Marco-P5 Transcript

Marco: Hello [P5], my name is Marco. Thank you for participating in our study. I am a Computer Science student at the University of Michigan 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 touched the power & sleep settings in Windows 10?

P5: Yeah.

Marco: Have you touched the power & sleep settings in a different version of Windows?

P5: No.

Marco: Have you touched the power & sleep settings in a different operating system? (macOS, Linux, iOS, etc.)

P5: Yes.

[P5 answered the following questions talking about their experience with macOS power & sleep settings]

Marco: How often do you use the power & sleep settings?

P5: When I got the computer and didn't want it to go to sleep or when I want to change that, but not that often.

Marco: When was the last time you used the power & sleep settings?

P5: When I got my computer.

Marco: What was your experience last time?

P5: Simple, straightforward.

Marco: What prompts you to change the power & sleep settings?

P5: The length that it takes after no activity, like turning off the screen and going to sleep. For power, I changed my old computer to low power mode a couple times.

Marco: What settings do you change the most?

P5: Length of time.

Marco: What settings do you search for the most?

P5: None.

Marco: What problems did you encounter when changing the power & sleep settings?

P5: On some settings you have to click the lock button (administrator privilege) to make and save changes, which was annoying.

Marco: 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 to do and not how to do it. We will not be judging your

36 performance. Our goal is to find issues with the system so any difficulty you have performing the tasks is
37 actually what we are looking for. This means we can work on improving that component of the system.
38 Please feel free to talk through your thought process to give us as much insight as possible. This will help
39 us to be more effective in improving the system. We have pulled up the Windows 10 Power & sleep
40 settings for you. First, change the screen to turn off after 1 minute.

41 [P5 found the setting to change the screen turn off time and changed it to 1 minute without difficulty]

42 **Marco:** Now change the PC to go to sleep after 1 hour.

43 [P5 located the setting to change the sleep time and changed it to 1 hour without difficulty]

44 **Marco:** Can you set the hard disk to never turn off?

45 [P5 quickly found the additional power settings menu but had trouble finding the setting from there.
46 Eventually I had to help them find the "Change advanced power settings" menu and from there they
47 found the hard disk setting and changed it to never turn off]

48 **Marco:** I'd like you to change playing video to optimize video quality.

49 [P5 looked around the additional power settings menu again and then looked back into the advanced
50 power settings menu. After searching through most of the drop downs they eventually found the
51 playing video setting and changed it to optimize video quality]

52 **Marco:** Great. Can you set the power plan to High performance?

53 [P5 found the power plan menu and changed it to high performance without difficulty]

54 **Marco:** I'd like you to customize your own power plan.

55 [P5 customized their own power plan without difficulty]

56 **Marco:** Then, can you set the power plan to your custom power plan?

57 [P5 noticed that the power plan was already set to their custom power plan automatically, so this task
58 was completed without difficulty]

59 **Marco:** Now change the power button to put the computer to sleep.

60 [P5 quickly located the power button menu and changed the power button to put the computer to sleep
61 without difficulty]

62 **Marco:** Can you turn on fast startup?

63 [P5 easily found the fast startup option, but struggled with enabling it since they didn't notice the
64 prompt saying "Change settings that are currently unavailable." Eventually I gave them a hint about this
65 prompt, and after clicking it they then enabled fast startup without difficulty]

66 **Marco:** Now allow the Hibernate option to show in the Power menu.

67 [P5 set Hibernate to show in the Power menu without difficulty]

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

70 **P5:** How much time before turning off the screen and going to sleep.

71   **Marco:** Of the settings you haven't changed before, are there any settings you would now change on
72   your own computer?

73   **P5:** Optimizing video quality is something I'll want if I don't already have that set. I like my power
74   buttons and what they do so I wouldn't change that. Fast startup is interesting too.

75   **Marco:** What settings were you satisfied with the process of changing?

76   **P5:** Turning off the display, creating a power plan, and changing what the power buttons do were all
77   easy.

78   **Marco:** Which settings were the hardest for you to change?

79   **P5:** The only things that were difficult were that I had to go to "Change when the computer sleeps" and
80   then go into advanced power settings to change some settings. It feels like a footnote, and if you don't
81   see it, like I didn't, you won't find those settings. The advanced power settings menu was also confusing,
82   with unclear labels to the settings.

83   **Marco:** What improvements would you suggest to the power & sleep settings?

84   **P5:** I feel like advanced power settings can be its own menu within the additional power settings menu,
85   instead of being hidden on one of the additional power settings pages. Additional power settings could
86   be more noticeable as well within the power & sleep settings, such as right below the screen turn off
87   and sleep settings.

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