Ella-P3 Transcript

2 **Ella**: Hello [P3], my name is Ella. Thank you for participating in our study. I am a Computer Science student
3 at the University of Michigan Flint. I am a member of a group working on a project for our Human Computer
4 Interaction course. We are studying the Windows power and sleep settings and hope to improve the user
5 experience. To do this, I'm going to ask you to perform some tasks that will help us determine any issues
6 with the system. Before we begin, I'd like to ask you some questions about your experience with Windows
7 power and sleep settings. Have you touched the power and sleep settings in Windows 10?

8 **P3**: Yes

9 **Ella**: Okay. Have you ever touched the power and sleep settings in a different version of windows?

10 **P3**: No

11 **Ella**: Have you ever touched the power and sleep settings in a different operating system?

12 **P3**: Like Mac?

13 **Ella**: Yeah

14 **P3**: Yes

15 **Ella**: Okay. How often do you use the power and sleep settings?

16 **P3**: Daily, like turning it on and off. And resetting.

17 **Ella**: When was the last time you used the power and sleep settings?

18 **P3**: Yesterday

19 **Ella**: What was your experience last time?

20 **P3**: It was pretty good

21 **Ella**: What prompts you to change the power and sleep settings

22 **P3**: When I need to restart my computer, or like reset it

23 **Ella**: What settings do you change the most?

24 **P3**: The amount of time before the computer goes into sleep mode

25 **Ella**: What settings do you search for the most?

26 **P3**: Sleep

27 **Ella**: What problems did you encounter when changing these settings?

28 **P3**: Would mostly just be like, if I can't find it properly. I'd just have to search for it, so just like finding it
29 again.

30 **Ella**: Thank you for your answers. We are going to move on to the tasks now. I'm going to ask you to
31 perform some tasks. I will only tell you what to do and not how to do it. We will not be judging your
32 performance. Our goal is to find issues with the system so any difficulty you have performing the tasks is
33 actually what we are looking for. This means we can work on improving that component of the system.
34 Please feel free to talk through your thought process to give us as much insight as possible. This will help us

35 to be more effective in improving the system. We have pulled up the Windows 10 Power and sleep settings
36 for you. First, change the screen to turn off after 1 minute.

37 [P3 finds the setting and changes it without difficulty]

38 **Ella**: Now change the PC to go to sleep after 1 hour

39 [P3 finds the setting and changes it without difficulty]

40 **Ella**: Okay, can you set the hard disk to never turn off

41 [P3 attempts to change when the PC goes to sleep. After being directed to change when the hard disk turns
42 off, searches through the settings menus, searches for hard disk. Eventually, she googles the problem, but
43 has a hard time following the snippet of directions that google pops up. Then she clicks on all the "Help from
44 the Web" links on the right of the settings page. Eventually she finds the "Additional power settings" link
45 hidden on the right, and after selecting a power plan's "Change Settings" link, and tries to change when the
46 PC goes to sleep again. After being directed again to change when the *hard disk* turns off, goes back to the
47 settings menu, clicks on "Additional power settings" again, clicks some of the links on the left which take her
48 to the same place. Eventually on one of the power plans she finds the "Change advanced power settings"
49 link and clicks it and finds the appropriate option and changes it. This whole process takes 10 minutes]

50 **Ella**: Now change playing video to optimize video quality.

51 [P3 searches "video quality" in the search bar in the settings, selects the first result, and finds the
52 appropriate option and changes it]

53 **Ella**: Okay, great. Can you set the power plan to high performance?

54 [P3 searches "power plan" in the search bar in the settings, and clicks the first options, which edits the
55 currently selected power plan. She then opens the "Change advanced power settings" link and tries to use
56 the dropdown there thinking it would change the power plan, and then attempts to change one of the
57 settings to make the apply button not grey. Shen then searches power plan in the settings screen again and
58 tries the same dropdown again, before looking through all the options. Eventually she searches in the
59 settings menu again and this time clicks on "Choose a power plan" and then selects the power plan]

60 **Ella**: I'd like you to customize your own power plan now

61 [P3 customizes a power plan]

62 **Ella**: Can you change the power button to put the computer to sleep

63 [P3 tries to search "power" in the settings menu, doesn't find it, starts searching through the settings, then
64 goes back to "Additional power settings" and finds the "Choose what the power buttons do" link and finds
65 the option and changes it]

66 **Ella**: Okay, now can you turn on fast startup?

67 [P3 finds the checkbox for fast startup, but it's greyed out. She attempts to click the Learn More link. When
68 she doesn't find anything helpful in the web page that opens, goes back to it by opening the settings menu
69 and clicking the sequence of links again to get to the same screen rather than re-focusing the already-open
70 window. Eventually she finds the "Change settings that are currently unavailable" link and then is able to
71 use the checkbox to change the setting]

72 **Ella**: Now allow the hibernate option to show up in the power menu

73   [P3 finds the checkbox in the already-open window and clicks it]

74   **Ella**: Thank you for going through those tasks. Now I have some final questions to ask you about your
75   experience. Which of these settings have you changed before?

76   **P3**: Just the sleep one. Like, to sleep when your computer goes to sleep

77   **Ella**: Of the settings you haven't changed before, are there any settings you would now change on your own
78   computer?

79   **P3**: The power button, to press the power button to make your computer go to sleep mode

80   **Ella**: What settings were you satisfied with the process of changing?

81   **P3**: Power button, hibernate in power menu

82   **Ella**: Which settings were the hardest for you to change?

83   **P3**: The hard disk drive

84   **Ella**: What improvements would you suggest to the power and sleep settings?

85   **P3**: I would say, at least for the hard disk drive, because I was trying to search it, and at least maybe if it
86   could include that word where it would pop up to the screen, make it more easily searchable with the buzz
87   words, like for the other ones, if I didn't exactly know what it was I could just like put it in the search setting
88   box and then get to it but for that one it was a little harder

89   **Ella**: Thank you for participating in this study. This is very helpful feedback for how we can improve these
90   settings for our project.