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