

user trust

***and the design
of self-recording***

Dietrich Ayala

PDX Quantified Self

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mozilla

USER TRUST

(TYPE #1 - THE KIND YOU CAN LOSE.)

USER TRUST

(TYPE #2 - THE KIND YOU CAN GIVE.)



dietrich ayala

@dietrich

Zero. That's number of runs with the Garmin 235 watch that I've not screwed up recording all or part of. #DesignIsHard

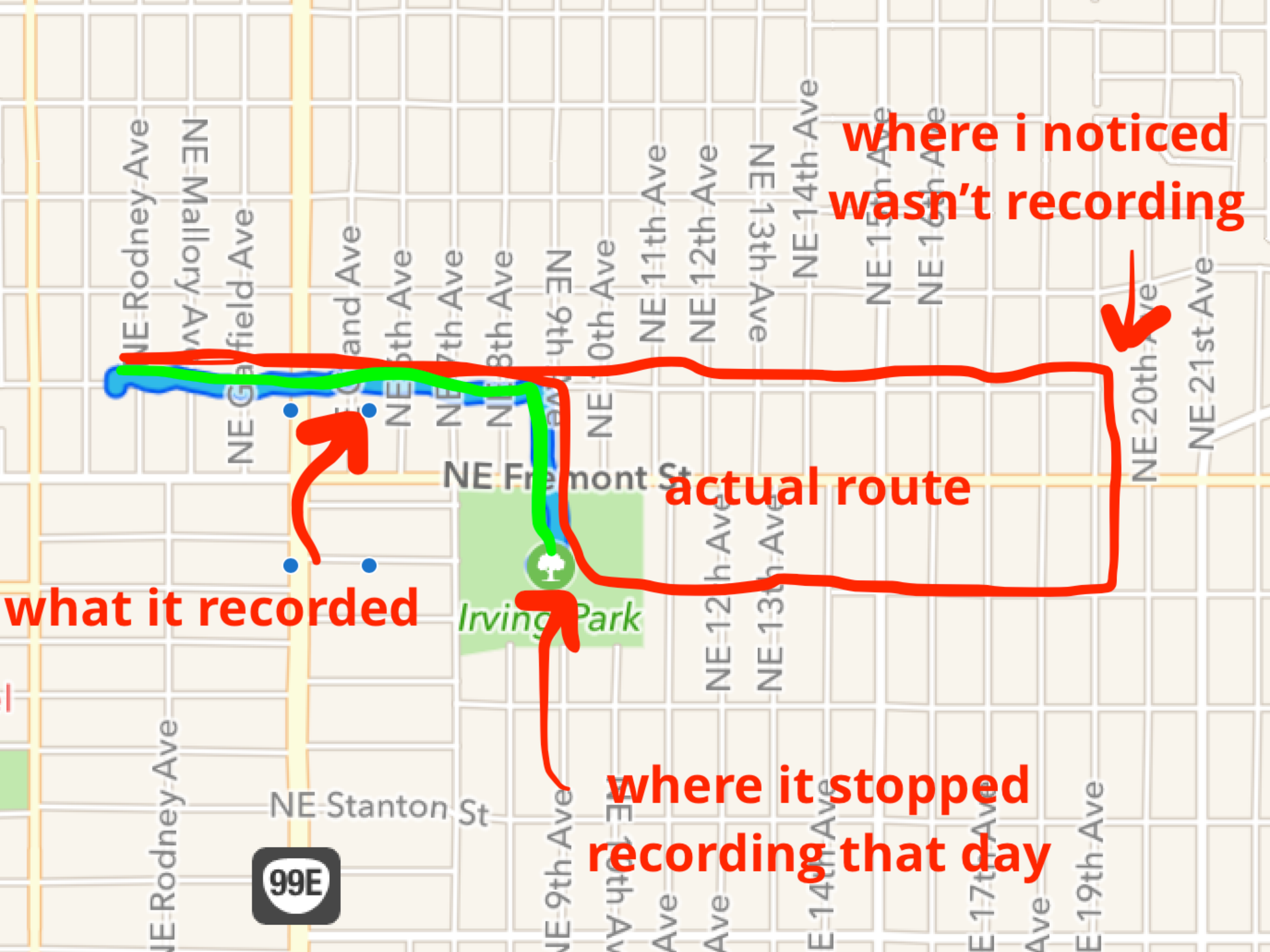
LIKE

1



3:35 PM - 3 Apr 2016





where i noticed
wasn't recording

actual route

what it recorded

where it stopped
recording that day

The "I'm going to run!" button



I hit it, but I have to confirm. By clicking the same button again.



Ok looks good...

LIES! It's still not
recording.



Green outline.

Timer is running.



ALL THE DESIGNING!

USER RESEARCH

USER STORIES

VISUAL DESIGN

INTERACTION DESIGN

USER EXPERIENCE

HOW BIG IS THE FOOTGUN?

HOW EASY IS IT FOR USERS TO SCREW UP?

IS THERE A WAY TO FIX IT?

***LET'S TALK ABOUT
POSITIVE PATTERNS.***

1. EDITING

TRUST YOUR USERS. LET THEM BE HUMAN.

UNDERSTAND THE COST OF POLICING.

CHEATERS GONNA CHEAT.

HATERS GONNA HATE.

ERR ON THE SIDE OF USER CONTROL.

2. INTENT

*WHAT DO YOUR AFFORDANCES SAY ABOUT A
USER'S INTENT?*

USE THE HELL OUT OF THAT.

AND IF RECORDING HASN'T STARTED YET...

MAKE THAT EXTREMELY CLEAR.

3. FEEDBACK

THE RED MARK OF MADNESS.



IT'S THE BARE MINIMUM TO CONVEY RECORDING.

*ADD COUNTDOWN CLOCKS, SPINNERS, SOUNDS,
VIBRATION, ELECTRIC SHOCKS, STRANGE SMELLS.*

LET'S TALK ABOUT
THE FUTURE.

(AKA "NOW")

WE CAN DO ALL OF THIS

AUTOMATICALLY.

PATTERNS FOR SMART RECORDING

MULTIPLE HEURISTICS

+ OVER-RECORD

+ EDIT

+ DELETE



THANK YOU.

@DIETRICH