

Marco-P6 Transcript

Marco: Hello [P6], 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?

P6: Yes.

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

P6: Yes.

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

P6: Yes.

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

P6: Not very often.

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

P6: I don't remember when the last time was.

Marco: What was your experience last time?

P6: Indifferent. I didn't have any problems.

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

P6: Changing it so my computer wouldn't stay on all the time.

Marco: What settings do you change the most?

P6: The time it takes before the computer goes to sleep.

Marco: What settings do you search for the most?

P6: None.

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

P6: I haven't encountered any problems.

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 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.

36 [P6 located the setting to change the screen turn off time and changed it to 1 minute without difficulty]

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

38 [P6 found the setting to change the sleep time and changed it to 1 hour without difficulty]

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

40 [P6 located the additional power settings menu and searched for the setting for a while. Eventually I had

41 to help them find the “Change advanced power settings” menu and from there they found the hard disk

42 setting and changed it to never turn off]

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

44 [P6 continued in the advanced power settings menu and after searching through all the drop downs

45 they eventually found the playing video setting and changed it to optimize video quality]

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

47 [P6 remembered where they saw the power plan menu from earlier and changed it to high performance

48 without difficulty. They mentioned that they didn't like how sidebar disappeared in the additional power

49 settings menu after you choose an option, and how the back arrows work but aren't ideal or clear]

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

51 [P6 customized their own power plan without difficulty. P6 discovered that if you set the computer to

52 sleep at a time lower than the screen turn off time, it updates the screen turn off time to match the

53 sleep time]

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

55 [P6 noticed that the power plan was already set to their custom power plan automatically, so this task

56 was completed without difficulty]

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

58 [P6 easily found the power button menu and changed the power button to put the computer to sleep

59 without difficulty]

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

61 [P6 quickly located the fast startup option, but took some time to notice the prompt saying “Change

62 settings that are currently unavailable.” After finding it and clicking it they then enabled fast startup

63 without difficulty]

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

65 [P6 set Hibernate to show in the Power menu without difficulty, but found it annoying that after saving

66 their changes from the previous task, they had to click the administrator privilege prompt again]

67 **Marco:** Thank you for going through those tasks. Now I have some final questions to ask you about your

68 experience. Which of these settings have you changed before?

69 **P6:** When to turn off the display, when to put it to sleep, and what the power buttons do.

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

72 **P6:** Maybe turning on fast startup. I could also make a power plan, but I'm not sure how much it helps. It
73 says what it does, but I don't know what it does.

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

75 **P6:** Changing off times, power plan settings, changing what the power buttons do were all easy to
76 change.

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

78 **P6:** When I had to go to one menu just to go to advanced power settings, check all the drop downs, and
79 then change the hard disk and video playback. It was just so many submenus that you must go through. I
80 also didn't like how I had to press a button just to change the settings, without any actual password or
81 security there.

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

83 **P6:** Don't get rid of the menu when I click on something! If I choose the wrong option the back button
84 works, but I'd rather just go and choose the menu option I meant to press.

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