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| **Institution:** | Texas State Technical College Waco | **Award Title:** | AAS in Telecommunications Technology |
| **Program:** | Electronic Communications Technology | **Award CIP Code:** | 15.0303 |

| **Key Activities to WECM Courses Matrix** | | | | | | | |
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| **Key Activity #/Statement** | **WECM Course Rubric, Number and Title** | | | | | | |
| EECT 1300  Technical Customer Service | EECT 1303  Introduction to Telecomunica-tions | EECT 1342  Telecommuni-cations Outside Plant | EECT 1344  Telecommuni-cations Broadband Systems | CSIR 1355  Industry Certifications | EECT 2330  Telecommuni-cations Switching | CSIR 2343  Transceiver Troubleshooting II |
| 1.1  Plan the project incorporating design, layout, equipment needed, technical references, and appropriate personnel assignments. |  |  |  | x |  | X | X |
| 1.2  Implement the project plan, incorporating strategies and equipment to meet customers' needs. |  |  | X | x |  | X | X |
| 1.3  Maintain accurate non-technical and technical records and reports. | X | X |  | X |  | X | x |
| 2.1  Perform technical analysis to determine operational effectiveness. |  |  | X | X |  | X | X |
| 2.2  Utilize available resources to solve equipment problems. |  |  | X | X | X | X | X |
| 3.1  Establish effective transport infrastructure. |  |  | X |  |  | X |  |
| 3.2  Establish effective distribution infrastructure. |  |  |  | X |  | X | X |
| 4.1  Perform maintenance on telecommunications equipment as required. |  |  | X | X | X | X | X |
| 4.2  Perform needed repairs on telecommunications equipment as required. |  |  | X | X | x | X | X |
| 4.3  Continuously upgrade, improve, or replace telecommunications equipment to meet customer needs. |  |  |  |  |  | X | X |
| 5.1  Implement an effective customer service strategy to resolve customer concerns and recommend solutions. | X |  |  |  |  |  |  |
| 5.2  Continuously update and inform the customer by serving as a technical resource. | X |  |  |  |  |  | x |
| 6.1  Perform required job components while adhering to safe procedures. |  | X | X | X | X | X | X |
| 7.1  Increase technical and interpersonal knowledge and skills to ensure effective personal and team performance. | X | X | x | x |  | X | X |
| 7.2  Utilize effective communication skills to enhance individual and team performance. | X | X | X | x |  | X | X |