1. Choice: my laptop  
   1. **What user needs does it address for you?**The needs it addresses are is that I can programme, search the internet, play games, and other features a standard PC possesses.
   2. **What is positive about the experience for you as a user?**The laptop is very good at handling lots of tough processes at once. Heavy games like Hitman and Final Fantasy XV, unity, visual studio and others don’t cause it to slow. It is also very quick in loading everything up.
   3. **How do you feel when you use it?**A little nervous – which I will get to why in part 3 – but overall really happy. There’s so many things this laptop does and it does it all so well.
   4. **How steep was the learning curve when you began to use it?**Very little, it follows most conventions of a standard laptop after all. The only main bumps were learning the FN button, but one google search and it was cleared up.
   5. **Would you recommend it to others? Extend this answer by identifying who precisely you would recommend it to, and your reason for doing so.**
   6. **Do you have relevant user needs that it does not adequately address?**Sometimes the laptop does not charge correctly. To get it to charge, I must have the charger inserted at a very specific angle. This can cause the charger to bend and I have to have the laptop at some very odd angles.
   7. **Do you have desires, rather than needs, that it does not address?**The charger is a bit bulky. It has a rather large converter in the middle of it, making it annoying to carry around. Same thing with the laptop itself, they’re both very heavy.
   8. **Are there areas where the experience of using it could be refined?**Yes, but there always is for PCs. They could always be faster, store more, and have more processes going at once. For me, I’m happy for the level it’s at.
   9. **If you could say one thing to the people who designed and made the product, what would it be?**Please fix the charging issue, it drives me up the walls.
   10. **Clearly identify the positive and negative aspects of the user’s experience of your product?**Positive: It’s a very fast, very large, very good laptop with plenty of space to store many things. It’s truly a monster of a pc, but portable.  
       Negative: The charging issue and the weight. Both can make it harder to treat the laptop as something to move around portably.
   11. **Begin to identify possible actions that might address any user pain points?**  
       Find a better fitting charger port, most likely. I don’t know much about computers under the hood, but even I know that what’s happening isn’t supposed to.