And now for something different....

Classic Geek Experiences	Newbie Computes	Blame Comcast
$600	$600	$600
$800	$800	$800
$1000	$1000	$1000

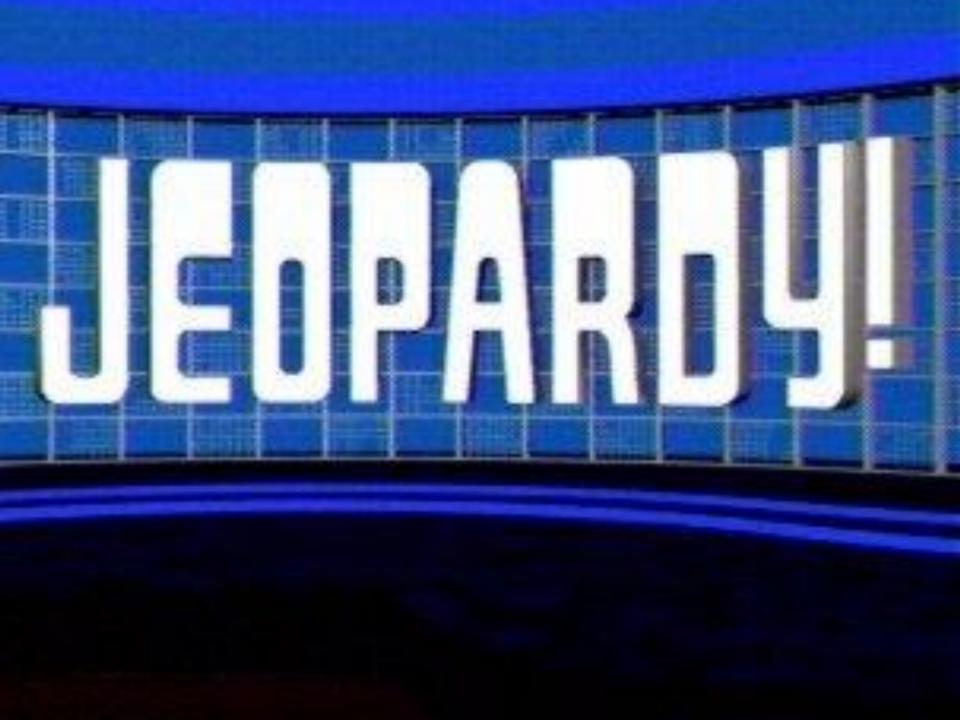| Classic Geek Experiences	Newbie Computes	Blame Comcast
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Classic Geek Experiences: $600

When geeks visit family for the holidays, what is one of the first "gifts" they're given?

Classic Geek Experiences: $800

A guy in the grocery store sees you wearing your Microsoft employee badge. He smiles and says, "Hey, you know about computers! What is this cloud computer thing? Do I need one?"

What do you do?

Classic Geek Experiences: $1000

Your mother-in-law's friends' friends' friend is having trouble with a slow internet connection. Without asking you first, your mother in law cheerfully suggests you could help.

What do you do?

Classic Geek Experiences: $600
Answer

A list with technology questions/problems to fix

Classic Geek Experiences: $800
Answer

Do you….

a) Pretend you didn't hear him

b) Say you're an accountant for Microsoft

c) Give a 70 minute explanation of cloud computing

d) Tell him to look online….

e) ????

Classic Geek Experiences: $1000
Answer

All are acceptable:

a)   **Happily help**

b)   **Begrudgingly help out of obligation to mother-in-law**

c)   **Provide crappy help**

d)   **Lie about your ability to fix the issue**

Newbie Computes: $600

Daniel   Fixing the internet at home required: (1) restoring the static IP on the router, (2) entering 2 preferred DNS addresses, (3) adding a gateway IP address, (4) entering the subnet mask and (5) knowing the address of the Linksys box so I could connect to it via http and run their web-based UI to do all this. What do people do who don't have a PhD in computer science?

Yesterday at 10:31am · Comment · Like

Newbie Computes: $800

Your (non-technical) brother calls you and says he wants to "make all his music digital." What do you tell him?

Newbie Computes: $1000

Your 12-year-old kid approaches you in a panic. It's twenty minutes before the bus arrives for school. Tears are streaming down his face, and he says something between sobs about the network eating his term paper and failing 8th grade.

What's next in this scenario?

Newbie Computes: $600
Answer

at 11:09am June 19

Like a PhD helps. Ian and I tried to reinstall a Windows OS a number of years ago, and between us we have 4 CS degrees (granted, no PhD), and it was a real challenge! What do we do today? -- rely on young people!

at 11:27am June 19

Call their kids.

at 1:09pm June 19

What do people do who don't have a PhD in computer science? Have a husband at home who does! ;)

Newbie Computes: $800
Food for Thought

- What does it mean to "make music digital"?

- Why does he want to do this task?

- What's his budget?

- ….and other needs analysis/disambiguation questions

Newbie Computes: $1000
Food for Thought

- **How would this scenario change if there were nobody with amazing technology skills in this 12-year-old's life?**

- **Would this scenario be different if you were dealing with an adult rather than a child?**

Blame Comcast: $600

While you're away on a fabulous Semiahmoo vacation, your babysitter calls and says Ben's Better Baby Monitor isn't working quite right. What do you do now?

Blame Comcast: $800

You're doing yard work and your elderly neighbor who lives alone waves at you from her porch. She tells you that she has a video on her computer that won't play. What do you do?

Blame Comcast: $1000

After being a participant in Dave's media sharing study, you use your participant honorarium to buy a new 50" TV and sound system to go along with the media server you used. You really to watch Hulu or YouTube on your new screen. How do you figure out how to do this?

Blame Comcast: $600
Food for Thought

- Can she live without it?
- Should she live without it?
- Would you instruct her over the phone of how to fix it? Why or why not?
- How else could you get it working again?

Blame Comcast: $800
Food for Thought

- **Why isn't she calling for pro help?**
- **Why isn't she asking Google?**
- **Why is she asking YOU?**
- **Do you want to spend time on this question?**
- **Will you? (Why or why not?)**

Blame Comcast: $1000
Food for Thought

- **How would your answer to this question change if you didn't have an advanced degree in a technological field?**

- **Would you even think it *was* a possibility that you could do these sorts of things?**

What have we learned from this game?

People ask for and receive technology help from those around them...all the time!

You admitted to taking part in these activities!

Is it necessary to get rid of these practices?

Is it possible that despite all of their shortcomings, they could actually be useful in some cases?

So why have we been discussing technical support problems in the home as:

a)   Something for individuals solve on their own

b)   Something that gets shoved away to professionals

c)   Something that very clever machines could solve

Even if the underlying technology is perfect, there still may be a role for "trusted guides"

...who can act as advocates

...who can identify conceptual misalignments

...who can help people clarify their needs

...who provide a safe place for asking technology-related questions

Jeopardy: Unraveling the Technological Knot Edition

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Jeopardy template courtesy of Theresa Spralling,Toastmasters District 14 Governor