	CSC 310: Human Computer Interaction	
	Usability Evaluation Report	
	Dated 10/27/2022	
	Prepared By	
NAME(S): Ella Nikitin		
SIGNATURES:		

Brief Description of User

User is a 56 year old male, has pretty good skill level in using computers, experience with windows XP in the past, and not as much experience with newer versions, and is mainly a Mac user, who absolutely despises Windows. He was chosen because he has assumptions based on using a different operating system that might not carry over.

Transcript

- Ella: Hello [User], my name is Ella. Thank you for participating in our study. I am a Computer Science student at the University of Michigan
- 2 Flint. I am a member of a group working on a project for our Human Computer Interaction course. We are studying the Windows power and sleep
- settings and hope to improve the user experience. To do this, I'm going to ask you to perform some tasks that will help us determine any issues
- with the system. Before we begin, I'd like to ask you some questions about your experience with Windows power and sleep settings. Have you
- 5 touched the power & sleep settings in Windows 10?
- 6 **User:** no
- Fila: Have you touched the power & sleep settings in a different version of Windows?
- 8 User: no
- 9 **Ella:** Have you touched the power & sleep settings in a different operating system?
- 10 User: Yes, with MacOS and iOS
- Ella: How often do you use the power & sleep settings?
- 12 User: Well, it's kind of like set it and forget it so, I mean I set it up once per new purchase of device to my preferences and then kind of leave it
- there. There was a period of time though when macOS had a bit of stupidity about changing the settings and I had to keep changing the settings.
- Ella: When was the last time you used the power & sleep settings?
- 15 **User:** On my mac, about maybe 2 months ago
- 16 **Ella:** What was your experience last time?
- 17 **User:** I moved the slider and it did the thing
- Ella: What prompts you to change the power & sleep settings?
- 19 User: Mostly it's a matter of how if I'm doing work where I'm not going to be moving the mouse a lot then I might change it otherwise I set it to
- 20 go to sleep pretty quick usually. But if I know I'm going to be doing something where I'm going to not move my mouse, but you've got the hot
- area where you move the cursor to the upper left corner in the upper left hand corner, but sometimes I need to keep the mouse somewhere else.
- 22 **Ella:** What settings do you change the most?
- 23 **User:** The display settings
- 24 **Ella:** What settings do you search for the most?

- 25 **User:** You don't really search for them in a mac, they're all just there.
- 26 Ella: What problems did you encounter when changing the power & sleep settings?
- 27 User: None
- Ella: Thank you for your answers. We are going to move on to the tasks now. I'm going to ask you to perform some tasks. I will only tell you what
- 29 to do and not how to do it. We will not be judging your performance. Our goal is to find issues with the system so any difficulty you have
- performing the tasks is actually what we are looking for. This means we can work on improving that component of the system. Please feel free to
- talk through your thought process to give us as much insight as possible. This will help us to be more effective in improving the system. We have
- pulled up the Windows 10 Power & sleep settings for you. First, change the screen to turn off after 1 minute.
- 33 [User finds the setting]
- 34 User: Well I hit there and I imagine there's a dropdown where I can hit one minute
- 35 **Ella:** Now change the computer to go to sleep after 1 hour.
- 36 [User finds the setting]
- 37 User: Well it's already there for plugged in... Unless you want me to say also on battery then I'll pick boop and then one hour
- 38 **Ella:** Can you set the power button to put the computer to sleep?
- 39 [User finds the setting]
- 40 User: Well it's already set for that when for plugged in., so I'm assuming that for battery, hopefully there's a dropdown to hit sleep but obviously
- because, this is Windows, I have to go 17 submenus deep
- 42 **Ella:** I'd like you to turn on fast startup
- [Looks under default settings, and tries clicking all of the "change" to default settings, before finding the setting in the shutdown setting
- 44 User: Sure, fine, what the fuck? Why would startup be under shutdown. Oh, right, this is Windows, this probably makes sense for a Windows
- 45 user.
- Ella: Great. Can you allow the hibernate option to show up in the power menu?
- 47 [User finds the setting in the same place]
- 48 **Ella:** I'd like you to set the hard disk to never turn off.
- 49 [User looks in default settings first, then goes to Advanced power settings and finds the settings]
- 50 User: I guessed it was under advanced, but decided because it's windows it must be under default settings
- 51 **Ella:** Then, can you change playing video to optimize video quality?
- 52 [User finds the setting]
- 53 User: I'm assuming that says optimize quality, okay
- Ella: Now set the settings to the high performance default settings.
- 55 [User presses the appropriate button under default settings]
- Ella: Thank you for going through those tasks. Now I have some final questions to ask you about your experience. Which of these settings have
- 57 you changed before?
- User: On Windows machine, none of them. On a Mac, I've done the display sleep, computer sleep, which is what they call hibernate, and I've done the hard
- 59 drive sleep and that's basically it. They really don't offer you that much.
- 60 **Ella:** Of the settings you have changed before, are there any settings you would now change on your own computer?
- 61 User: No

- **Ella:** What settings were you satisfied with the process of changing?
- **User:** The power and sleep ones, but that's the ones I'm most familiar with
- **Ella:** What settings were the hardest for you to change?
- **User:** That would be the fast startup that was under the shutdown menu
- **Ella:** What improvements would you suggest to the power and sleep settings?
- **User:** Maybe have a shutdown menu for the shutdown stuff?

Usability Evaluation Feedback Analysis

#	Prototype Screen Provide link to images and circle relevant part with optional annotations	Reference include line number(s) in specific transcript for the identified issue	User's feedback/ critical incidence/ problem	Reason for negative feedback / breakdown	Scope which interface /function is impacted	Severity (High/ Medium/ Low) and Justification for giving that rating	Way(s) to rectify and any Tradeoffs (i.e., why the fix might not work)
1	See Picture 1	43-45	User had trouble finding Fast Startup	Was confused by why fast startup would be under shutdown	Shutdo wn Settings	Low: The user did find the setting eventually	Rename the section, to something like "Shutdown and Startup". This has the tradeoff of adding more text.
2	See Picture 2	43,49	User clicked on all the default settings while trying to change some other setting	User did not seem to understand the purpose of the "Default Settings" section	Default Settings	Medium: Clicking the buttons not knowing what they do could result in the user having to redo all their settings	Re-word the text in the interface- possible "Reset to Default Settings" or "Presets" could be more reading or more confusing respectively though.

Picture 1:

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