هيئة تقويم التعليم والتدريب
Education & Training Evaluation Commission

اعتماد
NCAAA

Course Specification
— (Bachelor)

Course Title: **Computer Maintenance**

Course Code: 254 CIS-3

Program **Technical support**

Department **Computer Department**

College: **Applied College**

Institution :Najran University

Version : 3

Last Revision Date: 1-10-2024

Table of Contents

A. General information about the course:

1. Course Identification

1. Credit hours: (3 hours)

2. Course type

A.	☐University	☐College	☒ Department	☐Track	☐Others
B.	☒ Required			☐Elective	

3. Level/year at which this course is offered: (3rd semester.)

4. Course General Description:

This course covers how to repair and configure computers and how to adjust BIOS and UEFI setting, it teach students how to troubleshoot hardware, software and network issues and it recognize most security threats. Balance between different types of printers and know how to handle them, finally, it teach students the safety operational procedures during computer maintenance

5. Pre-requirements for this course (if any):

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6. Co-requisites for this course (if any):

NO

7. Course Main Objective(s):

Learning how to keep computers and laptops in good condition through regular cleanings, hard drive updates, and virus prevention

2. Teaching mode (mark all that apply)

No	Mode of Instruction	Contact Hours	Percentage
1	Traditional classroom	3 hours per week	100%
2	E-learning		
3	Hybrid • Traditional classroom • E-learning		
4	Distance learning		

3. Contact Hours (based on the academic semester)

No	Activity	Contact Hours
1.	**Lectures**	30
2.	**Laboratory/Studio**	30
3.	**Field**	
4.	**Tutorial**	
5.	**Others (specify)**	
Total		60

B. Course Learning Outcomes (CLOs), Teaching Strategies and Assessment Methods

Code	Course Learning Outcomes	Code of PLOs aligned with the program	Teaching Strategies	Assessment Methods
1.0	**Knowledge and understanding**			
1.1	Know the computer maintenance definition and types.	K1	Lecture Individual and group discussion	Exams Assignments
1.2	Describes most security threats.	K2	Lecture Individual and group discussions	Exams Assignments
...				
2.0	**Skills**			
2.1	Formatting computers and installing software	S1	Lecture Brainstorming Lecture Small group work	Exams Group reports Exams Assignment
2.2	Troubleshooting and maintain Computer hardware ,software and networks	S2	Lecture Brainstorming Lecture Small group work	Exams Group reports Exams Assignment
...				
3.0	**Values, autonomy, and responsibility**			
3.1	Demonstrate projects and assignments in team work to assemble computer and operate it.	V2	Small group work Group Presentation Projects	Group report
3.2				

Code	Course Learning Outcomes	Code of PLOs aligned with the program	Teaching Strategies	Assessment Methods
…				

C. Course Content

No	List of Topics	Contact Hours
1.	The characteristics of the computer components and its functions	2
2.	Computer maintenance definition and its types	2
3.	Adjust BIOS/UEFI setting	2
4.	Computer formatting and windows installation	3
5.	Computer hardware and network Troubleshooting and Maintenance • Mouse malfunctions Keyboard malfunctions	6
6.	Computer hardware and network Troubleshooting and Maintenance • Screen malfunctions Printer malfunctions	6
7.	Computer hardware and network Troubleshooting and Maintenance • Malfunctions of the processor Malfunctions of cards and ports	6
8.	Computer hardware and network Troubleshooting and Maintenance • Memory malfunctions Malfunctions of storage devices	6
9.	Computer hardware and network Troubleshooting and Maintenance • Malfunctions of the hard disk drive Malfunctions of the CD player	6
10.	Computer Software Troubleshooting and Maintenance	4
11.	• Methods of transmission of viruses • Symptoms of infection of the device with viruses • Virus protection methods • Types of viruses • Antivirus software Viruses	6
12.	Use windows tools for preventive maintenance	2
13.	Recognize most security threats	3
14.	Implementation of protection measures	2
15.	Balance between different types of printers and know how to handle them & Safety Operational Procedures	4

Total		**60**

D. Students Assessment Activities

No	Assessment Activities *	Assessment timing (in week no)	Percentage of Total Assessment Score
1.	Middle-Term Exam	**8**	**20%**
2.	Assignments	**From 2 to 12**	**10%**
3.	Practical Exam	**16**	**20%**
4.	Final exam	**17**	**50%**
5.			

*Assessment Activities (i.e., Written test, oral test, oral presentation, group project, essay, etc.).

E. Learning Resources and Facilities

1. References and Learning Resources

Essential References	A+ Guide to Managing and Maintaining Your PC. By Jean Andrews, 8 th Edition
Supportive References	
Electronic Materials	
Other Learning Materials	

2. Required Facilities and equipment

Items	Resources
facilities (Classrooms, laboratories, exhibition rooms, simulation rooms, etc.)	Lecture rooms should be large enough to accommodate the number of registered students
Technology equipment (projector, smart board, software)	Black Board/Data Show
Other equipment (depending on the nature of the specialty)	

F. Assessment of Course Quality

Assessment Areas/Issues	Assessor	Assessment Methods
Effectiveness of teaching	*Student*	*Questioners*
Effectiveness of Students assessment	Staff committee	Cross checking
Quality of learning resources	Faculty Administration	Review and check the results
The extent to which CLOs have been achieved	Quality management in the department	A review of the measurement of learning outcomes
Other		

Assessors (Students, Faculty, Program Leaders, Peer Reviewers, Others (specify)

Assessment Methods (Direct, Indirect)

G. Specification Approval

COUNCIL /COMMITTEE	
REFERENCE NO.	
DATE	