

*user trust*

*and the design*

*of self-recording*

*Dietrich Ayala*

*PDX Quantified Self*

*April 7, 2016*



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

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LIKE

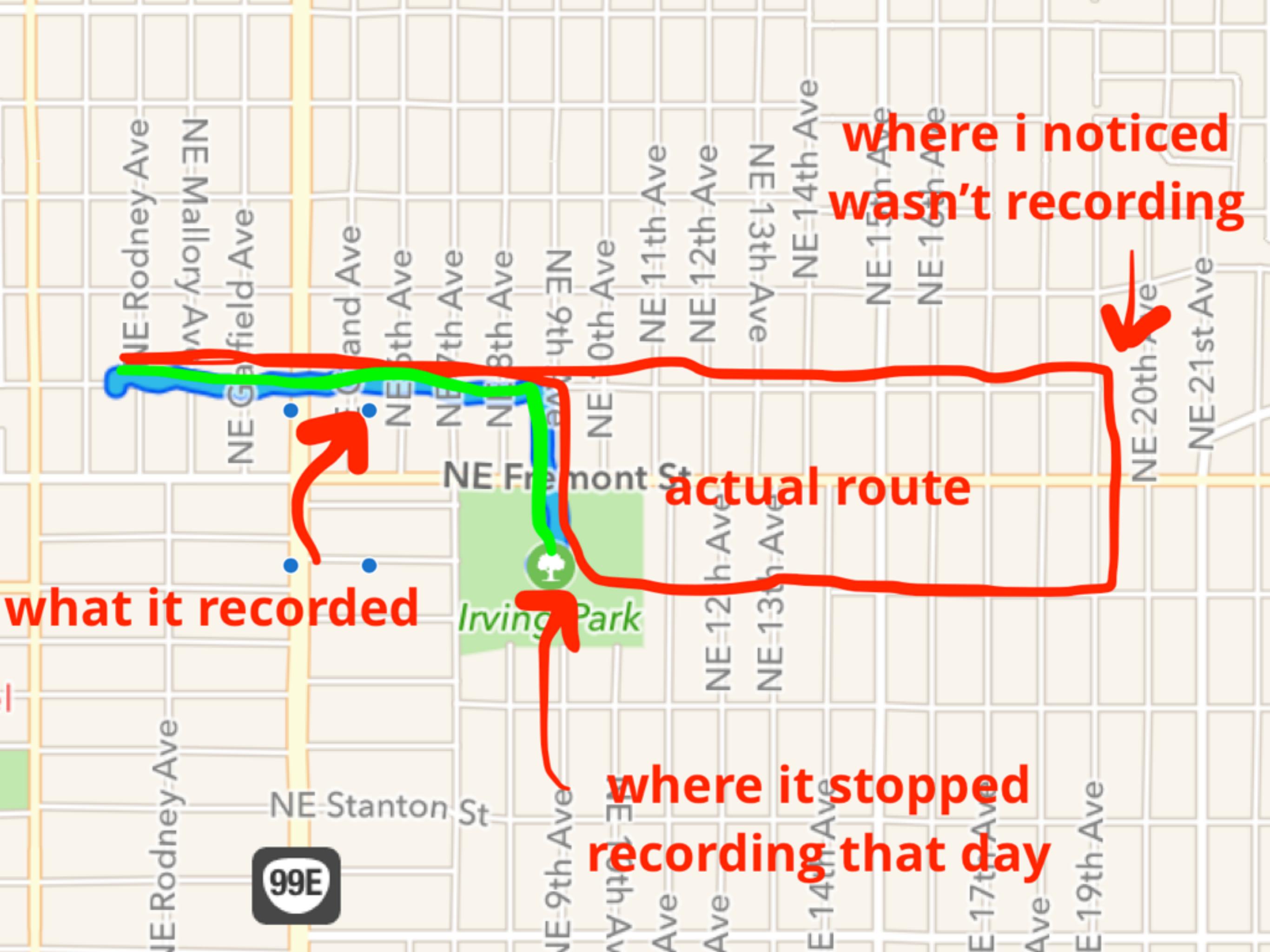
1



3:35 PM - 3 Apr 2016



...



**what it recorded**

**actual route**

**where i noticed  
wasn't recording**

**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**