## Austin Fauni on Design: Transcript

Ok, so for the first week of the Dear Data project I was recording a week of complaints. And so I used to work as a barista at Starbucks. I had worked there for maybe about a year before this project was assigned. And so I was already used to the typical like complaints that we would get about expensive drink prices, long lines, and stuff like that. But when this assignment was assigned, I was working close to 40 hours a week, probably like every other day just because it was the summer and I had more time. But it was getting to a point where I was just running into the same thing over and over again. You know, I was hearing stuff about drink prices all the time. And so I just really wanted to see how much I go through on a weekly basis at this job. And so when I was thinking about visualizing this data that I had collected, I was really trying to think of something that would relay my topic in a way that was kind of obvious but not too obvious. And so I thought using exclamation points would be a really good idea. And so on my postcard you can see that the bigger outlined exclamation points represent the different days that I tracked data, and then the tinier exclamation points within them that are different colors represent the different types of complaints and also the amount of times that I heard those complaints or that I heard a customer tell my coworker that complaint.

And I thought it turned out pretty well just because the whole idea was based off of expressing data in a very unconventional way. And yeah, I thought it was pretty interesting.