

Problem Analysis

Area	Category	Issue	Frequency			% of Total
			Area	Category	Issue	
Accessories			1			4.17
General Questio			1			4.17
	Support			1		
Hardware			5			20.83
	CD/DVD			1		
	Floppy Drive			1		
	Modem			1		
Network			3			12.50
Software			14			58.33
	Other			1		
		Standard Image			1	
	Student Track			2		
	Student Tracking			6		
	Testing			1		

Total Problems Selected: 24