Aaron User 2 Transcript

1. 14:37:23 **Aaron:** Hello, User, My name is Aaron. thank you for participating in our study. I'm. a computer science student at the University of Michigan flint, and I'm 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.
2. To do this. I'm going to ask you to perform some tasks that will help us determine any issues with the system.
3. before we begin, I'd like to ask you some questions about your experience with windows power and sleep settings.
4. 15:24:11 Have you touched the power and sleep settings in windows 10.
5. **User:** No, I've never used this screen.
6. 15:24:20 **Aaron:** Have you touched the power and sleep settings in a different version of windows.
7. 15:24:24 **User:** I don't think so.
8. **Aaron:** have you touched the power and sleep settings in a different operating system, like Mac linux ios etc.
9. 15:24:33 **User:** No.
10. 15:24:44 **Aaron:** Thank you for your answers. we're going to move on to the test.
11. 15:24:48 Now i'm going to ask you to perform some tasks I will only tell you what 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.
12. 15:25:07 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.
13. 15:25:16 We have pulled up the windows 10 power and sleep settings for you
14. 15:25:22 First could you please change the screen to turn off after 1 min?
15. 15:25:28 **User:** Okay So under screen i'm going to it says turn off after never.
16. 15:25:34 I'm gonna change it to Oh, 2 min is the top one. Oh, there's 1 min okay.
17. 15:25:39 Turn off after 1 min. Okay.
18. **Aaron:** Okay. Good. Now change the Pc to go to sleep after 1 hr.
19. [User Did not have trouble with the drop down menus on the main window]
20. **Aaron:** Good, can you set the hard disk to never turn off?
21. [User opened additional power settings, but was stuck and needed a hint]
22. 15:27:23 You're on the right track navigating to this window.
23. 15:27:37 **User:** Still nothing about a hard disk
24. [User found advanced settings with some more hints and then found hard disk right away]
25. **User:** Oh, there's never okay.
26. 15:29:20 **Aaron:** Now i'd like you to change playing video to optimize video quality playing video
27. 15:29:42 **User:** Multimedia settings. Maybe. Playing video. when playing video optimize video quality.
28. 15:29:53 It says that. So it looks like it's already. There It says when playing video plugged in optimize video quality.
29. [User stayed within advanced options and found this setting easily]
30. **Aaron:** Can you set your power plan to high performance?
31. [User needed some direction to see they needed to leave the advanced settings menu. They opened several drop downs in advanced before this. User also navigated to the 'tell me more about power plans' help link as well]
32. 15:32:35 **User:** Okay, you said it didn't have to be in advance settings.

33. [User's machine did not have 'high performance' as a default plan to set, but they did find the correct place where it would be normally.]
34. 15:33:07 **Aaron:** I'd like you to customize your own power plan.
35. [User found 'create a power plan' quickly and didn't have much trouble creating a power plan.]
36. 15:34:08 **User:** Okay, I changed it a little. So hit create, I think, Good.
37. 15:34:21 **Aaron:** Okay, and that set your custom power plan so you're already set on there.
38. 15:34:28 It's already clicked. Okay, now, if you could change the power button to put the computer to sleep when pressed.
39. [User clicked through the power options a little then found the power button settings on the left hand menu fairly easily]
40. 15:35:24 **Aaron:** That's the setting we want. Can you can you toggle fast startup?
41. 15:35:31 Turn it on or off if it's on
42. [User opened the 'learn more' microsoft help link in the browser and this did not give helpful instruction]
43. 15:36:35 **User:** Oh, that wasn't exactly helpful. okay yeah i'm not sure how to get these.
44. 15:36:43 These seem to be not active down here, not sure how to get those active.
45. [User found the 'change settings that are unavailable' after a small hint that the option was on that window]
46. 15:37:05 No cute so i'm checking that or unchecking it, i'm.
47. **Aaron:** Now allow the hibernate option to show in the power menu.
48. [User did not have trouble with this setting now that the boxes were not grayed out]
49. **Aaron:** okay, thank you for going through those tasks. Now I have some final questions to ask you about your experience.
50. 15:37:52 Which of these settings have you changed before?
51. **User:** none of them
52. **Aaron:** of the settings you haven't changed before are there any settings you would now change on your own computer?
53. 15:38:08 **User:** Yeah, I think it's nice to be able to make it stay awake longer instead of having it shut down. If you walk away, I walk away and do something and Come back It's nice to have it still on. Have it stay awake longer and I didn't know there was like a rapid start button to make it start faster.
54. 15:38:30 **Aaron:** What settings were you satisfied with the process of changing?
55. 15:38:36 **User:** Um it was pretty easy to find. I had a couple of questions, but it was pretty easy to find.
56. **Aaron:** which settings where you satisfied with the process of changing?
57. 15:38:55 We changed the screen turn off time, we changed the hard disks to never turn off etc.,.
58. 15:39:08 Were you satisfied with the process of changing any of those?
59. 15:39:13 **User:** Yeah, the process seemed to work pretty well.
60. **Aaron:** Was there one in particular that you were that the process was satisfactory.
61. **User:** I like being. I just like being able to stay awake longer.
62. 15:39:41 So it doesn't shut down is as quickly
63. **Aaron:** Okay, which settings were the hardest for you to change?
64. 15:39:57 **User:**Trying to find that last one was kind of hard. Yeah, the fast startup one I didn't see that at first.
65. 15:40:06 How to change that yeah had to click on the link that was up.
66. 15:40:11 That was up in the top part of the screen.
67. **Aaron:** Okay. What improvements would you suggest to make to the power of some settings?
68. **User:** I don't know if there's a way they could have it all on one screen instead of having to flip back and forth between several different screens. It took me a while to find the little link up there

69. 15:40:51**Aaron:** Yup, that's a tricky one. As I said, that's the kind of thing that we're looking for. Thank you for participating in this study. This is very helpful feedback for how we can improve these settings for our project.
70. **User:** No problem.

User 2 is a 62 year old, white female. She has limited experience with computers through personal use. She has limited to no prior experience adjusting any settings on any computers.