

Troubleshooting a Printer Evaluation Rubric

Student Name: _____

Assessment Criteria	Unable to Perform Task	Able to Perform Task with Help	Able to Perform Task with Little Help	Able to Perform Task Independently	Comments
	0	2	4	6	
• Recognize a problem with the printer					
• Identify the problem					
• Propose probable causes of the problem					
• Identify the most likely effects of the problem					
• Suggest the following possible solutions					
1. Verify that the printer is online					
2. Verify that the cables are seated properly in the correct ports					
3. Print a test page					
4. Purge any "stuck" jobs					
5. Check a KGC					
6. Check drivers					
7. Check the length of the cable					
• Select/apply a solution					
• Evaluate the effectiveness of the solution					

Subtotal from table: _____

Demonstrate confidence in solving the problem (6 points): _____

Refine/reevaluate solution as necessary (10 points): _____

Overall Ability to Perform Job: _____