

## COMPUTER-SUPPORTED CO-OPERATIVE WORKING DEALING WITH COMMUNICATION OVERLOAD

### Group Project

This document describes the course-work to be completed by the students who are taking the CSCW module in the academic year 2011/2012.

**Mark component: Group work = 100%<sup>1</sup> (50% of total module mark)**

Learning outcomes: the students will engage in the user-centered design process of a social computing artifact while trying to apply chief methodologies of CSCW. At the end of the project they should correctly master theatrical based elicitation of requirements, collaboration personas, experience prototyping, and evaluation. The main activity will be the design and evaluation of new tools to deal with the overload of emails currently experience by the students of the University of Trento.

Deadline: May 28<sup>th</sup> – the final report will be handed in to Silvia Torsi – alternatively the report need to be submitted at least 2 weeks before the date the students intend to take the exam

### Objectives

The students will go through user studies, concept design and early prototyping for solving the problem of information overload from the administrative staff of the University of Trento and the students. This will raise questions like what is the identity of a student, how can it fixed into tool, how a system can make use of this identity to provide an adaptive filter for emails.

### Methodology

The project consists of the following activities

- I. User studies. The students will carry on interviews, focus groups or questionnaires in order to gather information on this problem among students. Administrative staff can also be approached (ask Silvia for help on this). The final outcome of this phase will be a document presenting all the possible aspects of the design issue, and scoping problems and challenges of communication overload within a University.
- II. Concept design. Here is where the design issue becomes a design space to fill. By means of brainstorming the group will create a large number of design concepts that will be refined, and described through user personas and PACT analyses. Competitive technology analysis is also included in this part. The deliverable is a document which will be included in the report

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<sup>1</sup> The project will include both individual and group activities. Students will hand-in evidence of their individual work (interview transcripts and data analysis), which will be marked for completeness and accuracy and influence the student's mark in case of discrepancy with the group-work mark (+ - 5%). Students will also be invited to evaluate each group member contribution, including their own. Evidence of exceptional performance or sub-average contribution will be taken into consideration in the final mark.

- III. Early prototyping. The student will select one or few concepts and will realise scenario based prototypes in order to make it understandable, then they will ask from external people to evaluate those scenarios with interviews, focus groups or questionnaires. The resulting documents will be a chapter of the final report
- IV. Evaluation & Debriefing. The student will evaluate the prototypes based on their knowledge of best practices in CSCW design and involving students in a user-based study. In this phase the group will make sense of the whole experience and will self evaluate whether they have accomplished the design task, this will go to fill in the conclusions of the report
- V. Report writing. The group will produce a 20 pages (max) report of the design exercise. Report writing is both an individual and a group activity. All members are expected to contribute to it and the report will be marked as a group deliverable not as a collection of chapters authored by different people.
- a. Executive summary (1 page stating the main findings and recommendation form your study )
  - b. Related work (literature review on similar systems)
  - c. Objectives (stating and justifying the objectives of the design exercise)
  - d. Methodology (clear description of the design procedures)
  - e. Results (design artifacts produced and their evaluation results)
  - f. Conclusion (recommendations, suggestion for further research)
- Deliverables: a paper copy of the report and a CD rom including, Interviews transcripts, and an electronic copy of the report

#### Help and contact information

The work will be carried out independently by the students under the supervision of Dr. Silvia Torsi Silvia Torsi [torsi@disi.unitn.it](mailto:torsi@disi.unitn.it), who will organise and participate in group meetings. It is of utmost importance to the success of the project that each member of the group contributes to the work. In case of problems and conflicts which students are unable to deal with independently, they are invited to e-mail Prof. De Angeli ([deangeli@disi.unitn.it](mailto:deangeli@disi.unitn.it)), copying **each group** member in the e-mail. People who did **NOT** contribute to the group work will receive a lower mark (up to 0 in case of no contribution at all).

A reading list will be distributed separately with clearer design spec.

Marking scheme

Presentation (10%);

Background research (20)%

v Validity and reliability of methodologies and procedures applied for design (30%);

v Critical analysis of evaluation results (20%);

v Quality of design suggestions (10%);

v Reflections and suggestions for further research and new design spaces (10%).