

Aaron User 1 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. **User:** Sounds Good.
4. 14:37:50 **Aaron:** Before we begin, I'd like to ask you some questions about your experience with windows power and sleep settings.
5. Have you touched the power and sleep settings in windows?
6. 14:38:01 **User:** No
7. **Aaron:** Have you touched the power and sleep settings in a different version of windows.
8. 14:38:08 **User:** I don't think so.
9. **Aaron:** Have you touched the power and sleep settings in a different operating system, like Mac, linux, ios etc.
10. 14:38:18 **User:** In my Macbook. I have
11. 14:38:22 **Aaron:** How often do you use those power and sleep settings?
12. 14:38:28 **User:** umm probably Once a month.
13. 14:38:36 **Aaron:** When was the last time you used them
14. **User:** it's been a couple of months, probably 3 months ago.
15. 14:38:47 **Aaron:** What was your experience last time?
16. 14:38:58 **User:** It's kind of hard to find in the macbook it's not very user friendly
17. 14:39:07 **Aaron:** What prompts you to change your power and sleep settings?
18. **User:** I think I just need to use it more
19. 14:39:21 **Aaron:** Like, what- What are you using that makes you think “ I need to change my settings”
20. **User:** just to make it more user friendly.
21. 14:39:34 **Aaron:** Okay, what settings do you change the most?
22. **User:** I don't change any of them.
23. 14:39:48 **Aaron:** What settings do you search for the most?
24. 14:39:56 **User:** I don't really search for any settings
25. 14:40:06 **Aaron:** So do you remember if you encountered any problems when changing the power and sleep settings?
26. 14:40:16 **User:** I think I just changed how long the computer like stays awake and stays on.
27. 14:40:36 **Aaron:** Okay, thank you for your answers. we're gonna move on to the tasks now. I will only tell you what to do, not how to do it. I will not be judging your performance. Our goal is to find issues with the system. So any difficulty you have performing the tests is actually what we are looking for. This means we can work on improving that component of the system.
28. 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.
29. 14:41:09 We have pulled out the windows 10 power and sleep settings for you.
30. 14:41:13 So if you could please first change the screen to turn off after 1 min
31. [User did not have trouble with the drop down menus on the main screen]
32. 14:41:32 Okay, Now change the PC. to go to sleep after one hour.
33. [no issues with drop down menus]
34. 14:41:47 **Aaron:** Can you set the hard disk to never turn off?
35. [User navigated to storage options on the left side menu before finding the additional power settings on the right]

36. 14:42:59 **User:** I guess I don't know
37. [User changed the PC sleep settings in the power plan settings]
38. 14:43:33 We're looking to change the hard trip the hard drive to never come up
39. 14:43:56 **User:** I'll try searching it I guess
40. [user searched for 'hard drive' in the search and opened device manager]
41. 14:45:00 **User:** I guess I don't know where it is
42. 14:45:10 **Aaron:** That's okay. I'll give you a hint here. so it's all going to be in the power settings.
43. 14:45:22 What you actually need to do is go to the advanced power settings here.
44. 14:45:26 So can you see the option now?
45. [User found hard disk once shown the advanced settings and adjusted the setting for battery and plugged in options]
46. 14:46:21 **Aaron:** Okay, good. Now, can you change the i'd like you to change playing video to optimize video quality
47. [user exited advanced settings and tried to search the option 'video' before returning to the advanced options after a moment and finding the multimedia settings there]
48. 14:47:23 **User:** Sorry. What was the question?
49. **Aaron:** i'd like you to change playing video to optimize video quality.
50. 14:47:49 **User:** Does that mean on the battery or plugged in?
51. **Aaron:** it would be both, or whichever you needed at the time.
52. 14:47:59 **User:** Looks like it's already on there.
53. **Aaron:** Okay, now, can you set the power plan to high performance?
54. 14:48:12 **User:** Power, plan?
55. **Aaron:** Yes.
56. 14:48:33 **User:** I don't know where that would be.
57. [User found a similarly titled option under 'wireless adapter settings']
58. 14:48:49 **Aaron:** that's for the wireless adapter
59. 14:49:34 **User:** Is this where the power plan is?
60. **Aaron:** I can only tell you what to do. Not how to do it.
61. [User clicked through more advanced options then couldn't find the way out of the power options menu. User then found power plan settings using the search bar.]
62. **Aaron:** Now i'd like you to customize your own power plan.
63. [User adjusted settings for the 'balanced' existing plan]
64. 14:50:30 **Aaron:** I actually needed to make a custom power plan. You are editing the balanced power plan
65.
66. [User navigated to the power button menu and adjusted some settings before noticing the 'create power plan' option on the left hand side. Then had no issue creating and setting the power plan]
67. **Aaron:** Good. Can you set the power plan to your custom power plan?
68. [This was set automatically]
69. 14:52:10 Okay, So you're good there. now, can you change the function of the power button to put the computer to sleep?
70. [User remembered where to find this option and set it]
71. 14:52:33 Yup, Can you turn on fast startup?
72. [user needed a hint to find the setting and to click on the prompt at the top that allows you to edit this setting. User navigated through a few windows looking for the setting]
73. 14:53:46 So it's gonna be on the page you were on
74. 14:53:59 I just need you to toggle fast. Start up there
75. 14:54:15 **User:** Why don't I see it? Oh, this one.
76. [User opened the microsoft help page in a browser from the link in the settings window]
77. 14:54:55 **Aaron:** So you actually have to 'change the settings that Aren't currently available' at the top there actually.

78. 14:55:19 Now allow the hibernate option to show an environment
79. [User adjusted this setting easily now that the boxes were no longer grayed out]
80. **Aaron:** Okay, thank you for going through those tasks.
81. 14:55:39 I'll have some final questions to ask you about your experience with windows power and sleep settings.
82. 14:55:45 **Aaron:** Which of these settings have you changed before?
83. **User:** none of them until today.
84. **Aaron:** of the settings you haven't changed before. Are there any settings you would now change on your own computer, any of those you found useful?
85. 14:56:00 **User:** Yeah, the putting it to sleep and how long I can change that to.
86. 14:56:07 And the turning off.
87. 14:56:12 **Aaron:** What settings were you satisfied with the process of changing?
88. 14:56:22 **User:** The being able to choose the custom power plan.
89. 14:56:37 **Aaron:** Which settings were the hardest for you to change?
90. 14:56:40 **User:** probably one of the first ones since I couldn't find it.
91. 14:56:50 **Aaron:** Would that be the turning off the hard disk?
92. **User:** Yeah, that one
93. 14:57:01 **Aaron:** Would you say it was turning off the hard disk or changing the video to optimize video quality or setting your power plan?
94. 14:57:13 **User:** Changing the video quality.
95. **Aaron:** Are there any improvements you would suggest to make to the power and sleep settings?
96. **User:** Just more user friendly overall. I guess having it all on one screen. Since there were a bunch I had to go back and forth on.
97. **Aaron:** Thank you for participating in this study. This is very helpful feedback for how we can improve these settings for our project.
98. **User:** No Problem.

User 1 is a 25 year old, white, female. She has a bachelor's degree and has experience with computers through school and work. She is mostly familiar with Apple operating systems through school and her personal electronics. She has little experience adjusting any settings on any computers.