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_____ children receive high numbers of negative votes in research studies on peer statuses. - **CORRECT ANSWER** Rejected

According to Piaget, _____ are mental activities. - **CORRECT ANSWER** Operations

At what age do most girls in North America finish growing? - **CORRECT ANSWER** Approximately age 16

Describe a family exemplifying the "Sandwich generation." - **CORRECT ANSWER** Answers need to depict someone caring for elderly parents as well as children.

Describe Elizabeth Kubler-Ross's five stages of dying - **CORRECT ANSWER** Answers need to describe: Denial, anger, bargaining, depression, and acceptance.

Describe in detail the two courses of juvenile delinquency. Then, describe in detail two of Garbarino's recommendations for how to intervene in the life of an individual troubled teenage boy. Do you think these recommendations are likely to work? Why or why not? - **CORRECT ANSWER** 4 pts for Descriptions of the two courses should include the following: Adolescence-limited—more common, more benign, only occurs during adolescence. Life-course persistent— more serious, starts before adolescence and continues afterward, social and biological causes most likely. Then 4 points for recommendations, which should include 2 of the following, described sufficiently: encourage boys' empathy toward others, find ways to protect boys from media and situations that promote aggression, stimulate spirituality, mentoring, promote education and build self-esteem, positive social support, decrease macho stereotypes, therapy,

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Cisco 100-140 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Common Threats and Prevention: This domain measures the knowledge of an IT Security Support Technician and covers recognizing end-user security threats including phishing, malware, and unauthorized access attempts. It emphasizes basic investigation steps, helping users run malware scans, promoting strong password practices, understanding social engineering tactics targeting help desk roles, and the importance of company policies and confidentiality guidelines to protect sensitive data.

Topic 2	<ul style="list-style-type: none"> • Job Roles: This section evaluates an IT Support Technician's ability to use remote access tools (such as Remote Desktop, Cisco Webex, and TeamViewer) to assist users and perform support activities. It also includes utilizing troubleshooting tools and resources, such as AI research, search engines, technical forums, and knowledge bases, while being aware of ethical, privacy, and security considerations related to AI and other technologies.
Topic 3	<ul style="list-style-type: none"> • IT Support Job Tasks and Responsibilities: This section of the exam measures skills of an IT Support Specialist and covers foundational help desk concepts such as queue and time management, ticketing systems, service level agreements (SLA), and key performance indicators (KPIs). It includes preparing clear and comprehensive documentation summarizing customer interactions and describes the problem-solving process involving defining issues, collecting information, analyzing causes, implementing solutions, and recording results.
Topic 4	<ul style="list-style-type: none"> • Hardware Uses: This domain targets a Desktop Support Technician and focuses on following basic safety procedures related to electrical shock, ESD, and fire hazards. It involves assisting users in locating information about devices including hardware specs and network details using Windows and macOS tools. It covers identifying and understanding various ports and cables, installing and upgrading desktop components like RAM and storage, and troubleshooting common hardware issues while managing driver and firmware updates.

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Cisco Certified Support Technician (CCST) IT Support Sample Questions (Q640-Q645):

NEW QUESTION # 640

A company is experiencing intermittent network failures on several PCs. To diagnose potential problems, the IT support technician wants to review historical network security events. Which part of the Event Viewer should they guide the user to access?

- A. Application Logs
- **B. Security Logs**
- C. Forwarded Events
- D. Setup Logs

Answer: B

Explanation:

Correct Answer. C. Security Logs Security Logs in Event Viewer contain records of security- related events specified by the system's audit policy, such as network access and authentication failures, which can help diagnose network security issues. This log is most relevant for identifying unauthorized access attempts or other security breaches that might be causing the network failures. Option A is incorrect because Application Logs focus on individual application performances and errors. Option B is incorrect because Setup Logs are used to track installation processes, not network security issues. Option D is incorrect because Forwarded Events are collected from other computers, and while potentially useful, they are not the primary source for reviewing local security incidents.

NEW QUESTION # 641

A network technician is troubleshooting a new IPv6 deployment where end devices are only receiving link-local addresses. What should be the technician's first step to ensure devices obtain global addresses?

- A. Manually set a global unicast address on each end device
- **B. Confirm that the DHCPv6 server is configured to distribute global unicast addresses**
- C. Check the physical connectivity of the end devices to the network switches
- D. Increase the subnet size on the network router

Answer: B

Explanation:

Correct Answer. A. Confirm that the DHCPv6 server is configured to distribute global unicast addresses Link-local addresses are automatically assigned to IPv6 devices on a local link; a device only receives a global unicast address from a DHCPv6 server if it is properly configured to do so.

Option B is incorrect.

Increasing the subnet size does not affect DHCPv6 address distribution.

Option C is incorrect. While physical connectivity issues can affect network access, they do not influence the type of IPv6 addresses assigned.

Option D is incorrect. Manually setting addresses is not scalable and does not resolve underlying DHCPv6 configuration issues.

NEW QUESTION # 642

During a meeting, a MacOS user's laptop goes to sleep frequently, interrupting their workflow. What setting should they modify to prevent this from happening during presentations?

- **A. Adjust the sleep settings in Energy Saver preferences**
- B. Update the MacOS software
- C. Change the desktop background
- D. Disable the screensaver

Answer: A

Explanation:

Correct Answer. C. Adjust the sleep settings in Energy Saver preferences Modifying the sleep settings within the Energy Saver panel in System Preferences allows the user to set a longer duration before the computer sleeps, or to disable sleeping entirely when the laptop is plugged into a power source, preventing interruptions during meetings.

Option A is incorrect because the screensaver settings are separate from sleep functionality and would not prevent the laptop from sleeping Option B is incorrect as changing the desktop background has no impact on power management settings Option D is incorrect as updating the operating system is not directly related to controlling sleep settings

NEW QUESTION # 643

What should a technician do if they are unable to resolve an issue during a Remote Assistance session?

- A. Advise the user to seek help elsewhere
- **B. Schedule a follow-up session after researching the issue further**
- C. Leave the session running and consult a colleague in real-time without informing the user
- D. Persuade the user to let them try different settings randomly to see if anything works

Answer: B

Explanation:

Correct Answer. B. Schedule a follow-up session after researching the issue further Scheduling a follow up session allows the technician to provide accurate and effective support after gaining additional insights or solutions to the problem.

Option A is incorrect because it does not provide good customer service or use the resources available to the support team.

Option C is incorrect because it involves unethical behavior and could compromise the trust and integrity of the support process.

Option D is incorrect because trying random settings could potentially worsen the issue and is not a methodical approach to problem-solving.

NEW QUESTION # 644

A network technician suspects that a client's Windows computer is not correctly connecting to the office network.

To diagnose the issue, the technician runs the ipconfig command on the client's computer.

Which two pieces of information can the technician expect to obtain by running this command? (Choose two.)

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