

COMPUTER PROBLEM REPORT FORM

1. Describe your problem:

2. Now, describe the problem accurately:

3. Speculate wildly about the cause of the problem:

4. Problem Severity:

A. Minor__

B. Minor__

C. Minor__

D. Trivial__

5. Nature of the problem:

A. Locked Up__

B. Frozen__

C. Hung__

D. Shot__

6. Is your computer plugged in? Yes__ No__

7. Is it turned on? Yes__ No__

8. Have you tried to fix it yourself? Yes__ No__

9. Have you made it worse? Yes__

10. Have you read the manual? Yes__ No__

11. Are you sure you've read the manual? Yes__ No__

12. Are you absolutely certain you've read the manual? No__

13. Do you think you understood it? Yes__ No__

14. If `Yes' then why can't you fix the problem yourself?

15. How tall are you? Are you above this line? _____

16. What were you doing with your computer at the time the problem occurred?

17. If `nothing' explain why you were logged in.

18. Are you sure you aren't imagining the problem? Yes__ No__

19. How does this problem make you feel? _____

20. Tell me about your childhood. _____

21. Do you have any independent witnesses of the problem? Yes__ No__

22. Can't you do something else, instead of bothering Us?