

Lesson 1 Questions and evidence

Guided notes and investigation habits

Learner alias _____ Lab ID _____

Use this workbook during two teacher-led lessons or as a companion to the virtual labs. Record what you actually observe. Your teacher chooses the pace, assigned cases, and submission route.

Use a fictional learner alias. Keep real names, emails, student IDs, passwords, real tickets, and private school details out of this workbook and the website.

Listen and complete the guided notes

Word bank: customer | prediction | observe | symptoms | cause

1. A symptom is what we _____ going wrong.
2. A hypothesis is a possible _____ that we can test.
3. Before a test, make a _____ about its result.
4. Identified means we have confirmed the _____.
5. Delivered includes confirmation from the _____.

One device symptom I could describe without guessing its cause

One respectful question I could ask a person requesting help

Only virtual equipment is used. Leave your real Chromebook, tablet, or computer assembled and in normal use.

Lesson 1 Ask before changing

Useful questions and a ticket process reference

Learner alias _____ Lab ID _____

Fictional report: "The classroom display does not work." The teacher needs to show a lesson and use touch. The picture is visible, but touch does not respond in the tested program.

Write a question that would narrow down the problem

Name one thing we still do not know about the cause

The eight ticket stages

Stage	What it means
Aware	Learn about the issue.
Identified	Confirm symptoms; the cause may still be unknown.
Contexted	Gather the context needed for this issue.
Equipped	Have the required resources.
Fix Started	Begin the approved fixing work.
Fixed	Fix the issue and reasonably check for other problems.
Delivered	Return or explain the solution and confirm the customer's task.
Done	Complete the ticket.

These are classroom process terms, not eight website buttons. The site uses three tabs. Confirming a symptom does not prove which part is faulty.

Lesson 1 Request and clues

INC-101 The Blank Monitor or the case your teacher assigns

Learner alias _____ Lab ID _____

Open www.colelearninglabs.com. Choose a lab and read its original task. Use the numbered tabs on the same page; you can return to an earlier tab at any time.

1. Request & clues

Read the request. In Talk with the requester, write Your question and choose Ask the requester. Ask a follow-up in your own words. The replies use fictional case facts on this device; they may ask you to clarify. Tap at least two clues to add them to your report.

Original task and the symptom actually reported

My question and the new detail the requester gave me

Clue 1 and clue 2 that I actually collected

What do you think, and why?

Put your first idea in the website field with the same label. In an incomplete request, clarify the missing detail shown on screen before finishing. A reasonable first idea can change after testing.

Paper alternative: ask your teacher for fictional observations and a test result. Record only the information you receive; do not invent a successful repair.

Lesson 2 Safe tests and decisions

Guided notes and a plan for using the workbench

Learner alias _____ Lab ID _____

Listen and complete the guided notes

Word bank: data | verify | power | compatible | evidence

1. A part must be _____ with the slot or connector.
2. Before moving internal virtual parts, turn off the PC and disconnect virtual _____.
3. After a fix, _____ the original classroom task.
4. Use observed _____ to support a proposed cause.
5. Replacing a drive does not automatically recover original _____.

One label or connection I would check before choosing a part

2. Workbench & test

Use the pictured virtual equipment or labeled controls. Read the safety prompts and current state. Make one change at a time. Save or apply edited settings where shown. Run hypothesis test checks the current setup; read what it reports.

Optional experiment record

Write I predict, then choose Start experiment · record Before **before** changing the setup. Make one virtual change and write I changed. Choose Run test & capture After. Compare Before and After; write I observed and This supports or changes my idea because. Choose Save this attempt.

Use the blank record on page 5 for your assigned case. A failed test is useful evidence. A passing simulation check is technical feedback; your teacher reviews your explanation.

Lesson 2 Experiment record

Use actual case evidence for one assigned investigation

Learner alias _____ Lab ID _____

Assigned lab: INC-102, INC-103, INC-104, INC-105, or another case chosen by your teacher. Read that case on screen and record your actual observations below.

Original task and observed symptom

Question I asked or evidence I still need

I predict

Before the change I observed

I changed

After the test I observed

This supports or changes my idea because

Record the test you actually ran and its result. Keep unsuccessful attempts as evidence. If working on paper, ask the teacher for the result of your proposed test before filling After.

Lesson 2 Check and explain

Verification and a truthful report or handoff

Learner alias _____ Lab ID _____

3. Check & explain

Return to the original task. In hardware labs, use Open lesson file when the simulated system is ready. Choose Check the original task. Complete What did you change, and what did the test show? and Does the evidence support your hypothesis? Why?

What did you change, and what did the test show?

Does the evidence support your hypothesis? Why?

Original task: works / does not work / not checked yet

The exact check I ran and its actual result

One uncertainty or next step and who could help

Review and export

Use My report or Preview my report to review work at any stage. Finish investigation & open report completes the workflow only when the on-screen requirements are met. An honest in-progress report is useful for a handoff.

The report includes ORIGINAL TASK, EVIDENCE, QUESTIONS I ASKED, WORKING HYPOTHESIS, TEST NOTES, EXPERIMENT RECORD, ACTION LOG, and REFLECTION. Review it for private information before exporting.

Follow your teacher's approved route. If given a teacher public key, verify its fingerprint through the trusted school channel before Encrypt this report. Otherwise, open Plain-text export and export only with approval using Copy plain-text report or Download plain text. Exporting does not submit work.

Private practice stays on this page unless you export or explicitly enable device saving. Device-saved work is unencrypted. Export before closing or reloading the page. The numbered lab tabs keep current work in place. Clear saved work before sharing the browser profile.