

To: Dr. Weaver
From: Simone Roberts
October 17, 2025
Re: Correspondence Package

Document Overview

This document simulates a claim letter made to Microsoft about the code editor, Visual Studio Code, followed by an appropriate response letter.

Analysis

I chose an efficiency issue because many code editors are plagued with issues concerning CPU usage and memory management. Also, it's one of the issues that people complain about the most with this type of software. Additionally, I also chose problems related to extensions since many of them are user-made to help with code editing. I thought it would add a bit of variability since Microsoft isn't entirely responsible and able to handle requests for problems with most extensions.

For the audience of both the claim and the response, I kept most of the language technical. The person writing the complaint about Visual Studio Code is naturally familiar with computer concepts such as programming languages, computer architecture and hardware. However, there are non-technical employees at Microsoft, so I included small explanations where I could. Specifically for the response letter, I kept the language a bit plainer and more ensured that potential issues and concerns were handled, such as file storage, just to cover all bases.

As for ethics, one issue that can occur with the claim letter is exaggerating problems. Lying about a company's actions or inaction results in the company wasting time and losing your trust. On the other hand, with the response letter, lies can also be told but additionally, information can be withheld through shifting blame and writing one's opinion as a fact. This reduces transparency and results in whoever wrote the claim pursuing further action based on misinformation rather than fact. I tried to avoid writing opinions as fact especially to ensure proper handling.

Conclusion

Overall, this assignment taught me a lot about considering tone while writing and ensuring clarity and truthfulness in professional communication.

Simone Roberts
Auburn, AL 36832
October 17, 2025

Mr. Paxton McLaughlin
Microsoft Corporation
One Microsoft Way
Redmond, WA 98052

Dear Mr. McLaughlin,

As a software developer who has used Microsoft's products for years, I am writing this letter to you to express a complaint about the company's code editor, Visual Studio Code. For a few months, I have been working on a data analysis project, which is housed in a folder with over 50 files of driver code. The files take in various data sets, each of which is relatively small and are stored locally on my computer. I am using multiple extensions within the code editor to support functions for the R programming language to allow for error detection, data visualization, and debugging. Yesterday, my project was running smoothly with no issues concerning speed or effecting other computer processes. However, after downloading the latest version of Visual Studio Code, compiling and running my project's code takes up to ten minutes longer than it previously did and my system will sometimes crash when running it. Additionally, my extensions were uninstalled and will no longer work with Visual Studio code.

Although this project is personal, it is extremely frustrating having to wait ten more minutes for my project to run when I could be debugging it or expanding it and writing more efficient code. The gamble of whether my code will finish compiling simply makes this issue worse. Nothing about the project changed between when I last ran it before the update and when I ran it after the update. I have run various tests regarding my own computer's hardware, its performance, and its compatibility with the new update to rule out any issues on my end. My system is up to date with the latest version of Windows. My extensions being uninstalled and inoperable when reinstalled has made it difficult to ensure that my code is correct to reduce compiling errors. Additionally, the loss of the extensions has resulted in parts of my project being unable to work as they are dependent on these extensions. I have been forced to halt my progress on this project due to the issues above. I am aware that Visual Studio Code is the gold standard of code editors, and as such, it should perform as one.

Considering the frustrations outlined above, I would like Microsoft to fix Visual Studio Code's performance issues immediately, specifically when it comes to memory management and CPU usage and for machines that are around five years old, as the files run better on my desktop, which is a newer model. Although my project is large, there is no reason for the compilation time to exceed 30 minutes total given the project size along with the associated data sets. Additionally, Microsoft needs to restore the extensions back to their previous versions so that they are compatible with current projects. I am disappointed with this new update and Microsoft needs to ensure that its industry-leading product can meet the needs of all its users. Please ensure that this is taken care of immediately. I await your response.

Sincerely,

Simone Roberts

Paxton McLaughlin
Microsoft Corporation
One Microsoft Way
Redmond, WA 98052
October 20, 2025

Ms. Simone Roberts
Auburn, AL 36832
October 17, 2025

Dear Simone,

I am sorry to hear that you are experiencing problems using Visual Studio Code following its most recent update. As a former software developer myself, a code editor should not be stopping you from finishing a project. The program is designed to run large and collaborative projects, meaning our company has not ensured its standard of quality was present with this update. I would like to apologize on behalf of the company regarding your problems with Visual Studio Code's performance and extension management. I will address the two issues you mentioned to ensure you have a better experience with Visual Studio Code in the future.

Regarding Visual Studio Code's performance issues, our team is currently working on fixing these problems. Unfortunately, even with the number of people working on this project and its priority within the office, we cannot be sure of when this project will be completed, and I am sorry I am unable to provide an estimated completion date for you. For now, if you would like to continue working on your project properly, you will need to uninstall the current version. Your files are stored locally on your machine, meaning no files will be deleted upon uninstallation. After that, all users will receive an email from their Microsoft Account to redownload the previous version that you were using before the update. The link will only be open for 48 hours to protect Microsoft's old products. You are welcome to stay on the previous version if you would like. Once again, I apologize for this issue. Microsoft is working diligently to resolve all performance issues regarding the most recent update.

As for the extensions, your R extensions are likely not authored by Microsoft. These extensions being deleted from your Visual Studio Code application are peculiar, but we cannot restore them to your wishes on either the previous update or the new update, and you will simply have to redownload them. We have notified all extension authors to ensure that their extensions are compatible with this hotfix once it is completed. Microsoft works closely with all extension authors, but you may want to record your settings for each extension in the future and get in contact with the extensions' authors for any further complaints concerning their features and uses. If the authors experience any problems and let Microsoft know about them, then we can take care of those issues as needed. Thank you for letting us know while we work on Visual Studio Code's other features.

Once again, I apologize for Microsoft's handling of the new Visual Studio Code update. Our team is working diligently to resolve all issues regarding the application's performance. If you would like to continue your work as soon as possible, please ensure to check your inbox for the link to download the previous application version. Otherwise, please be patient with us as we continue to amend these issues. If you have any questions or need further assistance, please let me know. Thank you for your patience and thank you for putting your trust in Microsoft.

Sincerely,

Paxton McLaughlin
Microsoft Corporation