

Usability & Sociability

CT434: CSCW

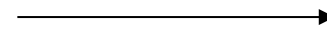


Learning Outcomes

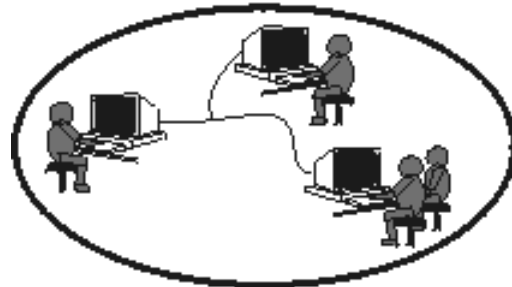
- After attending this lecture and reading the additional literature, you should be able to:
 - Explain the concept of usability and sociability in on-line community
 - Understand how to design for usability and sociability



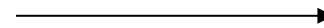
Human-Computer Interaction (HCI)



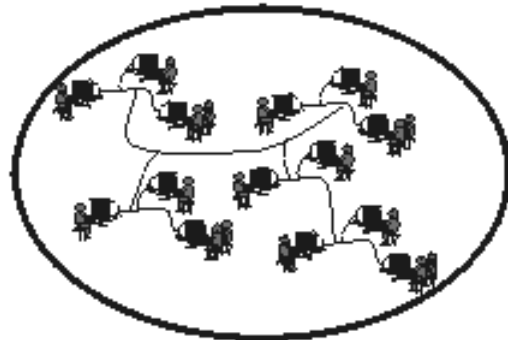
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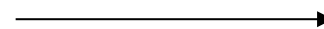
Computer Supported Collaborative Work (CSCW)



Small group



Virtual Community



Large societies

On-line community definition

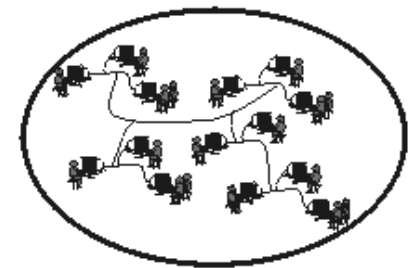
- On-line communities have a **purpose** are supported by **technology** and are guided by **policies**
- Community is a process
 - Community develops and continuously evolves
 - Technology is static
 - Community developer = major of a new town

Basic dimensions

- Usability
 - Human-computer Interaction
 - appropriateness of the software design for community member s' tasks and the community's purposes.
- Sociability
 - Social interaction
 - appropriateness of the social policies and plans for guiding social interaction

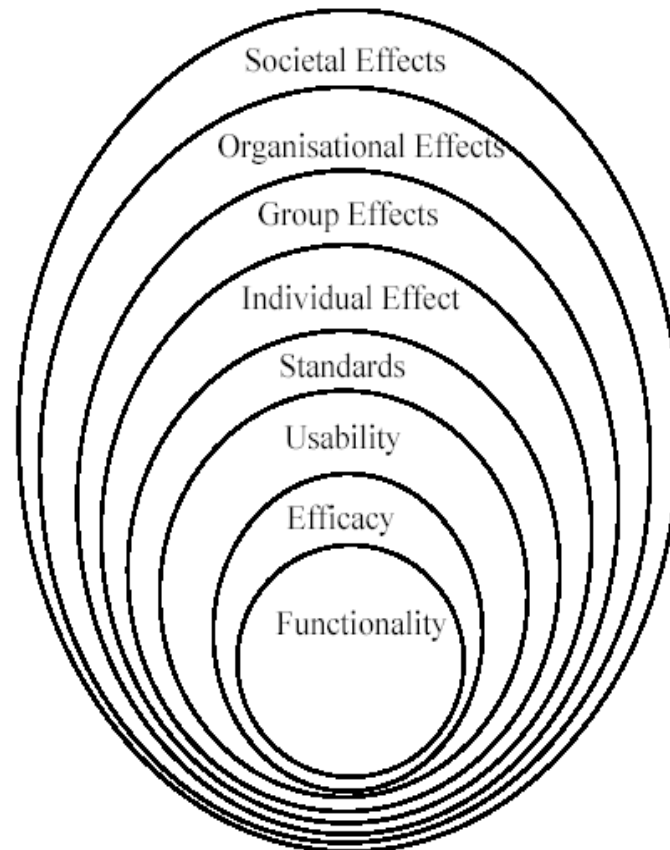


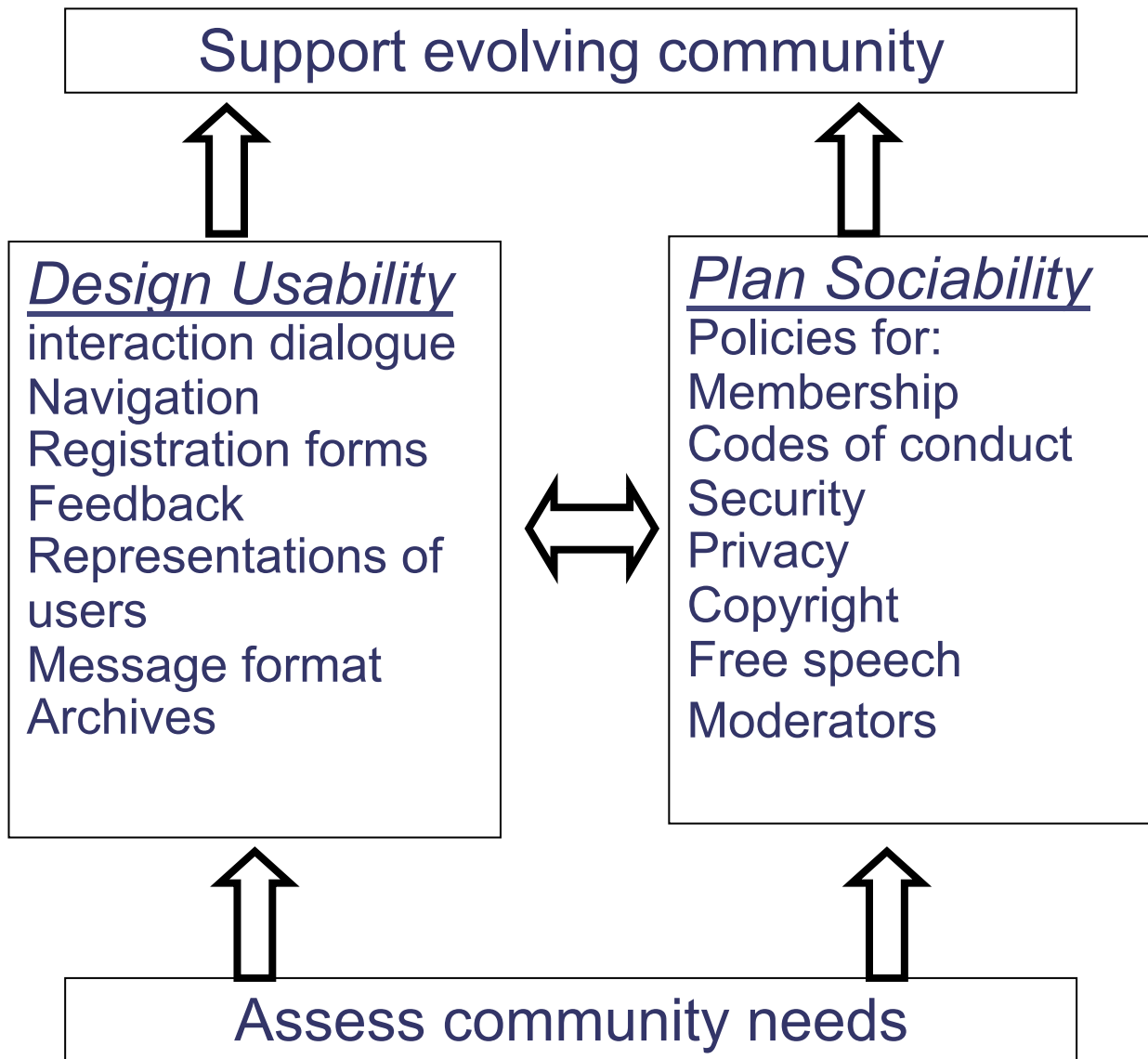
Human-Computer Interaction (HCI)



Virtual Community

Evaluation dimension





Community-centered development approach

1. Assessing community needs and analysing user tasks: requirements analysis
2. Selecting technology and planning sociability: community needs are mapped to technology. Sociability is planned at this level.
3. Designing implementing and testing prototypes: in this stage the overall conceptual design is planned. Communication tools are incorporated within web-pages in an iterative design.
4. Refining and tuning sociability and usability: usability and sociability testing
5. Welcoming and nurturing the community: this stage involves seeding the community.

Basic dimensions

- Sociability
 - Purpose
 - People
 - Policies
- Usability
 - Tasks
 - Users
 - Software

Purpose

- Clearly stated goals attract people with similar goals
- Shared social identity
- Similarities
- Stable community with less hostility
- Set up expectations

People



People

- Moderators and mediators
 - Managing the list
 - Editing texts or formatting messages; Filtering messages
 - Being the expert
 - Opening questions to generate discussion
 - Fight flaming
- Professionals
 - E.g., drkoop; Microsoft
- Lurkers
- Participants
 - Critical mass
 - Virtual identities



Linux Forums > The Community > The Coffee Lounge
Where are you from? 2006

User Name Remember Me?
Password

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





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View Poll Results: Where are you from?

North America (USA/CAN)		77	52.38%
South or Central America		2	1.36%
Asia		3	2.04%
Europe (not UK)		28	19.05%
United Kingdom		19	12.93%
Australia		6	4.08%
Africa		1	0.68%
Middle East (or India)		8	5.44%
Other (please specify)		3	2.04%

Voters: 147. You may not vote on this poll

Lurkers

- Someone who does not participate (100:1)
- Reasons for lurking: (social loafing and diffusion of responsibility)
 - Lack of understanding of the community
 - Personal factors
 - Efficiency: Posting takes times
 - No personal/practical needs
 - No community requirement
 - Structure of community
 - Privacy; Safety
 - Involvement; Community responsiveness
 - Value of posting
 - Interaction mechanism
- Solutions:
 - Workspace awareness -IBM Babble system.
 - Reward participation, assign roles, reputation management

Policies

- Requirements for joining,
- style of communication among participants
- accepted conduct
- repercussion for non-conformance

Linux Forums - Announcements in Forum : The Coffee Lounge - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.linuxforums.org/forum/coffee-lounge/announcements.html>

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Linux Forums > The Community > The Coffee Lounge

Announcements

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Announcements in Forum : The Coffee Lounge

02-21-2006 until 03-24-2006

scientica
Super Moderator



Join Date: Sep 2003
Location: Sweden
Distribution: Gentoo stage 1
Posts: 706

Rule changes

Heads up everyone!

There has been a few changes to the forum rules:
<http://www.linuxforums.org/forum/linux-forums-site-news/52277-linux-forums-rules.html>

In short they can be summarized as:
A new section "Politically related posts" and implementation of the policy changes in Apr. 2003. Also some minor text changes has been made - we recoment that you read all the rules again.

Forum Jump
The Coffee Lounge

Ad Space

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Start | 3 Microsoft Offi... | 2 Internet Ex... | 7 Microsoft Offi... | 3 Microsoft Offi... | CT434 | 12:47

Legal requirements

- Privacy
- Security
- Copyright protection

Netiquette

- Net-speak acronyms
 - LOL; BTW; FYI; IRL; IMO; IMHO; TIA
- Emoticons
 - ;-) ☹️ 😊 :-}

TechieMoe's Reviews - Linux Forums - Microsoft Internet Explorer

Address: http://www.linuxforums.org/forum/coffee-lounge/46049-techiemoes-reviews.html

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Thread Tools | Search this Thread | Display Modes

10-04-2005, 06:14 PM #1

techieMoe
Super Moderator



Join Date: Aug 2004
Location: Southern USA
Posts: 4,519

TechieMoe's Reviews

This is not an advertisement, simply a statement. My site will continue to be updated with politically incorrect distribution reviews, however in light of some hostility I have seen on this forum I will refrain from telling you all about them here. For those of you who share my sense of humor, I encourage you to check in from time to time and see if I've added anything. For those of you who don't, well... don't. That is all. 😊

Registered Linux user #270181
AMD Athlon64 3200+::1GB PC3200 RAM::80GB+120GB SATA::128MB [Geforce 6800](#)::16x DL DVDRW
[TechieMoe's Tech Rants](#)

QUOTE

10-04-2005, 07:14 PM #2

jaboua
Linux Engineer

Join Date: Mar 2005
Location: Norway
Distribution: Arch Linux
Posts: 1,423

Yes, I will 😊

Which distro are you planning on testing next?

You shouldn't hit a man who lie on the ground; you should kick him, that's easier.

Nvidia users, check out nvlock :P

QUOTE

10-04-2005, 07:18 PM #3

techieMoe
Super Moderator



Join Date: Aug 2004
Location: Southern USA
Posts: 4,519

Quote:

Originally Posted by **jaboua**
Which distro are you planning on testing next?

Not sure. A few have been suggested, including plain Debian Sarge, Yoper, and Xandros OCE.

Registered Linux user #270181

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Checklist for S & U

- Why should I join this community?
- How do I join or leave the community?
- What are the rules of the community?
- How do I read and send messages?
- Can I do what I want to do easily?
- Is the community safe?
- Can I express myself as I wish?
- Why should I come back?

How to use the checklist

- Why should I join this community?
 - Usability:
 - Does the community have a clear and meaningful name?
 - Is there a clear description of the community's purpose?
 - Is the content attractively presented?
 - Will the site be updated regularly?
 - Sociability
 - What title and content will communicate the community's purpose effectively and attract people?

Summary

- Usability –
 - ease of use –
- Sociability
 - ease of social interaction
- Community centered development approach
 - design approach focused on usability & sociability

Further reading

- Preece Chapter 3; 4; 7; 9