1 **Ella-P4 Transcript**

2 **Ella**: Hello [P4], 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 **P4**: Like, once for downloads, something like that

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

10 **P4**: Probably windows 7

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

12 **P4**: No

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

14 **P4**: Not often, it's mostly a one-and-done kind of thing

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

16 **P4**: Uncertain. Years ago.

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

18 **P4**: Good, I guess? It did what I wanted it to do

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

20 **P4**: When I need to do an overnight download for a large file, or group of files

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

22 **P4**: Usually the whole thing of, like, the computer shuts of between this and this time, I usually change
23 change that so it never turns off when it's on, and when it's not downloading anything I turn it back.

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

25 **P4**: Time when it shuts off

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

27 **P4**: I don't know, it seemed pretty straight forward, just look for it in settings

28 **Ella**: Thank you for your answers. We are going to move on to the tasks now. I'm going to ask you to
29 perform some tasks. I will only tell you what to do and not how to do it. We will not be judging your
30 performance. Our goal is to find issues with the system so any difficulty you have performing the tasks is
31 actually what we are looking for. This means we can work on improving that component of the system.
32 Please feel free to talk through your thought process to give us as much insight as possible. This will help us
33 to be more effective in improving the system. We have pulled up the Windows 10 Power and sleep settings
34 for you. First, change the screen to turn off after 1 minute.

35   [P4, after asking for clarification, finds the setting, and changes it]

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

37   [P4 finds the setting and changes it without difficulty]

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

39   [P4 not knowing what hard disk means, attempts to change when the PC goes to sleep, and when the
40   screen turns off. After being directed to change when the hard disk turns off, she finds the "Additional
41   power settings" link. In there she tries the "Create a power plan" link, the power button settings, uses the
42   Change Plan Settings, but doesn't find the thing there. She tries clicking some "Help from the web" links but
43   doesn't find it. Eventually she searches on the internet how to make the hard disk never turn off. She clicks
44   the first youtube tutorial watches it, and then follows the instructions and finds the option. She tries to
45   make it "never turn off" by typing in a bunch of nines, but that doesn't work. She then tries zero, and that
46   works]

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

48   [P4 finds the multimedia settings in the same window and changes the options in there]

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

50   [P4 at first tries to change the "when playing video" option to balanced and not the power plan itself. In the
51   control panel window she finds the screen and selects the power plan]

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

53   [P4 creates a power plan, and messes with the settings in this new power plan a bit]

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

55   [P4 looks through the already-open popup window for the advanced power plan settings, and doesn't find
56   it. She goes to the "choose what the power button does" link and finds the option]

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

58   [P4 finds the checkbox for fast startup, but it's greyed out. She clicks it several times anyways fruitlessly. She
59   attempts to change some of the other options hoping it would change the status of the checkbox.
60   Eventually she locates the "Change settings that are currently unavailable" link and then is able to use the
61   checkbox to change the setting]

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

63   [P4 tries to make the power button hibernate. She then attempts to make the sleep button and closing the
64   lid do nothing. She looks through the power plan settings briefly before going back to the power button
65   screen. She finds the checkbox and clicks it]

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

68   **P4**: I think of changed, when I press the power button before.

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

71   **P4**: Probably not

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

73   **P4**: Probably changing between the power plans, the balanced, high performance, and power saver.

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

75   **P4**: Finding the advanced settings

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

77   **P4**: Put it straight on the power options, the advanced settings, so you don't have to go looking for it

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