# Realizing Choice: Online Safeguards for Couples Adapting to Cognitive Challenges

NORA MCDONALD, *UNIVERSITY OF MARYLAND, BALTIMORE COUNTY (UMBC)*

ALISON LARSEN, *UMBC*

ALLISON BATTISTI, *UMBC*

GALINA MADJAROFF, *UNIVERSITY OF MARYLAND.*

AARON MASSEY, *UMBC*

HELENA MENTIS, *UMBC*

# Why do couples need choice and support?

**Previous work by Mentis et al.**

Mentis, H.M., Madjaroff, G. and Massey, A.K. 2019. Upside and Downside Risk in Online Security for Older Adults with Mild Cognitive Impairment. *CHI 2019*

Mentis, H.M., Madjaroff, G., Massey, A. and Trendafilova, Z. In submission. The Illusion of Choice in Discussing Cybersecurity Safeguards Between Older Adults with Mild Cognitive Impairment and Their Caregivers. CSCW (In submission).



From https://news.psu.edu/story/477487/2017/08/17/research/older-users-snoop-facebook-worried-others-might-snoop-them

🔒 **Your Safety Concerns**

Choose the online applications or situations you would like to set with a safety mechanism.

- ☐ Email
- ☐ Facebook
- ☐ Online banking or money transfer
- ☐ Online shopping
- ☐ Password management
- ☐ Browsing

**Submit Changes**

🔒 **Your Safety Concerns**

✉ Your Email Safety Mechanism Settings:

**CLICKING LINKS**

When you click on a link in an email message, you want the Safety System to:

- ⦿ Not interfere.
- ○ Record all links you click on for your partner to see later.
- ○ Immediately notify your partner of the link you just clicked on.
- ○ Immediately notify your partner of the link and wait for his/her review and response to proceed.
- ○ Deactivate all links.

# Our design

We build on this work with a mock-up that we tested with 7 couples (14 people) where we asked them to talk aloud as they chose safety settings

# What "choice" and "support" mean

Logs reinforce autonomy (particularly around shared assets) and "dual perspective"
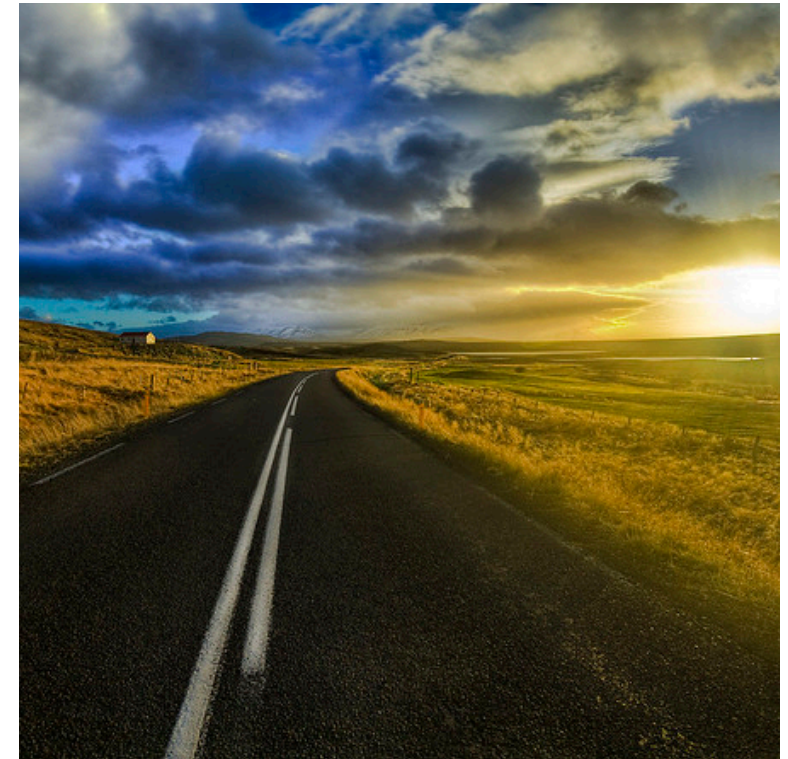
More restrictions around shared assets

Flexible, adaptive, and natural

Social autonomy

Embrace of uncertainty of memory loss

# Future work

We are developing our next iteration to compliment participants' view that the system is for **both of them** and helps them **embrace uncertainty**