

1. What problem is the student having?

- a. He thinks his computer may have a virus
- b. He does not want to pay for someone to fix his computer
- c. He forgot to back up his computer before it crashed
- d. He cannot print his assignment before class

4. Listen again to a part of the passage. What does the IT worker imply when she says this?

- a. The student will have to pay a lot of money to have his computer fixed
- b. The student should consider having the computer company fix his computer
- c. The student will not have much luck getting his computer fixed
- d. The student has another option, but he probably will not like it

2. What does the IT worker imply when she tells the student he is lucky that he backed up his files?

- a. His computer will probably recover since the student backed up his files
- b. The computer files are still available to the student even if the virus erases them
- c. If the student did not back up his files, then he would have to pay to get them back
- d. The student will be able to print what he needs for the class since he backed up his files

5. When will the IT worker be done fixing the student's computer?

- a. She will have it done by the end of the day
- b. The student can come to get it after his class
- c. She is unsure, but she will email the student when it is ready
- d. She cannot fix the computer, so the student will take it to the computer company

3. Listen again to a part of the passage. What does the student mean when he says this?

- a. He is glad that the fire in the library is no longer an issue
- b. He only has to worry about his computer getting fixed now that his printing problem is solved
- c. He is worried the IT worker will not be able to fix his computer
- d. He is unsure about whether he should have a computer company fix his computer