PATTERN ANALYSIS

Webinar Series

Level Up Your UX Game

Loading Feedback

Pencil & Paper

Who are we?

Who we are

Ceara Crawshaw

Founder & Lead UX Designer

UX → 👩‍🔬 Science, 🔬 Biotech, 🏦 FinTech, 💼 Enterprise

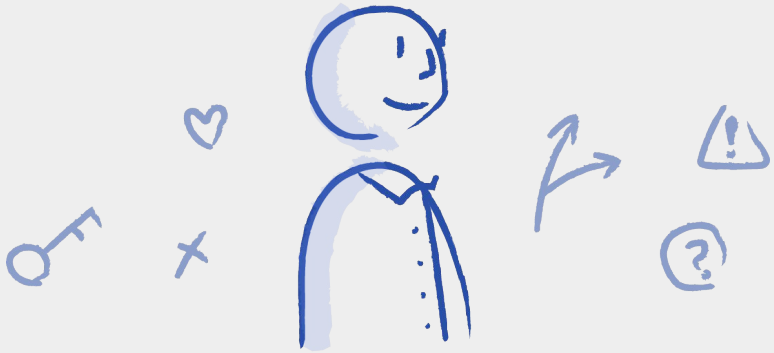
Fanny Vassilatos

Lead UX Designer

UX → 📊 Enterprise, 🏦 FinTech, 👩‍💻 EdTech

We're Pencil & Paper

A specialist user experience design firm for complex industries



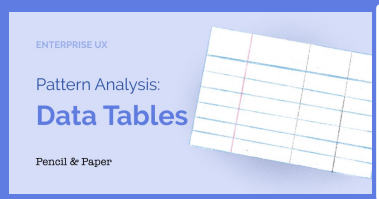
Our vision

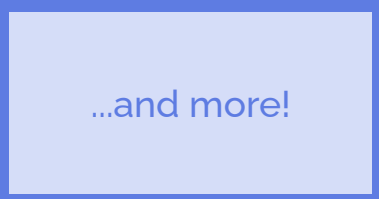
To set the standards and best practices of User Experience design in complex industries and increase people's cognitive potential in their work and life.

About the

PATTERN ANALYSIS

library





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Our motivation

🤓
No enterprise resources

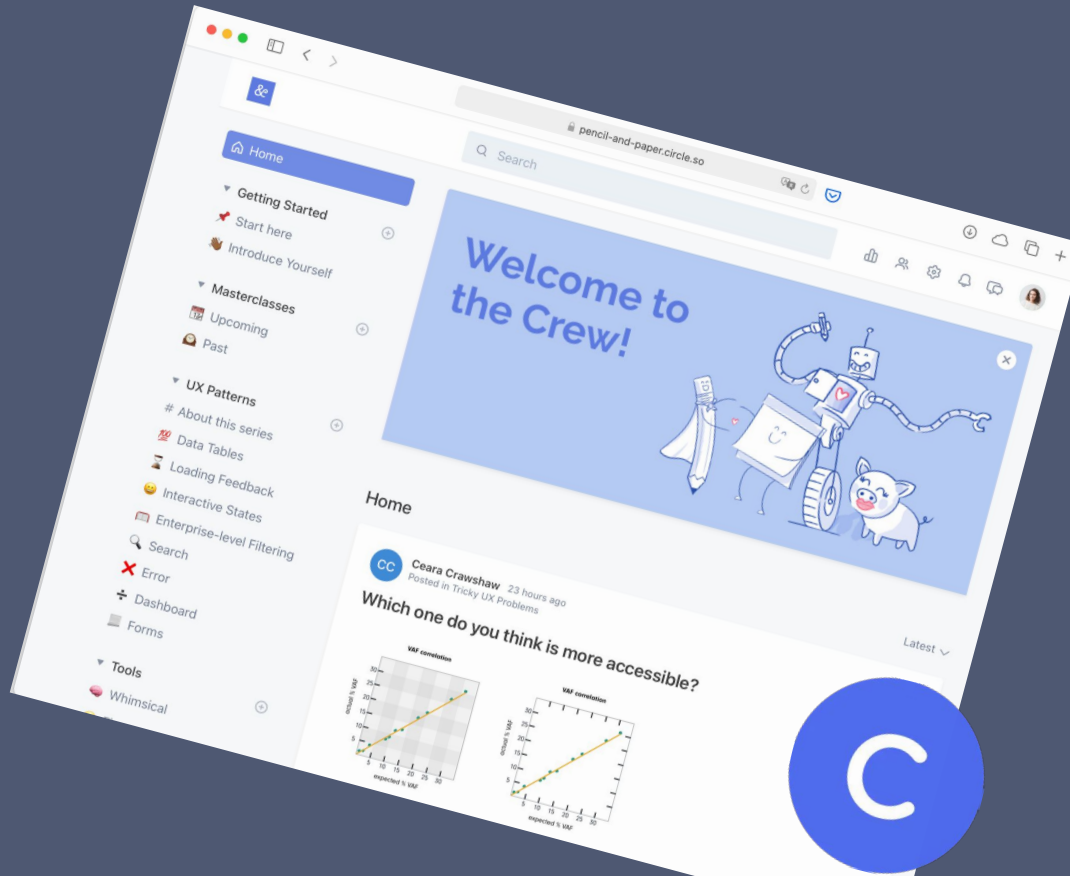
📁
Not in-depth enough

🏛️
Culture of gate-keeping

📣 Announcement!

We created a place on the Internet for us all to meet, join us!

- For nerdy **UX practitioners**
- Not about the "design industry"
- About **applied UX** in all industries



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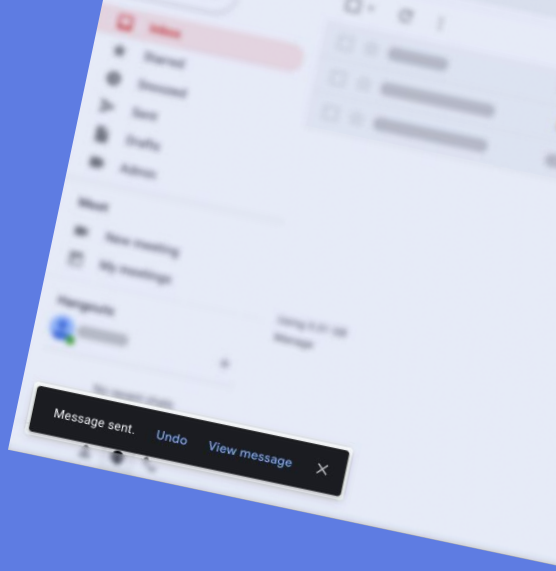
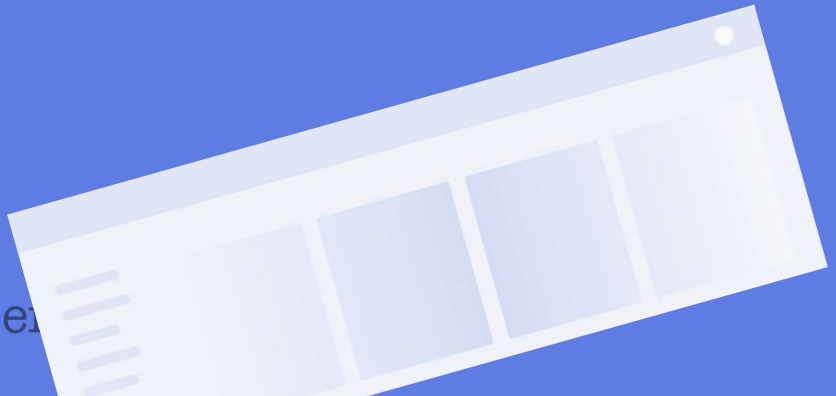


Why loading?

+ WHAT SHOULD YOU EXPECT



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What you can expect from this session

What to consider to scope out your project

Best practices for the majority of cases you'll encounter

Ask Qs specific to your problem

LOADING FEEDBACK

DEFINING SCOPE 🎯

Things to consider

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Things to consider

📊 Map baseline data and performance goals

- Do a mapping exercise on how many ITEMS of each type they typically find in a customer system
- Create standards of loading times expected and use that criteria to define (non-functional requirements)

Things to consider

⚙️ **What is the system's loading mechanism?**

- Is it done upfront, automatically by the machine?
- Does it need a trigger from the user?

Things to consider

⏱️ Can you predict the duration?

- How much visibility do you have over the time it'll take?
- How accurately can you estimate it?
- Can you reverse-engineer it based on the number of items to process?

Things to consider

📐 How much space does the feedback deserve?

- Does it need to block out the whole screen?
- Could it benefit by living locally at the component-level?

Let's look at some patterns!

⚖️
Scope
How much data?

🔁
Frequency
How often?

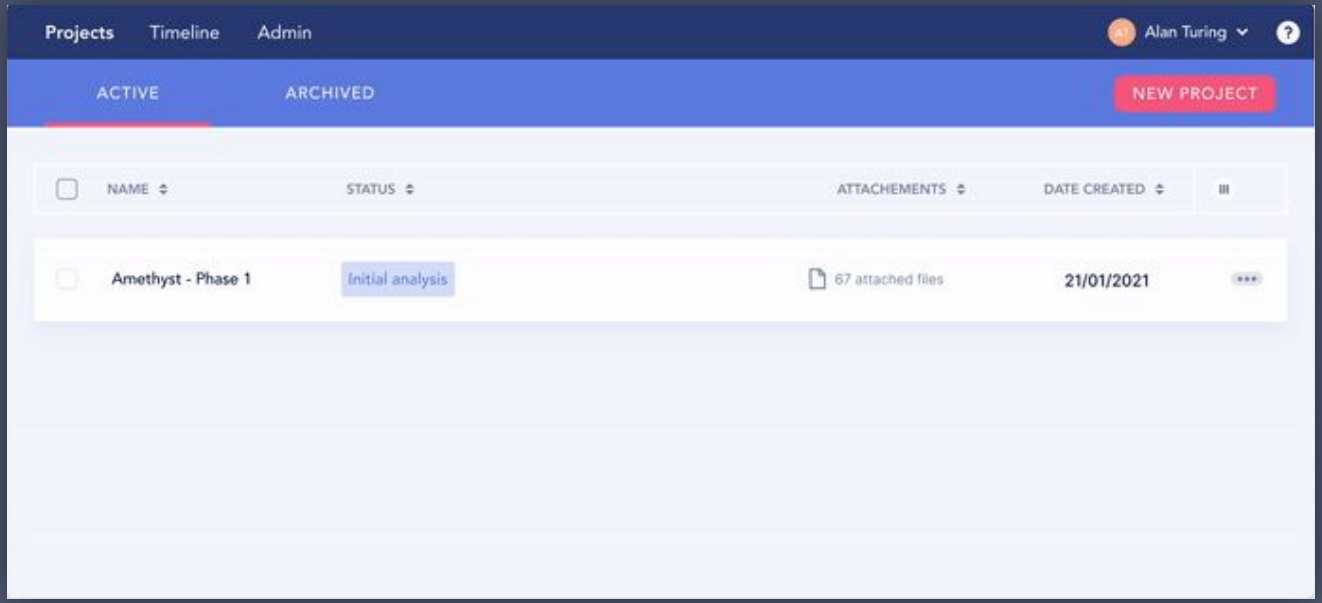
⏱️
Duration
How long does it take?

⚖️
Scope
How much data?

🔁
Frequency
How often?

⏱️
Duration
How long does it take?

Scope > Load items one by one



Usecase For complex and richly formatted components

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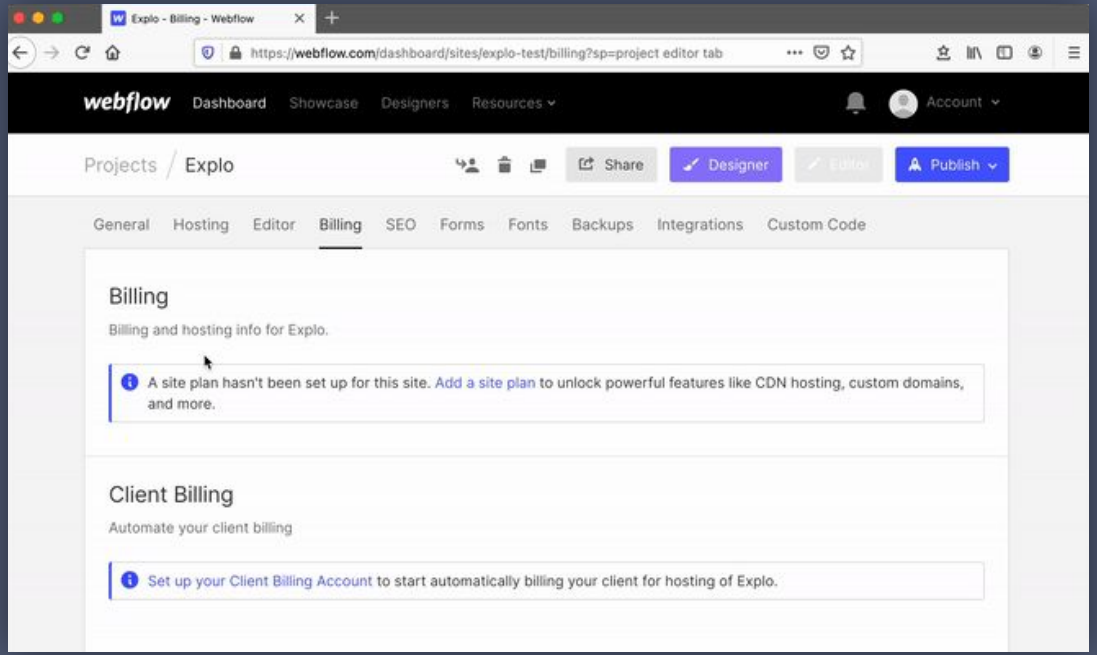
Scope > Batch-load and show all at once



Usecase For lighter components that exist better as a group

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Scope > Lazy loading

3 variations

Usecase For a large number of components

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Scope > Lazy loading > Infinite scroll

PROS Intuitive, least amount of friction

CONS Sense of place is lost, a lot of scrolling, scroll & wait loop

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Scope > Lazy loading > "Load More"

PROS Not unnecessarily bloating the page, only upon the user's request

CONS Sense of place lost, 'far away' case & scroll & wait loop

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Scope > Lazy loading > Pagination

PROS Creates a sense of place for the user + limits scope

CONS Can become tricky with additional features like multi-select and search

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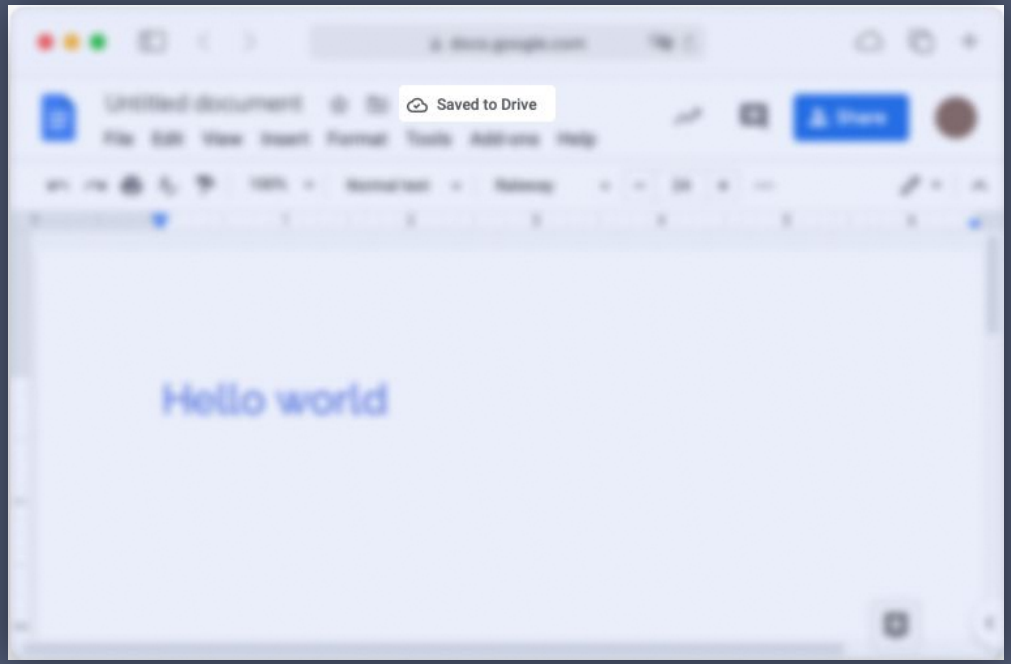
⚖️
Scope
How much data?

🔁
Frequency
How often?

⏱️
Duration
How long does it take?

Frequency > Very frequent



Usecase When content is automatically kept in sync

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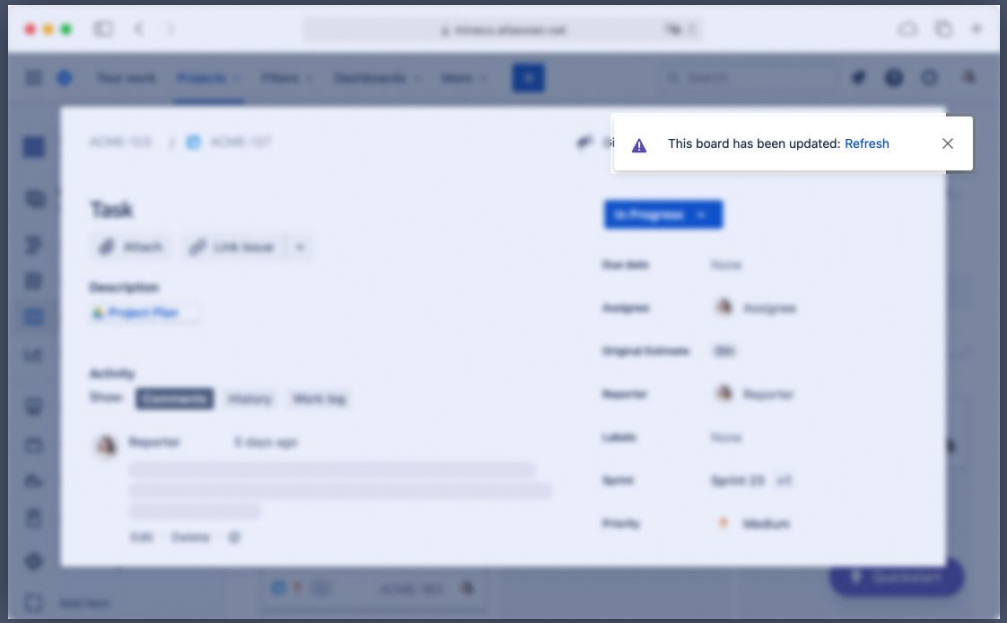
Frequency > Rare



Usecase When sync has to be triggered by the user

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⚖️
Scope
How much data?

🔁
Frequency
How often?

⏱️
Duration
How long does it take?

LOADING FEEDBACK

BARELY NOTICEABLE 👁

Below 1 second

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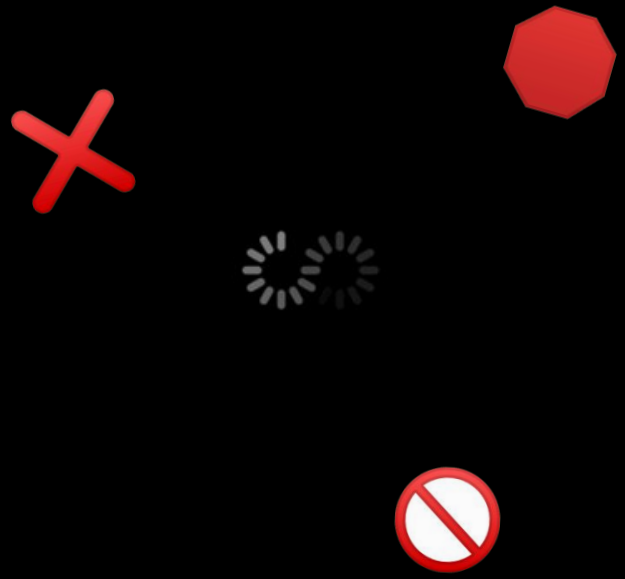
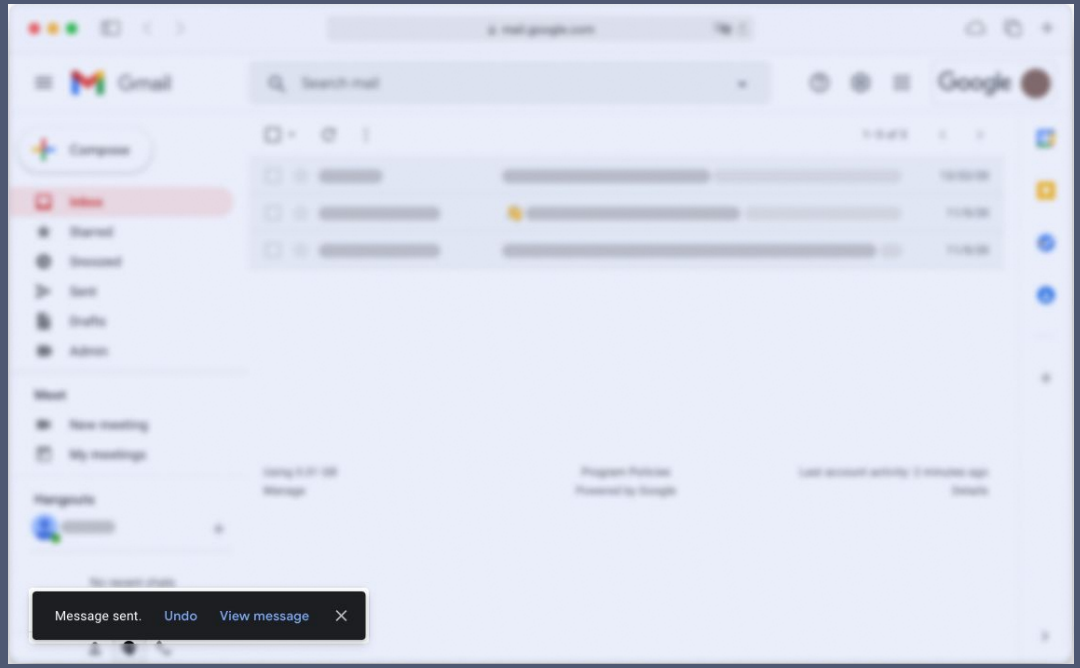
Below 1s > No full-page spinners!



Below 1s > Fake loader



Use case: If the task has high stakes for the user

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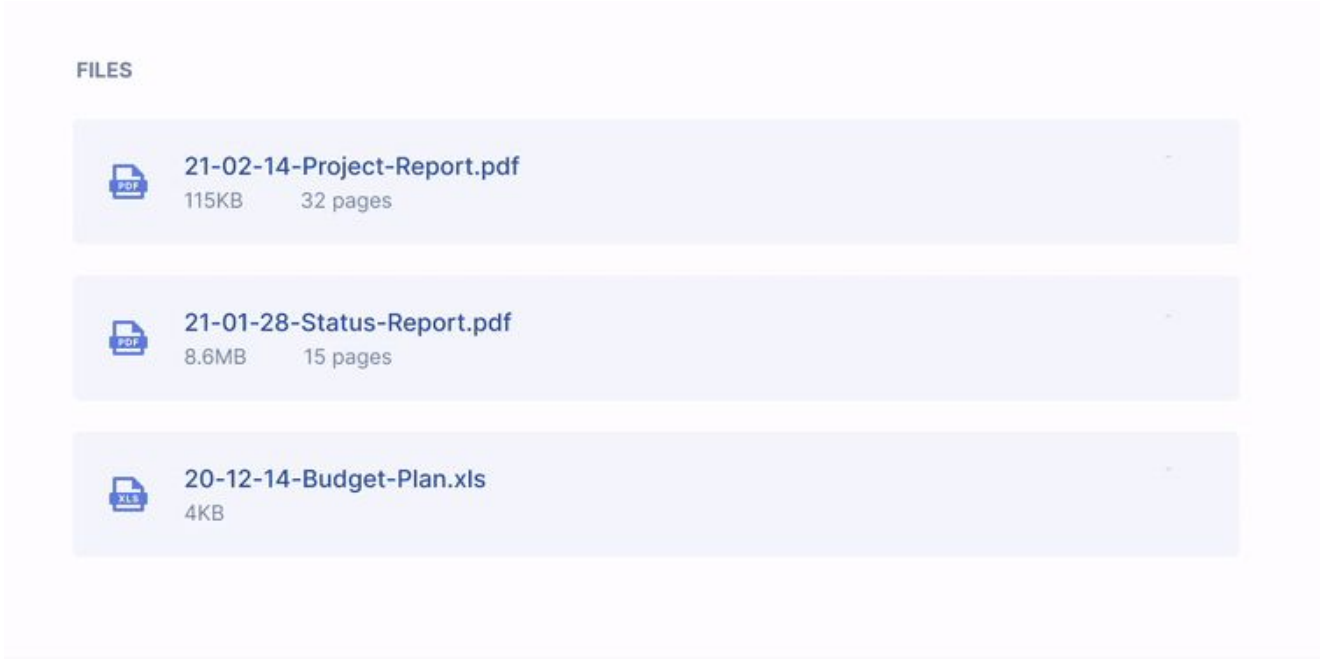
CONSIDER YOUR OPTIONS 🤔

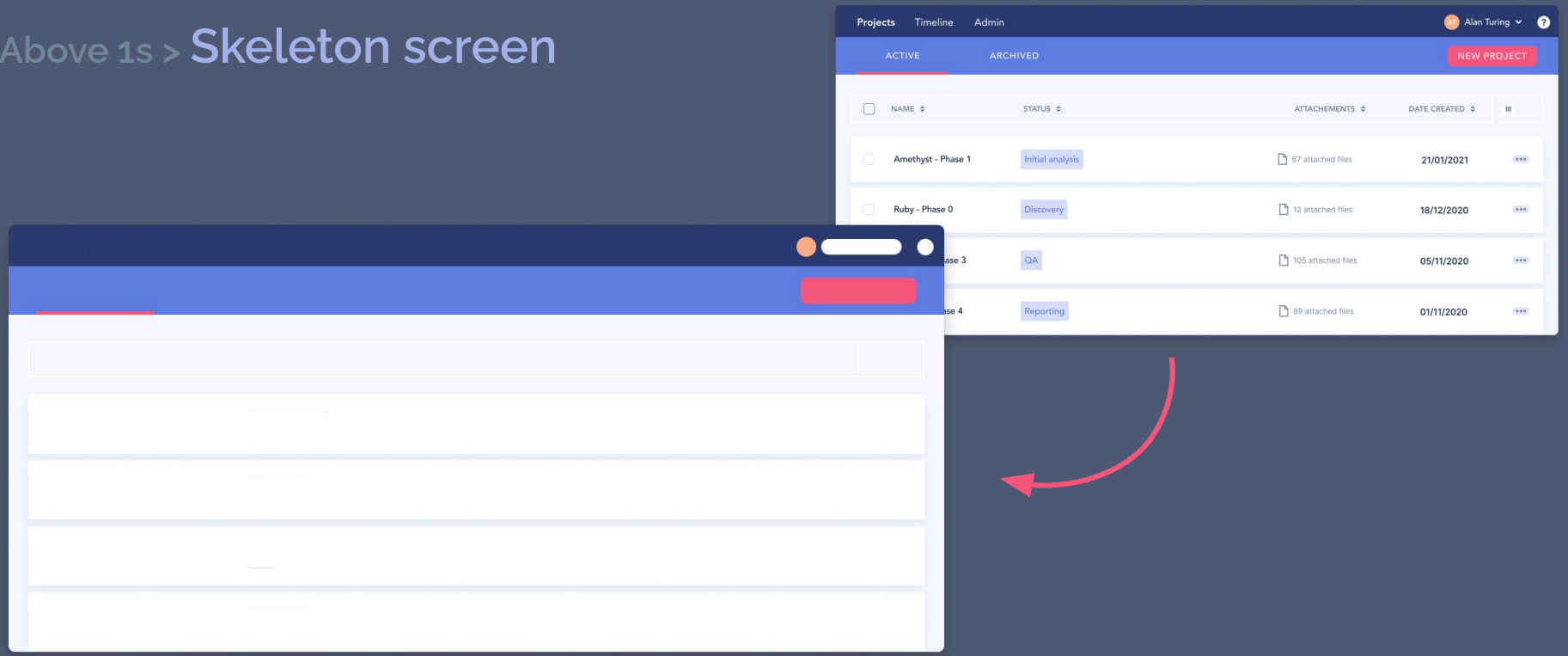
Above 1 second

Above 1s > Looped indicator



Use case: When loading is localized at the component level

Above 1s > Skeleton screen



Use case: For full-page loading

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Skeleton screen > Shimmer effect

UI Option

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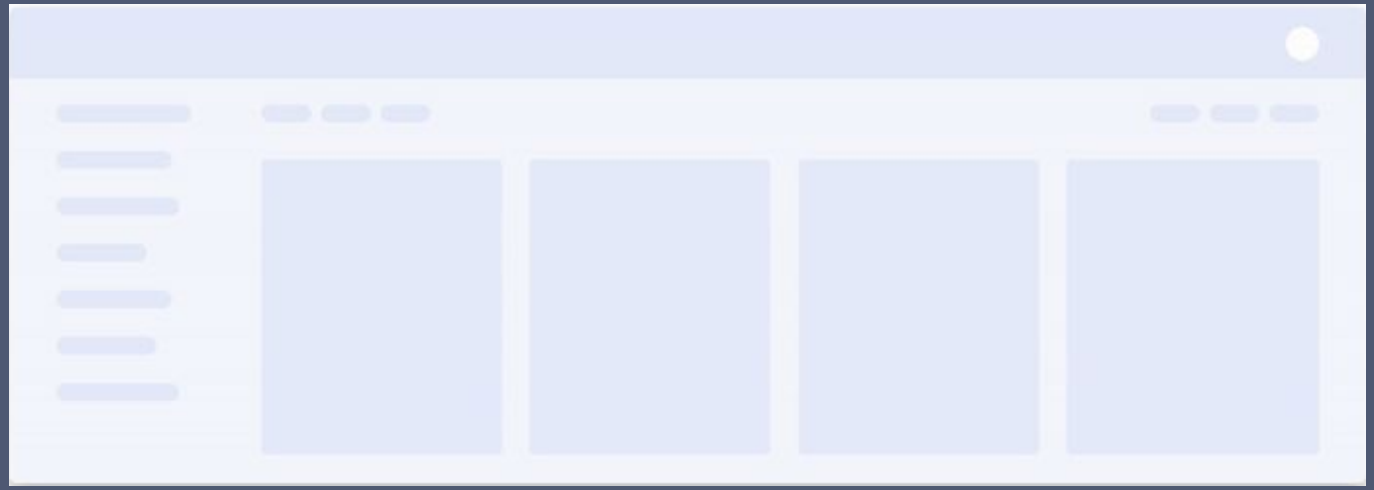
Skeleton screen > Pulsing animation

UI Option



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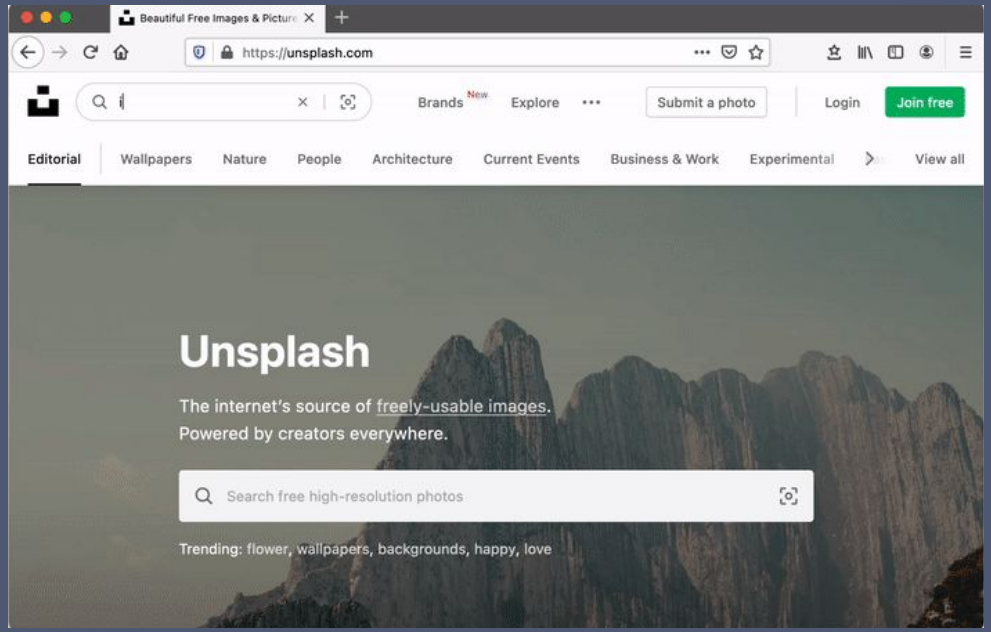
Skeleton screen > Use of dominant colour

UI Option



Use case: When your page has an imagery component

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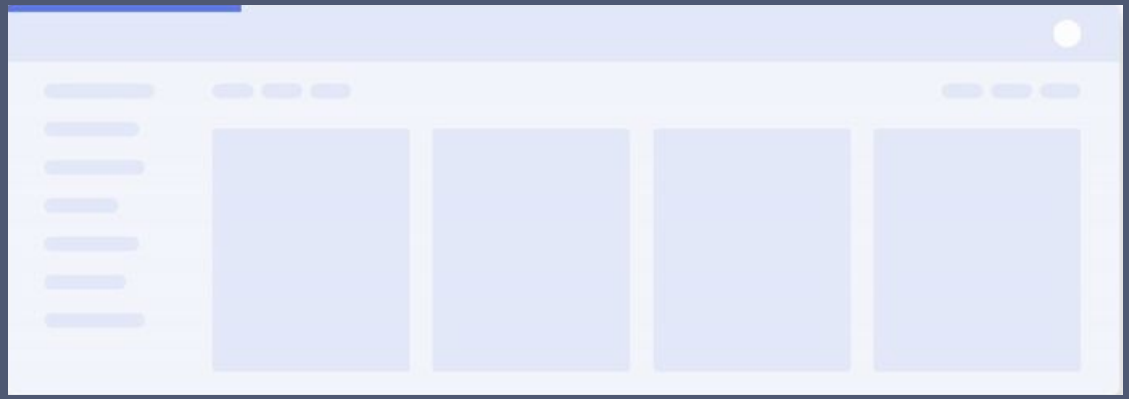
LOADING FEEDBACK

tick.. tock.. tick.. tock ⌚

2-10 seconds

Between 2-10s > Progress bar



Use case: When you have less visibility on exact duration but want something to visualize progress being made

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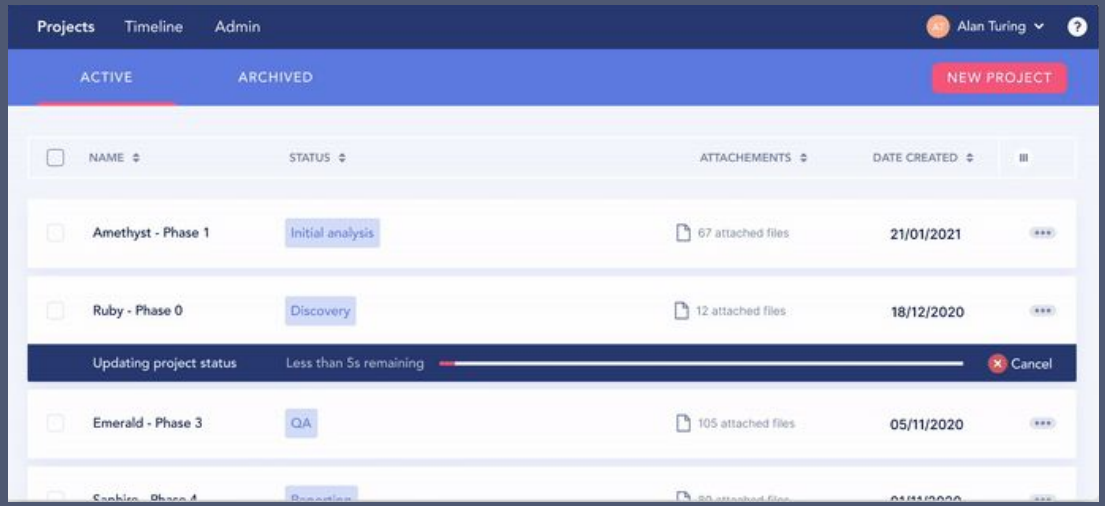
Between 2-10s > Time indicator



Use case: When you can accurately estimate the duration

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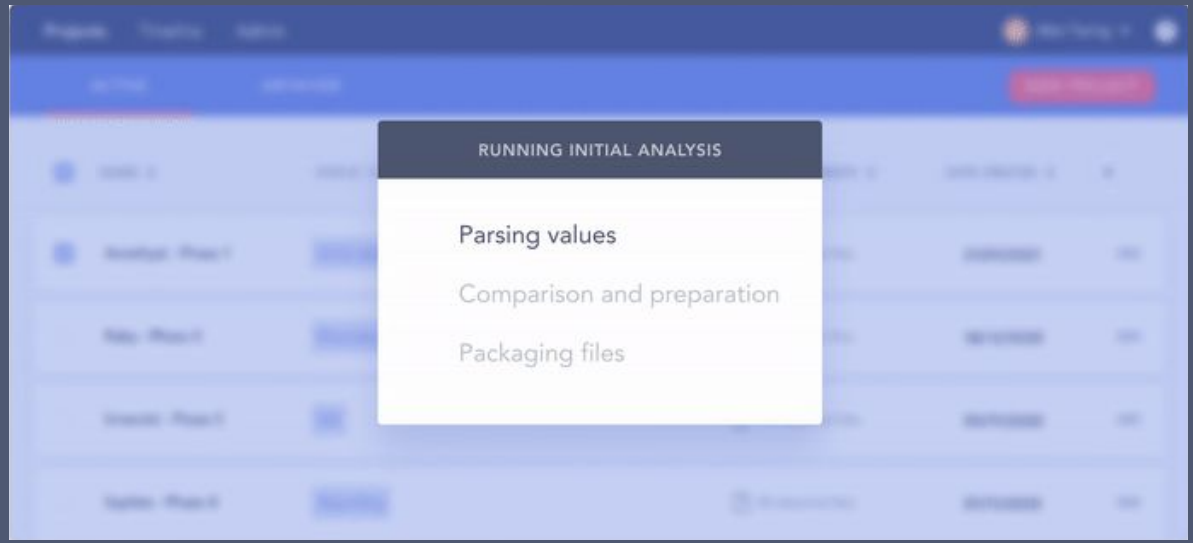
Between 2-10s > Step indicator



Use case: When system is processing multiple items (10 of 30 files, step 2 of 5, etc)

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LOADING FEEDBACK

Zzzzz... 😴

Over 10 seconds

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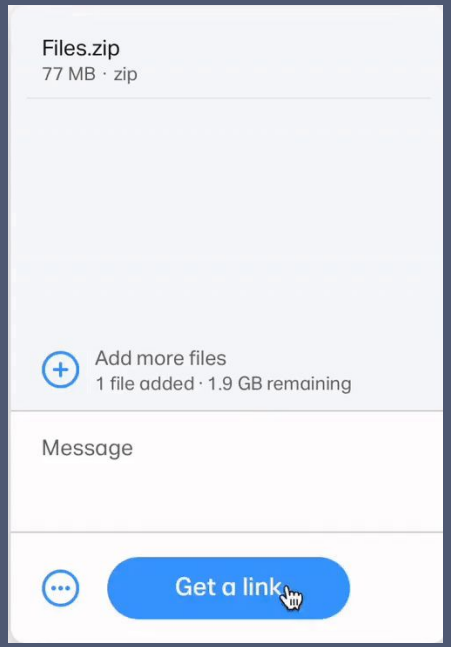
Over 10s > Percent-done indicator



Use case: When you can meaningfully predict the progress of a process

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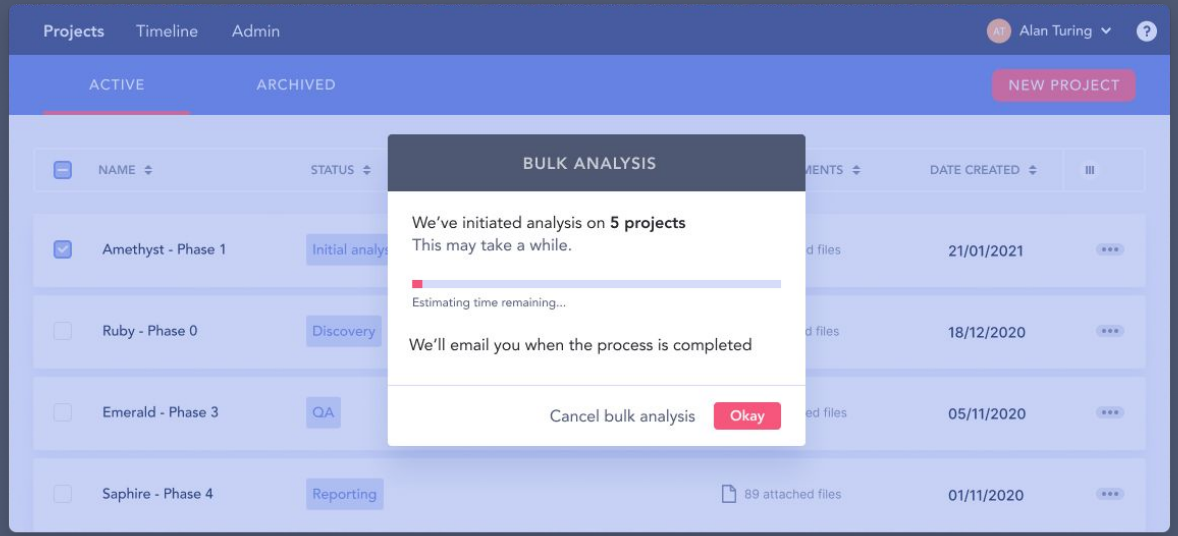
Over 10s > Notify when done



Use case: For large tasks when you want to avoid disrupting user workflow

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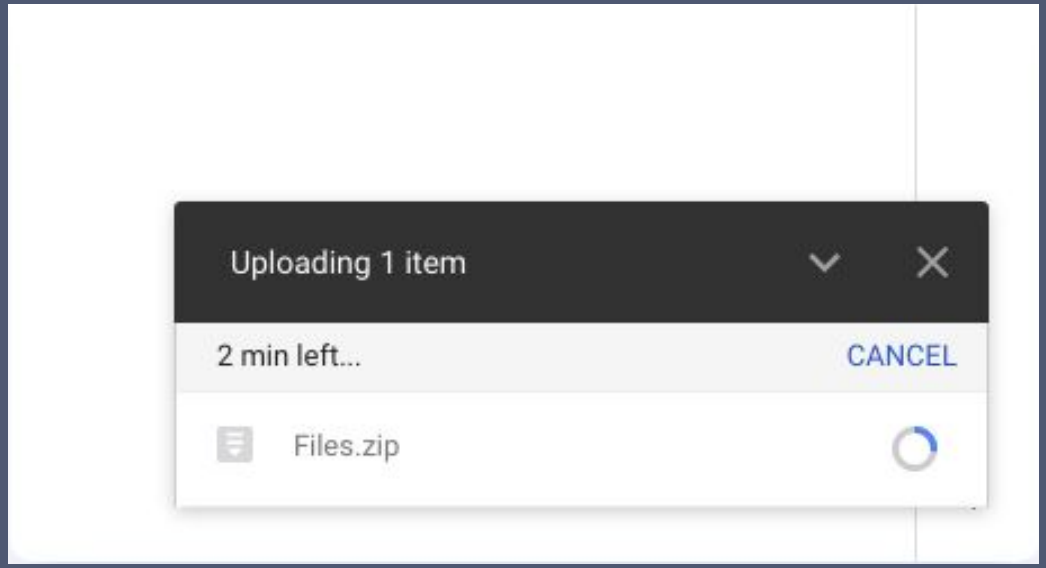
Over 10s > Task running "in the background"



Use case: When it's a secondary task that doesn't require a disruption of user's workflow (and your system can handle it)

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Q&A



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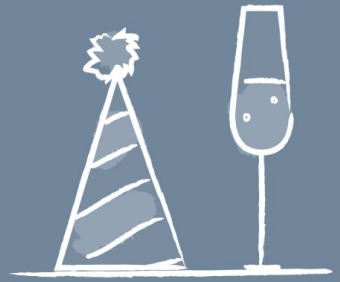

Thank you!

For your time, thoughts and questions.

Join the crew on Circle!

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