

11 November 2010

Mr. Thor Schrock
CEO, SCHROCK INNOVATIONS, INC
2801 Pine Lake Road, Suite A
Lincoln, NE 68516

Dear Mr. Schrock:

I am a great fan of your company. You probably won't remember me but I had the pleasure of visiting with a couple months ago on Pine Lake Road office about my computer, the work your staff had done and with your advice purchase a new monitor.

Today, I am writing to you to praise one of your staff, Denton. After your staff last worked on my computer and replaced the hard drive, I was told that I should no longer have any problems copying information to a disk. I had completed a very large genealogy file, 62.2 MB, and could not copy to either a DVD or CD even though I tried different copying methods. I believed something was "wrong" with the disks, because I could copy to a "flash" drive.

To make a long story short, I called your offices and was connected to Denton who worked to help me. You will remember I am a senior and all that I have learned on the computer has been on the job while I was still working. I have not had the hands on training that school children now get from the time they enter school. I believe I have intermediate knowledge of computers. However, I am digressing.

Denton was very patient with me and when I asked him to explain a new "term" to me or let me tell him what I thought that term means. He "entered" my computer so I could show him the problems I was having. Also, it was determined that when I purchased the "disks" I was given erroneous information that I could not make changes to them but just "record" the data from the file.

He explained to me what the sales persons at the store where purchased did not. Even though I had told them what I wanted and asked if these particular disks would allow me to do what I wanted which was to copy onto the disk and make changes if appropriate onto the disk. My husband asked me why I asked the store and not contact Schrock to get the correct information before going to the store to make the purchase. I know I will from this time forward.

In my 45 minute+ conversation with Denton I learned more than anyone has been willing to share with me. You have a gold mine in your staff, which I hope you realize. You cannot realize how comforting it was for me to know that I could back up this voluminous file on a CD, DVD and Flash drive in addition to the hard drive. There are hours and months of work in this genealogy file that I really wanted to protect. Denton showed me that I had to "burn" the information into the CD/DVD and not just copy it to the CD or DVD.

Why don't you have a class for persons like me who have intermediate knowledge but do not want to take a class at a community college or senior center to re-invent the wheel but to be able to put chrome spokes on the wheel we already have?

Again, thank you for your excellent staff and for us to have a knowledgeable place to go to get an answer to our questions. Again, thanks for having such a knowledgeable and willing staff.

Sincerely yours,


RAMONA B. RHODES