

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

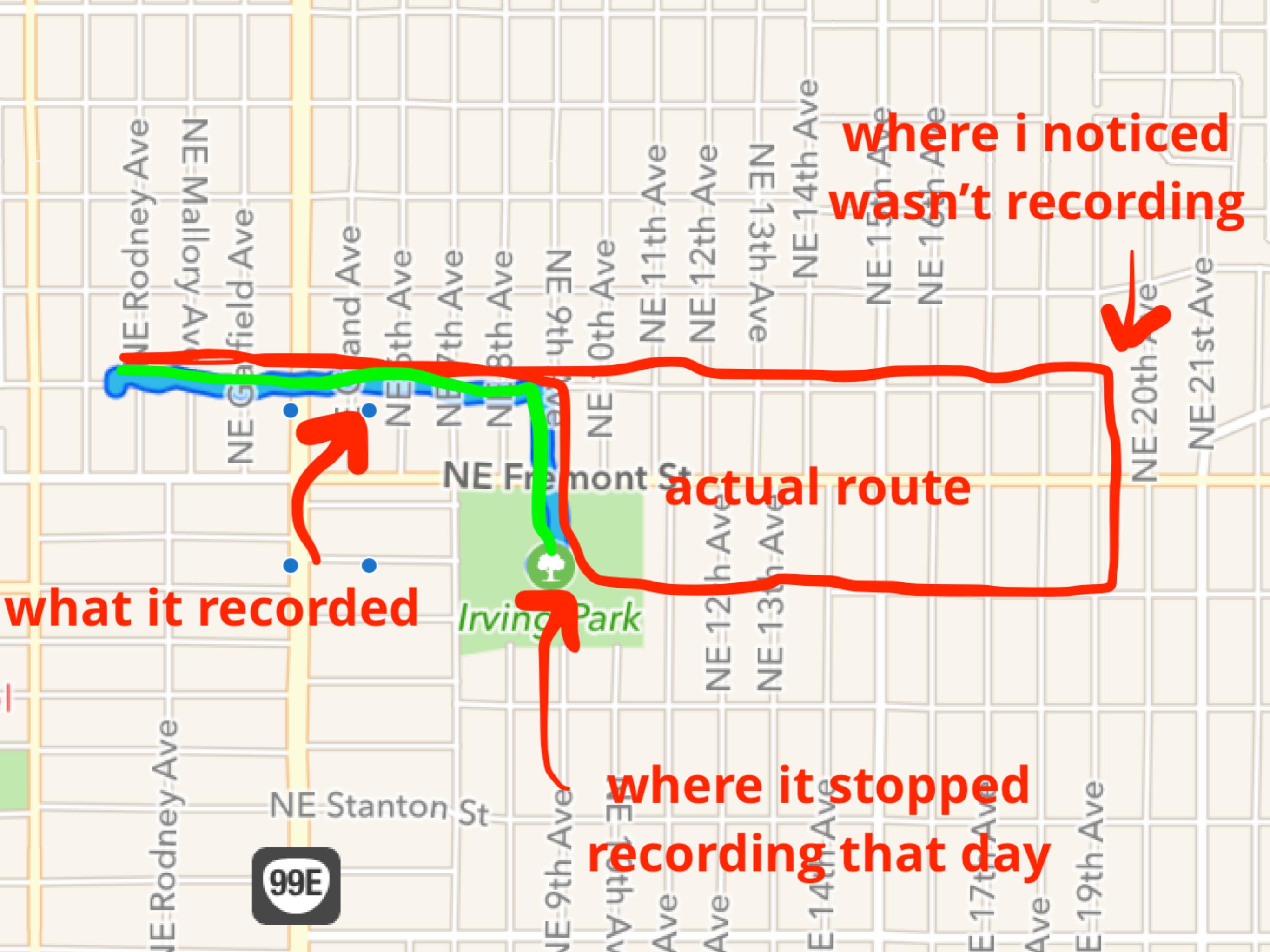
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...





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