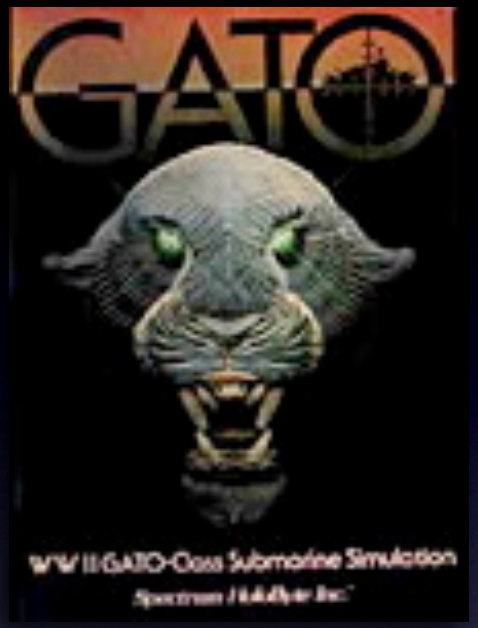
When Designers Get Too Clever

Anti-Patterns: Avoiding the Traps of Bad Design

Bill Scott
Director, UI Engineering
netflix.com
b.scott@yahoo.com

background



background

GATO
Rico
JavaScript for Rich Internet Applications
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About
An open-source JavaScript library for creating rich internet applications. Rico provides full Ajax support, drag and drop management and a cinematic effects library.
BACKGROUND
Rico is a Spanish word meaning rich. The goal of Rico is to provide a rich experience for web sites using Ajax technology.
Rico is just one small part of a larger effort at Sabre Airline Solutions to create a suite of rich internet components, behaviors and effects for the web application space.
The library is a fully object-oriented JavaScript library. Recently we refactored the library to extend the excellent prototype.js effort from the Ruby on Rails folks.
OPEN SOURCE
Rico is provide free and open-source (Apache 2.0 License) for either your personal or commercial use. Sabre Airline Solutions retains the copyright on the Rico code produced at Sabre.
BROWSER SUPPORT
Rico has been tested on IE 5.5, IE 6, Firefox 1.0x/Win, Camino/Mac, Firefox 1.0x/Mac. Currently there is no Safari or Mac IE 5.2 support. Support will be provided in a near future release for Safari.
AJAX SUPPORT
Ajax is the term that describes a set of web development techniques for creating interactive web applications. One of the key ingredients is the JavaScript object XmlHttpRequest. Rico provides a very simple interface for registering Ajax request handlers as well as HTML elements or JavaScript objects as Ajax response objects. Multiple elements and/or objects may be updated as the result of one Ajax request.
Want to get started learning? Check out our demos and then read our two Ajax tutorials on the Documentation page.
NEW! LiveGrid Behavior!
Check out the Alternative to Paging!
DRAG AND DROP
Desktop applications have long used drag and drop in their interfaces to simplify user interaction. Rico provides one of the simplest interfaces for enabling your web application to support drag and drop. Just register any HTML element or JavaScript object as a draggable and any other HTML element or JavaScript object as a drop zone and Rico handles the rest.
CINEMATIC EFFECTS
When actions are no longer occurring just at the page level but within the page itself, more clues are required to clue the user on what has transpired. Cinematic effects such as scaling and smooth sliding transitions can communicate change in richer ways than traditional web applications have explored before. Rico provides several cinematic effects as well as some simple visual style effects in a very simple interface.
BEHAVIORS
Take some raw HTML and sprinkle in some behaviors and what do you get? Well in Rico you can get an Accordion component like those found in Macromedia Flex and Laszlo. Just nest some DIVs and with one line of JavaScript turn your div panels into an accordion. And the latest behavior is the LiveGrid. LiveGrid allows you to connect an Html table up to a stream of Ajax responses. Ajax requests are automatically called during table scrolling. The result is now Html tables can hold an unlimited amount of data scrolled into view on the fly as needed! More behaviors are planned!
77°F
See Rico in Action!

background

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See Rico in Action!

Developer Network Home | Help — Site Search — Search

YAHOO! DEVELOPER NETWORK

Design Pattern Library

Yahoo! Developer Network > Design Pattern Library

USER NEEDS TO

- NAVIGATE
  - Breadcrumbs
  - Faceted Navigation
  - Fly-out Menus
  - Horizontal Bar
  - Hub and Spoke
  - Left Navigation
  - Tabs
    - Module Tabs
    - Navigation Tabs
- EXPLORE DATA
  - Auto Complete
  - Calendar Picker
  - Pagination
    - Item Pagination
    - Search Pagination
- ORGANIZE DATA
- GIVE FEEDBACK
  - Ratings & Reviews
    - Architecture Review
    - Rating an Object
    - Writing a Review
- PERFORM ACTION
- CUSTOMIZE
  - Drag and Drop
    - Drag and Drop Modules
    - Drag and Drop Objects
  - In Page Editing
  - Sliders

APPLICATION NEEDS TO

- CALL ATTENTION
- IMPROVE READABILITY
  - Ratings & Reviews
    - Review Architecture
- GROUP RELATED ITEMS
- ORGANIZE SCREEN/PAGE

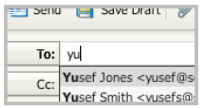
Welcome

Welcome to the Yahoo! Design Pattern Library. We are very happy to be sharing our library with the design and development community. This is our first drop of what we hope to be a monthly release cycle for the publication of patterns. In many cases we have bundled the patterns with pointers to related code from the Yahoo! User Interface Code Library. We hope this is a useful resource and look forward to your feedback.

What's a Pattern?

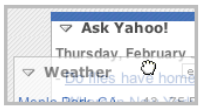
A pattern describes an optimal solution to a common problem within a specific context. more...

Recent Patterns



Auto-Complete
The user needs to enter an item into a text box which could ambiguous or hard to remember and therefore has the potential to be mis-typed.

Breadcrumbs
User needs to navigate potentially large quantities of information efficiently, without becoming lost.



Drag and Drop Modules
The user needs needs to re-arrange the layout of modules on a web page directly with the mouse.

Module Tabs
The user needs to navigate through one or more stacked panes of content without refreshing the page.

Navigation Tabs
The user needs to navigate through a site to locate content and features and have clear indication of their current location in the site.

Object Pagination
The user needs to view data items from a potentially large set of sorted data that will not be easy to display within a single page.

Search Pagination
The user needs to view a set of search results ranked by relevance that is too large to easily display within a single page.

Rating an Object
A user wants to quickly leave their opinion on an object, with minimal interruption to any other task flow they are involved in.

Writing a Review
User wants to share her opinion with others about an object (place, person, thing) in greater detail than a simple rating.

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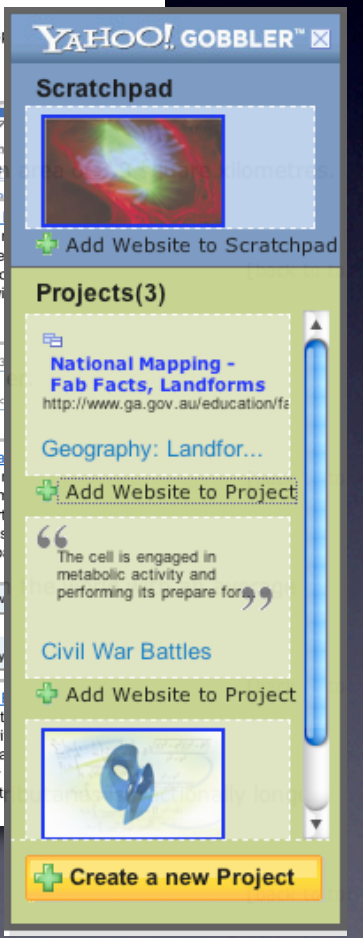

YAHOO! GOBBLER
Scratchpad
Add Website to Scratchpad
Projects(3)
National Mapping - Fab Facts, Landforms
Geography: Landfor...
Add Website to Project
The cell is engaged in metabolic activity and performing its prepare for
Civil War Battles
Add Website to Project
Create a new Project

Movies For You

You have 1347 Suggestions from 312 ratings.

Bill, the following movies were chosen based on your interest in:
The Truman Show
My Big Fat Greek Wedding
The Office: Season 3 (4-Disc Series)

The Majestic

Set in the 1950s, this romantic drama is reminiscent of Frank Capra's classic films. Screenwriter Peter Appleton (Jim Carrey) is on the verge of ... Read More

Add

Under the Tuscan Sun

In this movie loosely based on Frances Mayes's best-selling memoir of the same title, Diane Lane stars as Frances, a newly divorced American writer ... Read More

Add

All Discs Guaranteed!

Close

You loved it...

Now own it for just $9.99

Shop now for other titles as low as $5.99!

Buy

FREE shipping • Original artwork • Hardcover case

OTHER MOVIES YOU MIGHT ENJOY

Surf's Up

Add

Not Interested

Black Book

Add

Not Interested

Hot Fuzz

Add

Not Interested

Planet Earth: The Complete Collection (5-Disc Series)

The Hoax

Blades of Glory

BROWSE

Favorite Genres: (Edit)

Action & Adventure
Classics
Comedy
Documentary
Drama
Sci-Fi & Fantasy
Thrillers

Other Genres:

All Genres
Anime & Animation
Blu-ray
Children & Family
Faith & Spirituality
Foreign
Gay & Lesbian
HD DVD
Independent
Music & Musicals
Romance
Special Interest
Sports & Fitness
Television

Guides:

Member Favorites
Easter Eggs

NETFLIX
Bill Scott | Your Account | Buy / Redeem Gift | Help
Browse DVDs
Watch Instantly
Your Queue
Movies You'll
Community
DVD Sale $5.99
Search
7,500,000
Netflix subscribers
7,000
Instant Watching titles
55,000,000
DVDs in inventory
2 billion+
user ratings
90,000
DVD titles
2 million
movies rated daily by users
1.8 million
shipped on average daily
100+
shipping points
95%
of inventory shipped each quarter

The traps of bad design: anti-patterns

what are anti-patterns?

"*Anti-patterns,* ***also called pitfalls, are classes of commonly-reinvented bad solutions to problems****. They are studied as a category so they can be avoided in the future, and so instances of them may be recognized when investigating non-working systems. The term originates in computer science, apparently inspired by the Gang of Four's book Design Patterns, which displayed examples of high-quality programming methods.*" - Wikipedia, Anti-Pattern.

interaction design anti-patterns

Like the software anti-pattern counterparts, the following anti-patterns are common pitfalls to avoid.

pitfalls with a pithy name

anti-patterns

big ball of mud. **meandering way.**
borg idiom. tiny targets. mystery meat.
buried treasure. **hover and cover.**
pogo stick navigation. novel notions.
against the flow. metaphor mismatch. jabberwocky.
double duty. **linkitus.** blind type.
windows aplenty. animation gone wild.
misguided misdirections. unmarked hazards. **missed moments.** missing scene.
one at a time. non-symmetrical actions.

*Note: anti-patterns denoted in **bold** are discussed in this talk.*

anti-pattern. **meandering way**

summary

Normal flow through the page takes the user on a meandering journey with the mouse.

alternate names

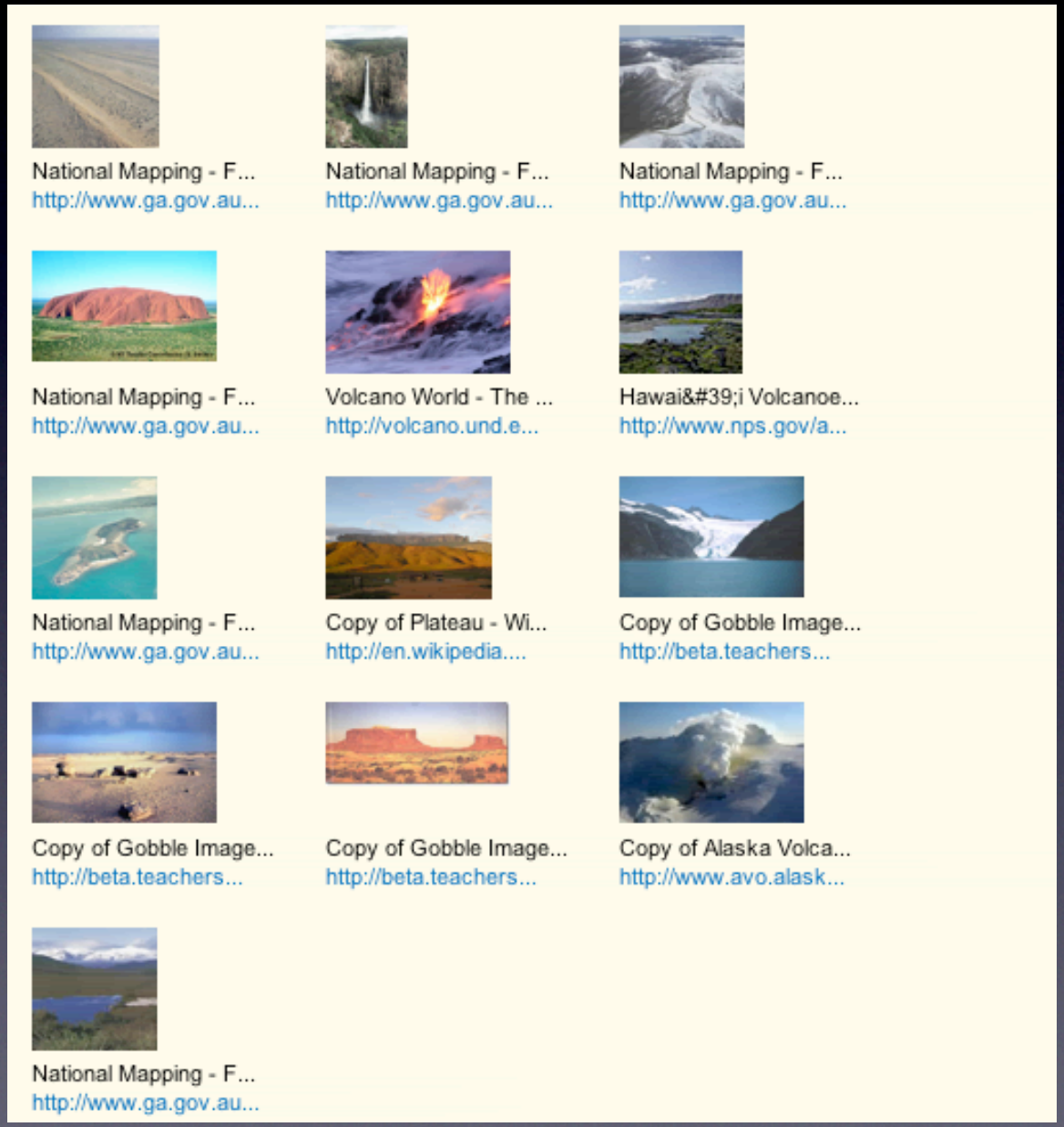
zig-zag interaction, scenic route

example

Actions hidden under hover (in context tools) that require the user to hover an area, then move the mouse to an area that would normally be outside the object's space (back and forth operation)

anti-pattern. **meandering way**

Y! Teachers (first version)



Hover revealed extra tools

Required lots of mouse zig zag to delete an item

And overshooting as you move across (eye zig zag)

anti-pattern. **meandering way**

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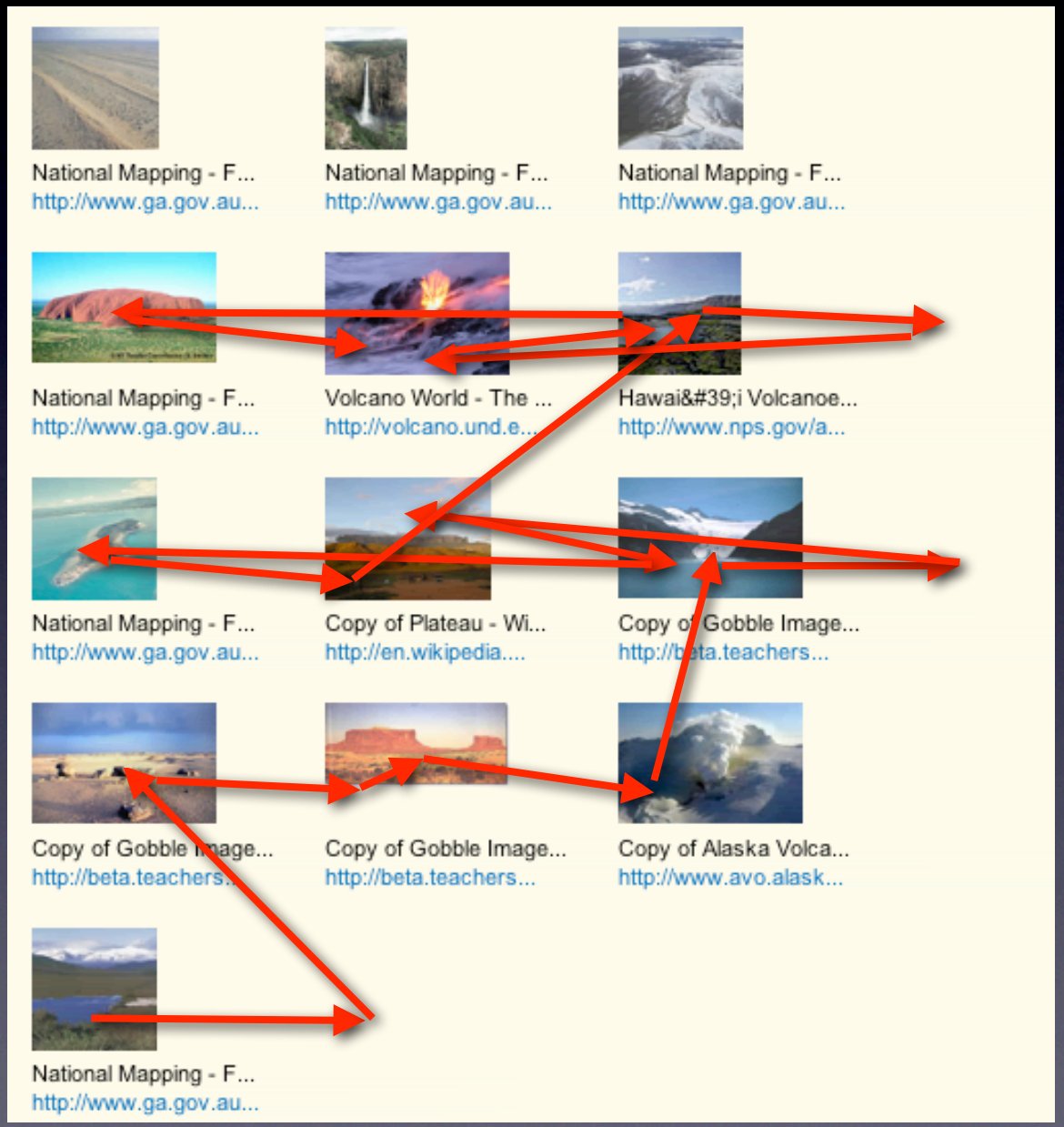

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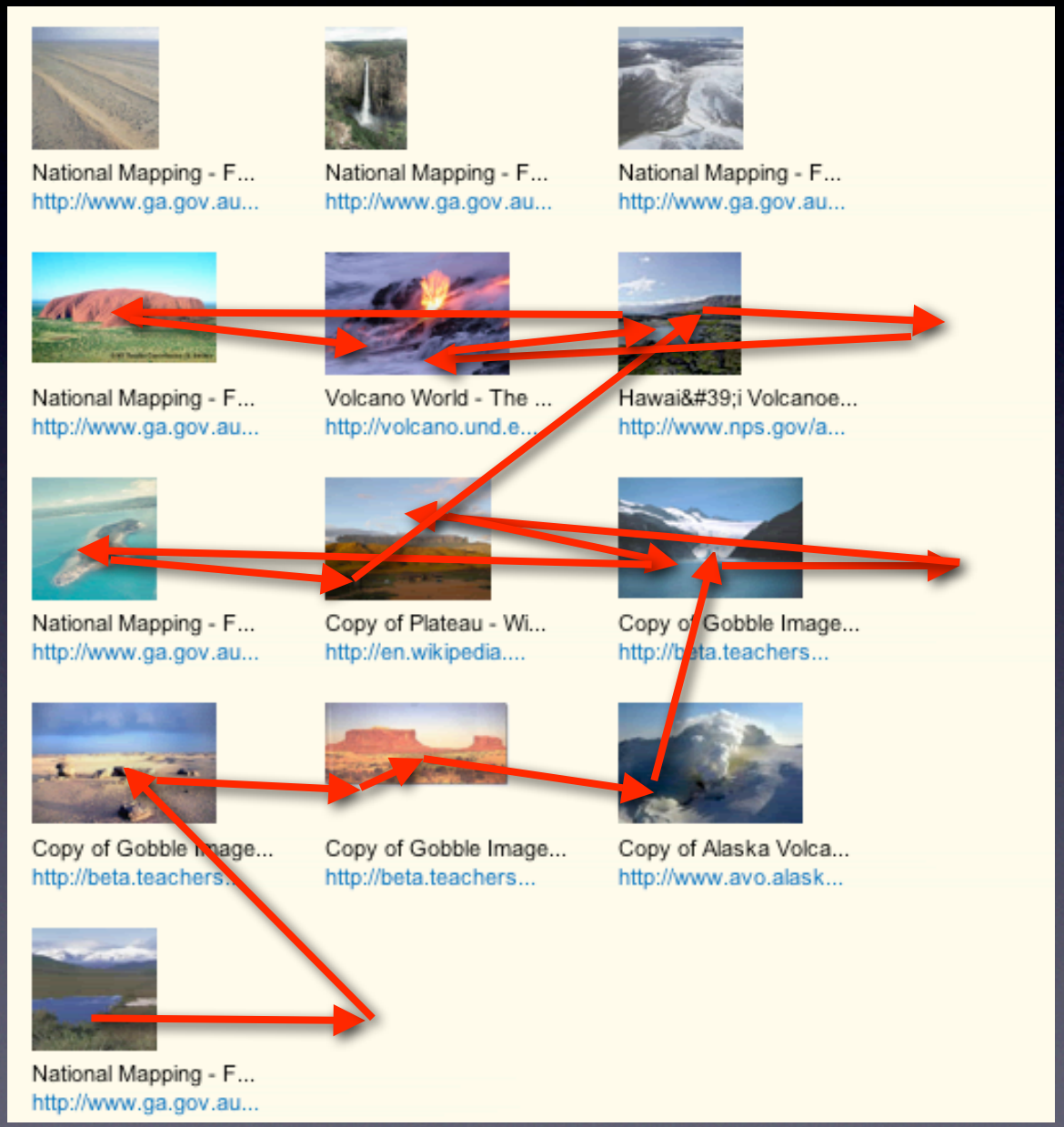

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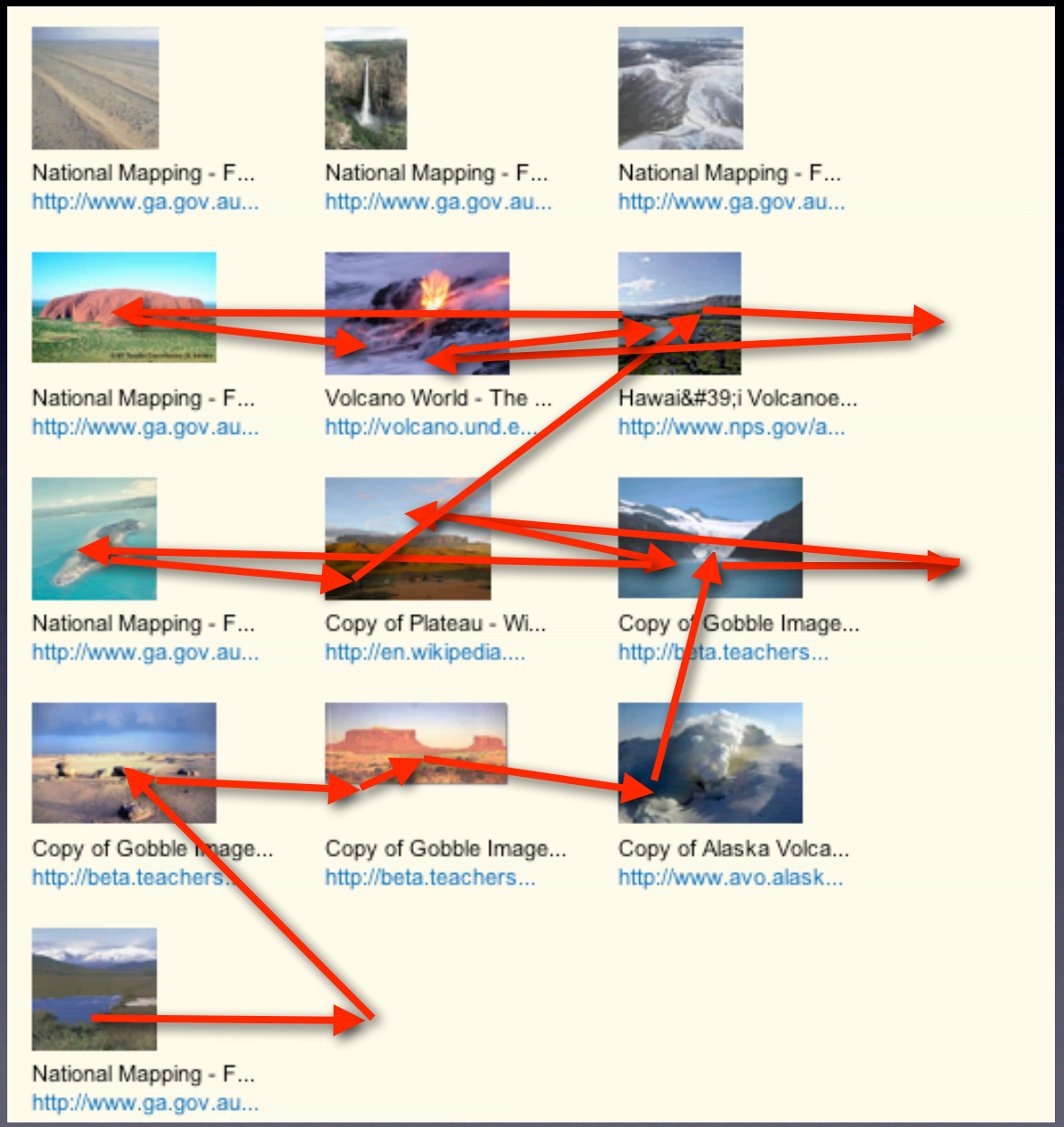

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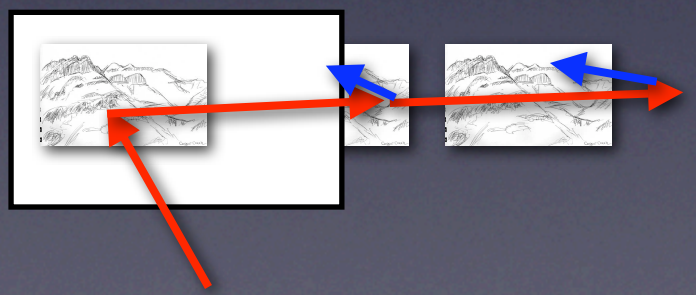
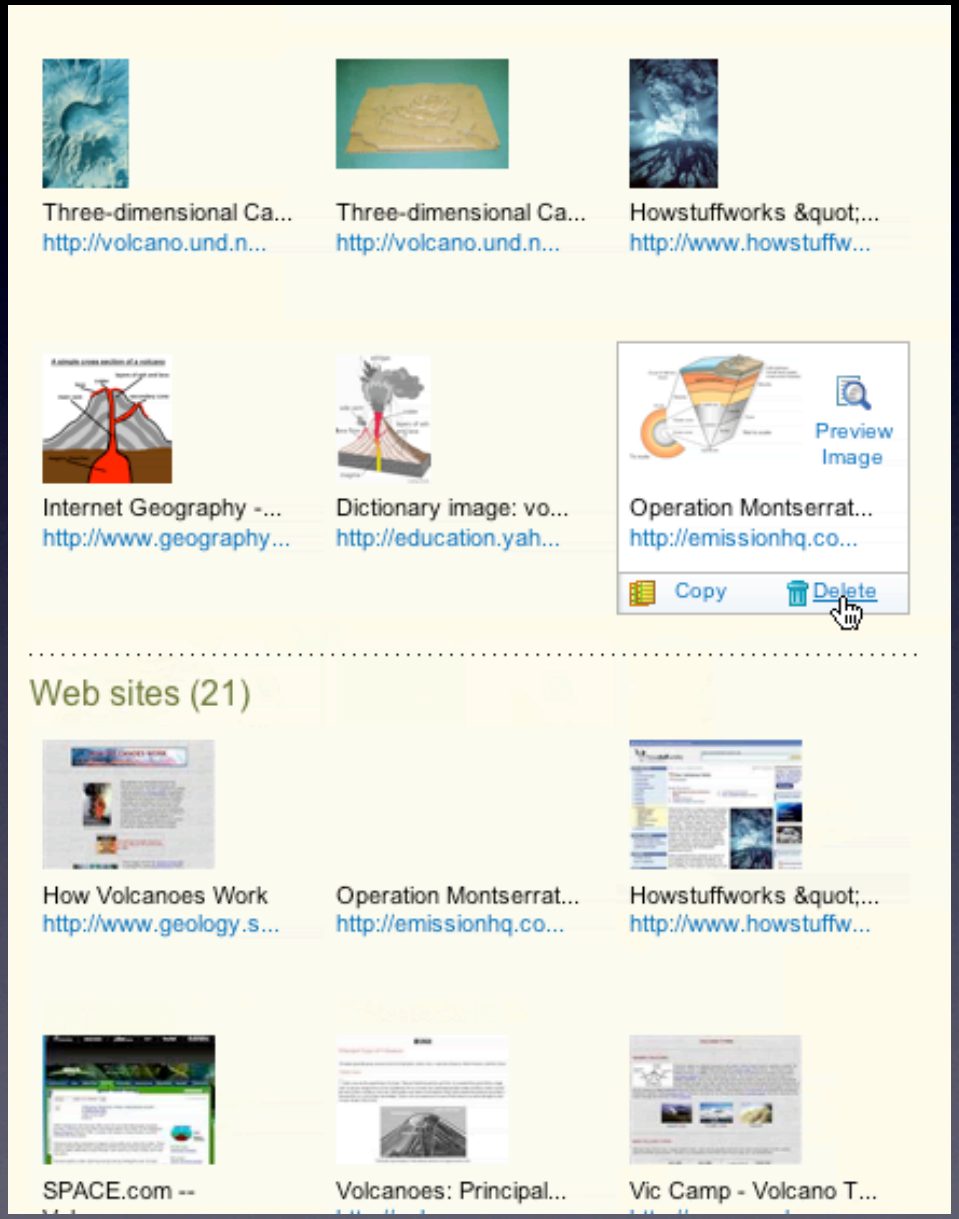


anti-pattern. **meandering way**

Y! Teacher's Redesign



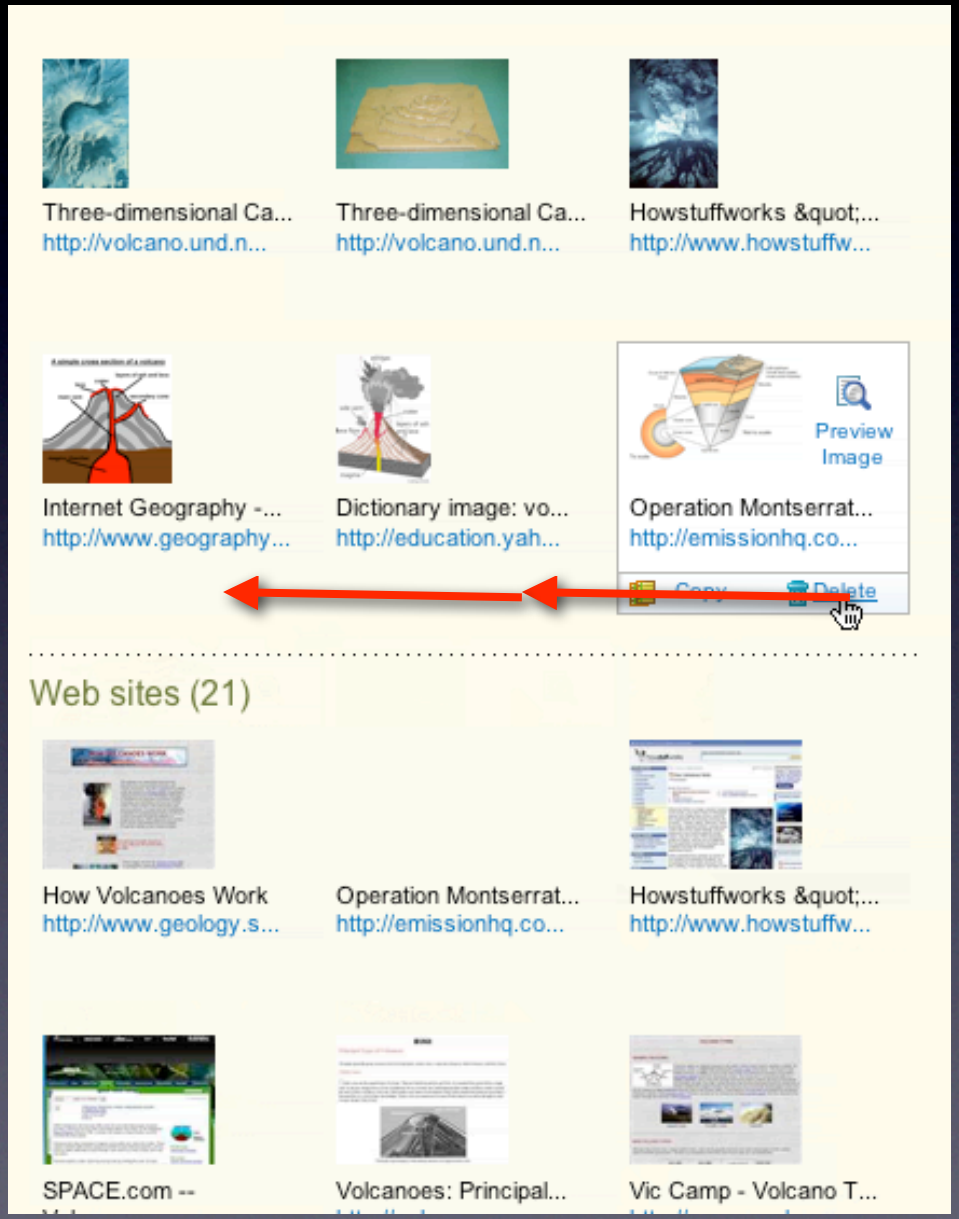
Solution

Reveal hidden tools on hover
Play on spatial memory

Avoid popup
Avoid page jitter

anti-pattern. **meandering way**

Y! Teacher's Redesign



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Schmap!! Amsterdam

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Sights & Attractions - Jordaan (Change...)

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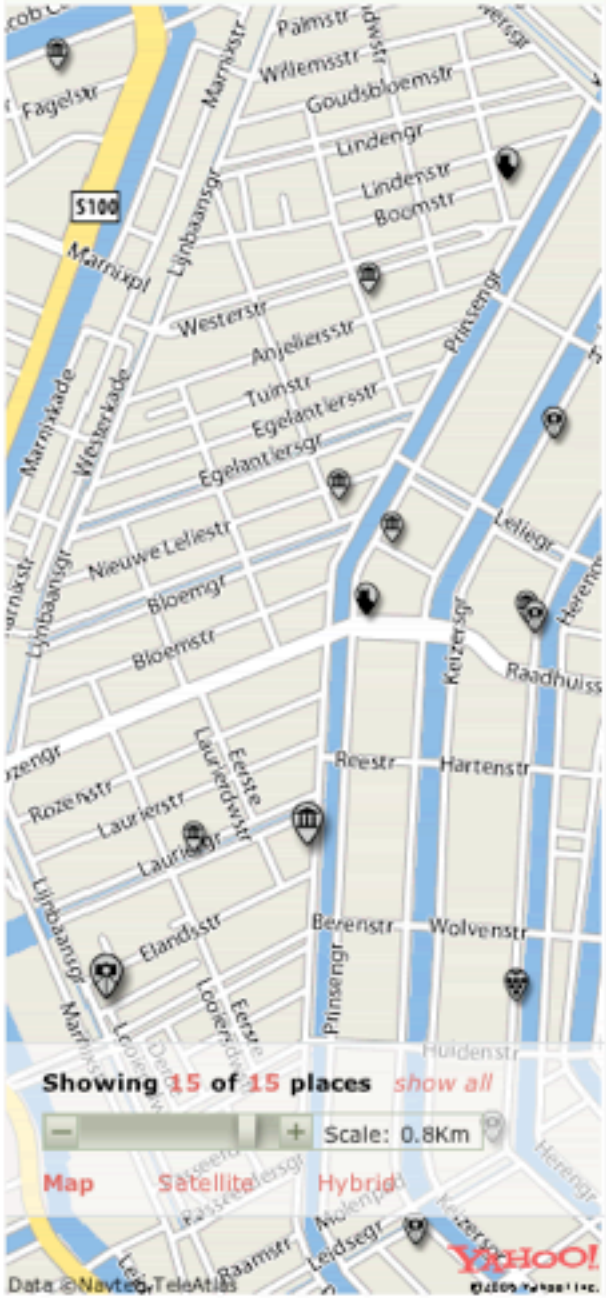
Jordaan Map



Places | Photos

Admiraal
Cheers!
print · zoom in

Anne Frank House
Anne Frank's Hideaway
print · zoom in

Brouwersgracht
Canal at the city centre
print · zoom in

Dutch Theatre Institute
Theater, museum and library
print · zoom in

Het Huis met de Hoofden
House of heads
print · zoom in

Houseboat Museum
Living on Water
print · zoom in

Marcel Wanders
Wander & Wonder!
print · zoom in

Pianola Museum
History of the pianola
print · zoom in

Spiegelkwartier
Picturesque neighbourhood
print · zoom in

The North Church
In the Jordaan
print · zoom in

The West Church
Amsterdam's Most Famous Church

Photo: Phil Hollman

Brouwersgracht
Lijnbaansgracht and Singel
Amsterdam, 1016
Tel: +31 (0)20 551 2525 (Tourist Information)

Amsterdam is known for its canals and why not—it boasts of around 165 of them! Brouwersgracht is no different from the others. Come here to take in the city's charm. The streets, lined with bicycles, give you a sense of nostalgia. You can shop at the numerous stores, and follow it with feasting at one of the cafés.

Review © 2007, Wcities

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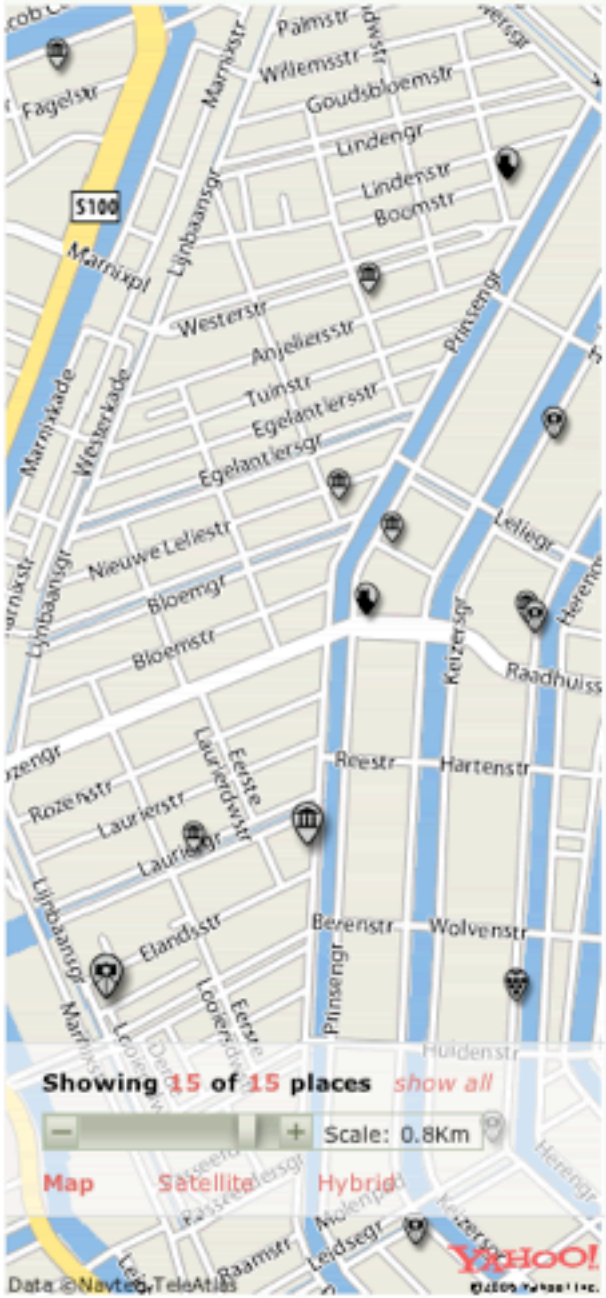

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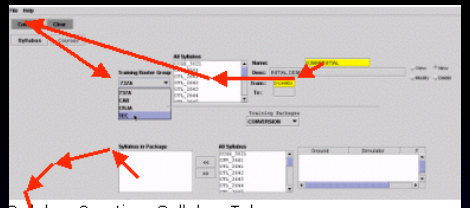
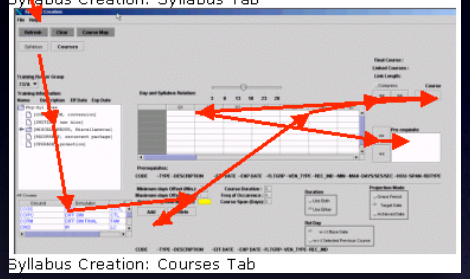
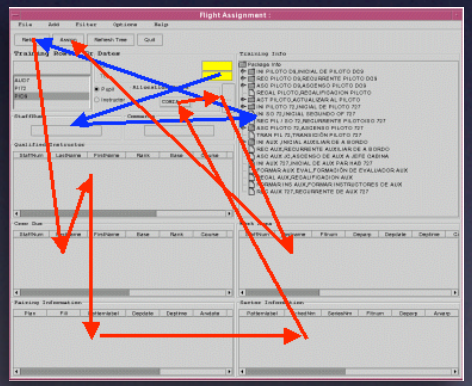
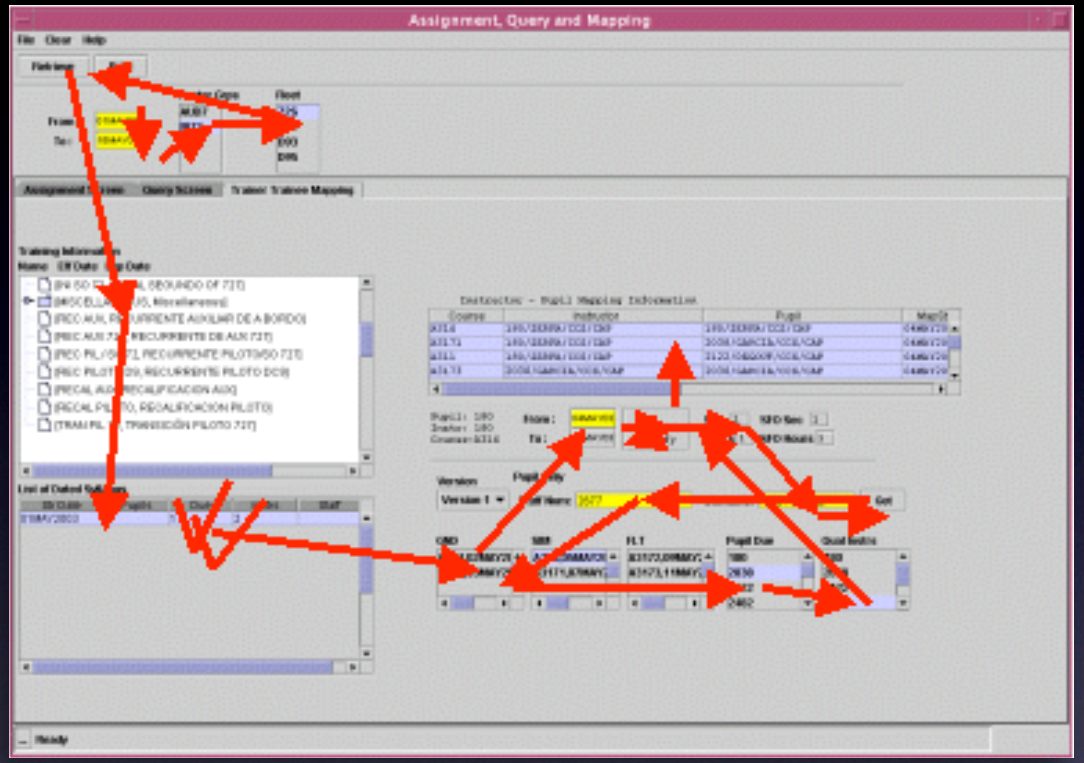
anti-pattern. **meandering way**

Nightmare of endless meandering









Drawing flow arrows is a great way to visualize a flow
Refactoring can follow

refactoring. **meandering way**

Annotate the current flow.
Think of flow arrows as a way to debug an interaction

Draw the ideal flow.
Display only elements needed for each interaction
Will clarify important interactions

Watch out for hovers.
In-context tools should require minimal mouse effort
Avoid flyouts
Avoid page jitter

Follow spatial consistency.
Play off of user's spatial memory.

anti-pattern. **pogo stick navigation**

summary

Requiring the user to go down a level or two, perform an operation, come back to the top and then have to go back down again. Name comes from hopping up and down through the site.

credit

Jared Spool

anti-pattern. **pogo stick navigation**

Netflix. Older version of add to queue

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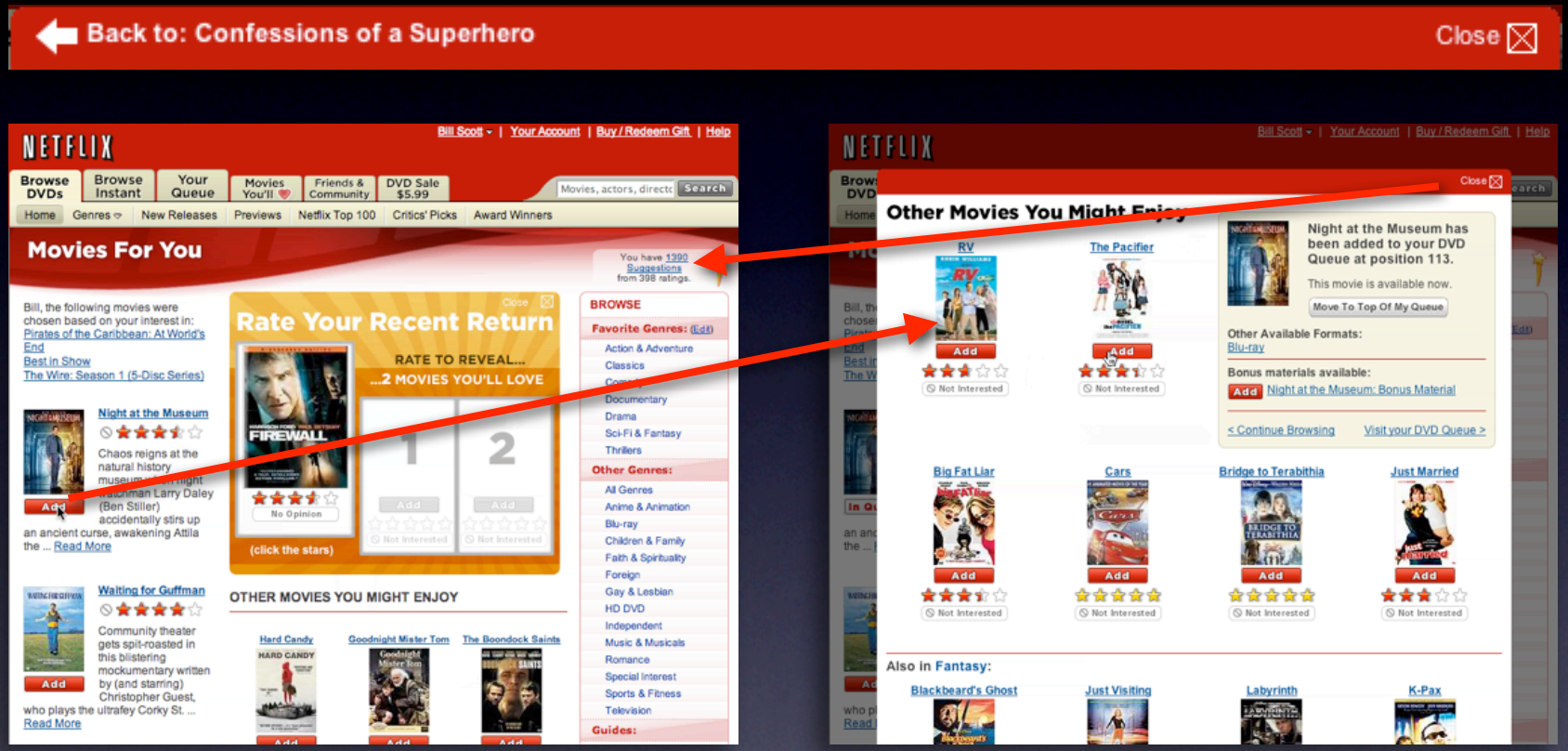
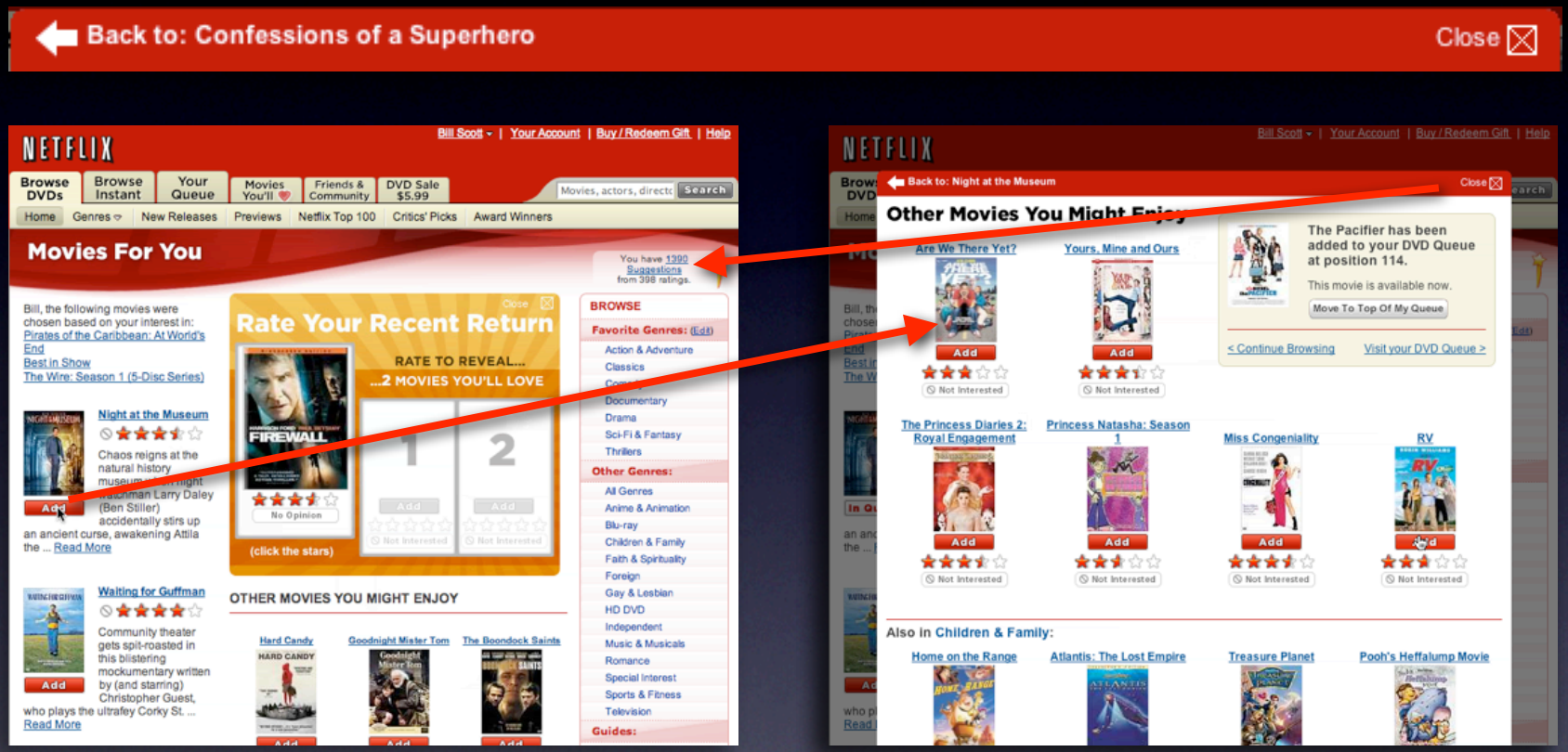


Solution

Encapsulate alternate click stream in an overlay

anti-pattern. **pogo stick navigation**

Netflix. Newer version of add to queue



Solution

Encapsulate alternate click stream in an overlay

anti-pattern. **pogo stick navigation**

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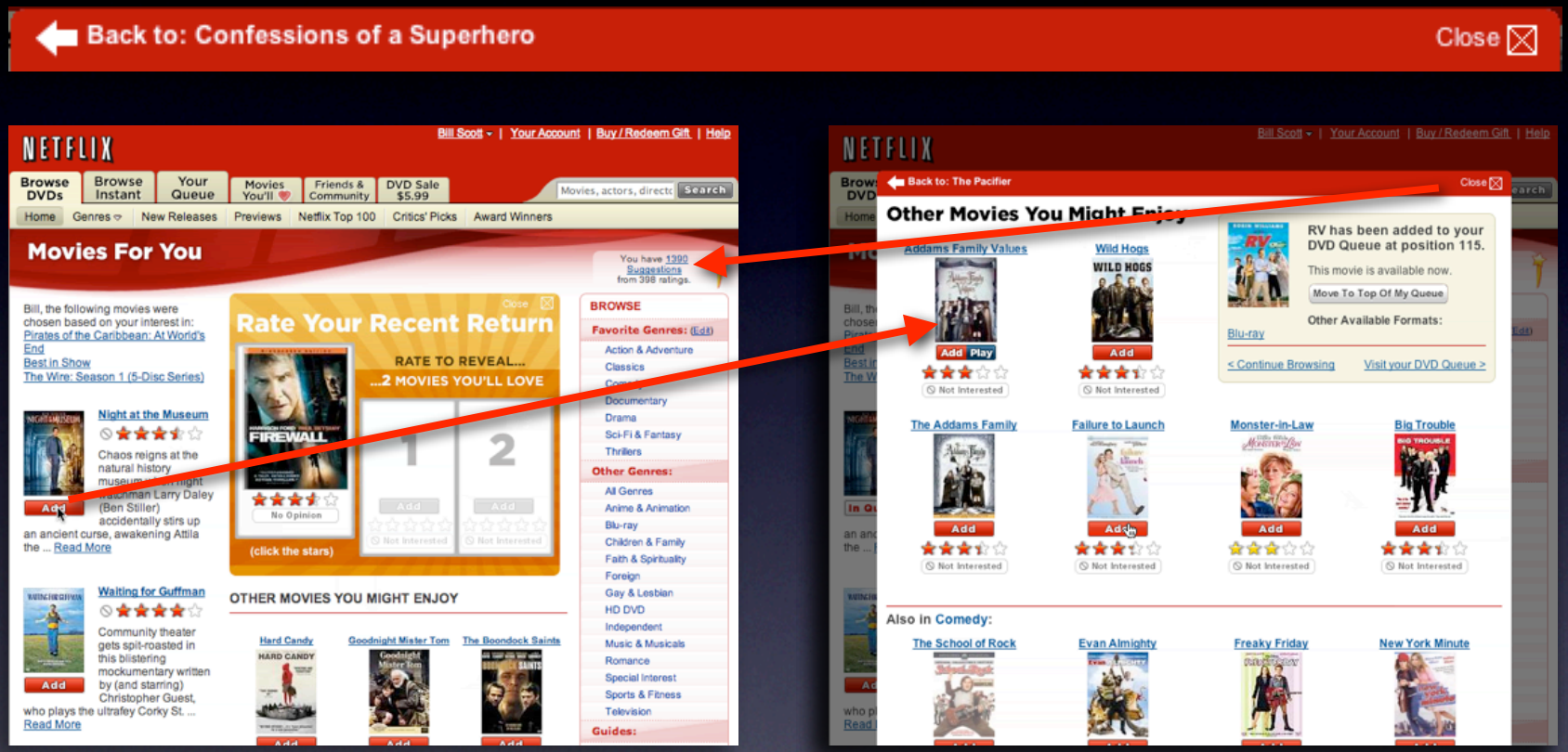

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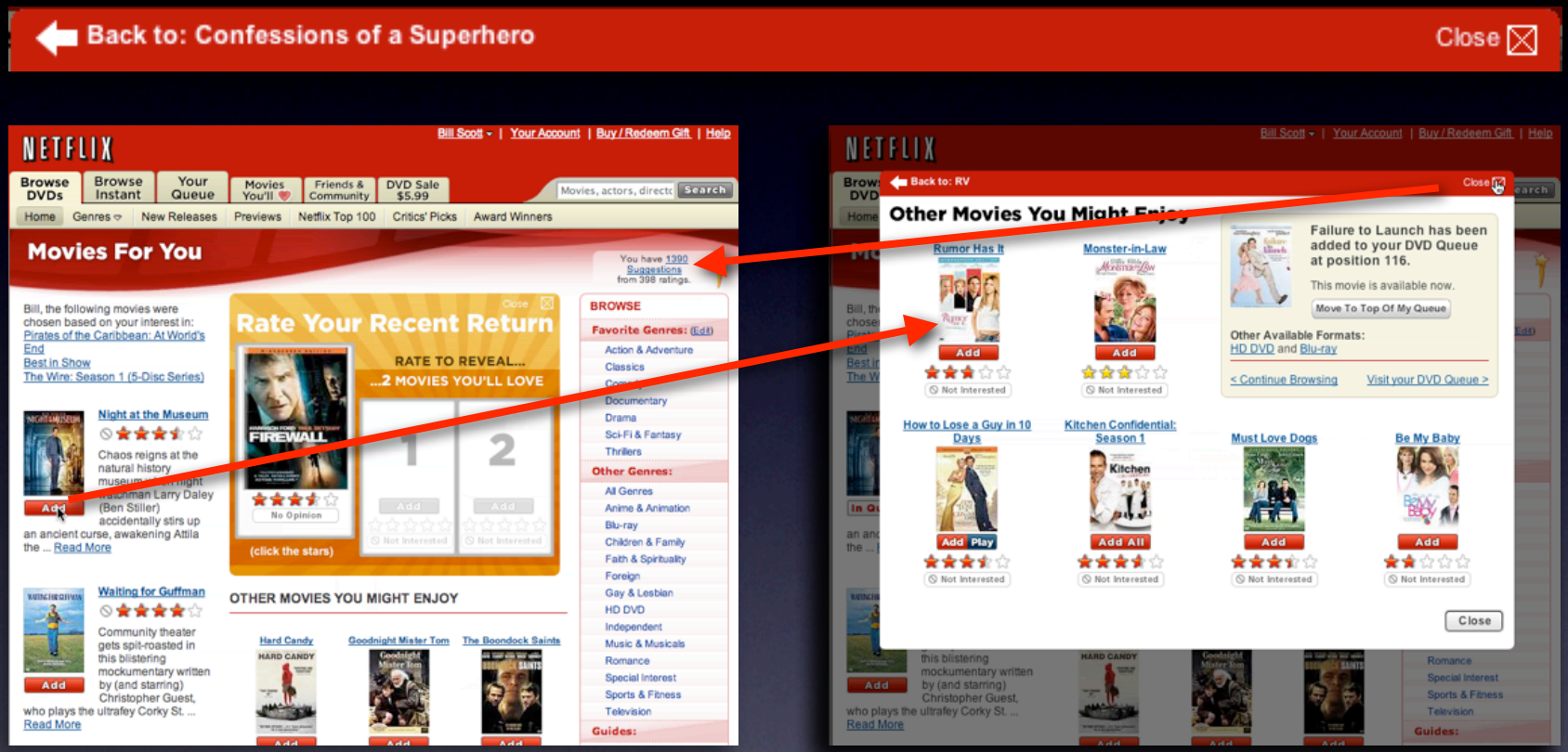

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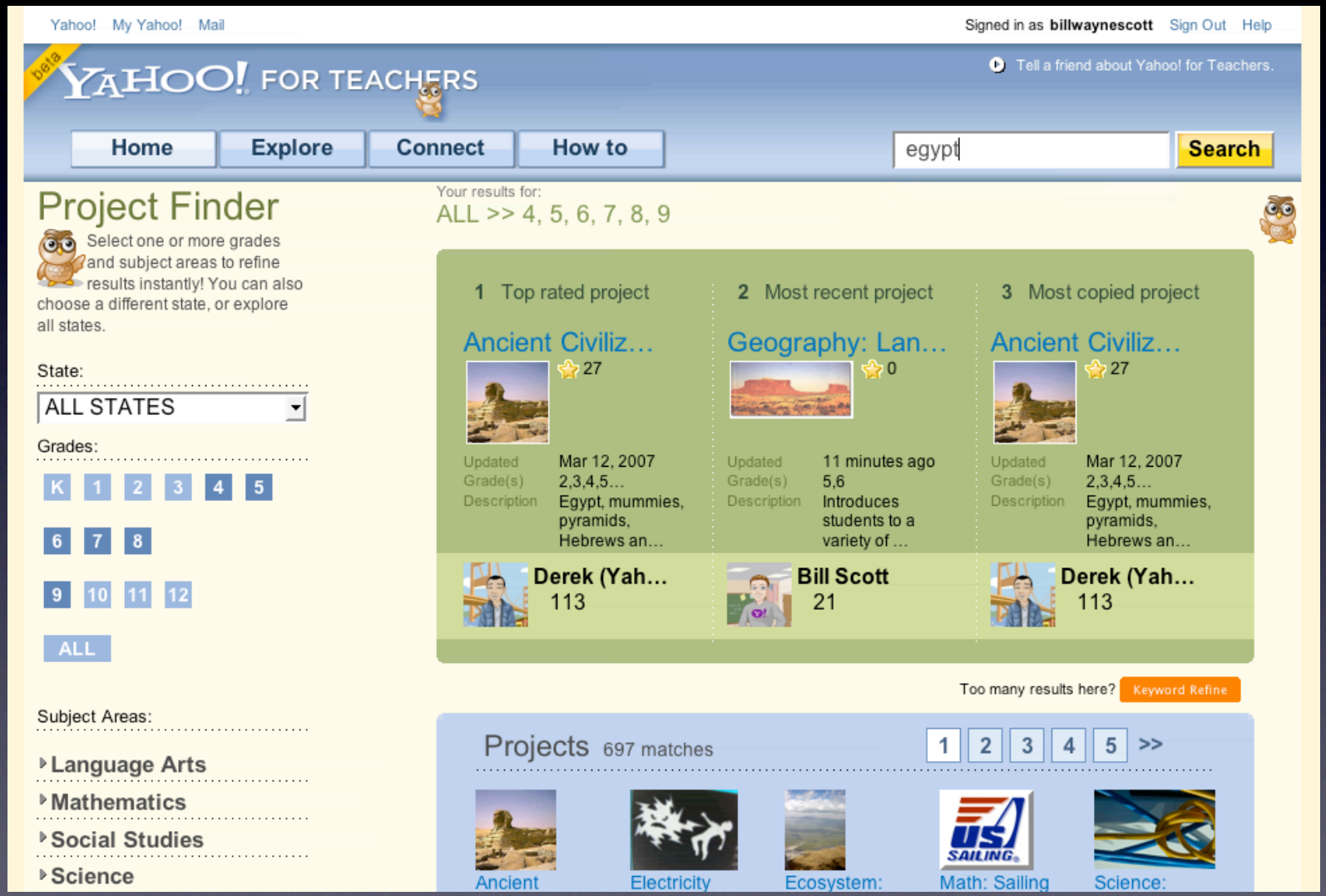
anti-pattern. **pogo stick navigation**

Y! Teachers



No obvious close for overlay

Back Button goes to wrong place

refactoring. **pogo stick**

Draw flow arrows between pages to catch the zig-zag bouncing from page to page (see Meandering Way).

To avoid pogo effect:
- **Use in-context tools** to bring actions into the current page
- **Use hover details** to reveal information in context
- **Use overlays** for encapsulating an alternate navigation path to allow temporary exploration without losing the original context of navigation
- **Use in page actions** like inline editing, etc. to provide functionality inline.
- **Use in-context expand**s to reveal information on the page.

Watch out for overlays
Can make users resort to back button anyway

anti-pattern. **tiny targets**

summary

Making key interaction points too small increases the likelihood that users will be frustrated with the interface.

Fitt's law

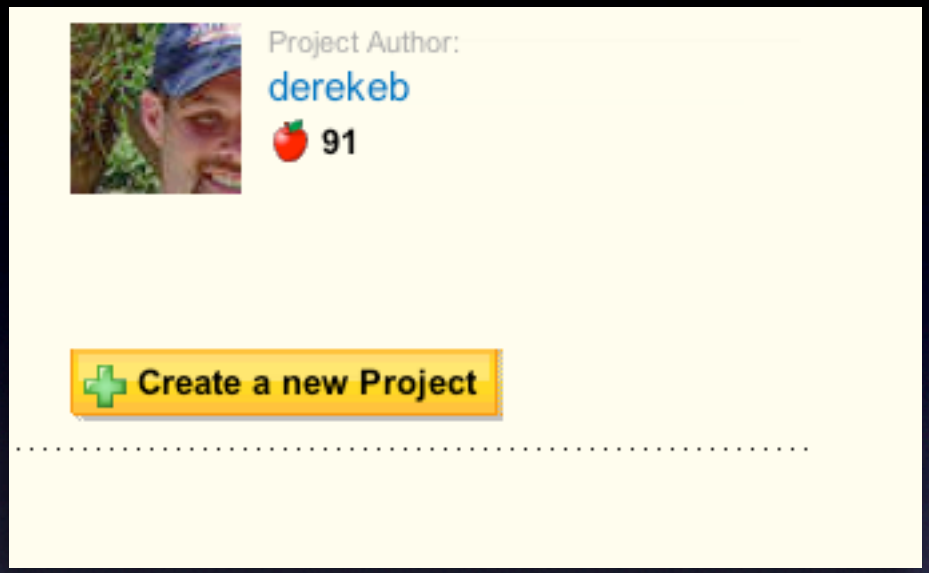
The time to acquire a target is a function of the distance to and size of the target.

examples

divots for expand/collapse

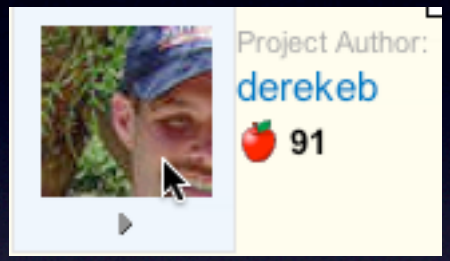
anti-pattern. **tiny targets**

The identity card area has a summary view and an expanded view.



Divot for expand/collapse is hidden

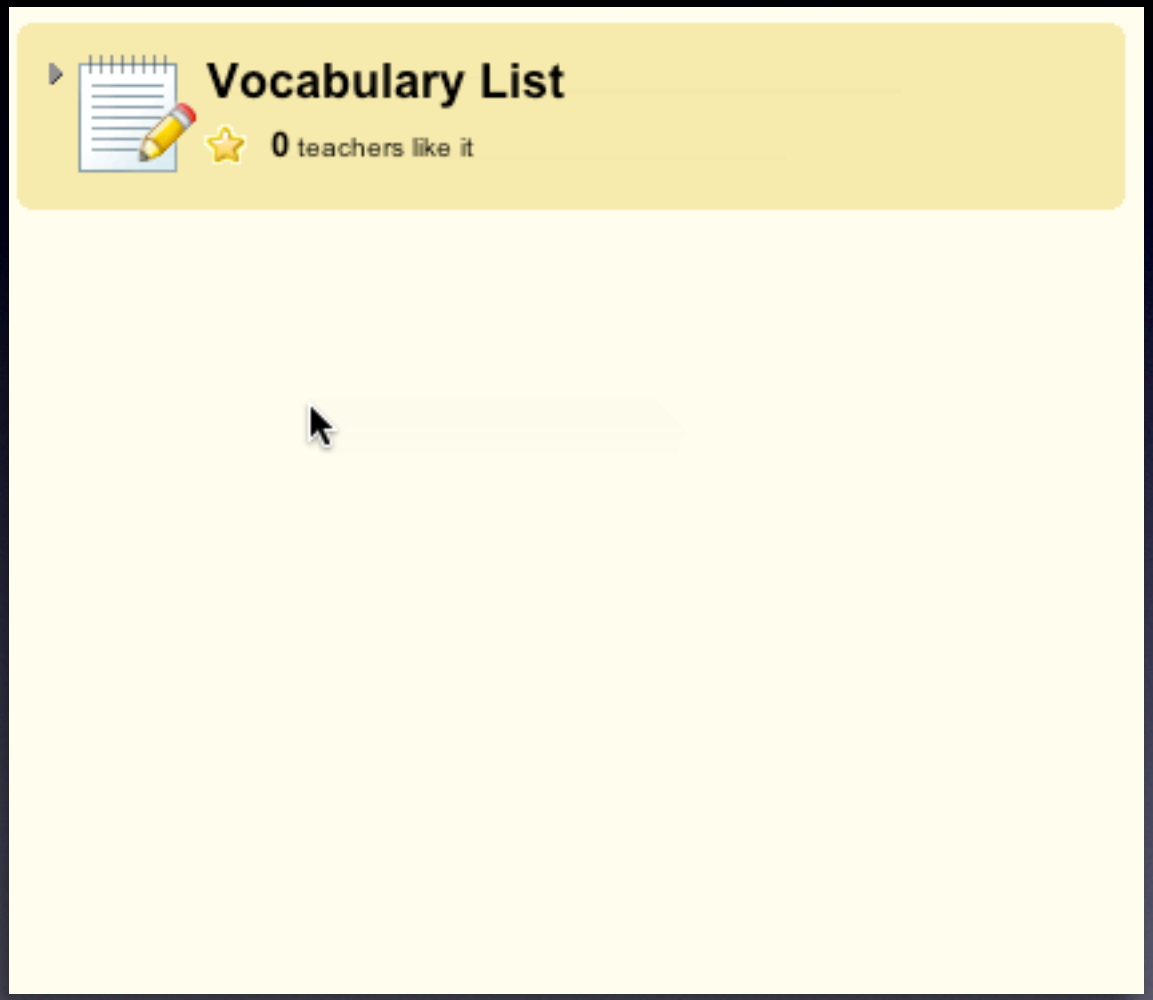
Shown on picture hover only



Divot is small (8x8)

anti-pattern. **tiny targets**

Ambiguity in targeting
Is it just the divot? Or anywhere in the title?



Solutions
Larger target, to the upper right
Or spell it out

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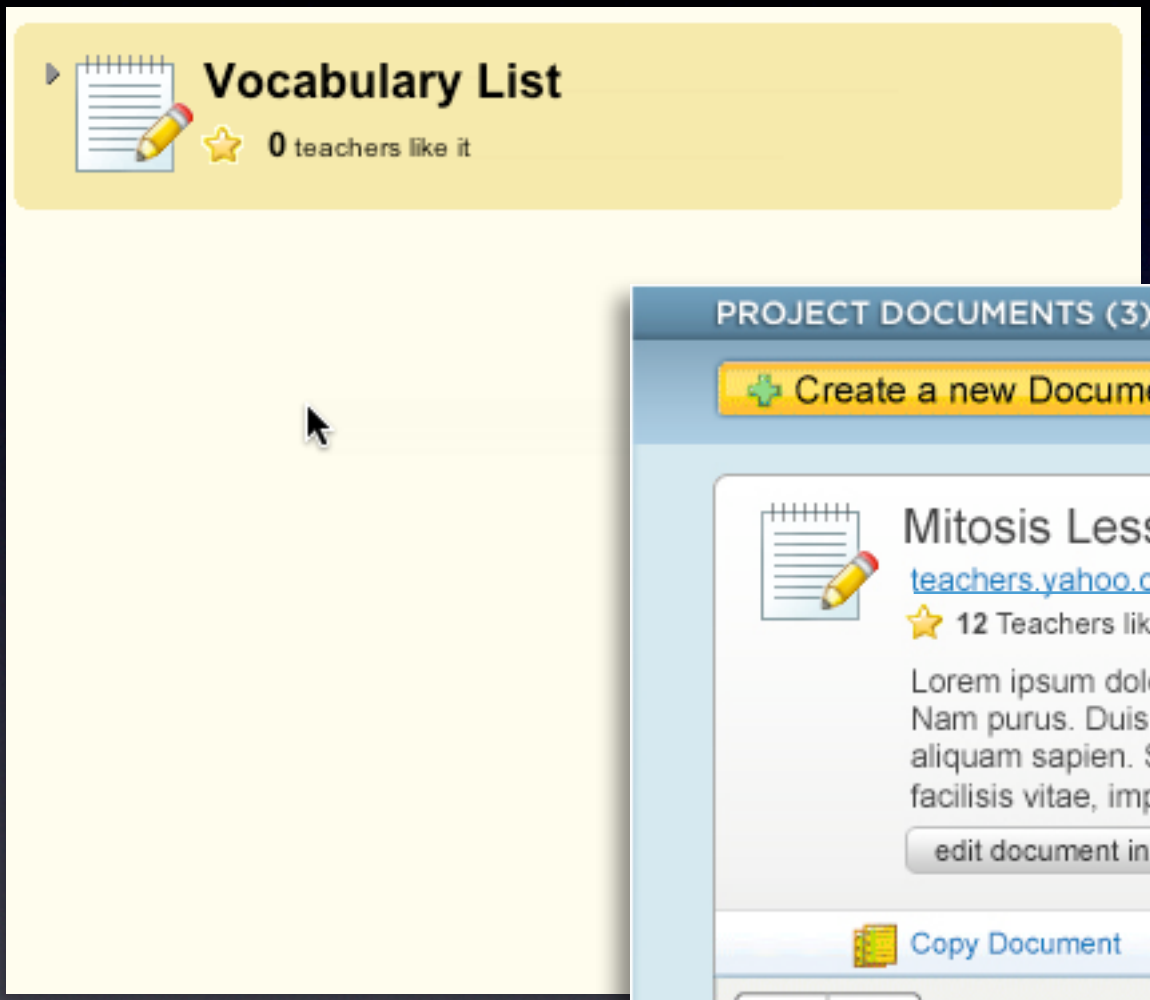

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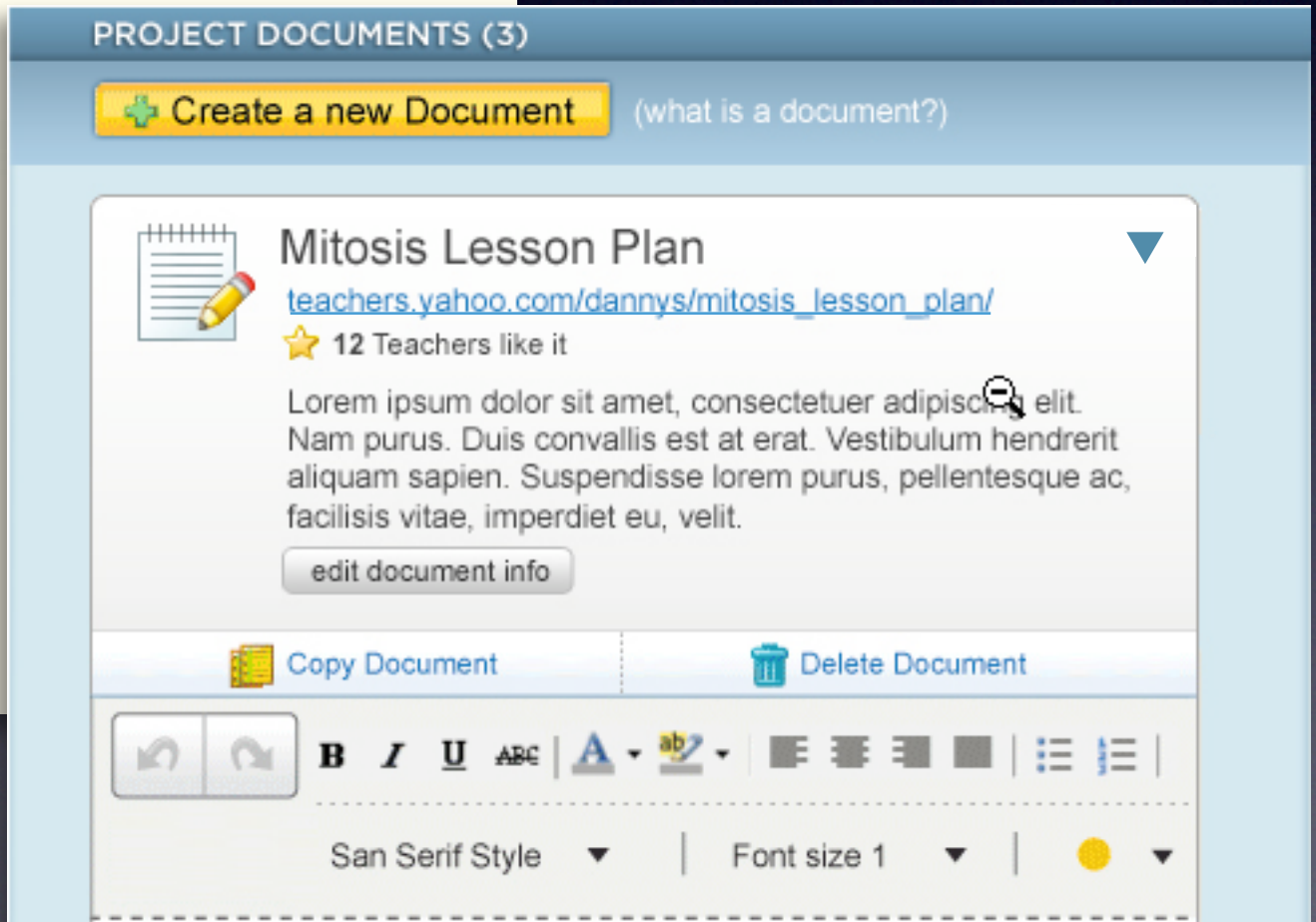

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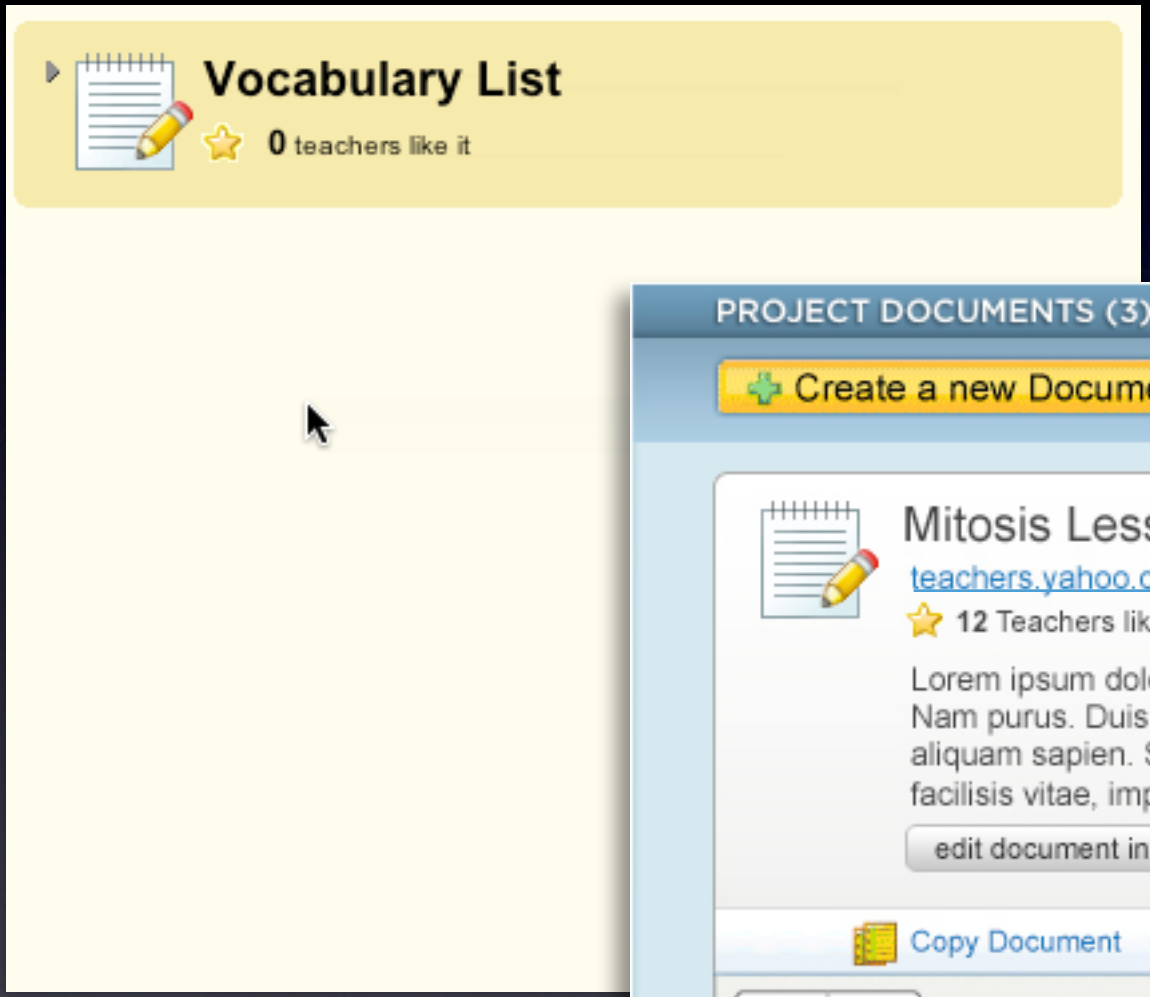

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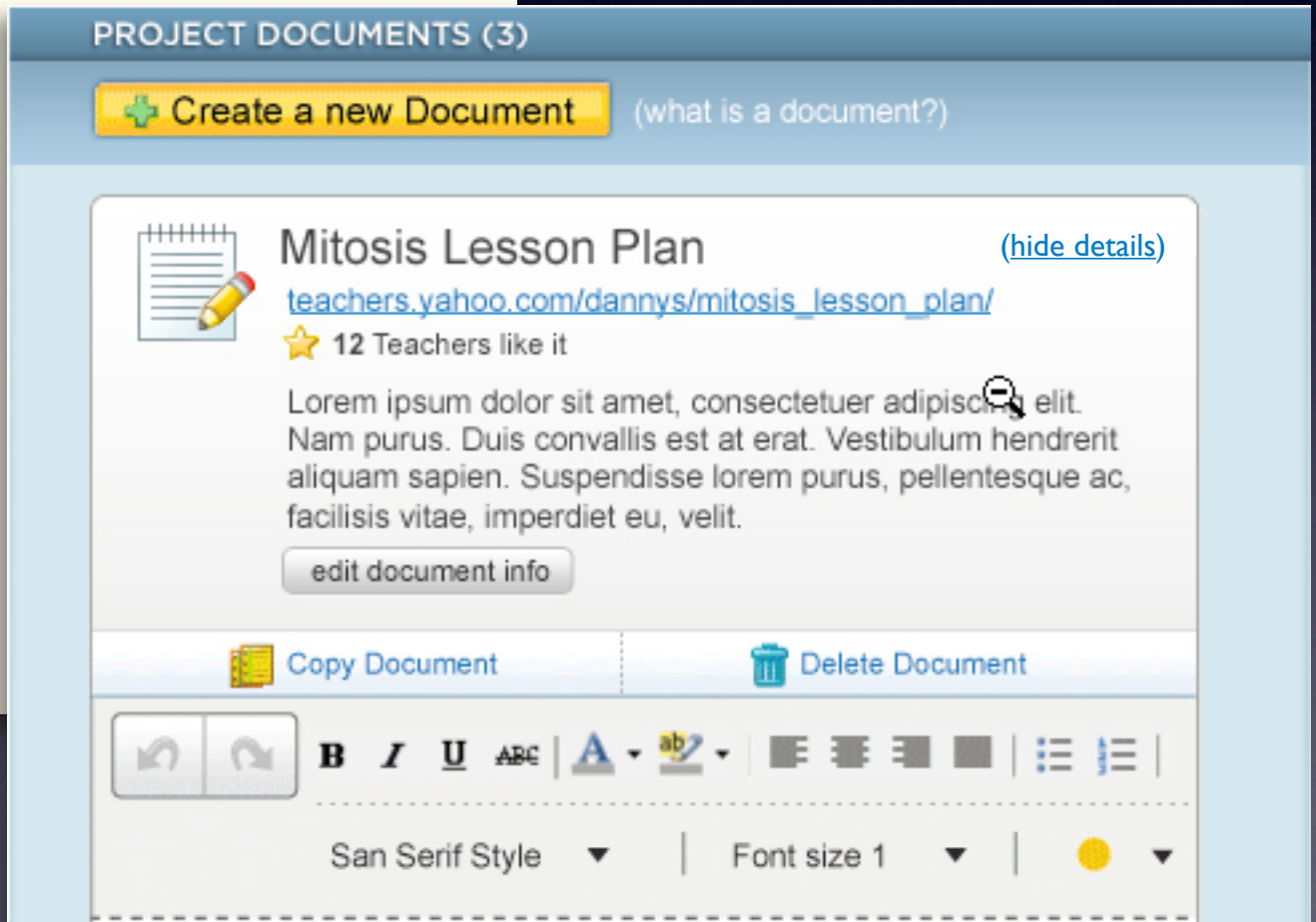
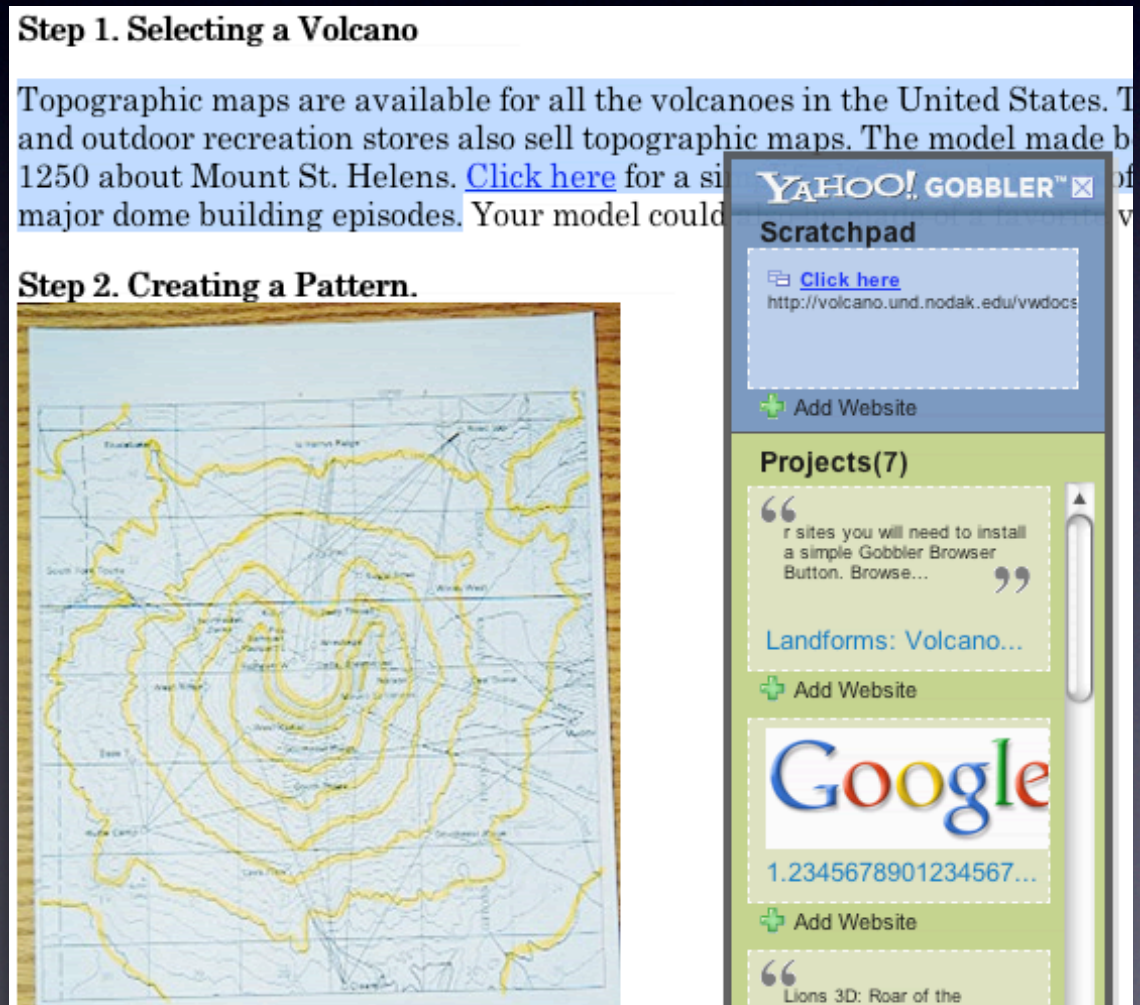


anti-pattern. **tiny targets**

The Yahoo! Gobbler has done well in tests due to the larger nature of the project drop targets.

Issue: small text drag target



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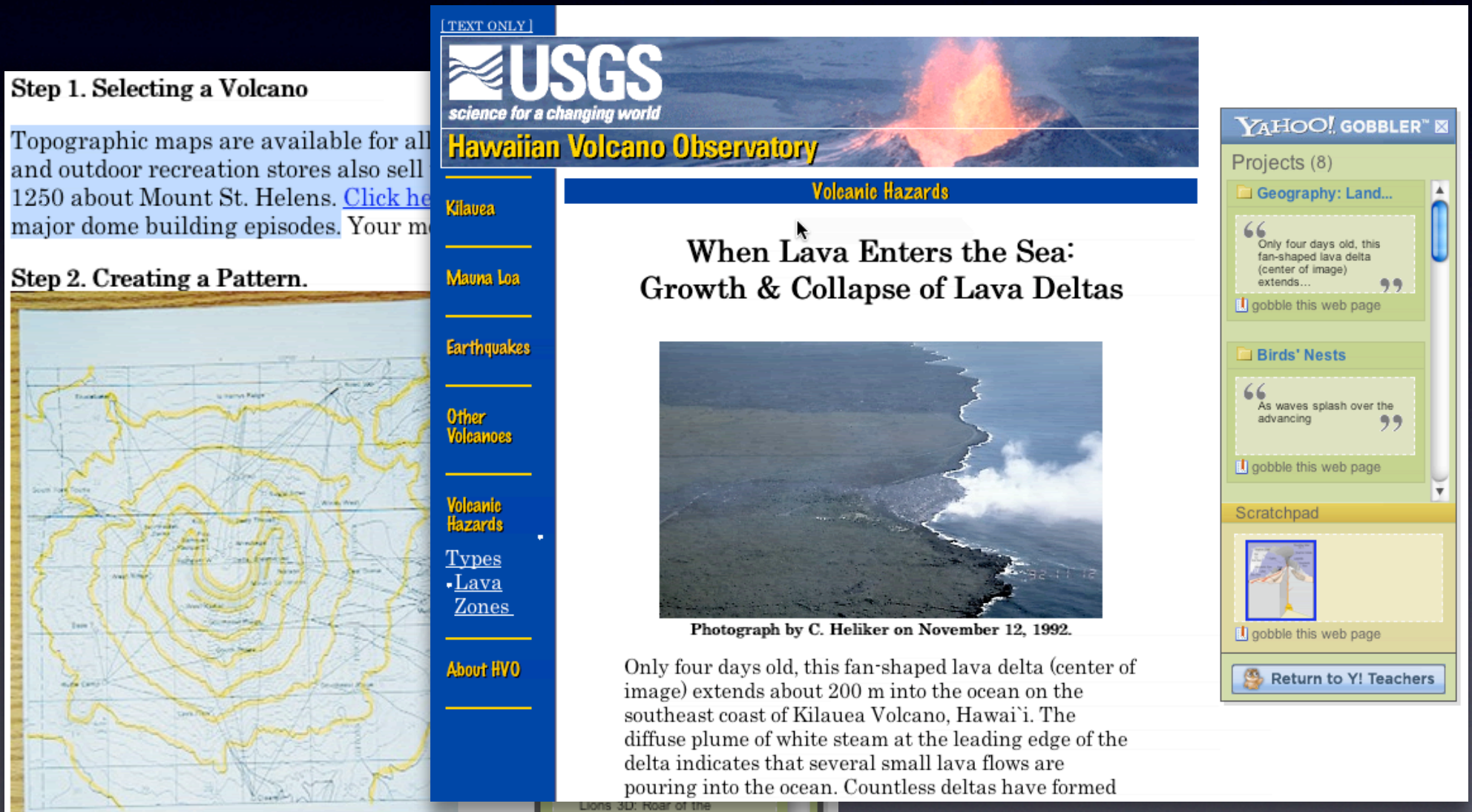
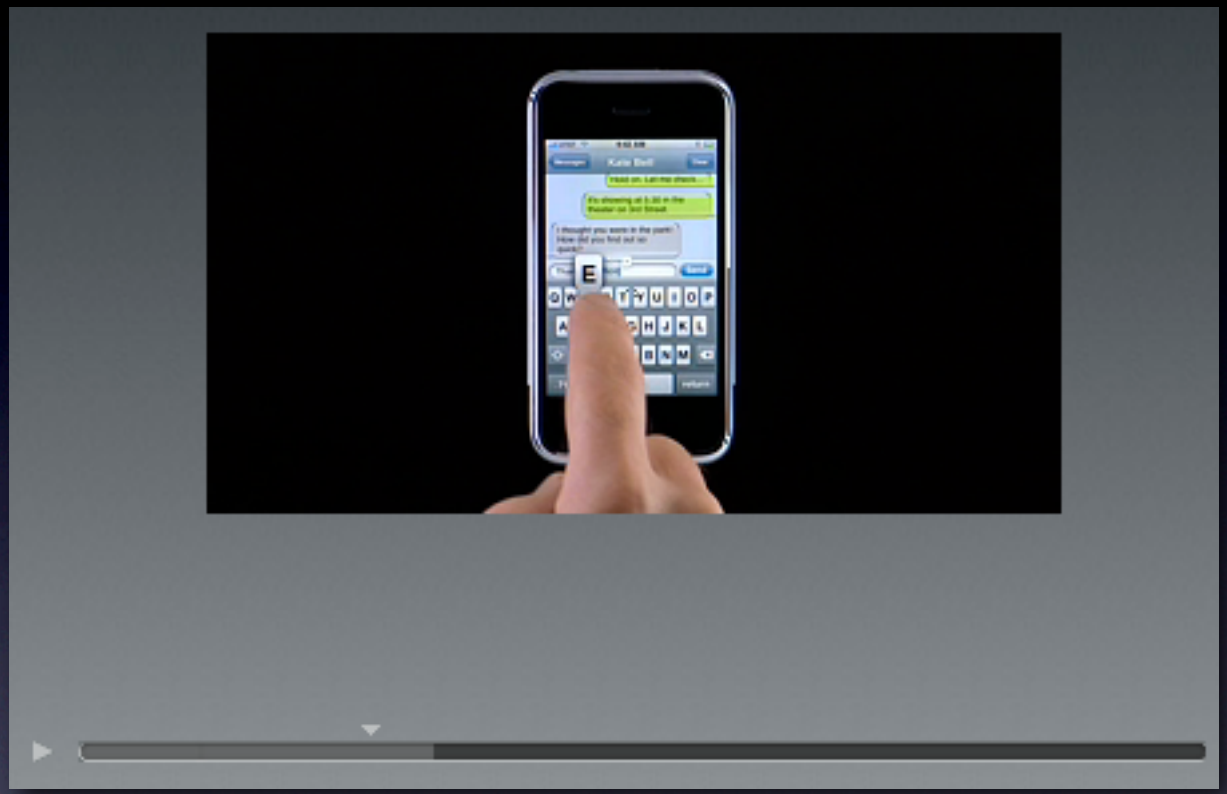


anti-pattern. **tiny targets**

Apple iphone keyboard



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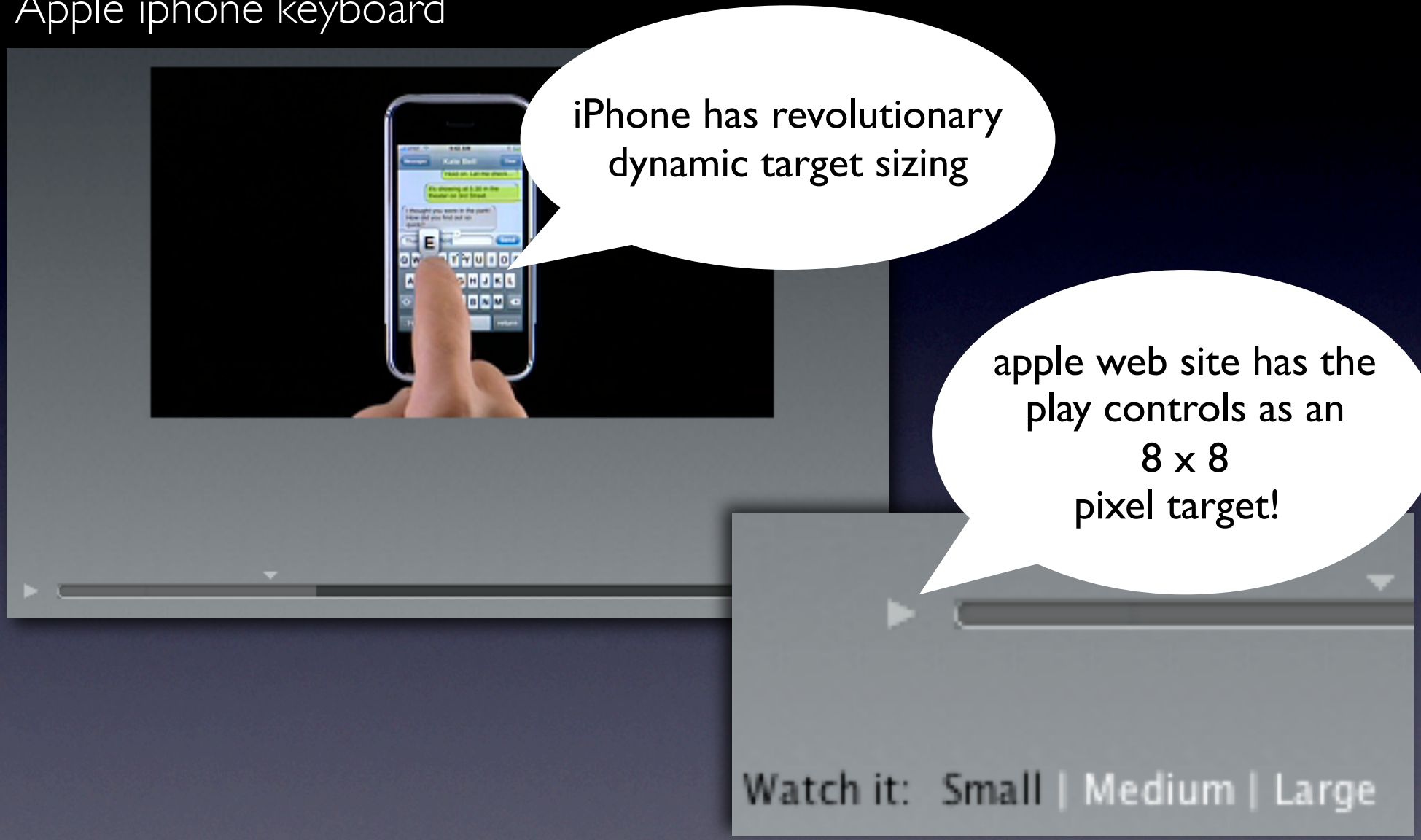


strategies. **tiny targets**

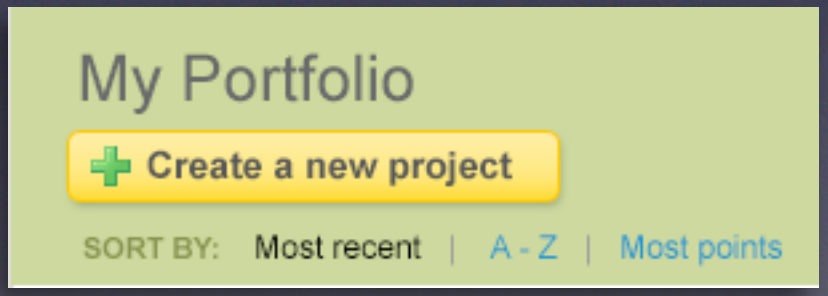
Activation targets and important commands need to be **large enough**, **visually distinct** and in **proximity** to operation.

Use in-context tools to support proximity.

Use "Call to Action" style buttons for most important operations.

If titles will expand/collapse, at least **use hyperlink** underline when hover happens to provide a bigger target.

Never use 8x8 for targeting



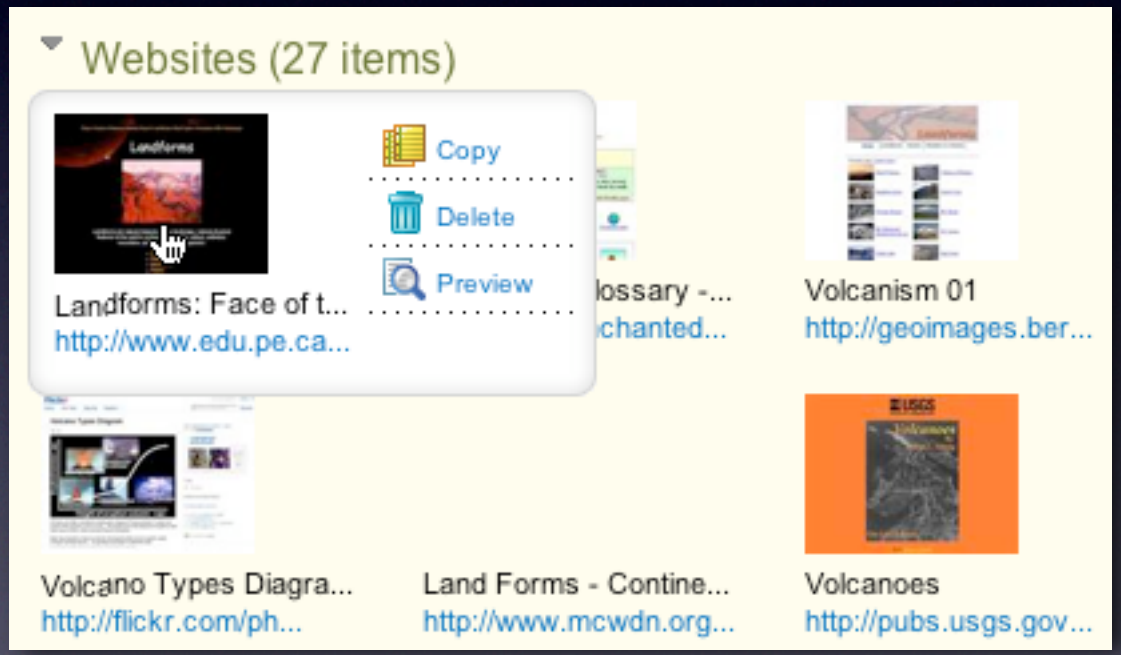
anti-pattern. **hover & cover**

summary

Hover reveal of information and actions has become more and more popular. Hover & Cover is when the hover actually hides important contextual information around the object or gets in the way of other actions.

anti-pattern. **hover & cover**

Original hover was extremely annoying as it
Covered the item to the right (natural flow is left to right)
Partially covers text edit area (bug: sticks open)



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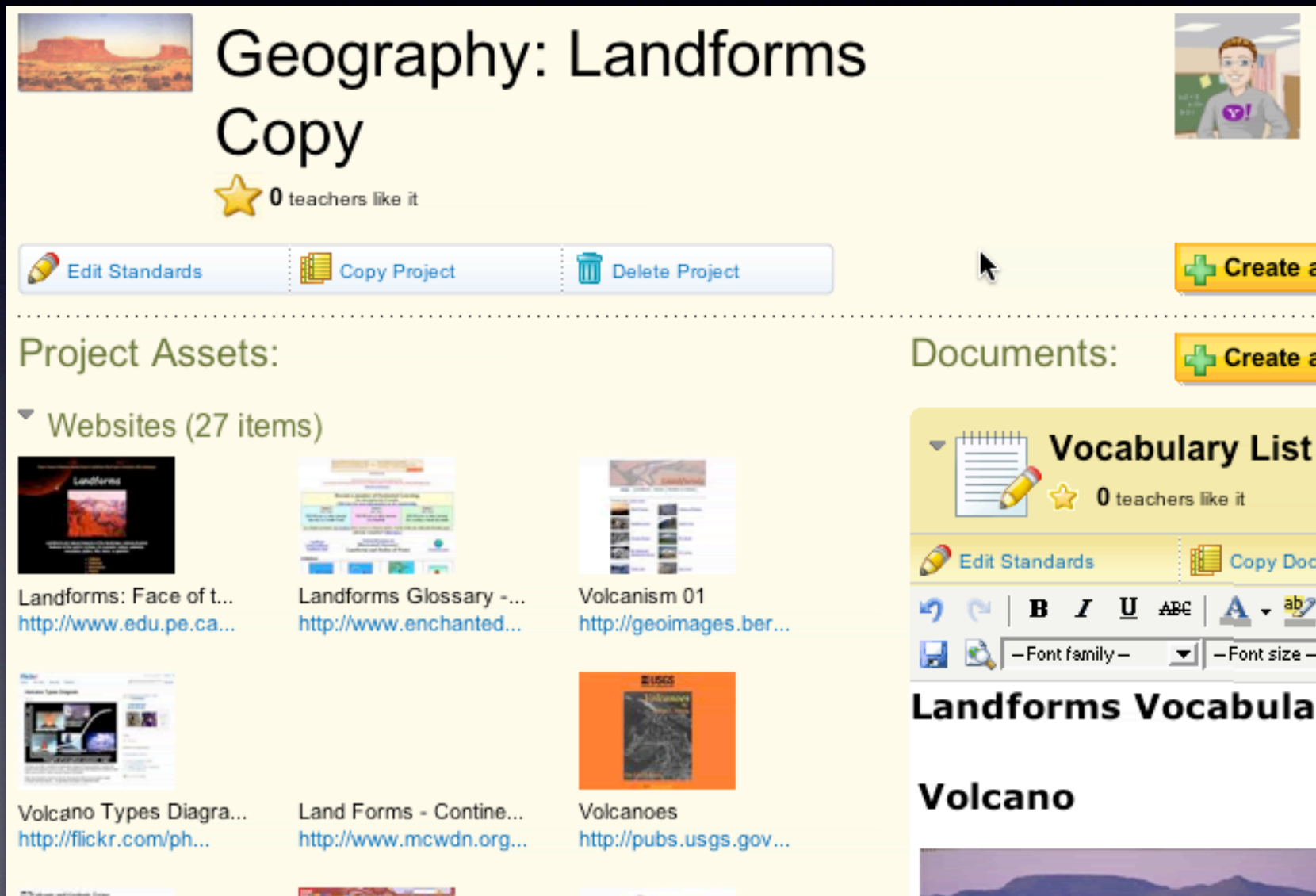


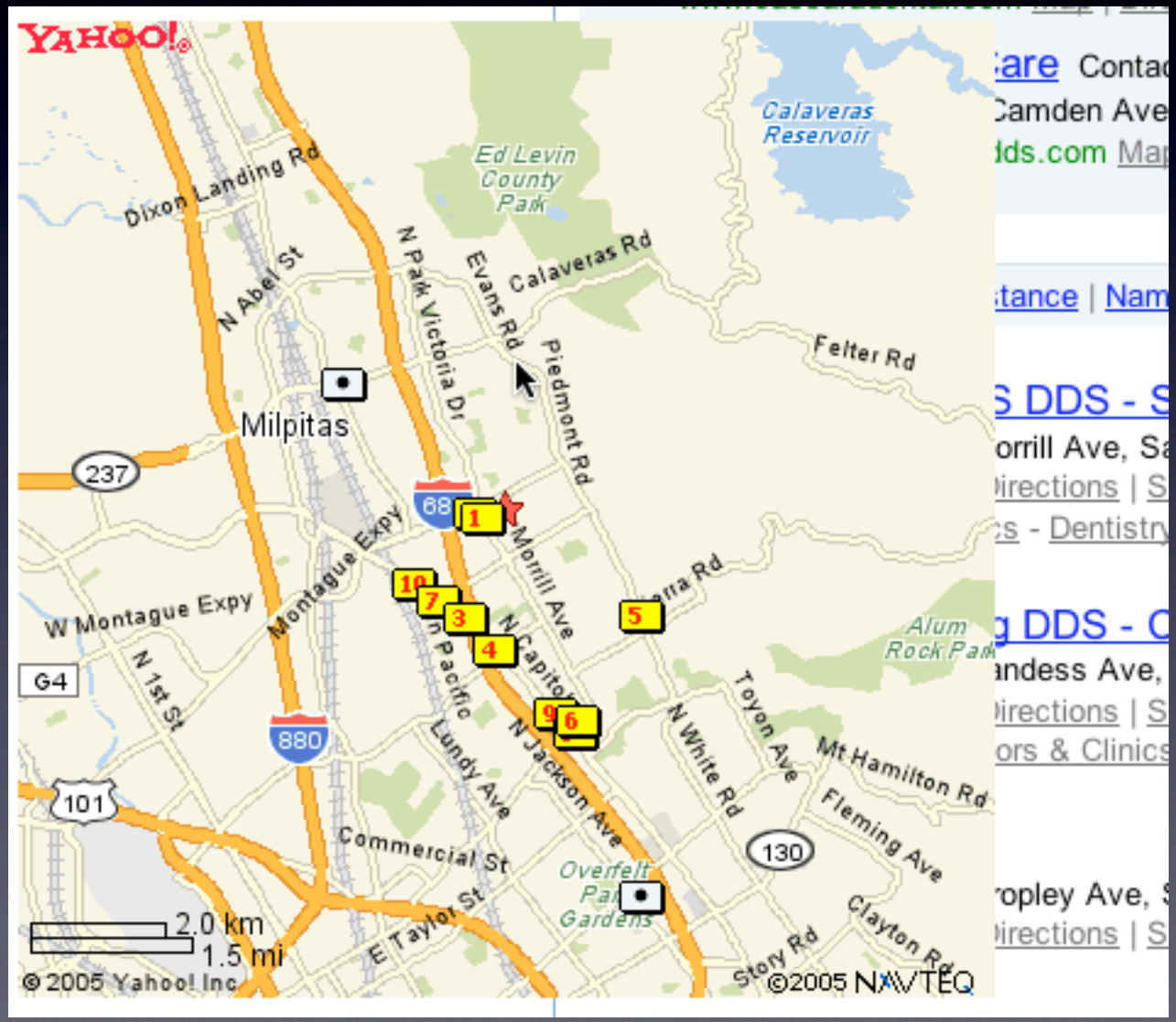
anti-pattern. **hover & cover**

Example from plum.com
Drop down menu shows on hover and gets in the way. Too easy to accidentally turn it on.

anti-pattern. **hover & cover**

Yahoo! Local orginally had this hover beast.

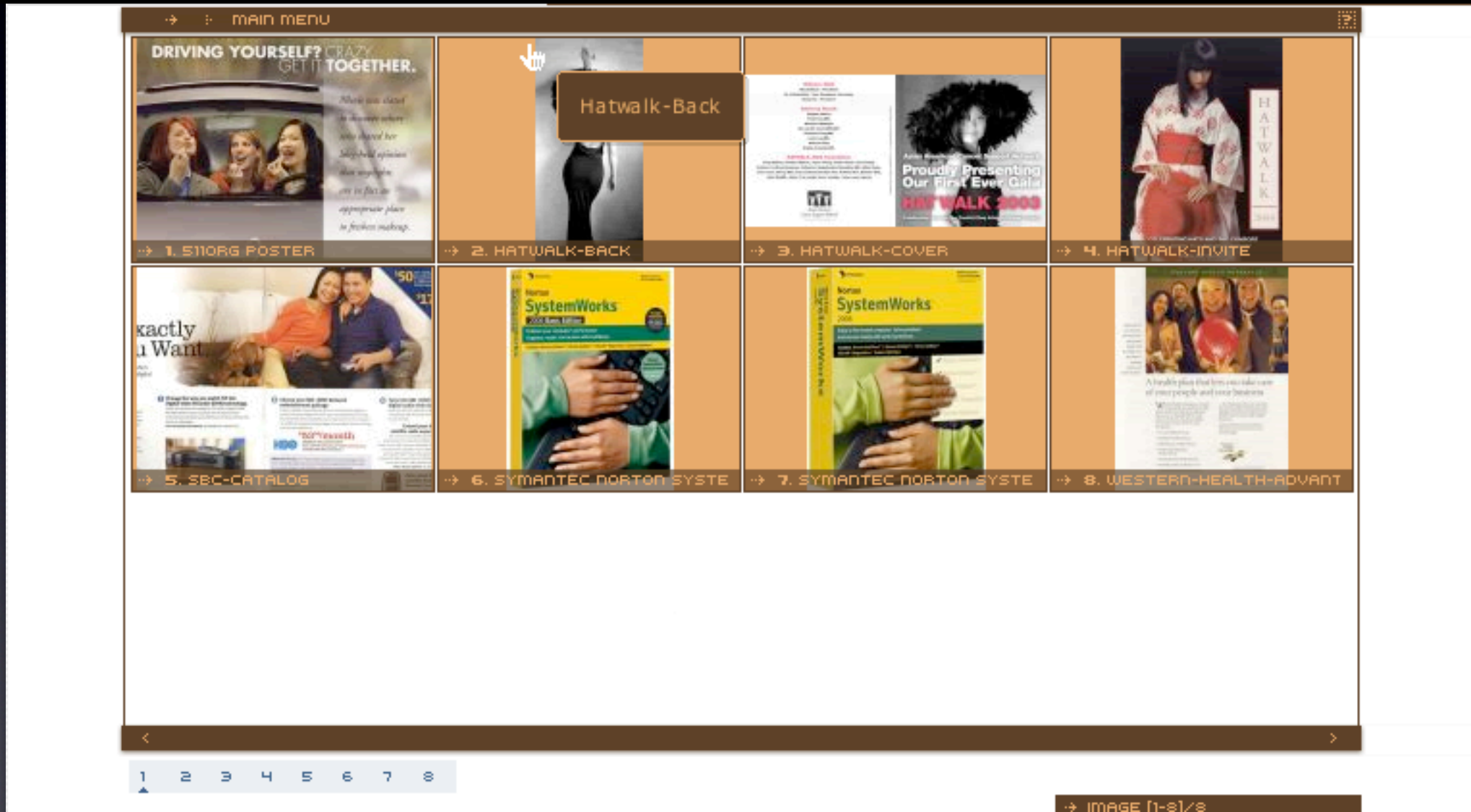
Thankfully it no longer functions this way :-)



anti-pattern. **hover & cover**

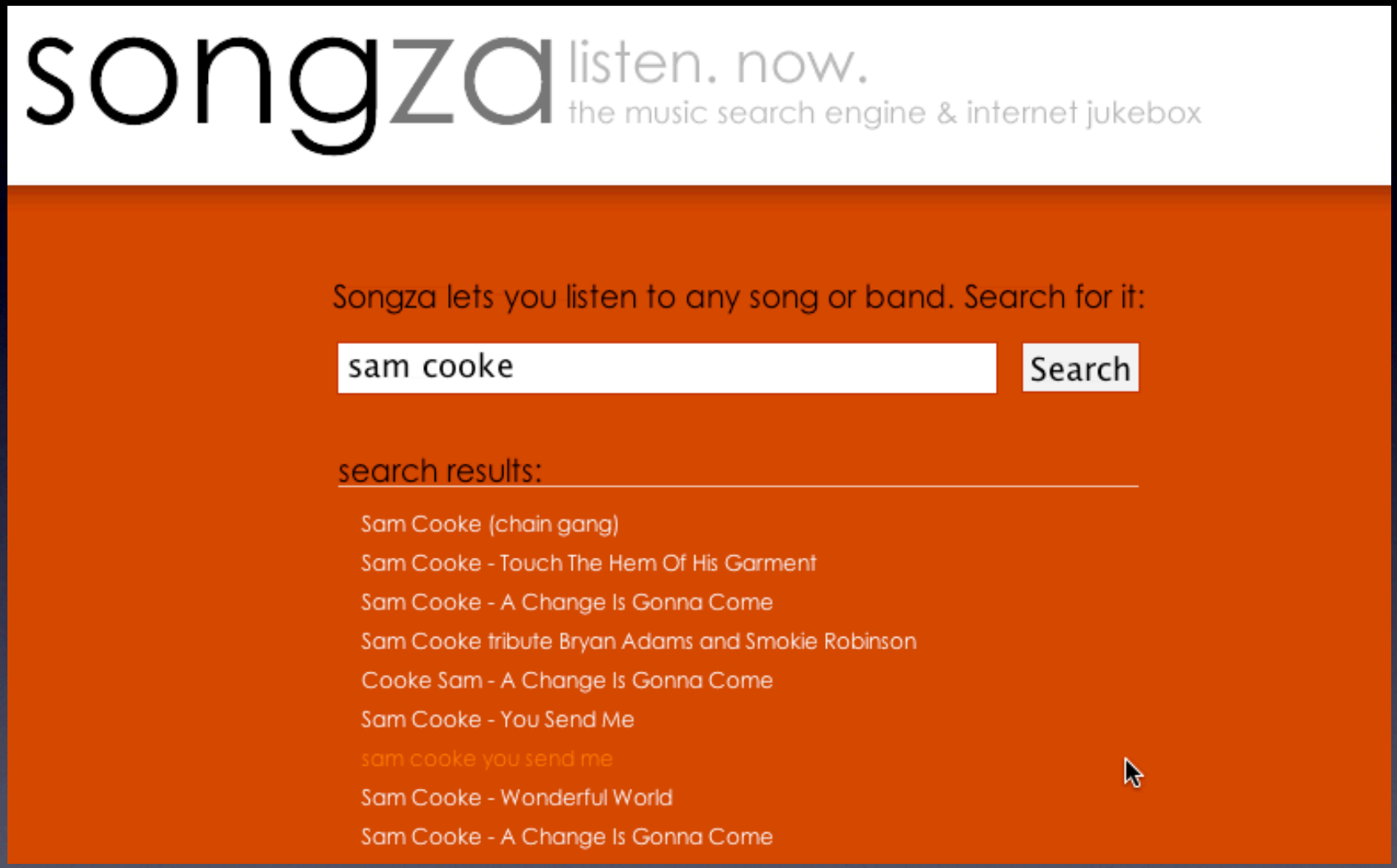
This one almosts leads to a new anti-pattern-- hover madness

Seriously what were they thinking?



refactoring. **hover & cover**

Use click for tools that will cover context



refactoring. **hover & cover**

Use click for tools that will cover context

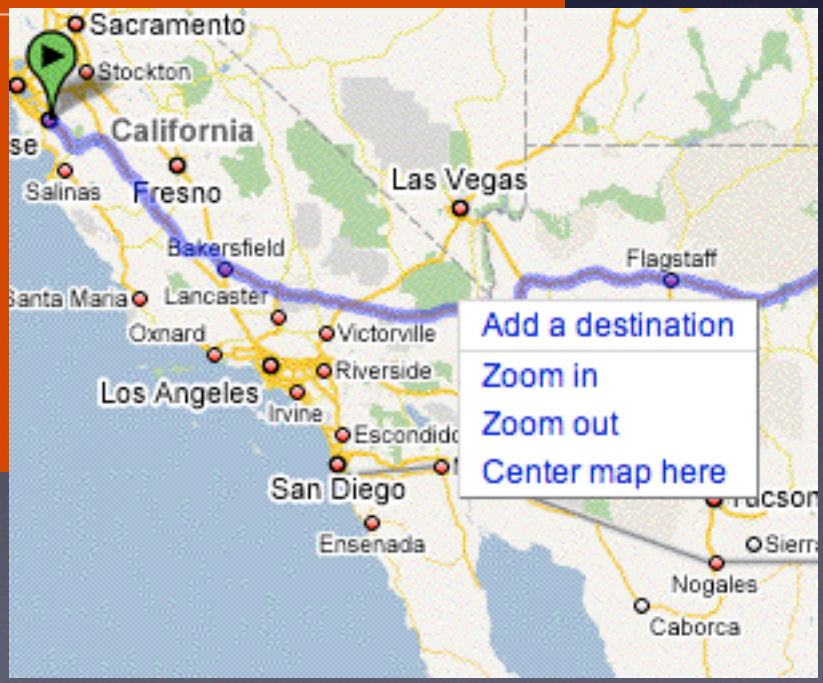
songza listen. now.
the music search engine & internet jukebox

Songza lets you listen to any song or band. Search for it:

sam cooke | Search

search results:

- Sam Cooke (chain gang)
- Sam Cooke - Touch The Hem Of His Garment
- Sam Cooke - A Change Is Gonna Come
- Sam Cooke tribute Bryan Adams and Smokie Robinson
- Cooke Sam - A Change Is Gonna Come
- Sam Cooke - You Send Me
- sam cooke you send me
- Sam Cooke - Wonderful World
- Sam Cooke - A Change Is Gonna Come



refactoring. **hover & cover**

Reserve same space for both hovered and non-hovered state

For hover details,
allow a slight delay before activation

For hover details
don’t cover important context.

For in-context tools,
show immediately and **hide immediately**

refactoring. **hover & cover**

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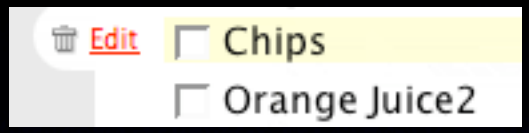

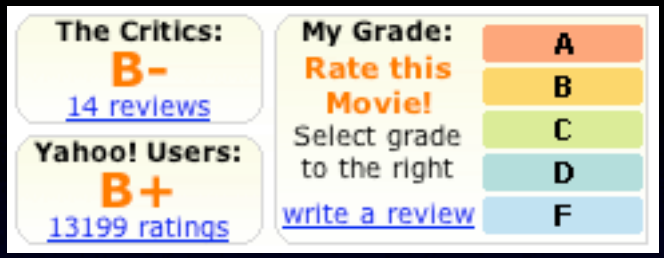

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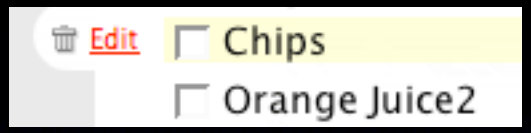

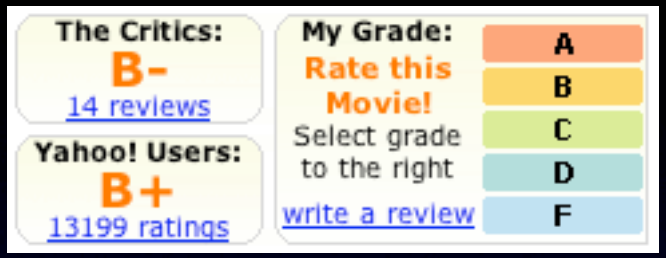

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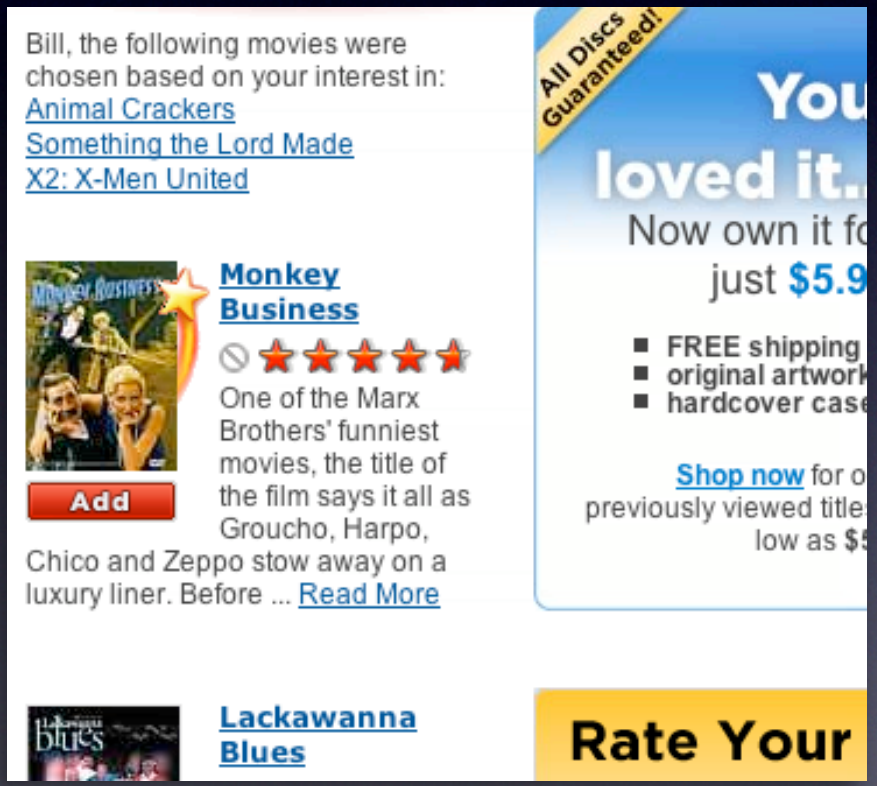


anti-pattern. **borg idiom**

summary

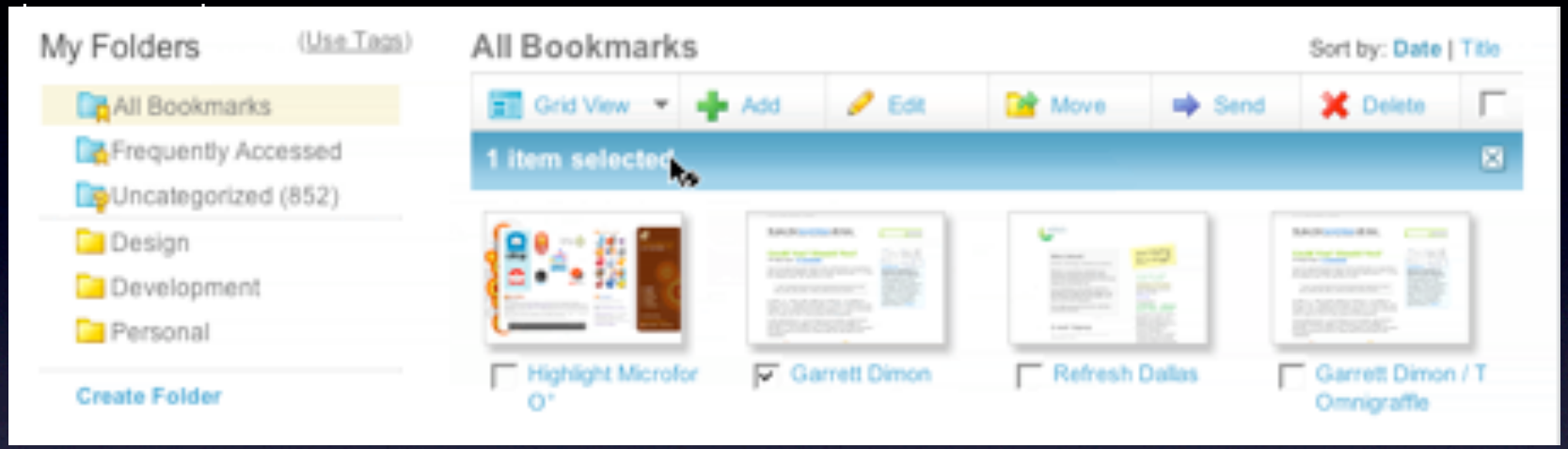
Not all idioms play well together. Some idioms are more powerful than others. For example, tree controls, drag and drop, selection mechanisms all set up an "interaction theme".

Just like visual styles need to be consistent, interaction styles also need to be consistent throughout the entirety of the interface

Borg Idiom is the phenomonon of an idiom (once adopted) assimulating the rest of the interface. Sometimes the assimulation is just the fact that one idiom dominates due to the way the interface clues the user to their presence.

anti-pattern. **borg idiom**

Here was an early attempt on Yahoo! Bookmarks to blend drag and drop with item selection (checkbox idiom). It has odd side effects during the



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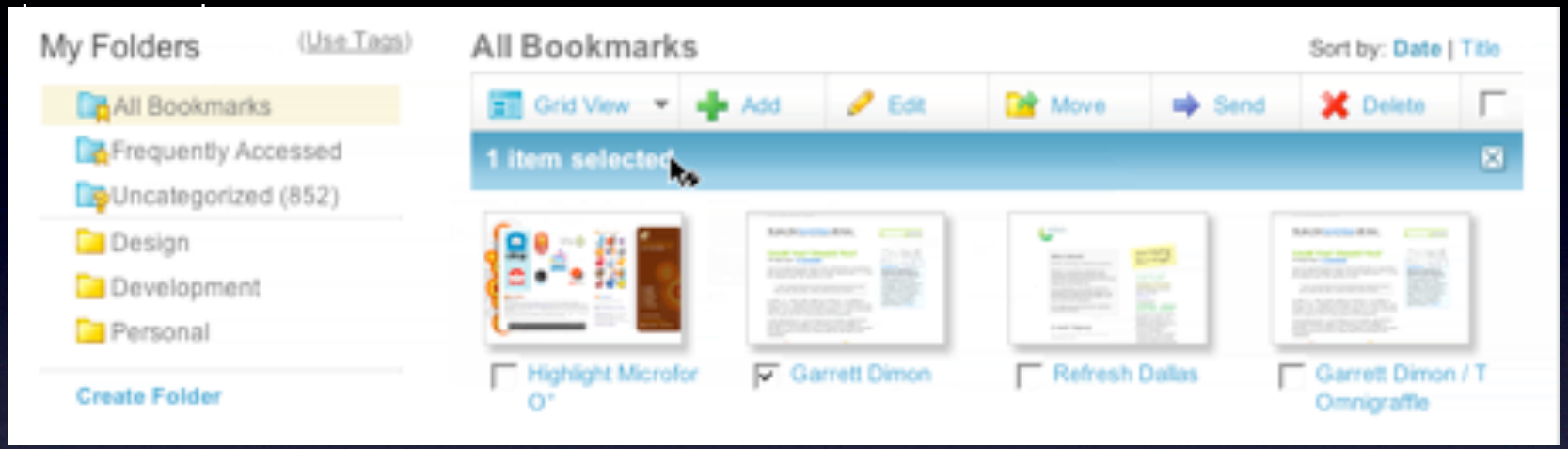
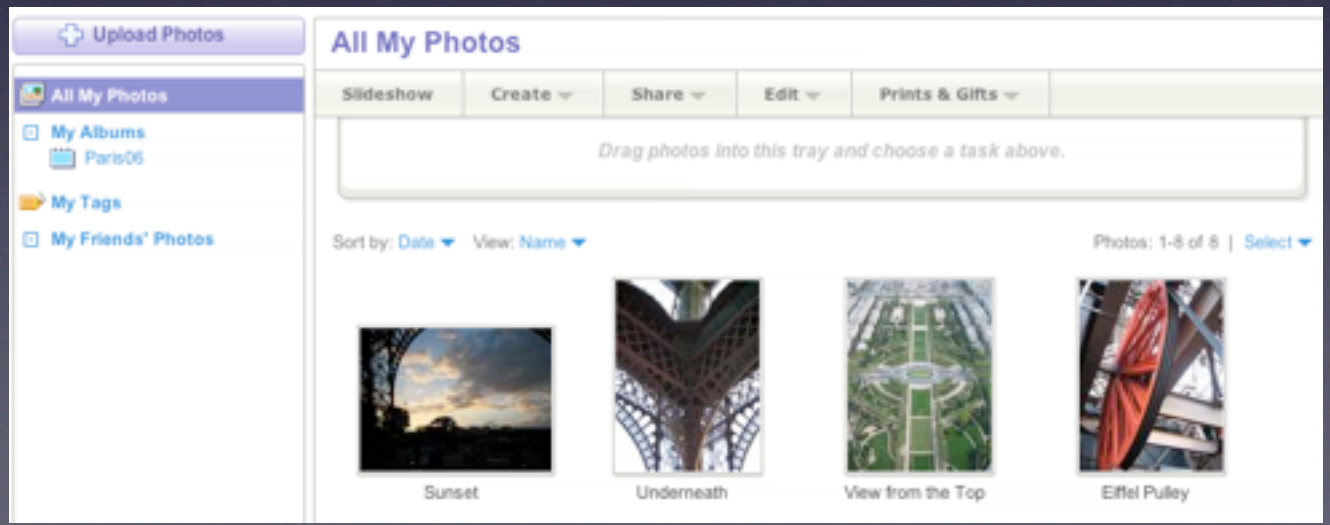
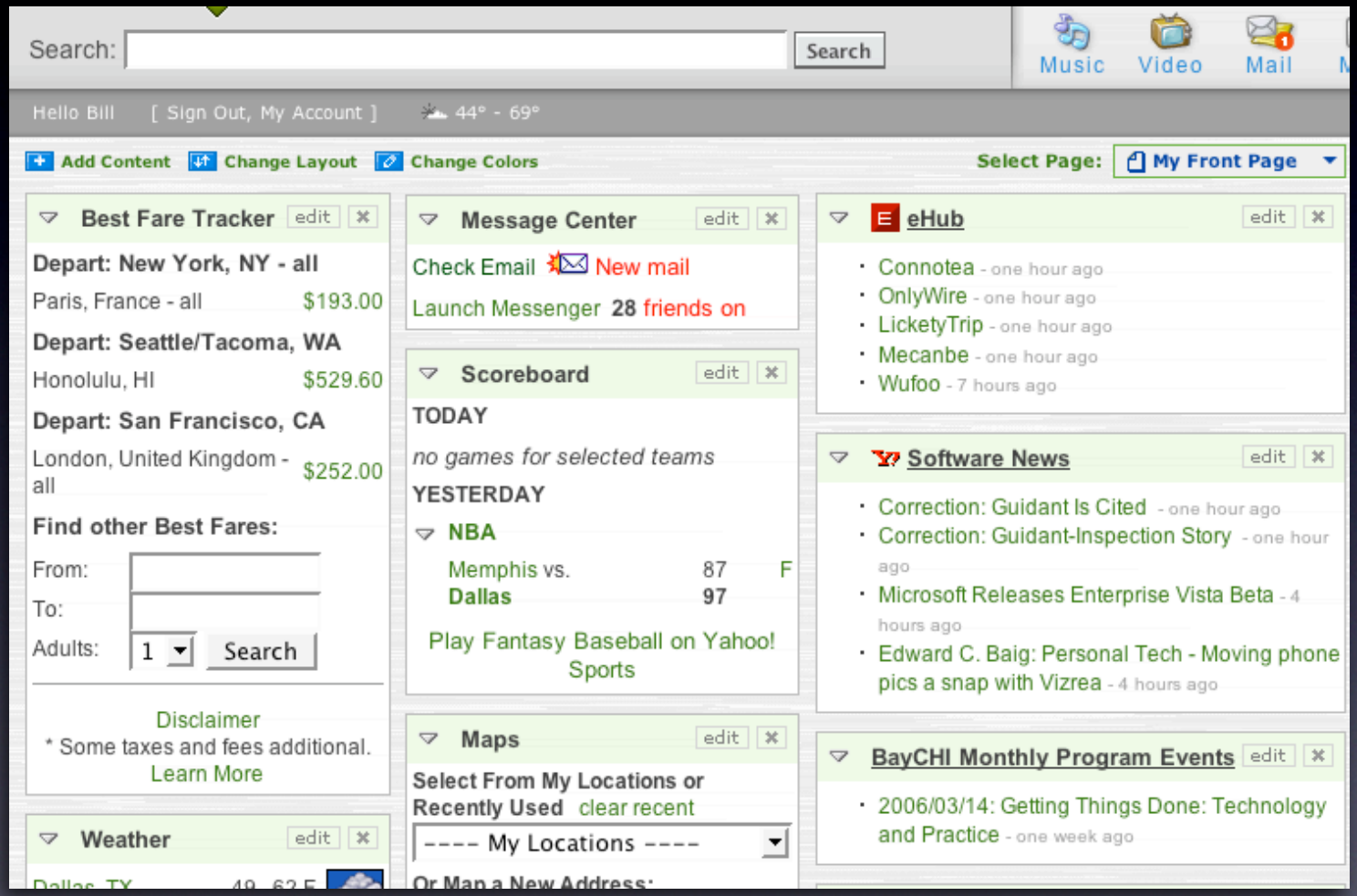


In Yahoo! Photos (no longer available) drag selection was implemented well. One issue was the page metaphor + drag selection + a tray idiom.



anti-pattern. **borg idiom**

Three idioms living in parallel with each other. The old style overwhelms the other two.



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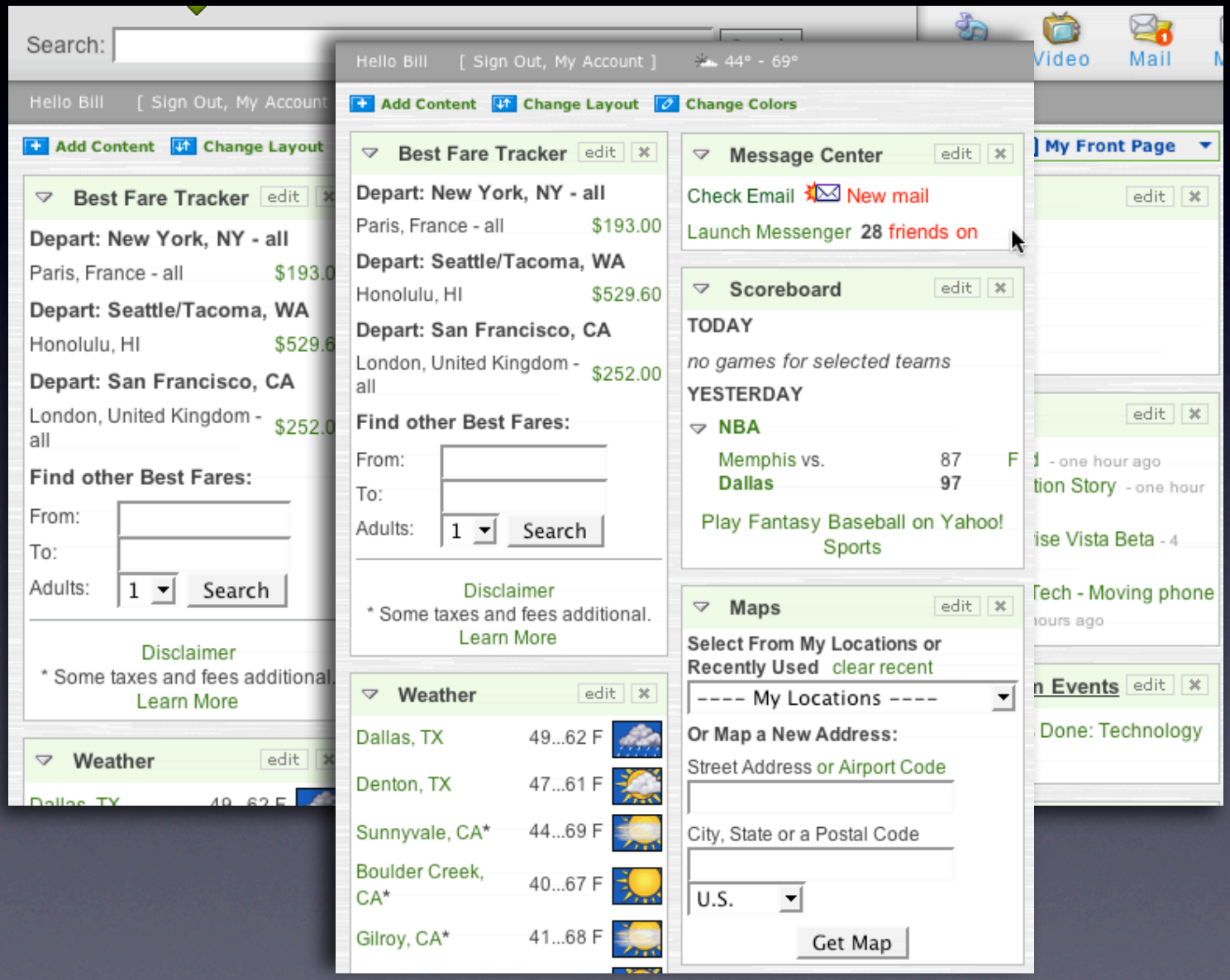

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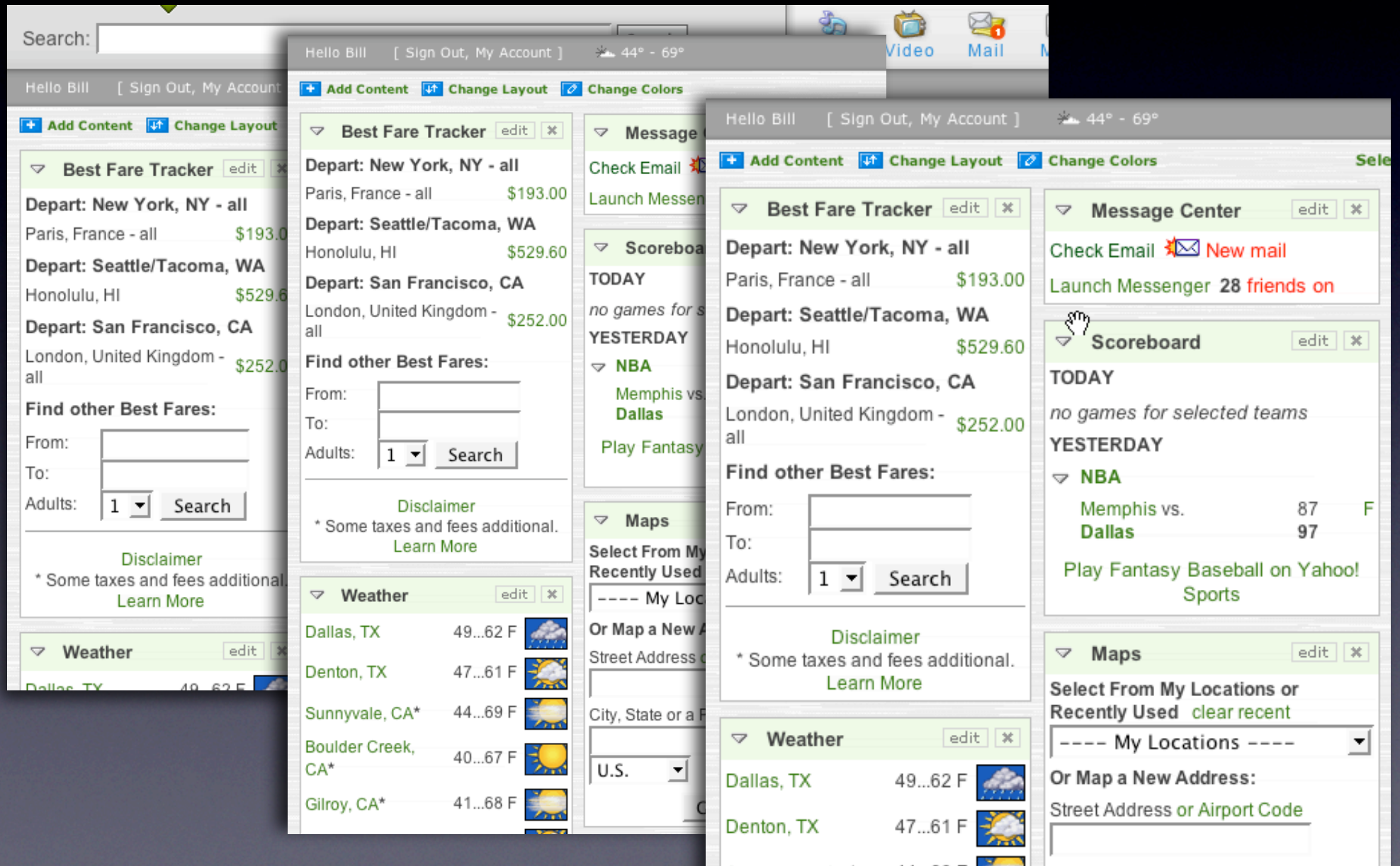
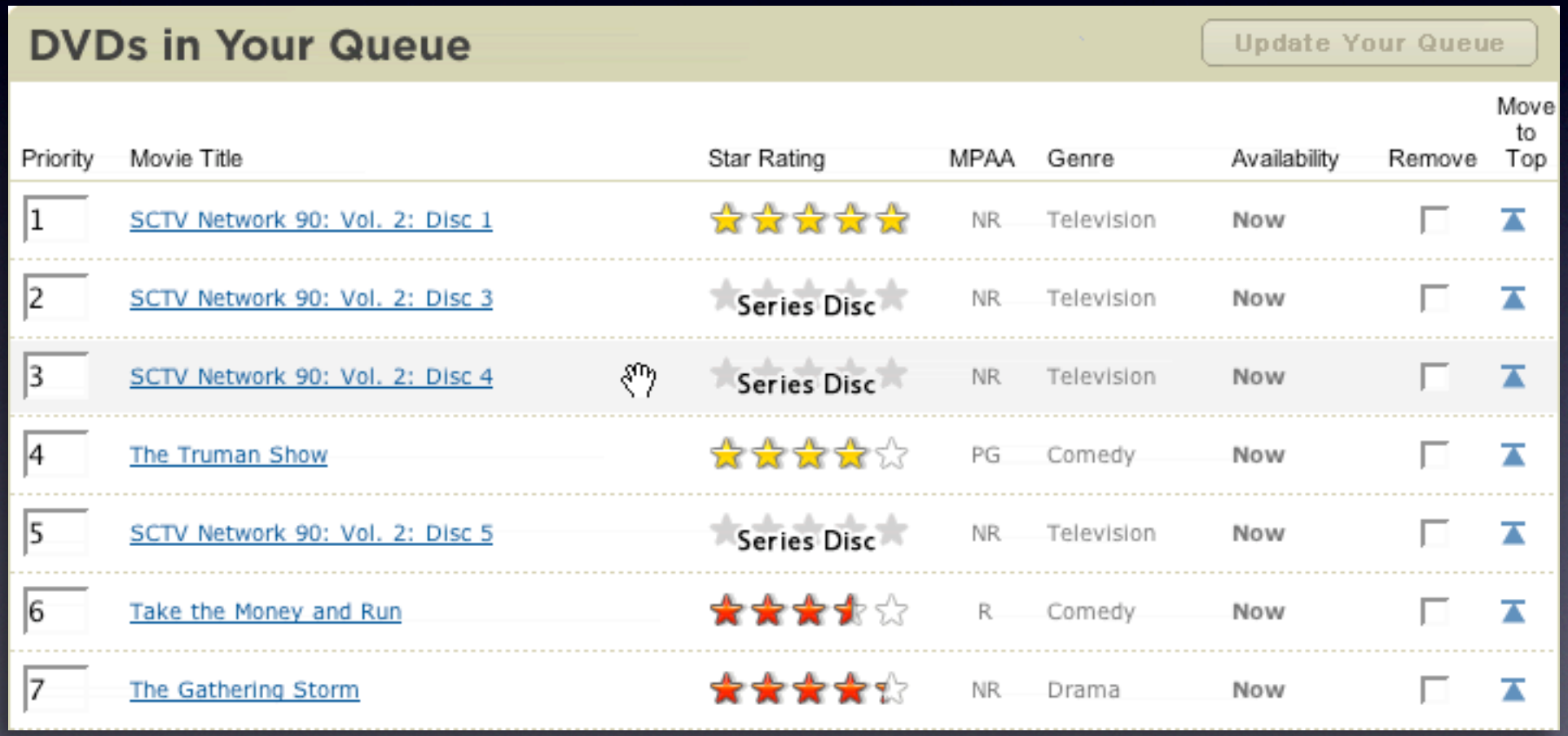


anti-pattern. **borg idiom**

Netflix recently added drag/drop to their movie queue.

Notice they were able to mix two idioms without one taking over from the other.



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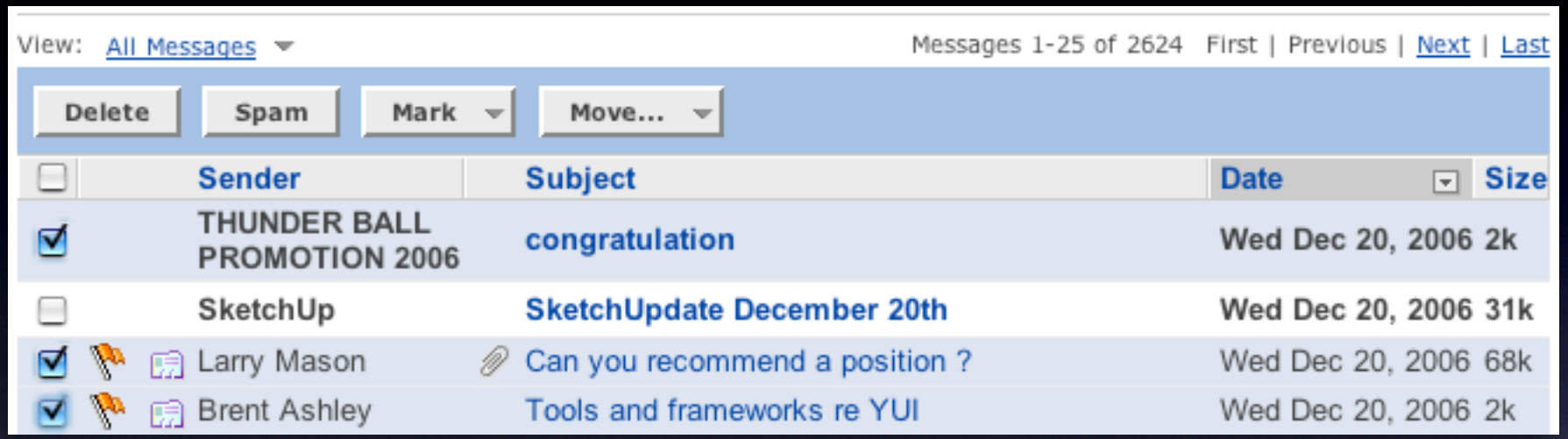
Two approaches. Object selection (highlight idiom). Item selection (checkbox idiom). Is it possible to marry the two?



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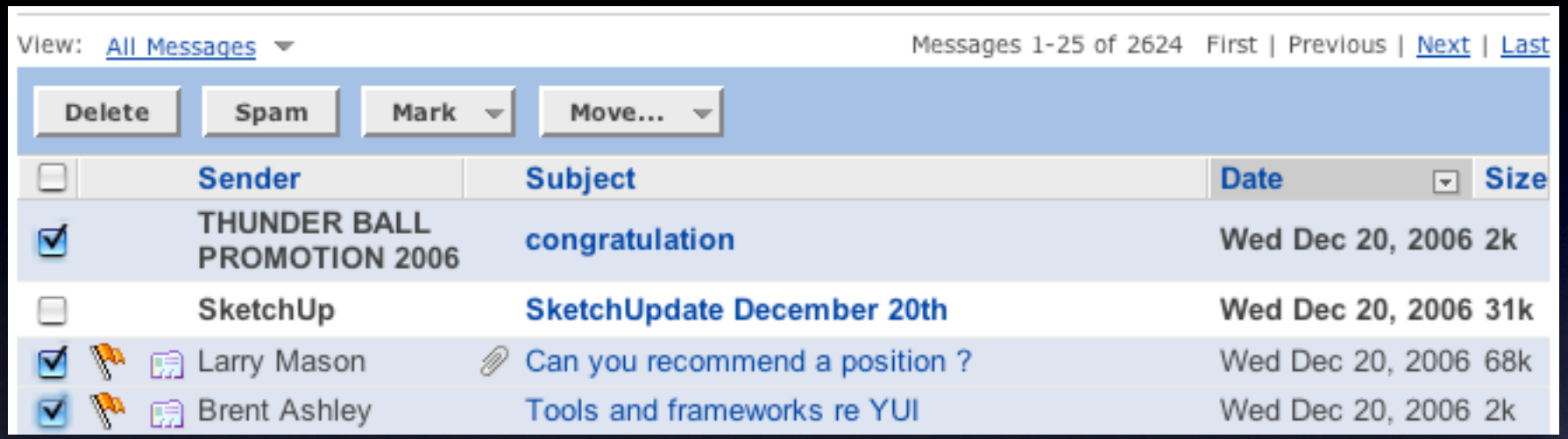
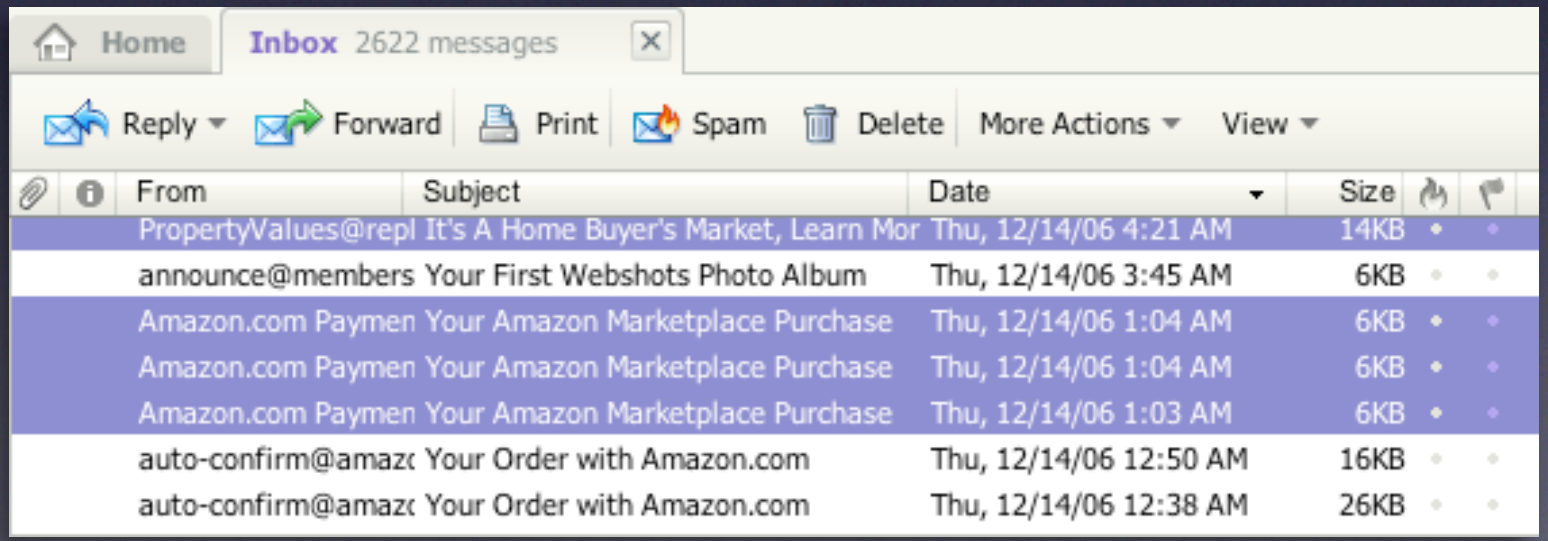
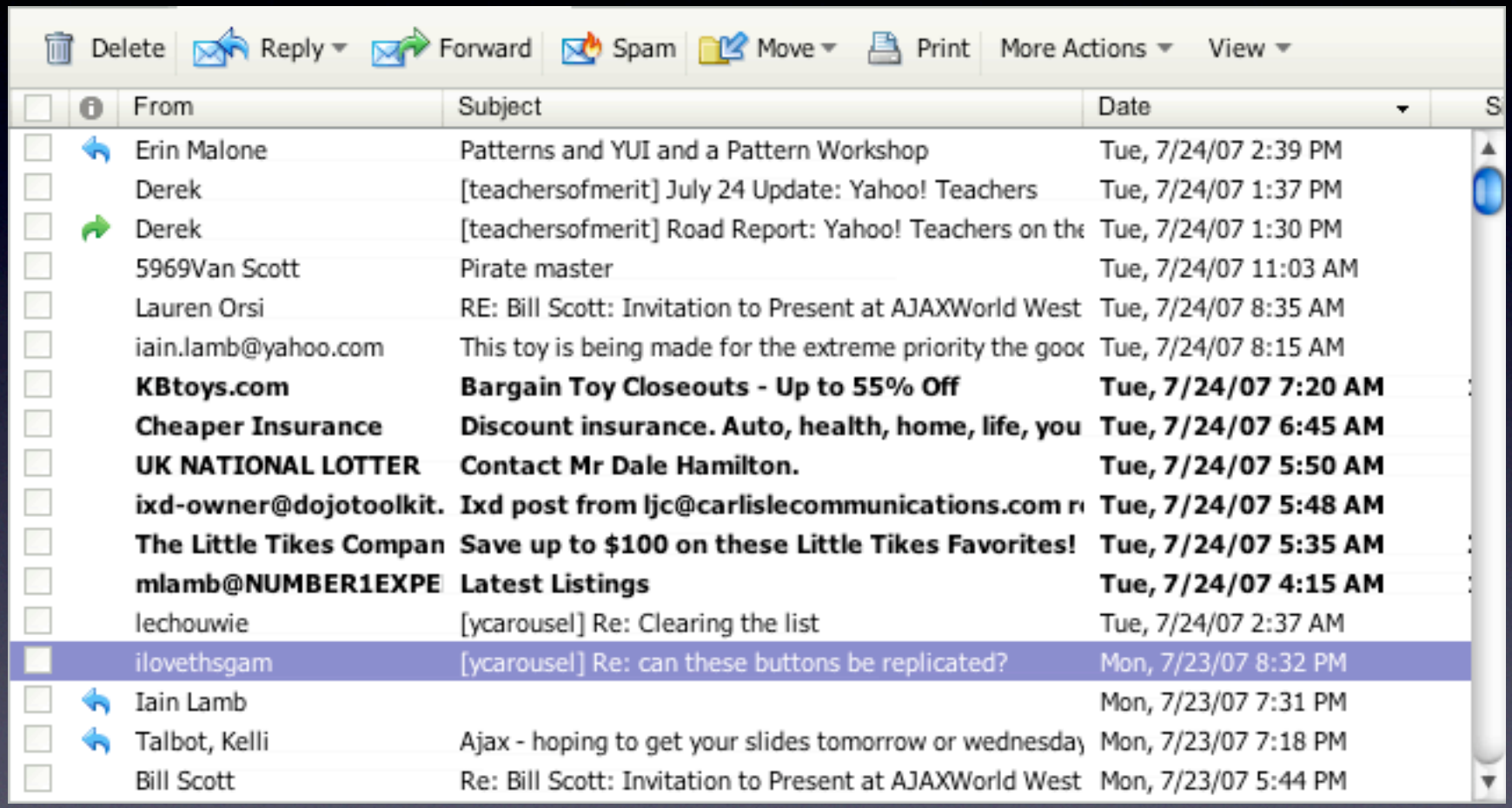




anti-pattern. **borg idiom**

Current Yahoo! Mail successfully married the two interaction idioms. It did it in a way that you can use either idiom as both have their advantages.



refactoring. **borg idiom**

For content-oriented rich sites, **avoid** becoming **control-heavy**. Stay away from the tree control and other strong desktop style controls.

Make your content interactive, thus making the content the control.

Before adding any interaction style, **make sure it will scale** across all know parts of your interface.

Watch out when mixing drag and drop with checkbox style selection.

Avoid mixing selection styles.

anti-pattern. **novel notion**

summary

Creating a new interface for a common idiom that is more confusing than the original. Sometimes it is just misusing a component for a new purpose.

examples

Using drag and drop for simple attribute setting; using odd navigation schemes for some supposed effect

anti-pattern. **novel notion**

This is just bizarre. Especially the "Search Jobs" link. And it plays music ;-)

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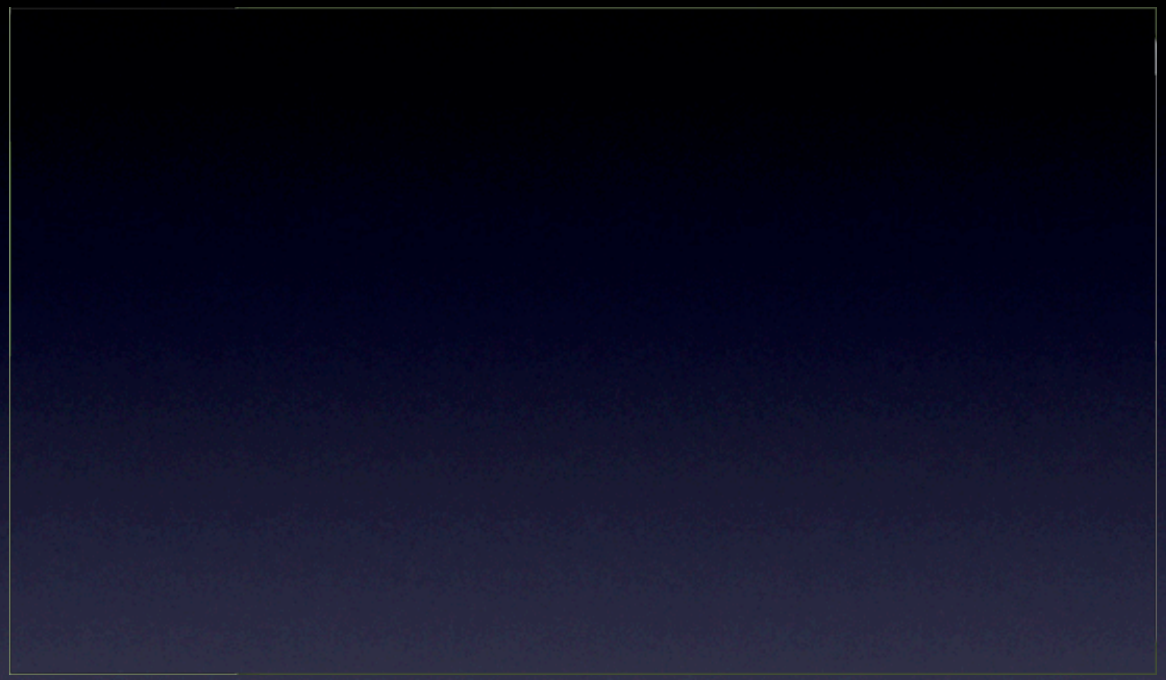
This guy won an award! Look it's just marking stuff as 'favorite'.



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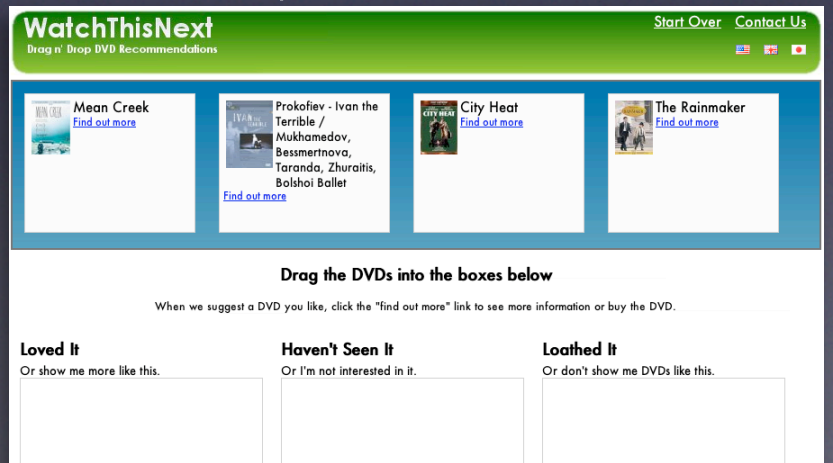
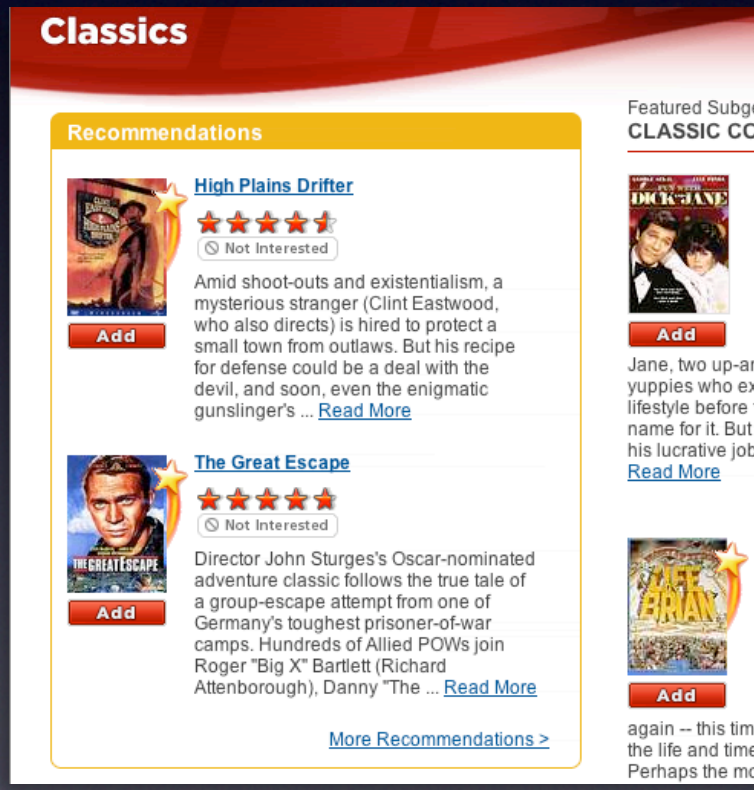
And this is yet another novel approach to favorites



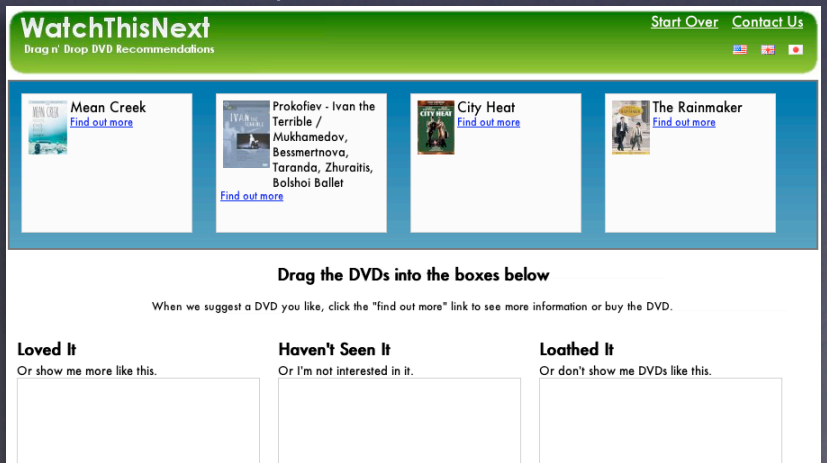
anti-pattern. **novel notion**

This guy won an award! Look it's just marking stuff as 'favorite'.

Already solved.

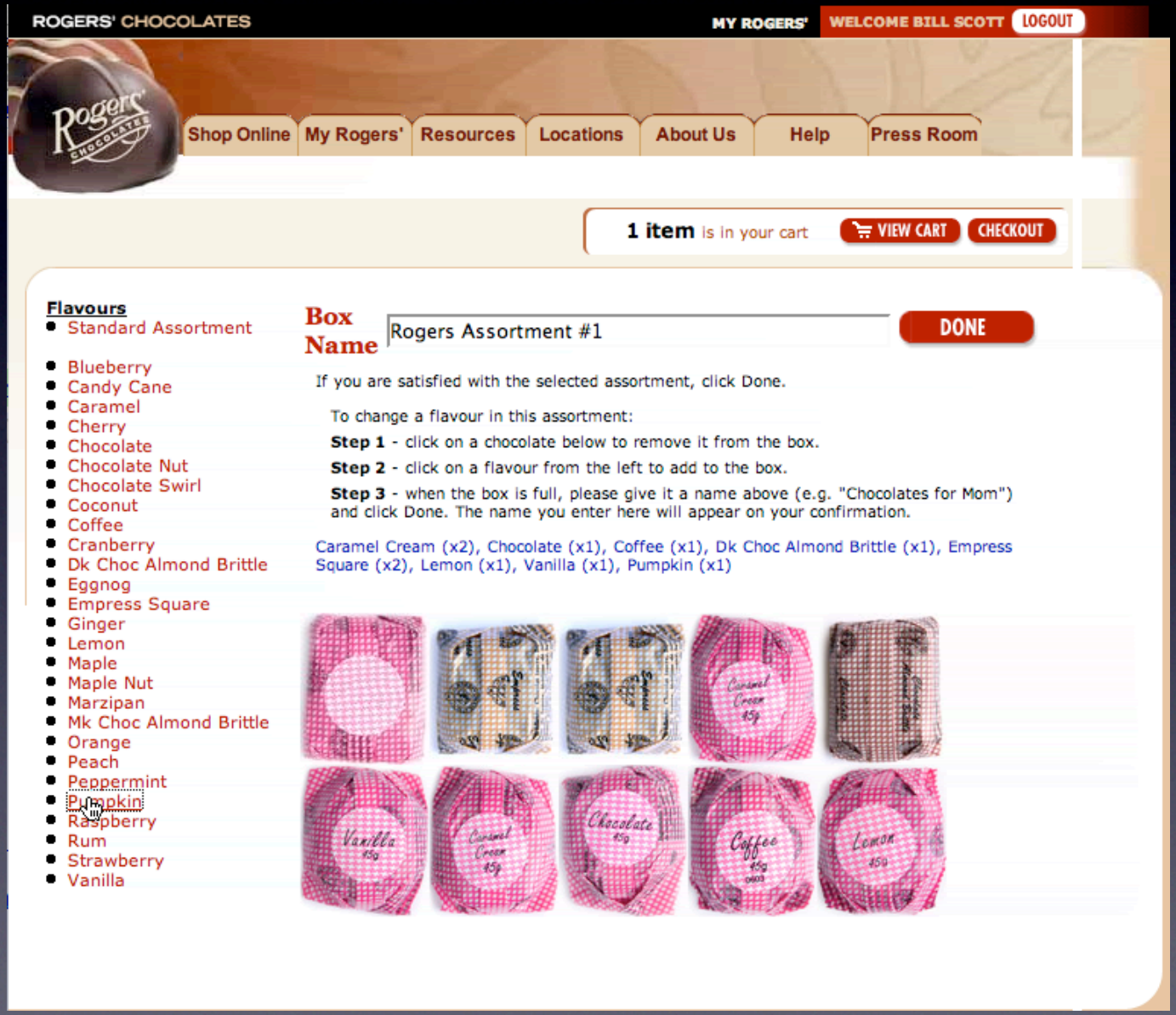


And this is yet another novel approach to favorites



anti-pattern. **novel notion**

novel approach to putting candy in a box... how about drag and drop?

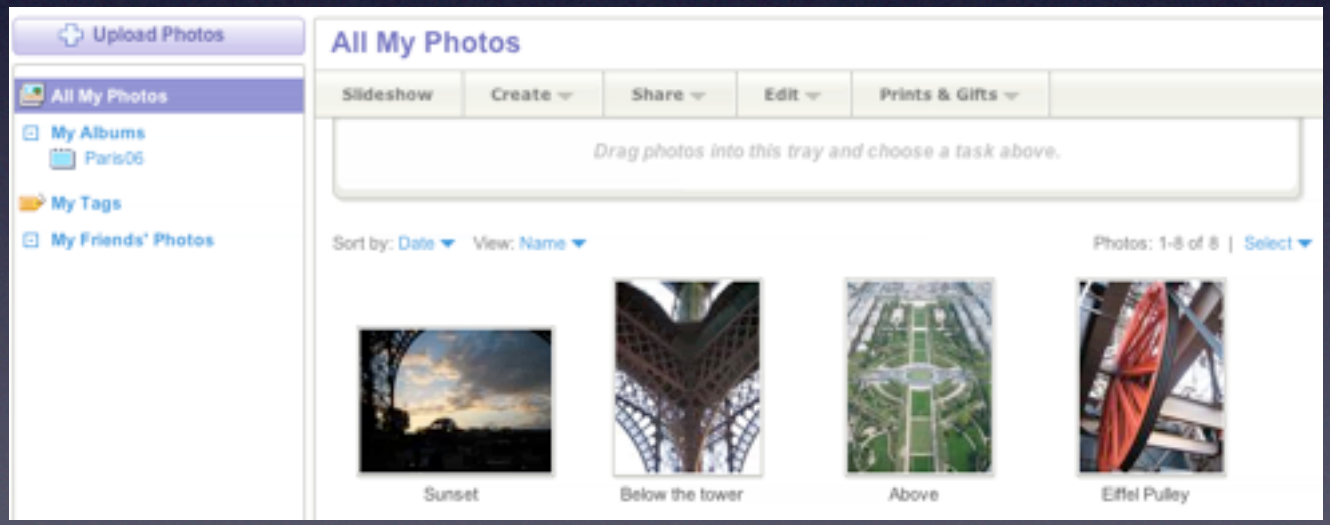


anti-pattern. **novel notion**

Yahoo! Photos (going away) tried a novel approach to selection. It involved the new concept of a "tray" for holding temporarily selected items.

Technically perfect. But design-wise misguided. Created two targets for commands: selected items and items in the tray.

As a result the menu commands were duplicated for the tray and for the current selection. Confusing.



editors have some graphic capabilities, they're
L limitations. Buzzword, however, can flow text around
To place a graphic into this document, open the Image
the Insert Image icon. Or, you can select Image... from

hat

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age
et a

refactoring. **novel notion**

Understand the purpose of each type of **component**
- Carousels do not replace scrolled lists
- Drag and drop is not for single attribute setting

Don’t construct an artificial interface to support an idiom (don’t create the house for the nail)

A **novel approach will work if it is intuitive** (but what is intuitive?)

If you think you need something never created before, **think twice** about it

anti-pattern. **linkitus**

summary

The syndrome of having no idea where a link will lead you. could be an in page action, could reveal information, could take you to new page, could popup something, could engage on hover. Can also be aggravated by inconsistent use of links on the same page.

examples

yahoo.com inconsistent use of links on main page, teachers.yahoo.com around id card

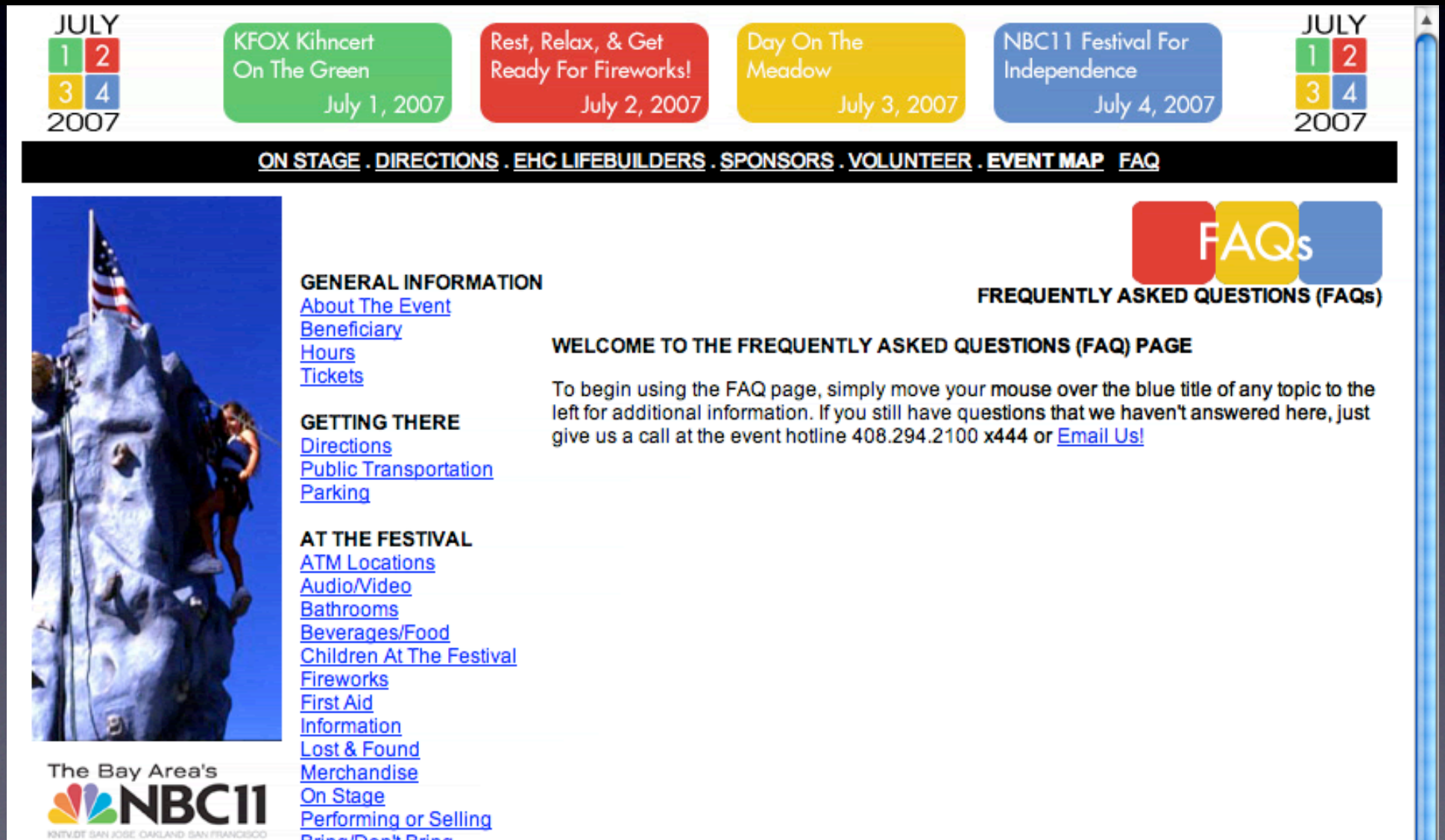
anti-pattern. **linkitus**

On the home page, there are three kinds of links:
- Reveal other content in context
- Take you to the article
- Expose area (hover to reveal, click to go to tool)

anti-pattern. **linkitus**

Bizarre use of links. Hover reveals information. Click does nothing.

Very close to being a candidate for Novel Notions.



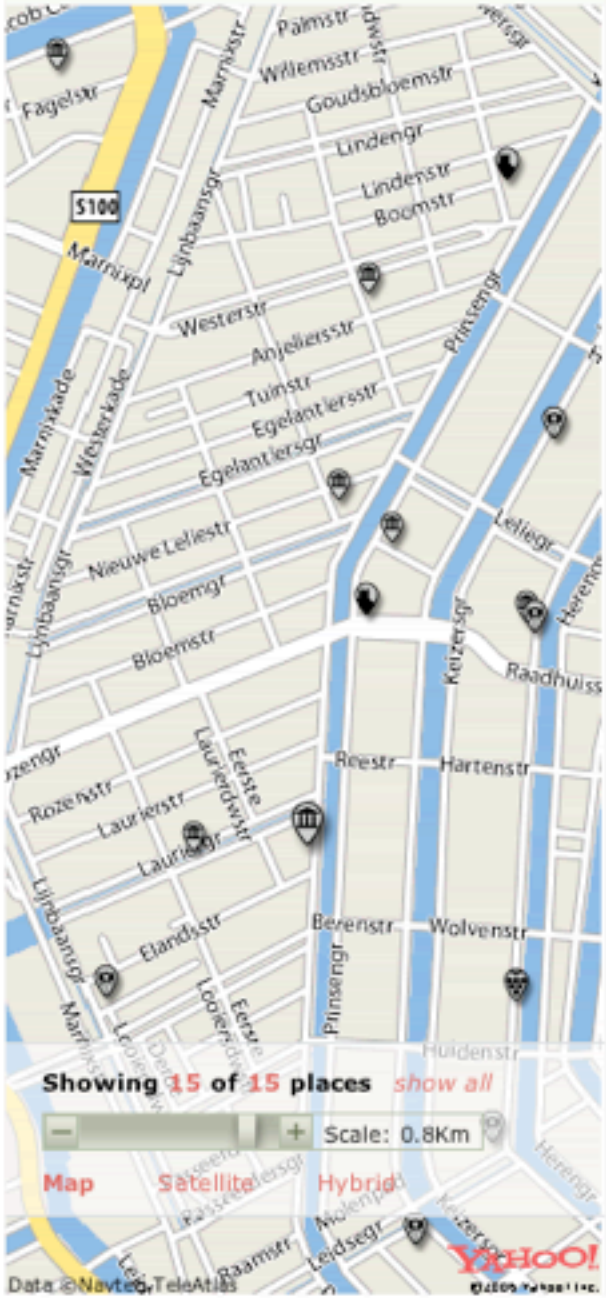
Schmap!! Amsterdam

Contents

Sights & Attractions - Jordaan (Change...)

Print Download Share

Jordaan Map



Places | Photos

Admiraal
Cheers!
print • zoom in

Anne Frank House
Anne Frank's Hideaway
print • zoom in

Brouwersgracht
Canal at the city centre
print • zoom in

Dutch Theatre Institute
Theater, museum and library
print • zoom in

Het Huis met de Hoofden
House of heads
print • zoom in

Houseboat Museum
Living on Water
print • zoom in

Marcel Wanders
Wander & Wonder!
print • zoom in

Pianola Museum
History of the pianola
print • zoom in

Spiegelkwartier
Picturesque neighbourhood
print • zoom in

The North Church
In the Jordaan
print • zoom in

The West Church
Amsterdam's Most Famous Church

Photo: Bill Scott

Houseboat Museum
Prinsengracht 296
Amsterdam, 1016 HW
Tel: +31 (0)20 427 0750
info@houseboatmuseum.nl
www.houseboatmuseum.nl

This museum is located on the *Hendrika Maria*, a former commercial sailing ship built in 1914. On board, the visitor obtains information on the nature of the special lifestyle, living on a boat that never moves, which is so unique to Amsterdam. The deckhouse, where the shipper's family resided, is still in place including the cupboard bed. The former cargo hold has now been converted into comfortable living space. Ship's models photos and slides complete the tour. See website for photos, routes, visitor details and more.

Review © 2007, Wcities

Atlantis 'Go' for Dec. 6 Launch

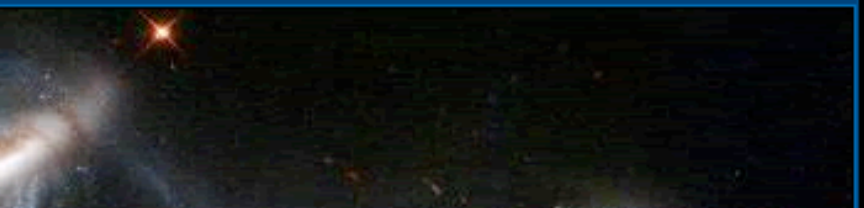
NASA Scientist Confirms Light Show on Venus

Youthful Star Sprouts Planets Early

NASA's Spitzer Space Telescope has spotted a stellar prodigy which may provide insight into when planets began to form in our own solar system. › Read More

SHUTTLE & STATION | SOLAR SYSTEM | AERONAUTICS | TECHNOLOGY | NASA PEOPLE

Image of the Day Gallery



NASA TV & Video

NASA TV (Live) | Video On Demand

Popular Content

mars

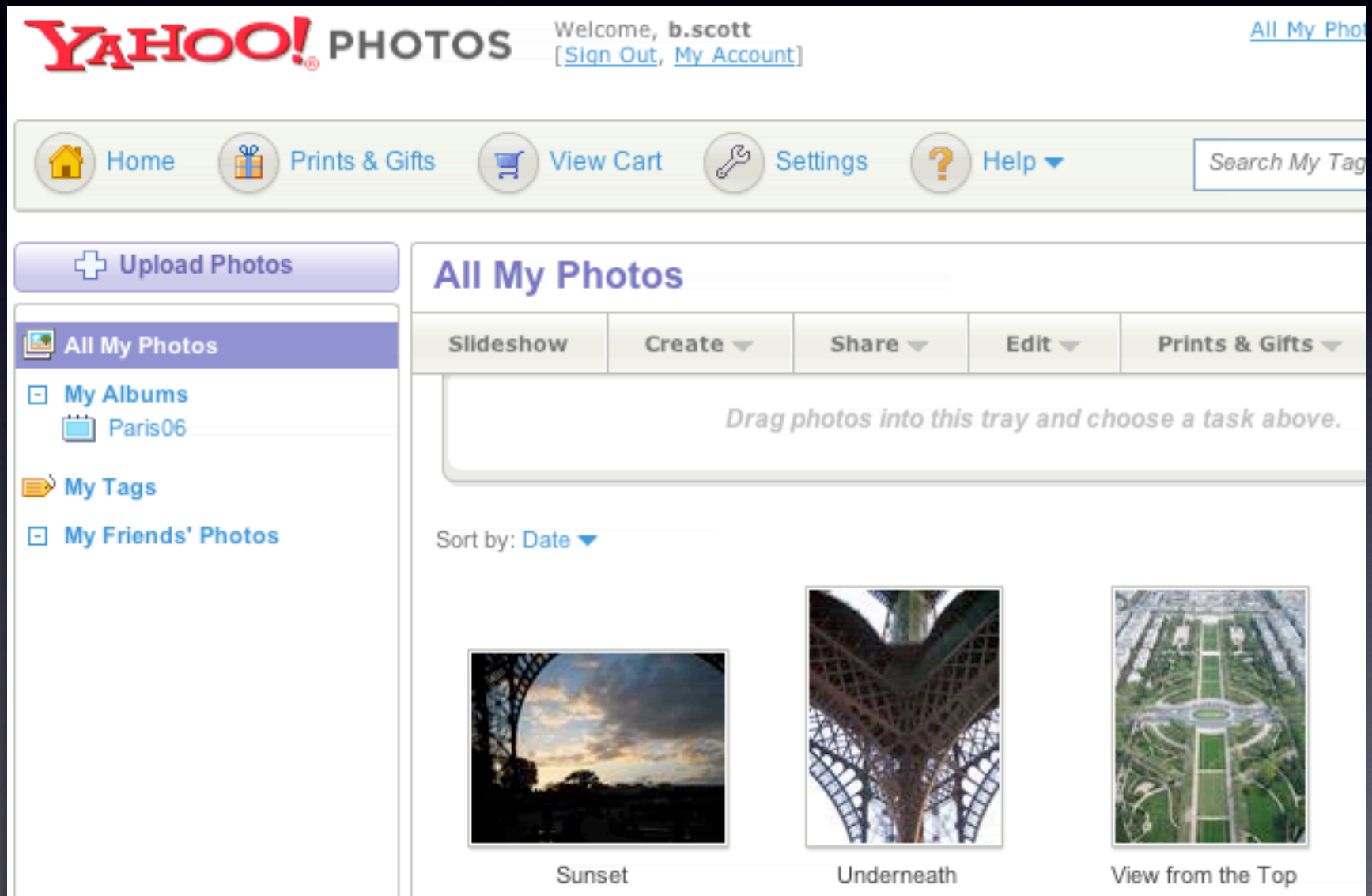
nasa tv

anti-pattern. **windows aplenty**

summary

The practice of throwing up unnecessary idiot boxes.

So many reasons this is just wrong...



anti-pattern. **animation gone wild**

summary

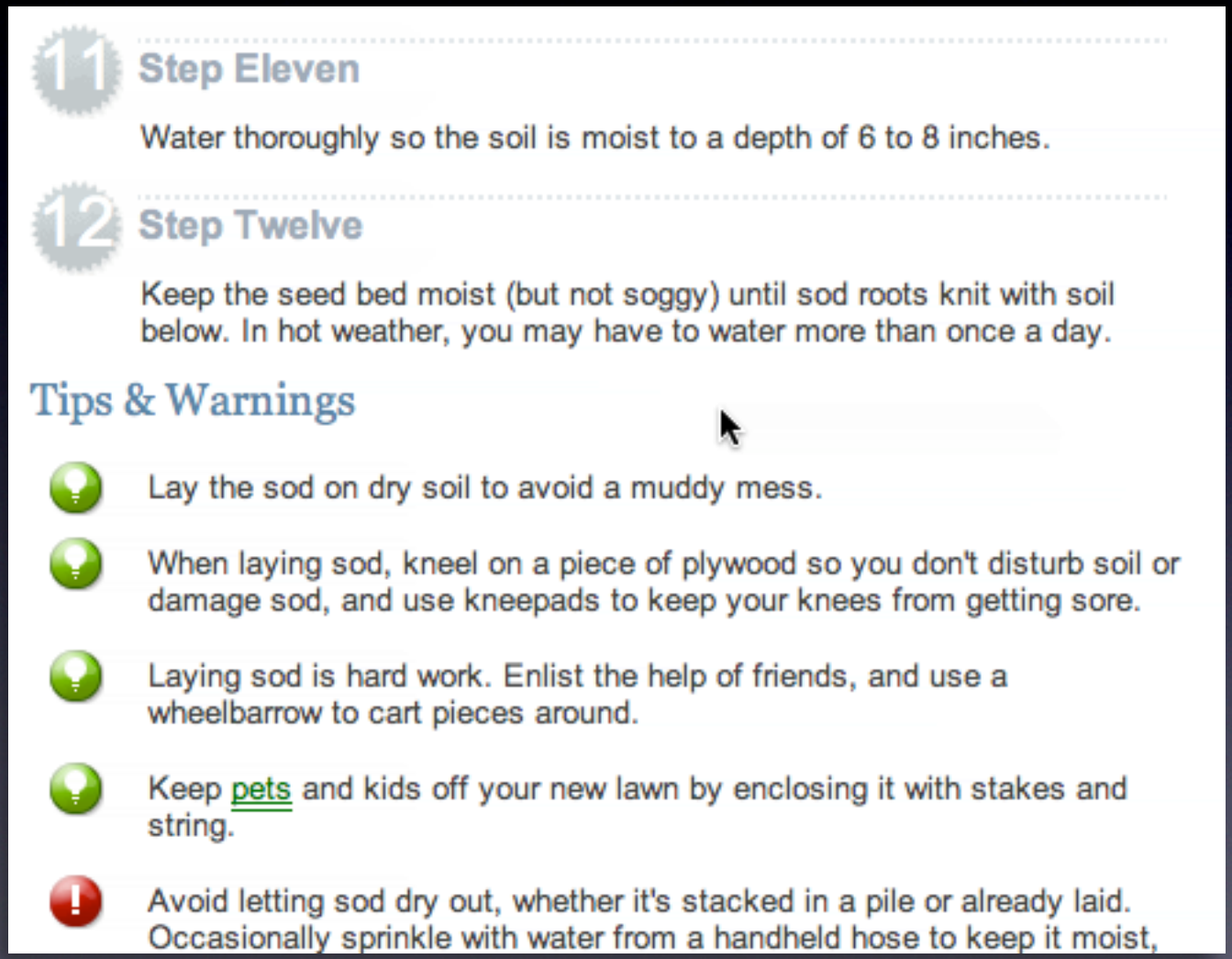
Animation effects that become the central focus instead of being part of reinforcing a message.

examples

amazon carousel, tab animation, (stuff from transition talk)

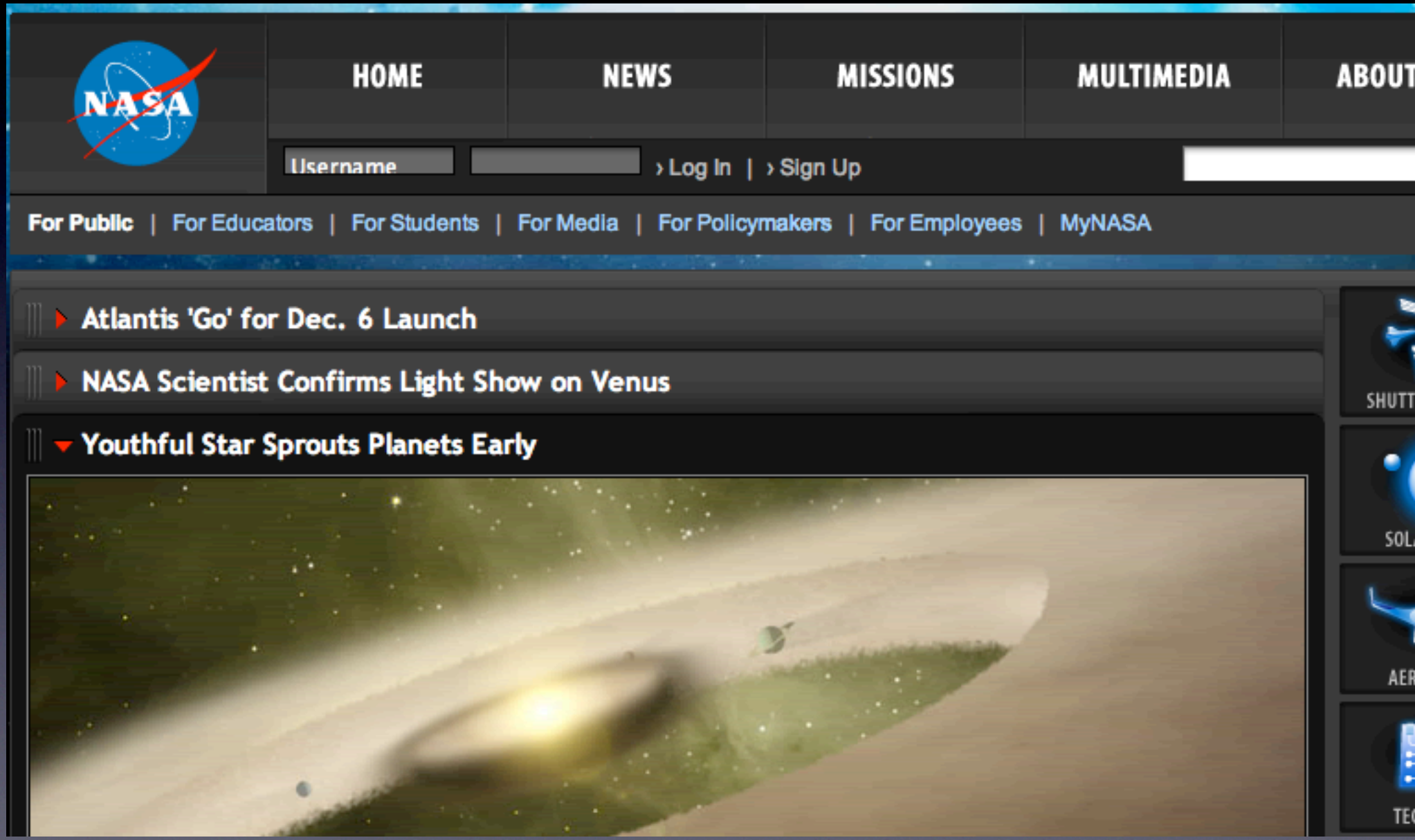
anti-pattern. **animation gone wild**

Why the extra little slide in?



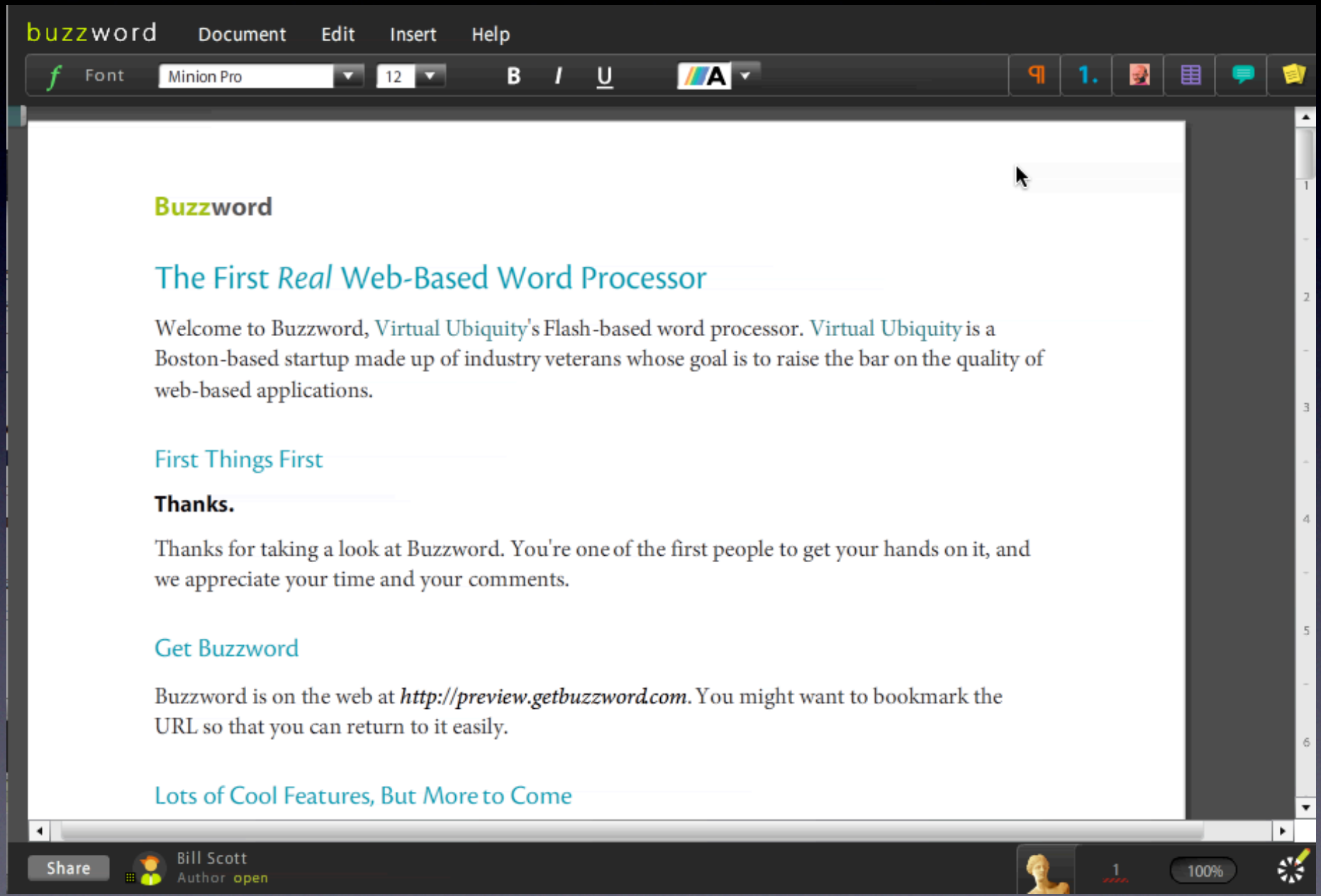
anti-pattern. **animation gone wild**

animated menus... so 90's



anti-pattern. **animation gone wild**

too many things animating on hover



anti-pattern. **animation gone wild**

Wow! What more can I say?

Seems to be either a pixel at a time or going so fast you can't use it

anti-pattern. **animation gone wild**

More from the gratuitous animation department...

anti-pattern. **animation gone wild**

Not sure how much animation does for a tab control -- tab-o-sel?
Candidate for Novel Notions

Sites Files Editor Preview CSS Terminal Books

Terminal: built right in.

OK, it's not very sexy. In fact, it's quite the opposite. But Coda is all about the little things that make your web development a squidgeon easier. If you need to SSH into a server and run some MySQL queries, or restart Apache, or debug some PHP in real time, there's only one way you're gonna do it: terminal. **Coda's got a terminal one mouse click away.**

egrep 'bells|whistle' /usr/share/dict/web2

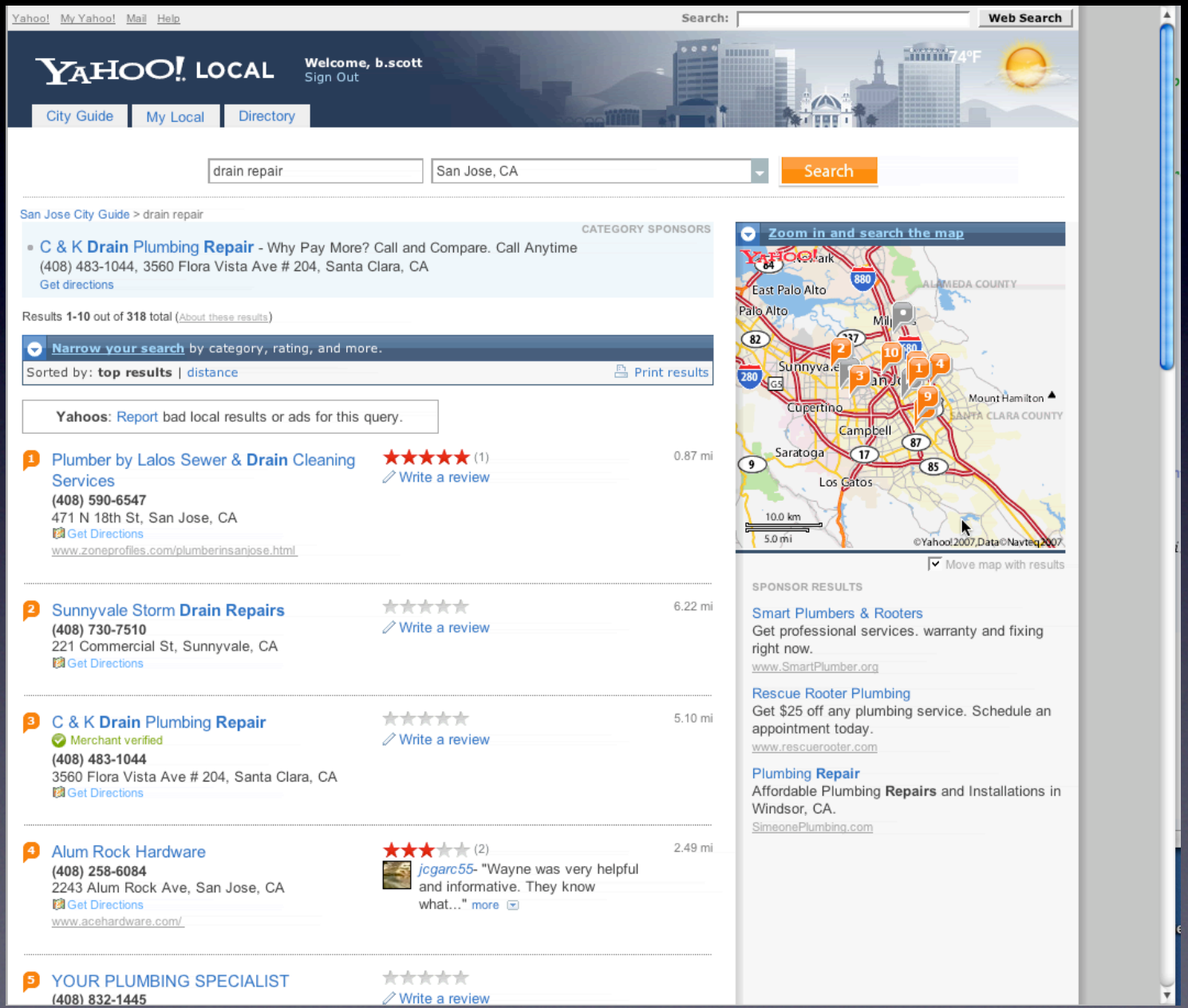
Features? Our terminal has 'em. Connect to a local shell or connect via SSH to a remote server. Put a Terminal in a split, or put a Terminal in its own tab. Copy and paste from the output, or scroll back into the buffer. It's a terminal! And it's convenient!

export CLICOLOR=1

Wait! There's kind of more! ANSI colors also work! You can also, via the preferences, change the font and background colors, or the terminal font itself. Unfortunately, you can't yet set the background to a picture of Arwyn. But e-mail us, we'll always consider it.

anti-pattern. animation gone wild

the stalker pattern. can also see an example from Netflix community.



TV Listings

GOT TIVO? RECORD NOW

Select a provider to choose your favorite channels.

Select date

	Tue Mar 20	Wed Mar 21	Thu Mar 22	Fri Mar 23	Sat Mar 24

	10:00am	11:00am	12:00pm
ABC		The View TV14 (CC)	Local Programming (CC)
CBS		The Price Is Right TVG (CC)	Local Programming (CC)
			The Young and the I TV14 (CC)
FOX			
NBC	Local Programming (CC)		
PBS	Local Programming (CC)	Between the Lions TVY (CC)	Sesame Street TVY (CC)
			Mister Rogers' Neighborhood TVY (CC)
			Curious George TVY (CC)
CW			
MNT			
PAX	Local Programming (CC)	Local Programming (CC)	Local Programming (CC)
	Local Programming (CC)	Local Programming (CC)	Local Programming (CC)
	Local Programming (CC)		
AMC	V14		Midnight I MOVIE TV

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			Mister Rogers' Neighborhood TVY (CC)
			Curious George TVY (CC)
CW			
MNT			
PAX	Local Programming (CC)	Local Programming (CC)	Local Programming (CC)
	Local Programming (CC)	Local Programming (CC)	Local Programming (CC)
	Local Programming (CC)		
AMC	V14		Midnight I MOVIE TV

TV Listings

GOT TIVO? RECORD NOW

Display My Favorite Channels Only
Select Favorites

Tuesday, July 24 | 7 pm | Go

Jump to: Now | Primetime Tonight

	7:00pm	8:00pm	9:00pm
245 TNT	The Closer TV14 (CC) HDTV	Without a Trace TV14 (CC) HDTV	Without a Trace TV14 (CC) HDTV
247 TBS	MLB Baseball (CC)		
248 FX	Damages TVMA (CC)	Damages TVMA (CC)	That '70s Show TV14 (CC) / That '70s Show TV14
249 COMEDY	Mind of Mencia TV14 (CC)	American Body Shop TV14 (CC) / Daily Show With Jon Stewart TV14 (CC) / Colbert Report TV14 (CC)	Rodney Carrington Live at the Majestic TV14 (CC)
254 AMC	Patriot Games TV14 (CC)		Buffalo Soldiers TV14 (CC)
256 TCM	Flying Tigers (CC)		Air Force (CC)
265 A&E	Criss Angel: Mindfreak TVPG (CC)	Criss Angel: Mindfreak TVPG (CC) / Criss Angel: Mindfreak TVPG (CC) / Criss Angel: Mindfreak TVPG (CC)	Dog the Bounty Hunter TVPG (CC) / Dog the Bounty Hunter TVPG (CC)
266 BIO	Breaking Vegas TVPG (CC)	Mobsters TVPG (CC)	Notorious TVPG (CC)
269 HIST	Ice Road Truckers TVPG (CC)	Modern Marvels TVPG (CC)	Mega Disasters TVPG (CC)
273	Kathy Griffin: My Life on the D-List	Flipping Out / Kathy Griffin: My Life on the D-List	Kathy Griffin:

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269 HIST	Ice Road Truckers TVPG (CC)	Modern Marvels TVPG (CC)	Mega Disasters TVPG (CC)
273	Kathy Griffin: My Life on the D-List	Flipping Out / Kathy Griffin: My Life on the D-List	Kathy Griffin:

refactoring. **animation gone wild**

Transitions should mean something. They communicate.

Understand the hierarchy of transition communication

- Rapid movement
- Rapid color change
- Slow movement
- Slow color change

If you are refactoring a wild interface, simply **turn off all animations** and start by communicating fully without it, then **add it back in one at a time**.

anti-pattern. **missed moments**

summary

Not providing feedback throughout an interaction. These missed moments can confuse the user about what to do.

examples

Drag and drop is classic example.

solutions

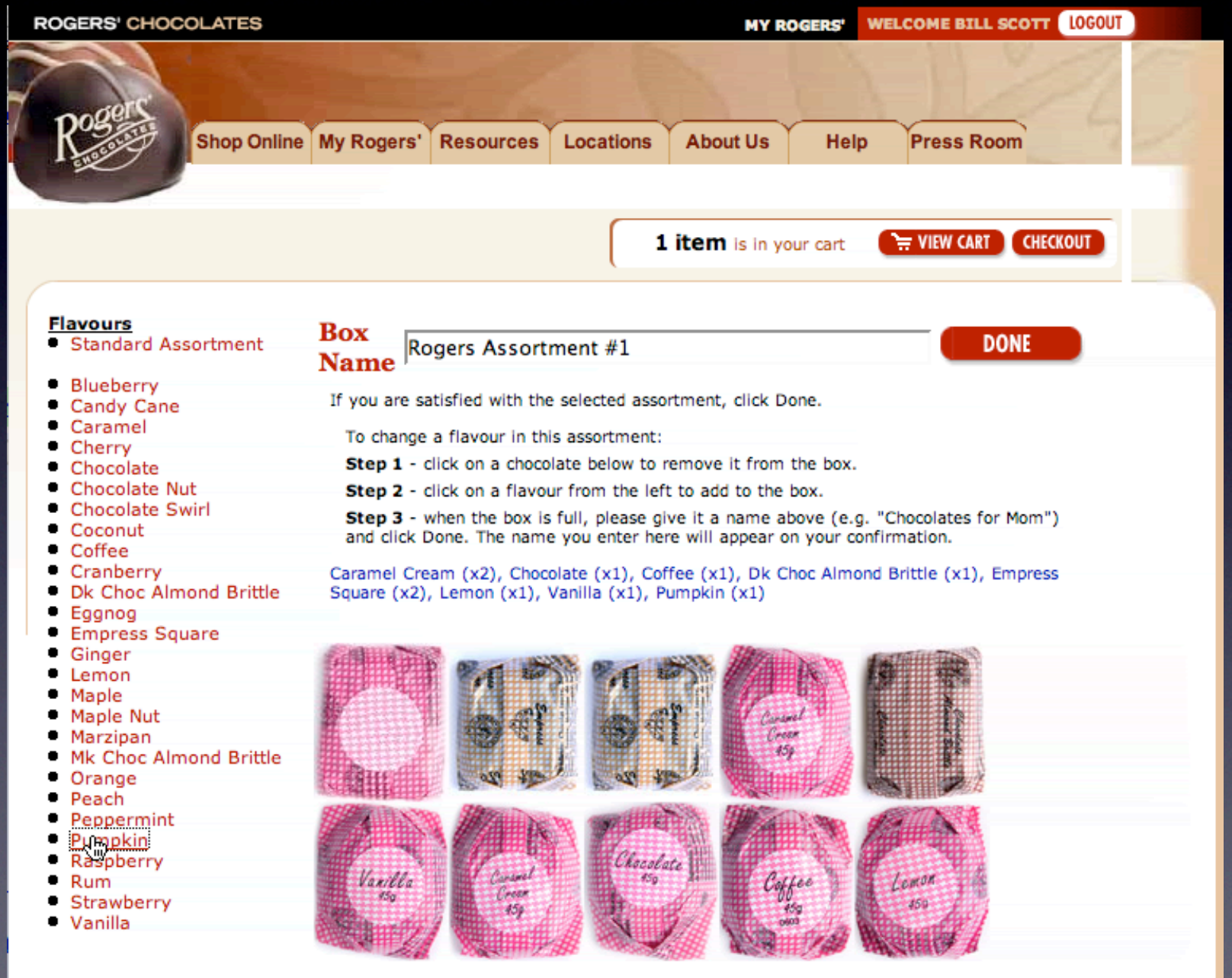
Use interesting moments grid to think through each moment

anti-pattern. **missed moments**

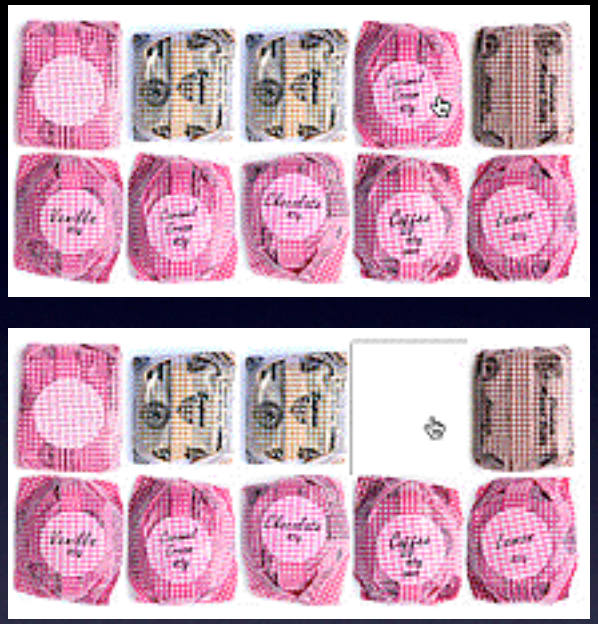
	Page Generation	Mouse Hover	Drag Initiated	Drag over Valid	Drag over Invalid	Drag over Original	Drop Accepted	Drop Rejected	Drop on Original
Page Content	Hint	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Cursor	Normal	Move Cursor	Move Cursor	Move Cursor	Move Cursor	Move Cursor	Normal	Normal	Normal
Drag Object	Normal	Normal	Reduced Opacity & Tracking	Reduced Opacity & Tracking	Reduced Opacity & Tracking + Invalid Badge	Reduced Opacity & Tracking	2. Modules animates into the area just below insertion bar 3. Module comes to rest in new area 4. Modules slide up in a self-healing transition to close hole	Normal Opacity + Zoom Back to Original	Normal Opacity + Zoom Back to Original
Orig Location	Normal	Normal	Hole Opens	Hole Remains	Hole Remains	Hole Remains	Hole Remains	Hole refilled with drag object	Hole refilled with drag object
Drop Target	Normal	Normal	Normal	Insertion Bar	N/A	N/A	1. Insertion Bar Removed	N/A	N/A

anti-pattern. **missed moments**

no feedback during interaction... less "learnable"



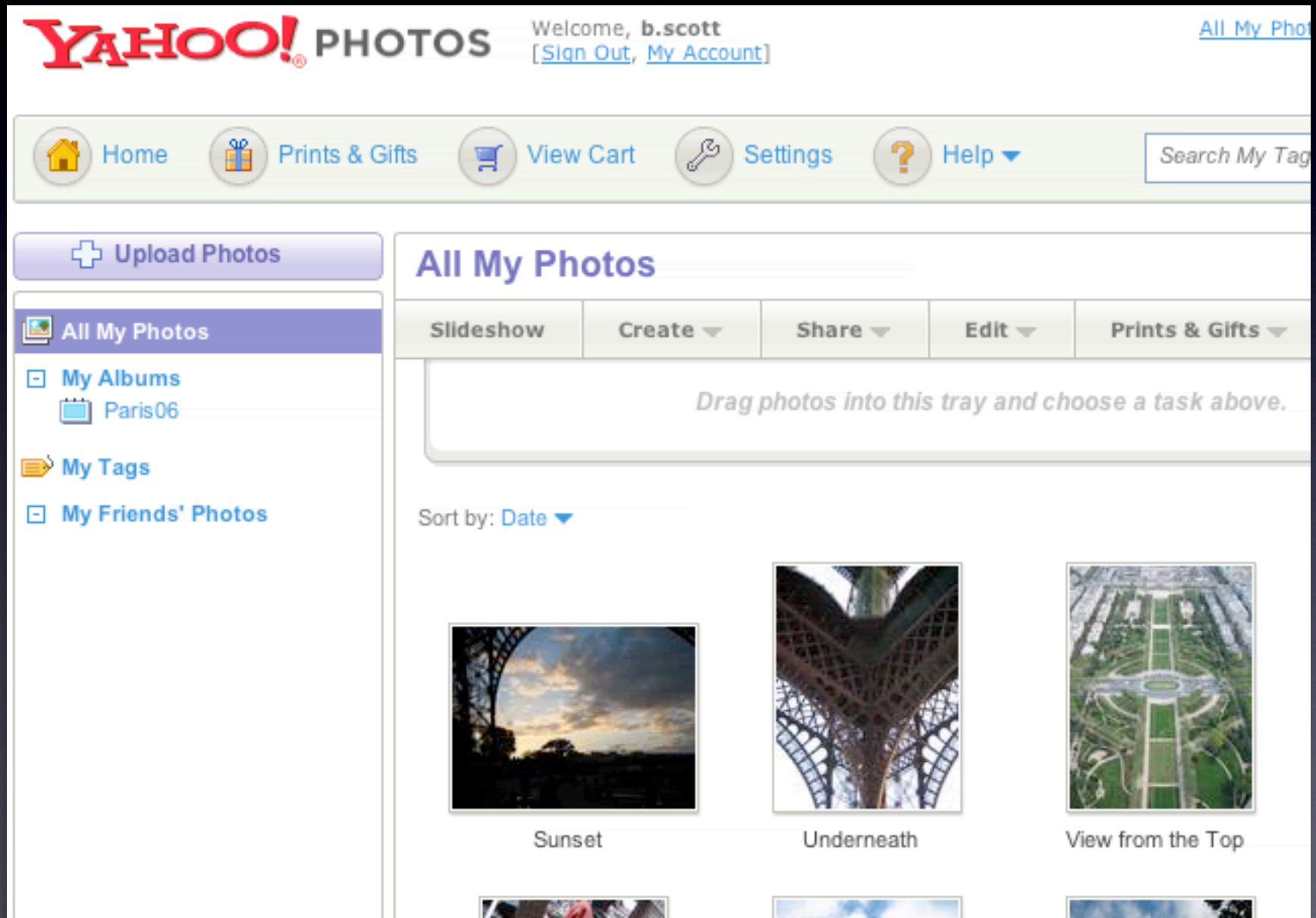
anti-pattern. **missed moments**



anti-pattern. **missed moments**

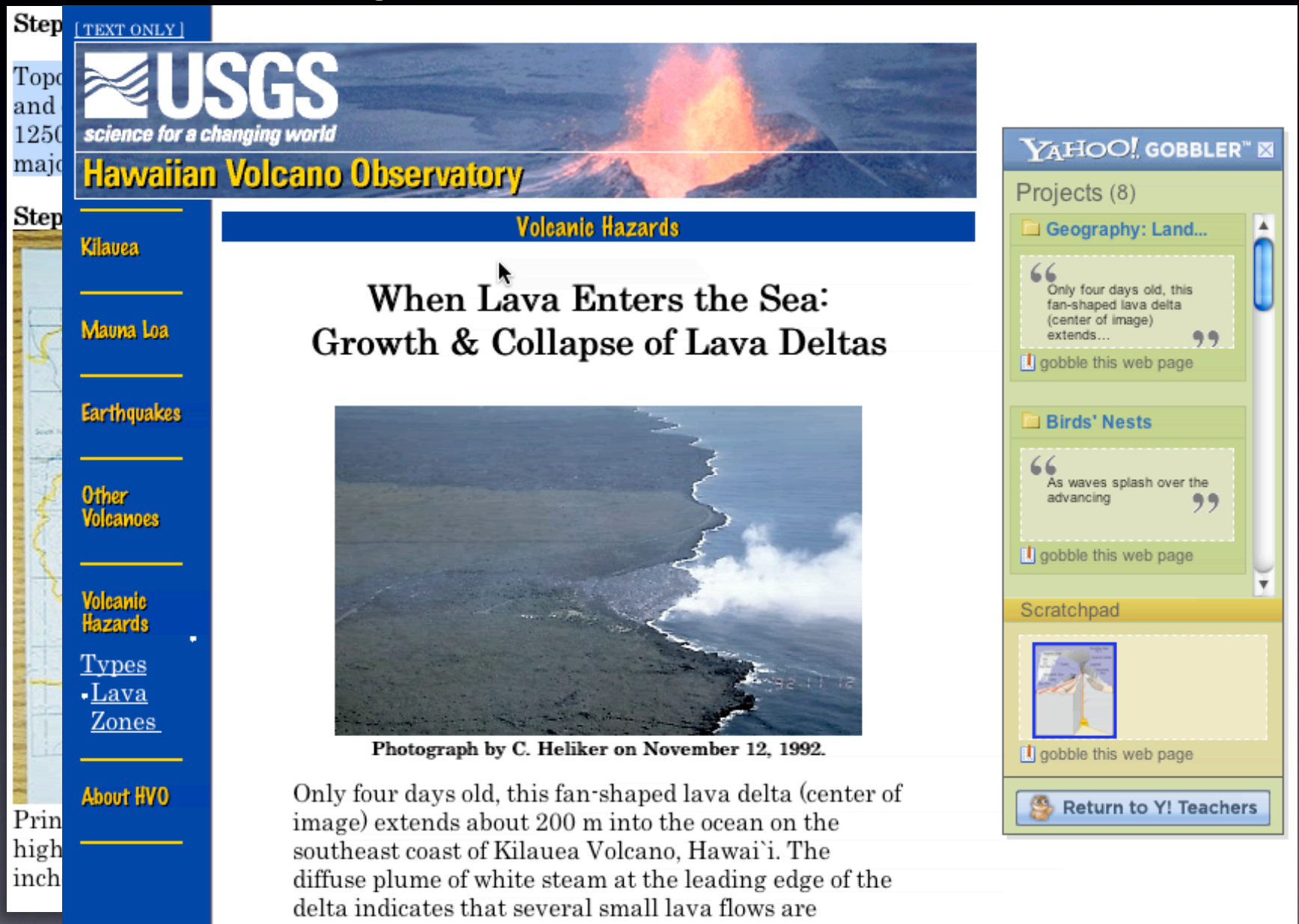
anti-pattern. **missed moments**

Using Y! Photos as example again. Notice missing feedback at key point piles on the problems.



anti-pattern. **missed moments**

Turns out that a number of events exist during drag and drop that we can use to our advantage.



refactoring. missed moments

Map out all the interesting moments.
Use the interaction matrix or other technique to map events to actors on the page.

Use the moments to communicate.
Its the nuance that matters.

Think... "interactive directions"
Moment-by-moment directions are the key. Users get lost easily

anti-pattern. **one at a time**

summary

When you can only update small pieces of the interface instead of doing things in a group.

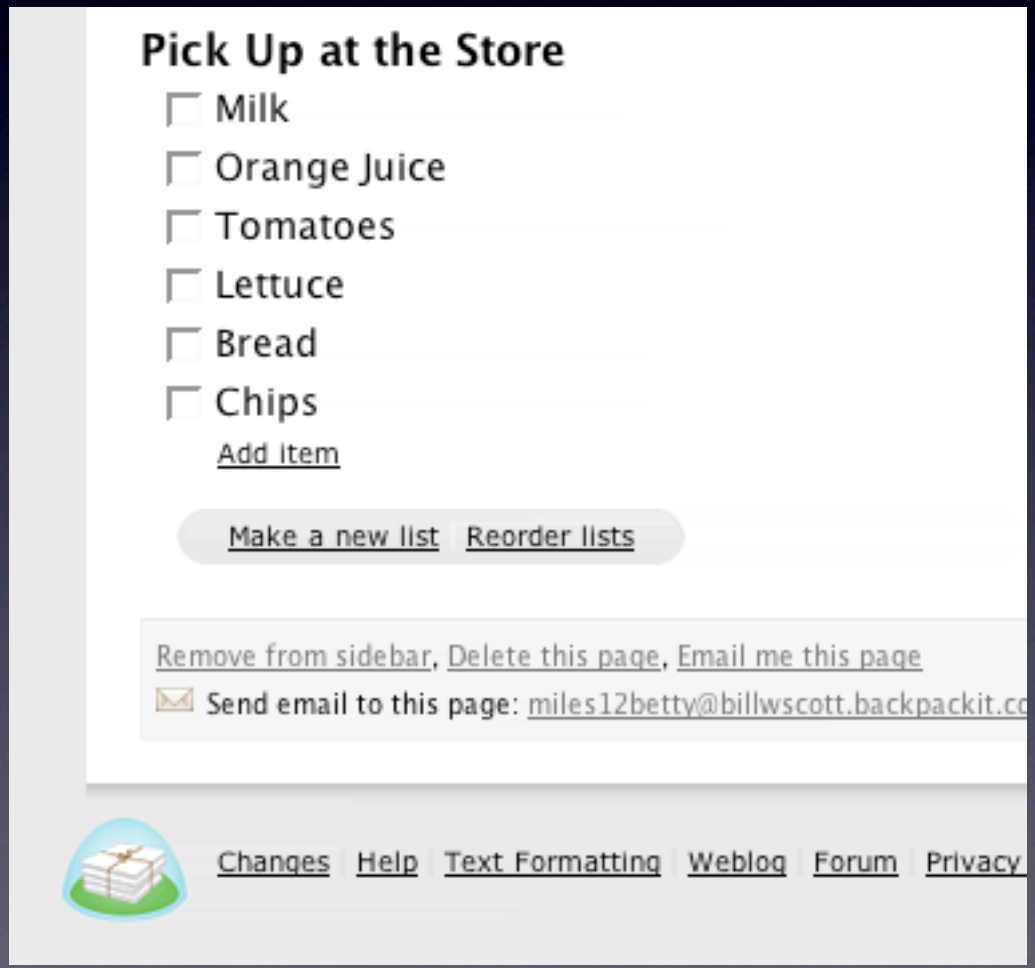
examples

backpackit

anti-pattern. **one at a time**

Key is what is the workflow? One at a time or mutiple operations allowed.

These kind of interfaces (in context tools) always present a problem for doing operations on multiple items.



anti-pattern. **one at a time**

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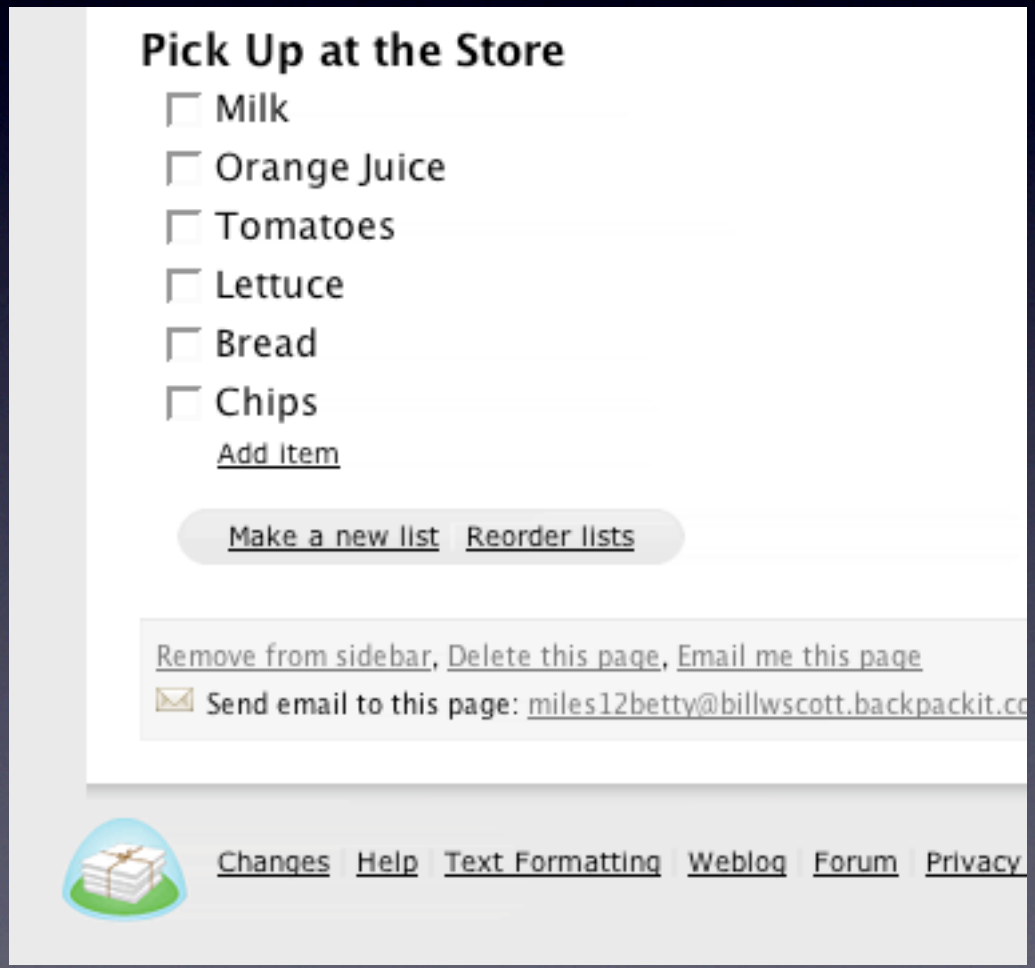
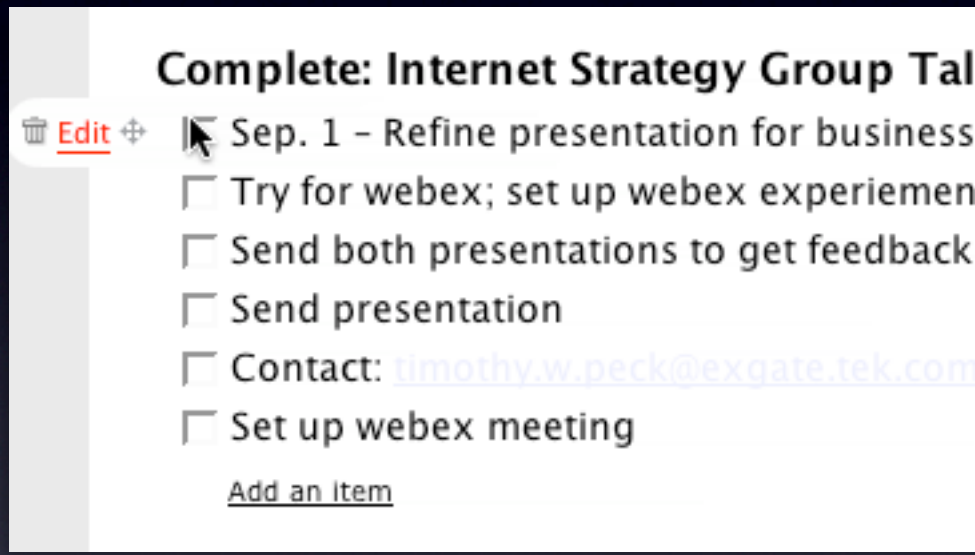
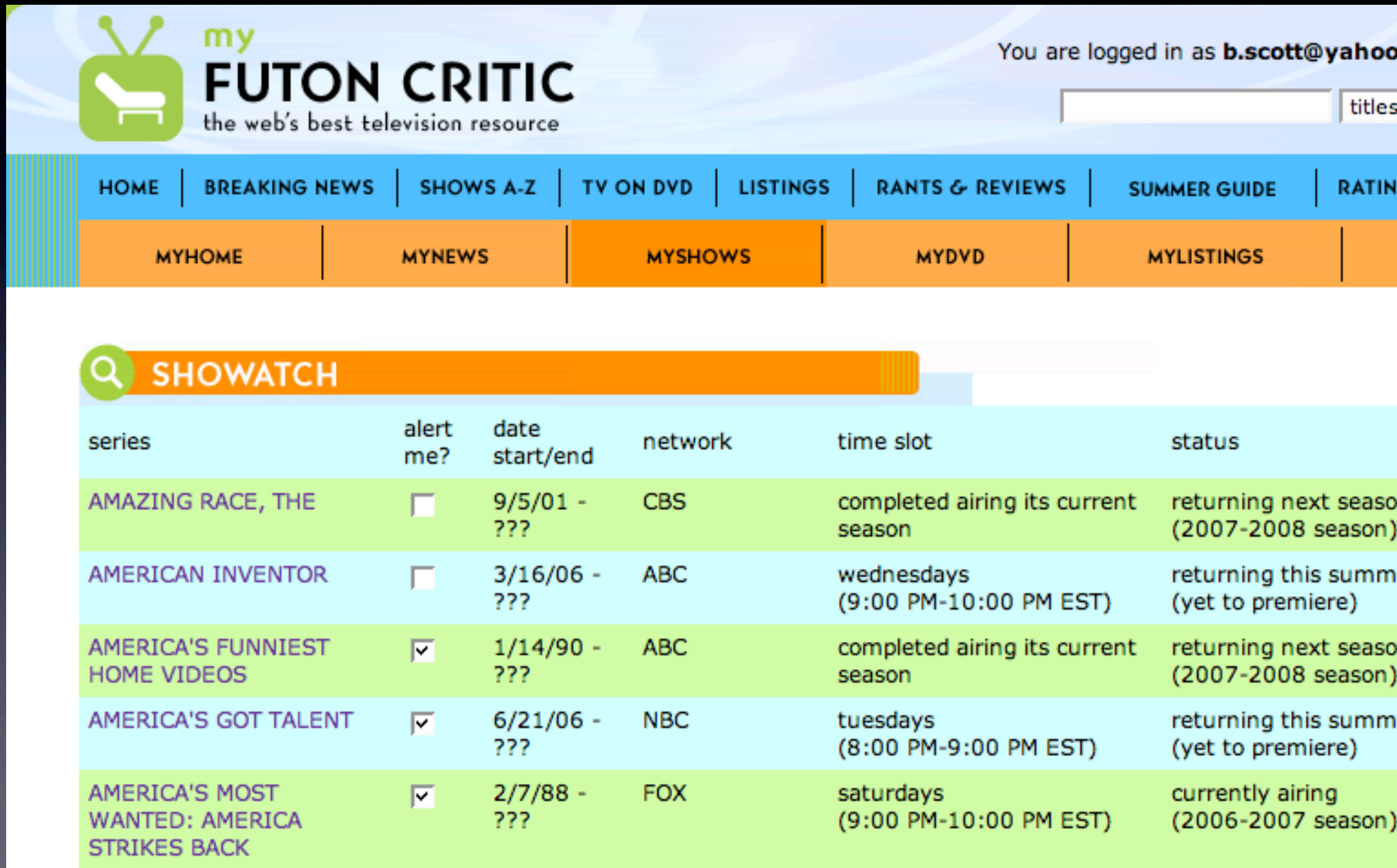




anti-pattern. **one at a time**

Takes one at a time check box to the extreme



series	alert me?	date start/end	network	time slot	status
AMAZING RACE, THE	☐	9/5/01 - ???	CBS	completed airing its current season	returning next seaso (2007-2008 season)
AMERICAN INVENTOR	☐	3/16/06 - ???	ABC	wednesdays (9:00 PM-10:00 PM EST)	returning this summ (yet to premiere)
AMERICA'S FUNNIEST HOME VIDEOS	☑	1/14/90 - ???	ABC	completed airing its current season	returning next seaso (2007-2008 season)
AMERICA'S GOT TALENT	☑	6/21/06 - ???	NBC	tuesdays (8:00 PM-9:00 PM EST)	returning this summ (yet to premiere)
AMERICA'S MOST WANTED: AMERICA STRIKES BACK	☑	2/7/88 - ???	FOX	saturdays (9:00 PM-10:00 PM EST)	currently airing (2006-2007 season)

refactoring. **one-at-a-time**

Think about what happens when the **data/information scales**
It affects space issues but also affects interaction density.

Think about doing multiple operations at once
Balance with immediacy

Watch out for in-context tools, in-page actions
These give immediacy but also will trap you into not handling multiple items at once.

Don't forget about the lowly checkbox
Not as sexy, but very serviceable.

anti-patterns

big ball of mud. meandering way.
borg idiom. tiny targets. mystery meat.
buried treasure. hover and cover.
pogo stick navigation. novel notions.
against the flow. metaphor mismatch. jabberwocky.
double duty. linkitus. blind type.
windows aplenty. animation gone wild.
misguided misdirections. unmarked hazards. missed moments. missing scene.
one at a time. non-symmetrical actions.

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my email. b.scott@yahoo.com

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Visual/Interaction Designers
Web Engineers