

INFO 447/LIS 598B

Computer-Supported Cooperative Work

Final Written Exam

Instructions

Your final exam will be composed of essay answers to two questions. You will answer the one required question and then choose to answer one optional question. You will write two essay answers. Each answer is limited to four pages of single-spaced 12-point Times text (or equivalent) with full 1" margins on the page. You may use one extra page, a fifth page, per essay for your references.

This is a take home exam, but you must work alone. You should feel free to use any material you have read in the course. As well, feel free to use, relate and fully cite any other literature that is relevant and will help you answer the question (maybe from prior classes).

You should carefully structure your essay answers; structure, usage, spelling all count. You can use the services of the iSchool/Engineering Writing Center (in MGH 306B) to help you polish your answers.

The exam is due on Tuesday, March 15th by 5:00pm in MGH 370.

Required Question:

With the exception of a large, multi-user whiteboard, the application of large screen displays for groupware in a public setting is not obvious. The readings demonstrate a range of creative to not-so-creative applications for large screen groupware. – Outline the design of a new, creative, large-screen display groupware application for use by college age students. Clearly describe the ‘context’ (social and physical setting, location, etc.), ‘content’ (what goes on the display, how do you handle multiple users at the same time, etc.), and ‘control’ (how does the interaction work, how do you handle privacy, etc.). Rely on the prior research (readings) to justify your design decisions. If the prior research provides conflicting guidelines for resolving a design decision, why did you choose one option over another? Lastly, describe how you would evaluate the design; how could you know that your design decisions lead to an effective groupware application?

Optional Questions:

The goal of any CSCW system evaluation is to understand the effectiveness of the system in the social/collaborative setting in which it is deployed; but the evaluation of a groupware system can be very difficult. Many of the papers we have read in this course include some attempt at a system evaluation. Consider these evaluations in light of Grudin’s “Groupware and Social Dynamics: Eight Challenges for Developers” paper. Pick three of the eight challenges and discuss two evaluations that either support or refute

each of your selected claims. {Note: to answer this question you will need to discuss at least six system evaluations, two for each claim.}

Pick a ‘full’ paper from the most recent CSCW conference (CSCW 2004) and that was not assigned reading in the course. You can find all of the papers in the ACM Digital Library (<http://portal.acm.org/dl.cfm>). A ‘full’ paper will be 8-10 pages in length; in 2004 CSCW began accepting short papers too. This question only applies to a full paper. Read the paper. How does your selected paper relate to the themes and topics covered in the course? In your experience (based on this class), does this paper represent a new, developing theme or is this an established CSCW theme? Does your selected paper extend what you already know; how? In your answer you should recall for the reader, the basic idea and the significant contributions of the paper you selected.

The term ‘design’ when applied to a CSCW application is not well defined. Designers often combine multiple techniques in an attempt to cover a design space that any single technique would not completely cover. Consider the three papers (1) “The Workaday World as a Paradigm for CSCW Design” by Moran and Anderson, (2) “Scenarios as Springboards in CSCW Design” by Bodker and Christiansen, and (3) “Finding Patterns in the Fieldwork” by Martin et al. Are these papers all proposing to combine multiple techniques? If so, what are the techniques and what do the respective authors claim are the complementary aspects of the combination? Does one technique take precedence over the other? If you don’t feel the authors are proposing a combination technique, will or won’t the proposed technique cover enough of the ‘CSCW design space’?