

Human-Computer Interaction

CSCW

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Today's Agenda

- >> Coronavirus Preparation
- >> Topic overview: *CMC*
- >> Discussion
- >> Project Activity: *Determining Method, Continued*

Coronavirus Preparation

What will we do if classes are suspended?

- >> **Seminar:** Continue readings, participating in forum discussions.
- >> **Methods:** Lectures will be delivered via Blackboard, including Q&A; hand-on activities will be completed in your own time; assignments can be completed offline.
- >> **Project:** Continue working on projects from home, studies will have to be modified; extended office hours over Blackboard for feedback.
- >> **Office hours:** Extended office hours will be offered via Blackboard.

What can I do in the meantime? Should I worry?

I'm not an expert, but here is what I plan to do:

>> Motto: **don't worry, but prepare and watch out**

>> Follow campus lead, follow CDC, UW announcements.

>> Get enough sleep, eat well, limit public exposure, wash your hands frequently.

Topic overview: CSCW

What is CSCW?

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Definition: CSCW "combines the understanding of the way people work in groups with the enabling technologies of computer networking, and associated hardware, software, services and techniques."¹

What is groupware?

Definition: Groupware includes application software designed to help people working on a common task to attain their goals.²

¹Wilson, 1991, [Computer Supported Cooperative Work: An Introduction](#)

²Wikipedia: [Groupware](#)

CSCW = the group working process + the technology¹

¹Wilson, 1991, Computer Supported Cooperative Work: An Introduction

What do you mean by group work processes?

1. *Individual human characteristics, e.g., conversation patterns*
2. *Organizational aspects, e.g., structure and culture of the organization*
3. *Group work design issues, e.g., involvement in the work design process*
4. *Group dynamics, e.g., group decision making, collaboration¹*

¹Wilson, 1991, Computer Supported Cooperative Work: An Introduction

What do we mean by CSCW technology?

1. *Communication mechanisms*—enabling people to communicate, e.g., videoconferencing
2. *Shared work space facilities*—enabling people to view and work on the same electronic space, e.g., screen sharing
3. *Shared information facilities*—enabling people to view and work on a shared set of information, e.g., cloud-based document sharing
4. *Group activity support facilities*—augmenting group work processes, e.g., simultaneous document editing¹

¹Wilson, 1991, Computer Supported Cooperative Work: An Introduction

Time/space Groupware Matrix³

	Synchronous	Asynchronous
Collocated	Face-to-face interactions Decision rooms, single display groupware, shared table, wall displays, roomware	Continuous task Team rooms, large public display, shift work groupware, project management
Remote	Remote interactions Video conferencing, instant messaging, chats/MUDs/virtual worlds, shared screens, multi-user editors	Communication + coordination Email, bulletin boards, blogs, asynchronous conferencing, group calendars, workflow, version control, wikis

³Johansen, 1988, Groupware: Computer Support for Business Teams

Face-to-face interactions⁴

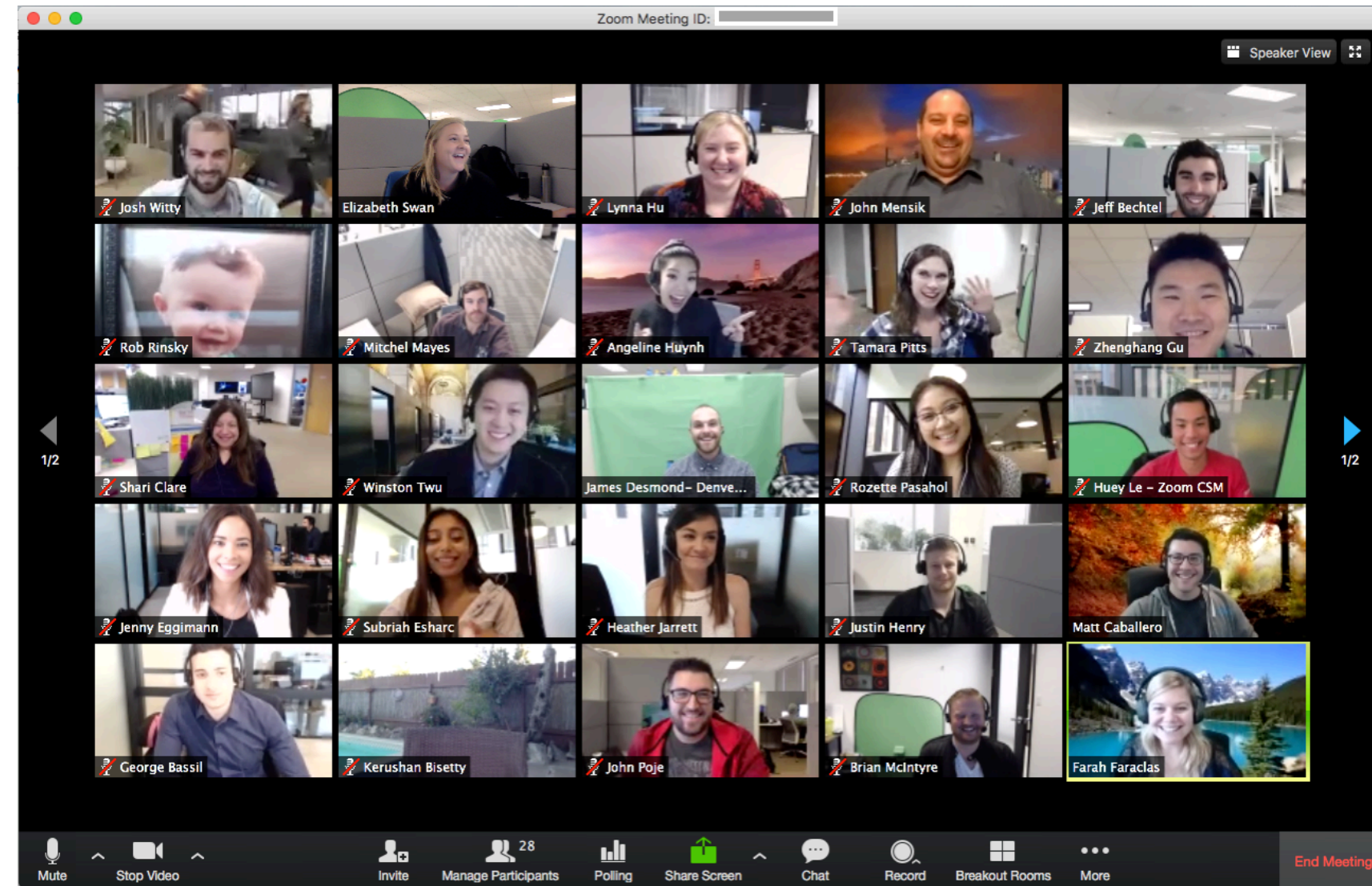
Right: group decision rooms (e.g., NASA Mission Control Center, Johnson Space Center)



⁴ Image source: [NASA](#)

Remote interactions⁵

Right: desktop videoconferencing



⁵Image source: [Left](#), [Right](#)

Continuous task⁶

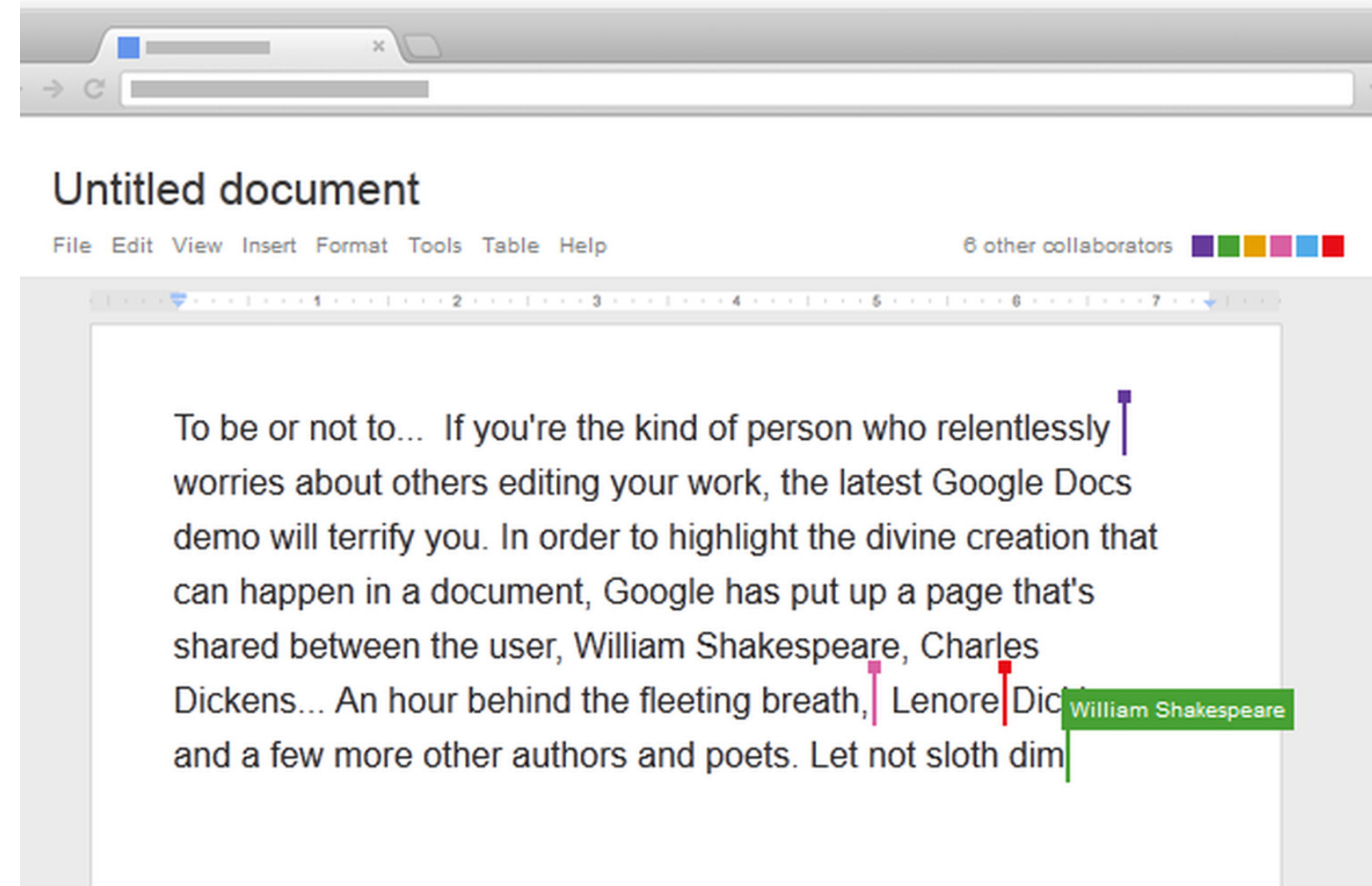
Right: electronic bulletin boards



⁶Image source

Communication + coordination⁷

Right: collaborative authoring in Google Docs



⁷Image source

Discussion Questions

- >> What are some of the groupware systems are we using for this class? How would you categorize them?
- >> What are examples of the challenges that Grudin highlighted you see in today's groupware?
- >> What relevant external resources have you found?
- >> ...