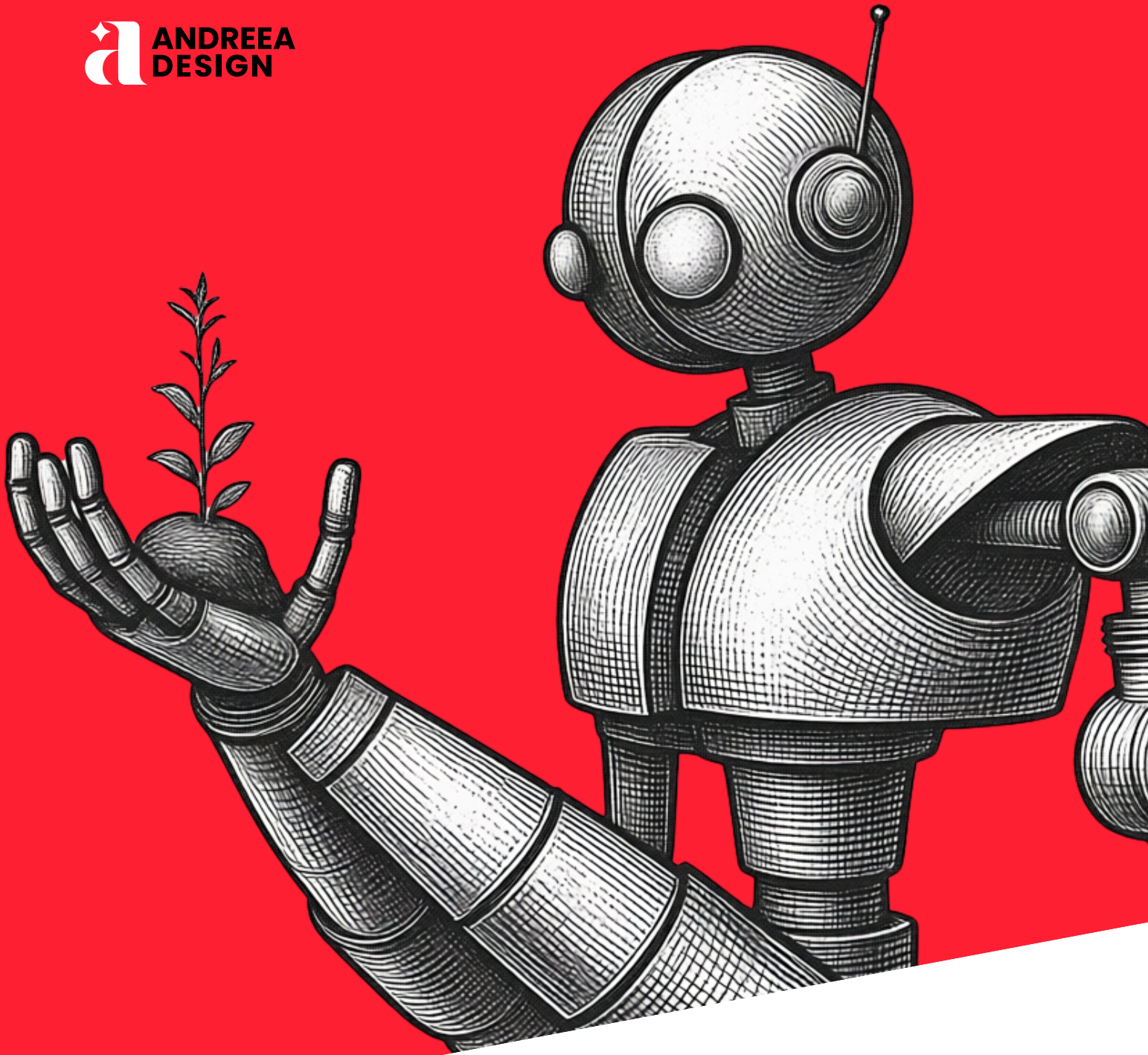




HUMAN-CENTERED AI DESIGN

Checklist to create better experience

Human-Centered AI Design Checklist

01

Opportunity & Value

1. Start with real user problems, not AI technology
2. Map user needs to genuine AI strengths (pattern recognition, prediction, personalization, unstructured data)
3. Choose AI only when it provides clear value over traditional solutions
4. Evaluate cost-benefit, including hidden costs (maintenance, monitoring, trust)
5. Ensure the problem is worth solving with AI

02

Automation vs Augmentation

1. Decide clearly: Should this task be automated or augmented?
2. Automate repetitive, boring, dangerous, or low-judgment tasks
3. Augment creative, emotional, high-stakes, or personally meaningful tasks
4. Give users progressive automation levels they can control
5. Always provide easy manual overrides and opt-out options

03

Mental Models & Transparency

1. Help users build accurate mental models of how the AI works
2. Set realistic expectations from marketing through onboarding
3. Clearly explain data sources, limitations, and capabilities
4. Use progressive disclosure — don't overwhelm users with information
5. Show confidence levels appropriately (avoid misleading precision)

04

Explanations & Trust

1. Provide both general system explanations and specific output explanations
2. Use influential features, contrastive examples, or examples to explain decisions
3. Adapt explanation depth to risk level (high-stakes = more transparency)
4. Be honest about limitations and uncertainties
5. Build calibrated trust (appropriate confidence, not maximum trust)

05

Control & Customization

1. Give users meaningful control over AI behavior
2. Allow easy editing of preferences and feedback
3. Offer graceful opt-out paths that don't break core functionality
4. Increase automation gradually as trust builds
5. Provide immediate manual takeover with context preserved

06

Feedback Mechanisms

1. Design both implicit and explicit feedback channels
2. Make giving feedback easy, timely, and natural
3. Show users how their feedback leads to visible improvements
4. Only collect feedback the AI can actually act upon
5. Balance data needs with user burden

07

Error Handling & Graceful Failure

1. Design for failure from the beginning
2. Create action-oriented error messages that guide users forward
3. Offer multiple recovery paths
4. Preserve user progress during manual handoff
5. Turn errors into learning opportunities when possible

08

Measuring Success & Evolution

1. Define success beyond accuracy (include fairness, wellbeing, long-term impact)
2. Monitor for unintended consequences and bias
3. Track both technical metrics and human-centered outcomes
4. Plan for system drift and continuous evolution
5. Communicate updates clearly and honestly

09

Long-term Responsibility

1. Consider different user groups (expertise, culture, accessibility)
2. Test failure scenarios with real users (especially stressed or novice users)
3. Measure whether AI actually helps users achieve their goals
4. Regularly review and adapt mental models as the system evolves
5. Prioritize user agency and wellbeing over pure performance

10

Quick Self-Assessment Questions

1. Would users understand why the AI made this decision?
2. Can users easily correct or override the AI?
3. What happens when the AI gets it wrong?
4. Does this feature respect user autonomy and values?
5. Would I be comfortable if this AI made this decision for me or my family?

Need Help?

A guidebook is only as good as its implementation. If you want to fast-track your graphic design abilities, you can see the courses on andreea.design