هيئة تقويم التعليم والتدريب
Education & Training Evaluation Commission

T-104
2022

Course Specification

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Course Title:	**Computer Maintenance**
Course Code:	254 CIS-3
Program:	**Technical support**
Department:	**Computer Department**
College:	**Applied College**
Institution:	**Najran University**
Version:	T -104 2022
Last Revision Date:	**23 August 2023**

Table of Contents:

A. General information about the course:

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): **155 CIS-3**					
6. Co- requirements 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					

1. Teaching mode **(mark all that apply)**

No	Mode of Instruction	Contact Hours	Percentage
1.	Traditional classroom	30	**95%**
2.	E-learning		**5%**
	TOTAL		**100%**

2. Contact Hours **(based on the academic semester)**

No	Activity	Contact Hours
1.	Lectures	**30 Hours**
2.	Laboratory/Studio	**30 Hours**
	Total	**60 Hours**

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

Code	Course Learning Outcomes	Code of CLOs aligned with 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 Learn how to keep computers and laptops in good condition through regular cleanings, hard drive updates, and virus prevention	V2	Small group work Group Presentation Projects	Group report
3.2				
...				

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.	Monthly Exam	8	20%
2.	Home works	From 2 to 12	10%
3.	Practical exam	16	20%
4.	Final exam	17	50%

*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		
The extent to which CLOs have been achieved	Quality management in the department	A review of the measurement of learning outcomes
Other		

Assessor (Students, Faculty, Program Leaders, Peer Reviewer, Others (specify)

Assessment Methods (Direct, Indirect)

G. Specification Approval Data

COUNCIL /COMMITTEE	
REFERENCE NO.	
DATE