Helping users communicate consent around NSFW images and expectations

Translating research findings into Hornet features

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Overview

In this work, I propose five changes to Hornet designed to improve user's experiences on the app.

They are based on findings from my PhD research which consistently found that participants wanted more ability to signal what they were looking for and whether they were open to recieving NSFW images.

Methodology

My PhD research explores how the design of social platforms shapes the experiences of queer young men.

Participants were 18-28 and based in Australia except for the design workshop participants who were based in the SF Bay Area and where there was no age restriction.

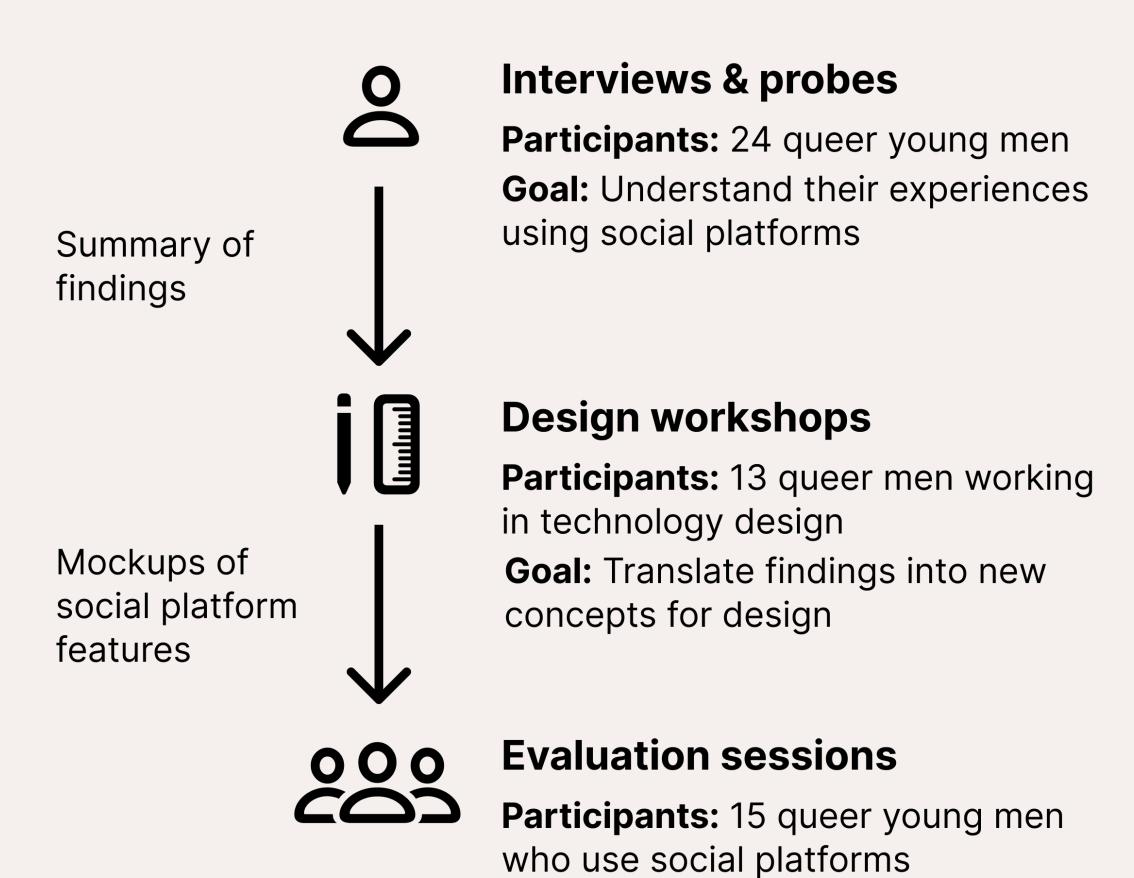
I have adapted the designs created as part of this work for Hornet.

They are very close to the current version of the app but there may be some slight differences as I created the mockups from scratch.

For greater detail about my research including justifications for the features, see the open access research paper I wrote.

Link to paper

Overview of research methods



Goal: Evaluate design mockups

Specifying consent over NSFW images

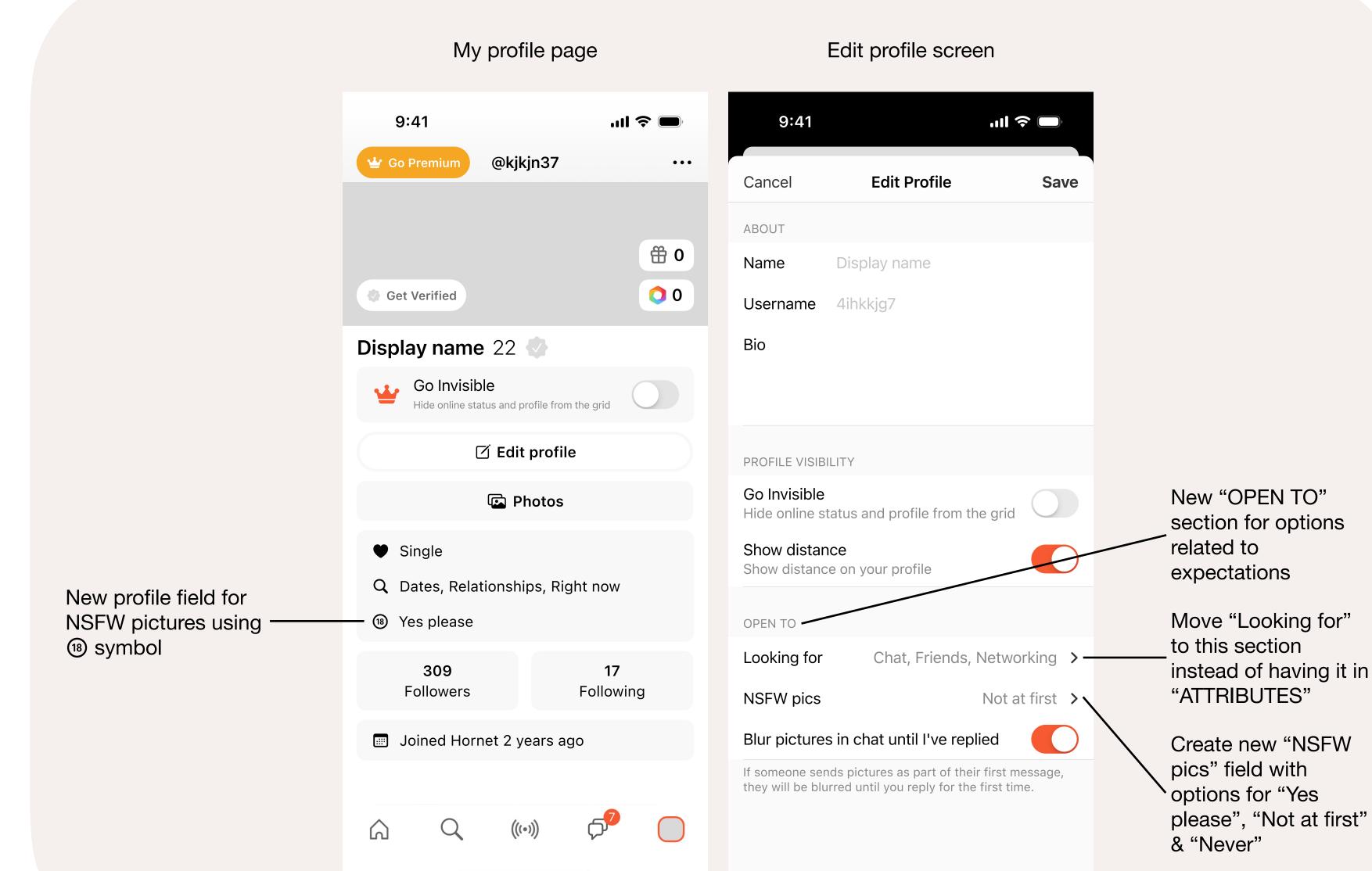
Add ways for Hornet users to specify consent over receiving NSFW images on their profile.

Rationale

Receiving unsolicited NSFW images is unwelcome for many dating app users and is a major reason that many participants deleted dating apps.

Proposed features to limit the ability for people to send unsolicted NSFW images were among the most desired in evaluation sessions.

The "Yes please" option recognises some people want to recieve NSFW images.



Adding a "Right now" option

Add "Right now" as a new Looking for option.

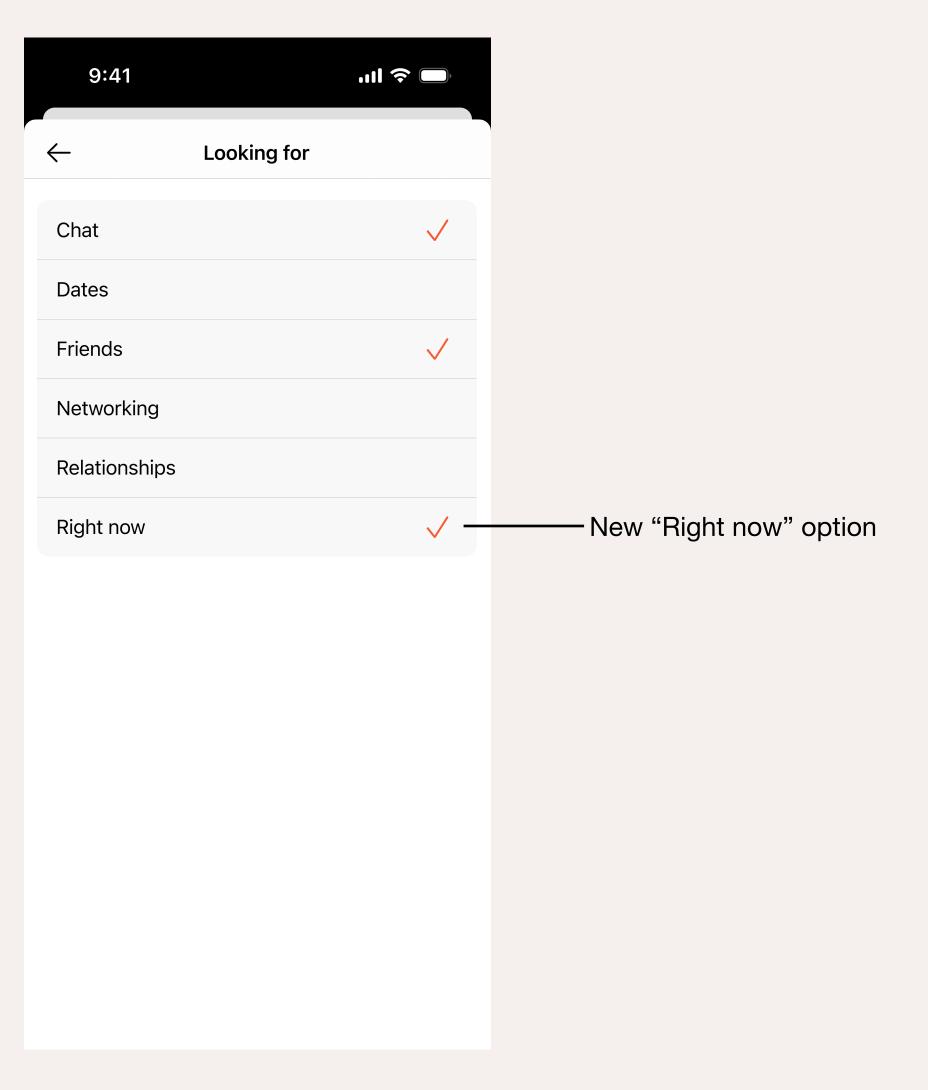
Rationale

While the current options cover a wide range of what people are looking for, some are undoubtedly looking for hookups.

Not having a way to express this reduces the reliability and credibility of looking for as a profile field.

While this is likely a conscious decision due to App Store/Play Store rules, others apps have similar options these days. E.g. Tinder offers "short-term fun" and Grindr has an option for "hookups".

Looking for preferences



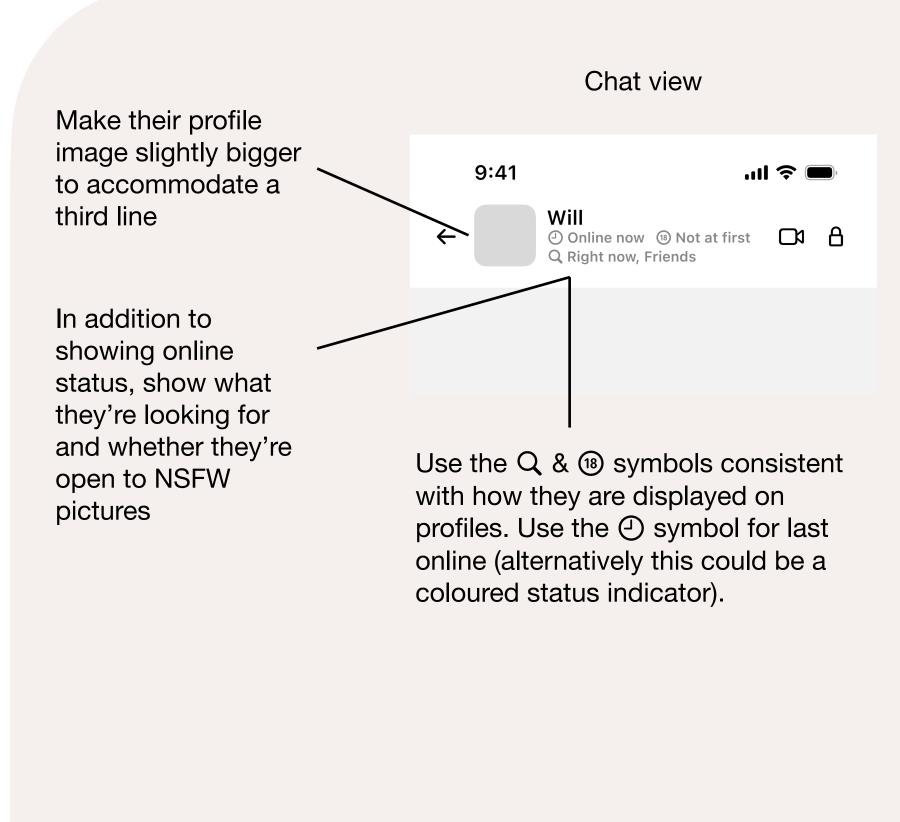
Clearly showing user expectations

Show people's expectations in the chat view.

Signal whether sharing NSFW images is ok in the share image menu.

Rationale

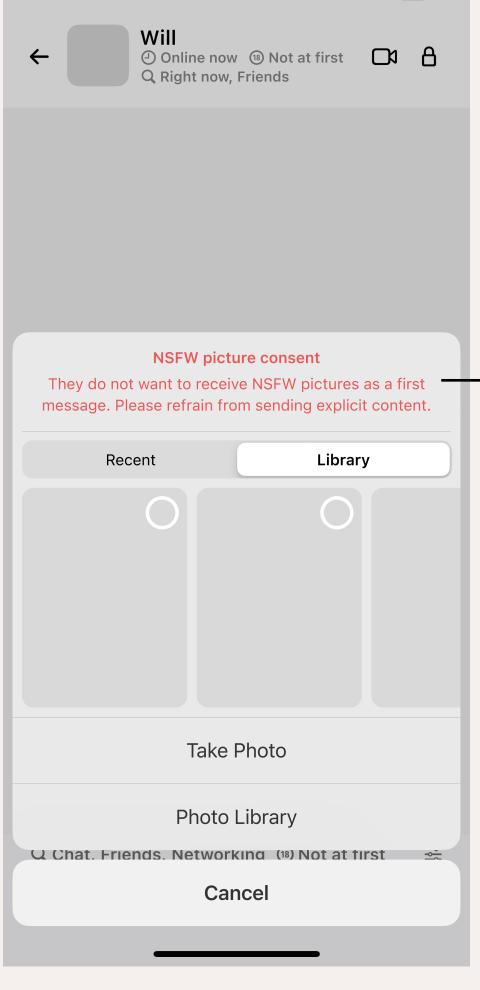
People often don't read profiles and so this makes people's expecations clear in places where they will be seen.



Send photo/video menu

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9:41



Add a new prompt
above the send
photo/video menu if
the other user has
their preferences set
to "Not at first" or
"Never"

Letting users set conversation specific expectations

Provide a way for users to specify what they're looking for and whether they're open to NSFW at a conversation level.

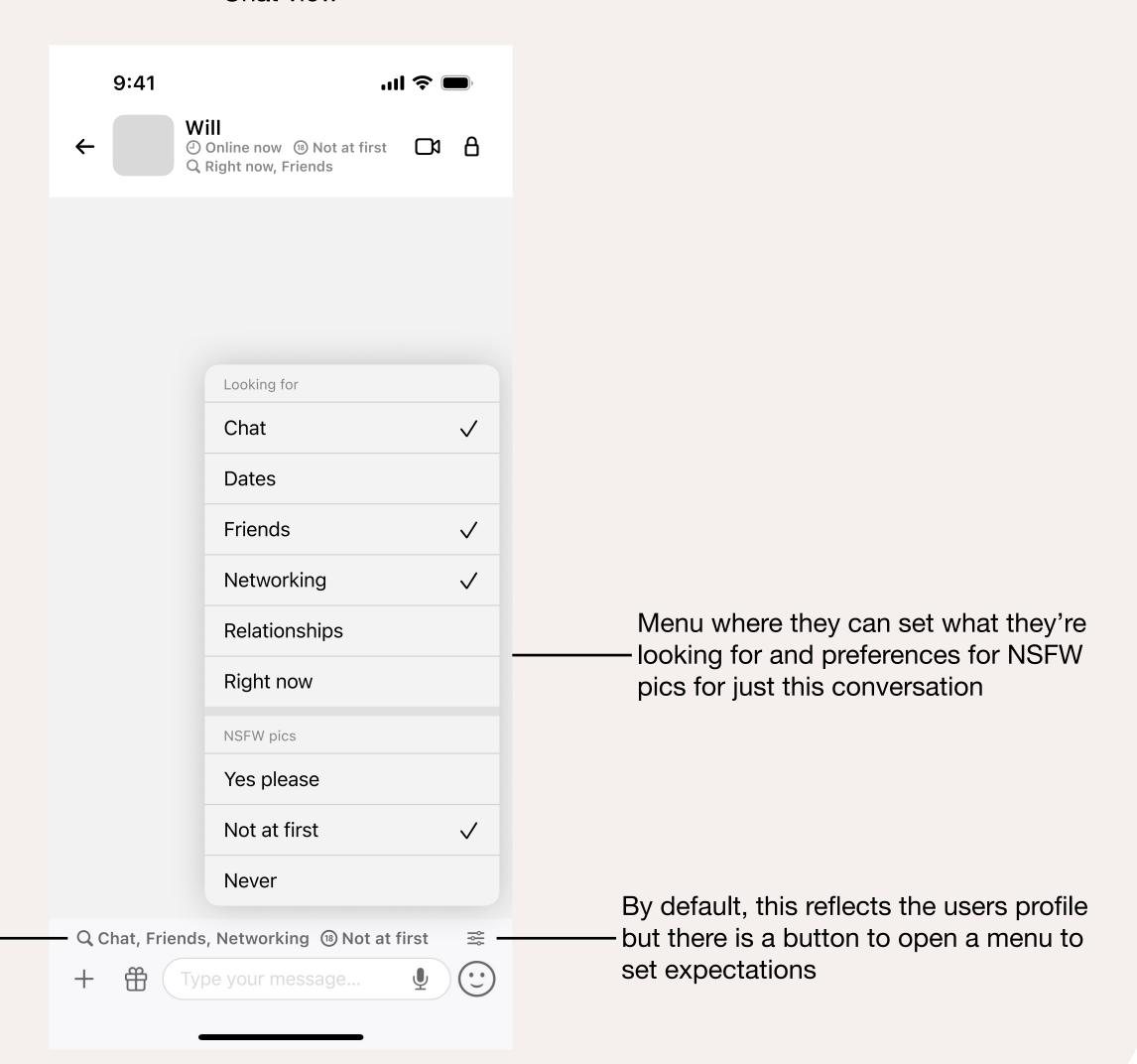
Rationale

What people are looking for can depend on the person they are talking to.

This allows users to clearly communicate what they are looking for with the person they're interacting with.

Show how their expecations are set for this conversation. Placed with the controls for sending messages so it's clear that this is their preferences (whereas the other person's preferences are displayed with their profile)

Chat view



Allowing blurring of NSFW images in chat

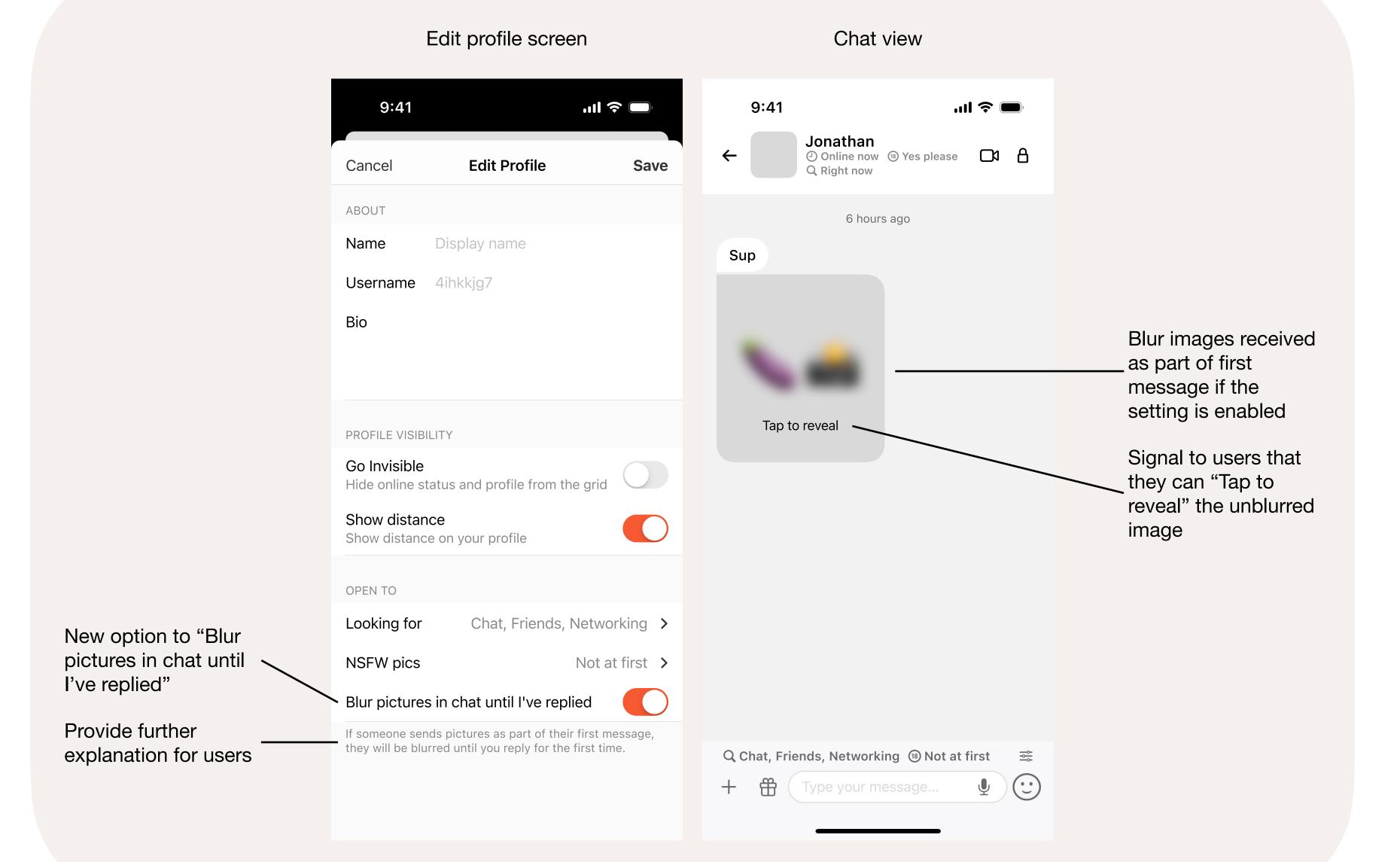
Add an option to blur images received in chat until you've replied.

Rationale

Unsolicited NSFW pictures are often send as part of a first message.

Blurring helps users avoid NSFW images being too confronting but provides some idea of what the image is.

Most participants would ignore or block people who sent NSFW as a first message so replying means they're likely ok with the image and it can be unblurred.



Conclusion

These features help users communicate expectations about what they're looking for and for NSFW images. In my research, such features received a very positive response from participants.

Helping users communicate expectations and making them clear could reduce the number of negative interactions they have on the app and improve experiences.

All the features are designed in ways that are additive and support variation in desired experiences. For example, if users want more control over NSFW images, they can respond to a new profile field but they don't have to. None of these features force changes in use or block user interactions.