

**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

**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

**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

**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

**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