

Lesson 1 Pop Quiz Form A

Grade 8 Computer Science | Mx. Cole | Investigate and serve

Name _____ Class _____ Date _____

Circle one answer for each question. Work independently. Your teacher will collect this sheet before discussion.

1. A Chromebook screen shows colored lines. Which statement describes a symptom rather than a possible cause?

- A. Colored lines appear across the screen.
- B. The display cable may be loose.
- C. The screen may have internal damage.
- D. The graphics hardware may have a fault.

2. A teacher says, "My computer does not work." Which question gives the most useful first clue?

- A. What should happen, and what happens instead?
- B. Which replacement computer would you prefer?
- C. Which component do you think we should order?
- D. Would you like every setting changed now?

3. A technician confirms that several keys do not respond but has not found the failed part. Which ticket stage fits?

- A. Delivered because the customer has received a solution.
- B. Identified because the symptom has been confirmed.
- C. Fixed because the cause no longer needs a test.
- D. Equipped because the replacement parts have arrived.

4. Why change one thing at a time when comparing possible causes?

- A. To skip checking whether the original task works.
- B. To prove the first explanation must be right.
- C. To avoid recording what happened during the test.
- D. To connect a test result with the change made.

5. In INC-101, the desktop picture returns, but the requested practice file has not been opened. What is still needed before Delivered?

- A. Check whether the power light is still glowing.
- B. Choose a different ticket because a picture appeared.
- C. Open the practice file and confirm the requested task works.
- D. Move the video cable back to its first socket.

Lesson 1 Pop Quiz Form B

Grade 8 Computer Science | Mx. Cole | Investigate and serve

Name _____ Class _____ Date _____

Circle one answer for each question. Work independently. Your teacher will collect this sheet before discussion.

1. In INC-101, the desktop picture returns, but the requested practice file has not been opened. What is still needed before Delivered?

- A. Choose a different ticket because a picture appeared.
- B. Open the practice file and confirm the requested task works.
- C. Move the video cable back to its first socket.
- D. Check whether the power light is still glowing.

2. A Chromebook screen shows colored lines. Which statement describes a symptom rather than a possible cause?

- A. The display cable may be loose.
- B. The screen may have internal damage.
- C. The graphics hardware may have a fault.
- D. Colored lines appear across the screen.

3. A teacher says, "My computer does not work." Which question gives the most useful first clue?

- A. Which replacement computer would you prefer?
- B. Which component do you think we should order?
- C. Would you like every setting changed now?
- D. What should happen, and what happens instead?

4. A technician confirms that several keys do not respond but has not found the failed part. Which ticket stage fits?

- A. Identified because the symptom has been confirmed.
- B. Fixed because the cause no longer needs a test.
- C. Equipped because the replacement parts have arrived.
- D. Delivered because the customer has received a solution.

5. Why change one thing at a time when comparing possible causes?

- A. To prove the first explanation must be right.
- B. To avoid recording what happened during the test.
- C. To connect a test result with the change made.
- D. To skip checking whether the original task works.

Lesson 1 Pop Quiz Form C

Grade 8 Computer Science | Mx. Cole | Investigate and serve

Name _____ Class _____ Date _____

Circle one answer for each question. Work independently. Your teacher will collect this sheet before discussion.

1. A technician confirms that several keys do not respond but has not found the failed part. Which ticket stage fits?

- A. Fixed because the cause no longer needs a test.
- B. Equipped because the replacement parts have arrived.
- C. Delivered because the customer has received a solution.
- D. Identified because the symptom has been confirmed.

2. Why change one thing at a time when comparing possible causes?

- A. To avoid recording what happened during the test.
- B. To connect a test result with the change made.
- C. To skip checking whether the original task works.
- D. To prove the first explanation must be right.

3. In INC-101, the desktop picture returns, but the requested practice file has not been opened. What is still needed before Delivered?

- A. Open the practice file and confirm the requested task works.
- B. Move the video cable back to its first socket.
- C. Check whether the power light is still glowing.
- D. Choose a different ticket because a picture appeared.

4. A Chromebook screen shows colored lines. Which statement describes a symptom rather than a possible cause?

- A. The screen may have internal damage.
- B. The graphics hardware may have a fault.
- C. Colored lines appear across the screen.
- D. The display cable may be loose.

5. A teacher says, "My computer does not work." Which question gives the most useful first clue?

- A. Which component do you think we should order?
- B. Would you like every setting changed now?
- C. What should happen, and what happens instead?
- D. Which replacement computer would you prefer?

Lesson 1 Pop Quiz Form D

Grade 8 Computer Science | Mx. Cole | Investigate and serve

Name _____ Class _____ Date _____

Circle one answer for each question. Work independently. Your teacher will collect this sheet before discussion.

1. A teacher says, "My computer does not work." Which question gives the most useful first clue?

- A. Would you like every setting changed now?
- B. What should happen, and what happens instead?
- C. Which replacement computer would you prefer?
- D. Which component do you think we should order?

2. A technician confirms that several keys do not respond but has not found the failed part. Which ticket stage fits?

- A. Equipped because the replacement parts have arrived.
- B. Delivered because the customer has received a solution.
- C. Identified because the symptom has been confirmed.
- D. Fixed because the cause no longer needs a test.

3. Why change one thing at a time when comparing possible causes?

- A. To connect a test result with the change made.
- B. To skip checking whether the original task works.
- C. To prove the first explanation must be right.
- D. To avoid recording what happened during the test.

4. In INC-101, the desktop picture returns, but the requested practice file has not been opened. What is still needed before Delivered?

- A. Move the video cable back to its first socket.
- B. Check whether the power light is still glowing.
- C. Choose a different ticket because a picture appeared.
- D. Open the practice file and confirm the requested task works.

5. A Chromebook screen shows colored lines. Which statement describes a symptom rather than a possible cause?

- A. The graphics hardware may have a fault.
- B. Colored lines appear across the screen.
- C. The display cable may be loose.
- D. The screen may have internal damage.

Lesson 2 Pop Quiz Form A

Grade 8 Computer Science | Mx. Cole | Use hardware evidence safely

Name _____ Class _____ Date _____

Circle one answer for each question. Work independently. Your teacher will collect this sheet before discussion.

1. An INC-103 RAM module looks undamaged. Which statement is supported?

- A. Appearance alone does not show whether it is seated or works.
- B. The motherboard must be replaced because the RAM looks normal.
- C. The module must work because no damage is visible.
- D. The RAM type is compatible even without checking its label.

2. Before moving an internal part in the virtual desktop, which power state is required?

- A. The virtual monitor is off while the PC stays on.
- B. The virtual PC is on with its mains lead connected.
- C. The virtual PC is off and its mains lead is unplugged.
- D. The virtual PC is asleep with its power light flashing.

3. You are unsure what to try next, and a guessed repair could erase data. What is the best handoff?

- A. Pause and share the symptom, tests, results, and specific question.
- B. Reset the device first, then ask a teammate if it still fails.
- C. Share the user's password so someone else can guess a fix.
- D. Send only "still broken" and leave out the earlier tests.

4. A virtual workstation requires DDR4 RAM. Which module should you choose?

- A. Any module that can be pressed into the slot.
- B. A DDR3 module because it has a similar shape.
- C. An SSD because it also stores information.
- D. A compatible DDR4 module listed for this workstation.

5. INC-105 has an intact original SATA drive with classroom files and an incompatible NVMe spare. Which decision fits the evidence?

- A. Discard the original drive because a spare is available.
- B. Preserve and reconnect the original compatible SATA drive.
- C. Force the newer NVMe spare into the available connector.
- D. Erase the original drive before checking its connections.

Lesson 2 Pop Quiz Form B

Grade 8 Computer Science | Mx. Cole | Use hardware evidence safely

Name _____ Class _____ Date _____

Circle one answer for each question. Work independently. Your teacher will collect this sheet before discussion.

1. A virtual workstation requires DDR4 RAM. Which module should you choose?

- A. A compatible DDR4 module listed for this workstation.
- B. Any module that can be pressed into the slot.
- C. A DDR3 module because it has a similar shape.
- D. An SSD because it also stores information.

2. INC-105 has an intact original SATA drive with classroom files and an incompatible NVMe spare. Which decision fits the evidence?

- A. Erase the original drive before checking its connections.
- B. Discard the original drive because a spare is available.
- C. Preserve and reconnect the original compatible SATA drive.
- D. Force the newer NVMe spare into the available connector.

3. An INC-103 RAM module looks undamaged. Which statement is supported?

- A. The RAM type is compatible even without checking its label.
- B. Appearance alone does not show whether it is seated or works.
- C. The motherboard must be replaced because the RAM looks normal.
- D. The module must work because no damage is visible.

4. Before moving an internal part in the virtual desktop, which power state is required?

- A. The virtual PC is asleep with its power light flashing.
- B. The virtual monitor is off while the PC stays on.
- C. The virtual PC is on with its mains lead connected.
- D. The virtual PC is off and its mains lead is unplugged.

5. You are unsure what to try next, and a guessed repair could erase data. What is the best handoff?

- A. Send only "still broken" and leave out the earlier tests.
- B. Pause and share the symptom, tests, results, and specific question.
- C. Reset the device first, then ask a teammate if it still fails.
- D. Share the user's password so someone else can guess a fix.

Lesson 2 Pop Quiz Form C

Grade 8 Computer Science | Mx. Cole | Use hardware evidence safely

Name _____ Class _____ Date _____

Circle one answer for each question. Work independently. Your teacher will collect this sheet before discussion.

1. You are unsure what to try next, and a guessed repair could erase data. What is the best handoff?

- A. Share the user's password so someone else can guess a fix.
- B. Send only "still broken" and leave out the earlier tests.
- C. Pause and share the symptom, tests, results, and specific question.
- D. Reset the device first, then ask a teammate if it still fails.

2. A virtual workstation requires DDR4 RAM. Which module should you choose?

- A. An SSD because it also stores information.
- B. A compatible DDR4 module listed for this workstation.
- C. Any module that can be pressed into the slot.
- D. A DDR3 module because it has a similar shape.

3. INC-105 has an intact original SATA drive with classroom files and an incompatible NVMe spare. Which decision fits the evidence?

- A. Force the newer NVMe spare into the available connector.
- B. Erase the original drive before checking its connections.
- C. Discard the original drive because a spare is available.
- D. Preserve and reconnect the original compatible SATA drive.

4. An INC-103 RAM module looks undamaged. Which statement is supported?

- A. The module must work because no damage is visible.
- B. The RAM type is compatible even without checking its label.
- C. Appearance alone does not show whether it is seated or works.
- D. The motherboard must be replaced because the RAM looks normal.

5. Before moving an internal part in the virtual desktop, which power state is required?

- A. The virtual PC is off and its mains lead is unplugged.
- B. The virtual PC is asleep with its power light flashing.
- C. The virtual monitor is off while the PC stays on.
- D. The virtual PC is on with its mains lead connected.

Lesson 2 Pop Quiz Form D

Grade 8 Computer Science | Mx. Cole | Use hardware evidence safely

Name _____ Class _____ Date _____

Circle one answer for each question. Work independently. Your teacher will collect this sheet before discussion.

1. Before moving an internal part in the virtual desktop, which power state is required?

- A. The virtual PC is on with its mains lead connected.
- B. The virtual PC is off and its mains lead is unplugged.
- C. The virtual PC is asleep with its power light flashing.
- D. The virtual monitor is off while the PC stays on.

2. You are unsure what to try next, and a guessed repair could erase data. What is the best handoff?

- A. Reset the device first, then ask a teammate if it still fails.
- B. Share the user's password so someone else can guess a fix.
- C. Send only "still broken" and leave out the earlier tests.
- D. Pause and share the symptom, tests, results, and specific question.

3. A virtual workstation requires DDR4 RAM. Which module should you choose?

- A. A DDR3 module because it has a similar shape.
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4. INC-105 has an intact original SATA drive with classroom files and an incompatible NVMe spare. Which decision fits the evidence?

- A. Preserve and reconnect the original compatible SATA drive.
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- A. The motherboard must be replaced because the RAM looks normal.
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