Viewing and interpreting indicator lights on computing equipment
	Viewing computer equipment components	Viewing computer components (i.e., memory, hard drives, cabling) to troubleshoot/replace
6. Communication Skills	Communicate with clarity and precision using appropriate information technology terminology and concepts	Reading an email and writing an appropriate response via email
	Efficient, effective, accurate and timely communication using a range of communication media as appropriate to the purpose and audience, for example in-person meetings, telephone, letters/memos, email, web-conferencing	Reading an email or a document in a common file format, such as Microsoft Word or Adobe PDF and writing a response using appropriate software such as an email application or Microsoft Word
	Comprehension and understanding of spoken and written language with fluency	Utilizing an online communication system such as the forum post or chat feature in the College's Learning Management system (OpenLMS / Moodle)
7. Interpersonal Skills	Understand nonverbal information and cues in interpersonal encounters	Interacting in face-to-face conversations with fellow students, instructors and work based learning employers and co-workers
	Ability to nurture mature, sensitive, and effective relationships	Work with classmates on a group assignment or major project
	Ability to adapt to changing environments and work-related challenges	Respectfully engage with an instructor to learn from and improve performance based on feedback from submitted assignments, exams
	Establish rapport with instructors, classmates, stakeholders, clients and colleagues	

	Work cooperatively and with honesty and integrity with peers, faculty, and colleagues	
	Emotional health and maturity to enable meaningful interactions with classmates, instructors, and professional colleagues	
	Development of conflict resolution skills / ability to negotiate conflicting attitudes and opinions	
	Maintain hygiene and dress requirements for an office setting	
8. Behavioral Skills	Prompt attention to and completion of all responsibilities attendant to the occupation	Complete and submit assignments, exams and other course activities by the specified deadline or due date
	Integrate constructive criticism received from both on-campus and off-campus learning settings	Anticipate when you will not be able to meet a course or assignment objective and proactively contact those involved to effectively address the situation
	Dress appropriately in college settings and in a manner befitting the profession in work based learning placement	Effectively plan and manage your schedule so that you budget sufficient time to complete course work
	Effectively handle stress effectively by using appropriate self-care, College student services resources, and by developing supportive relationships with colleagues, peers, and others	