



Smart students building their campus: A LARGE-SCALE PARTICIPATORY DESIGN

Antonella De Angeli

Department of Computer Science and Engineering



UNIVERSITY
OF TRENTO - Italy

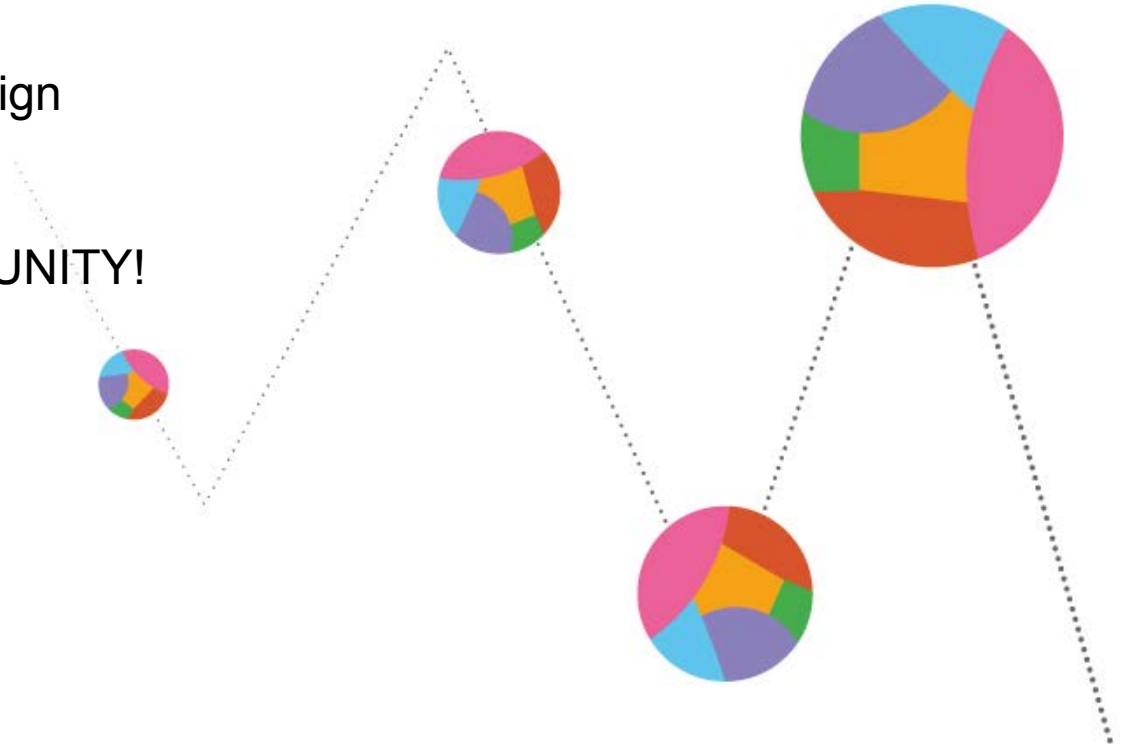


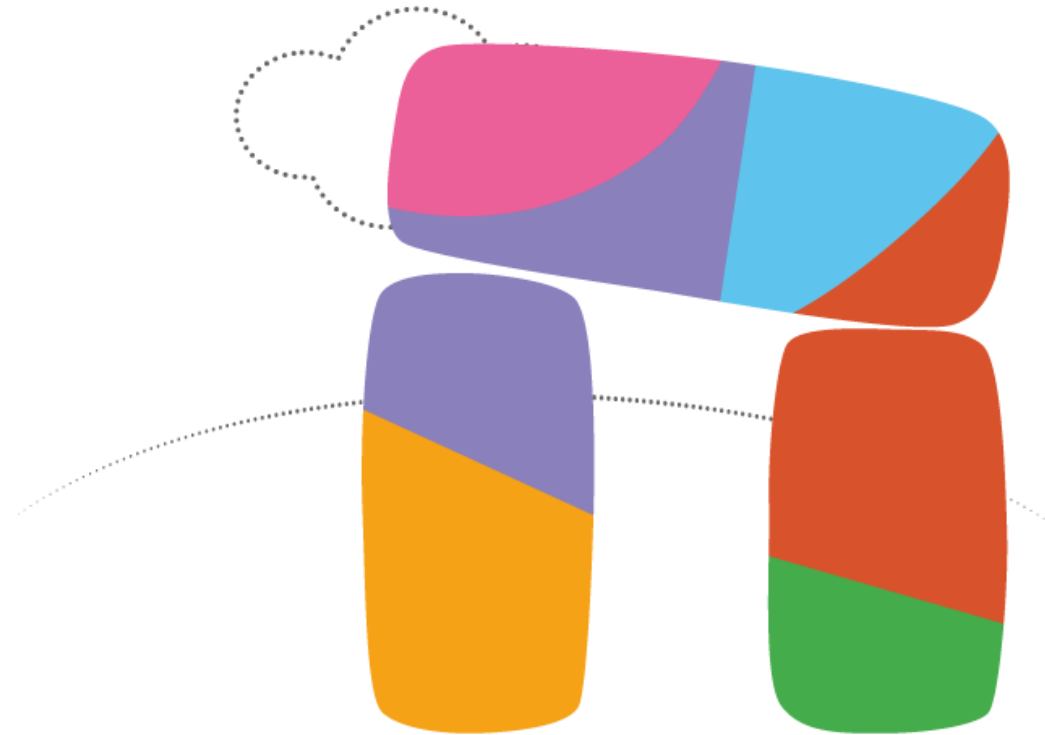
trentorise

Open Innovation rooted in Research and Education

AGENDA

- Smart campus: An introduction
- Design in the wild!
- List of services
- Iterative interaction design
- Field study
- **BUILDING THE COMMUNITY!**





SMART CAMPUS: AN INTRODUCTION

WHAT IS SMART CAMPUS?



Community creating services they need and like



Territorial lab for experimenting with innovative ICT solutions

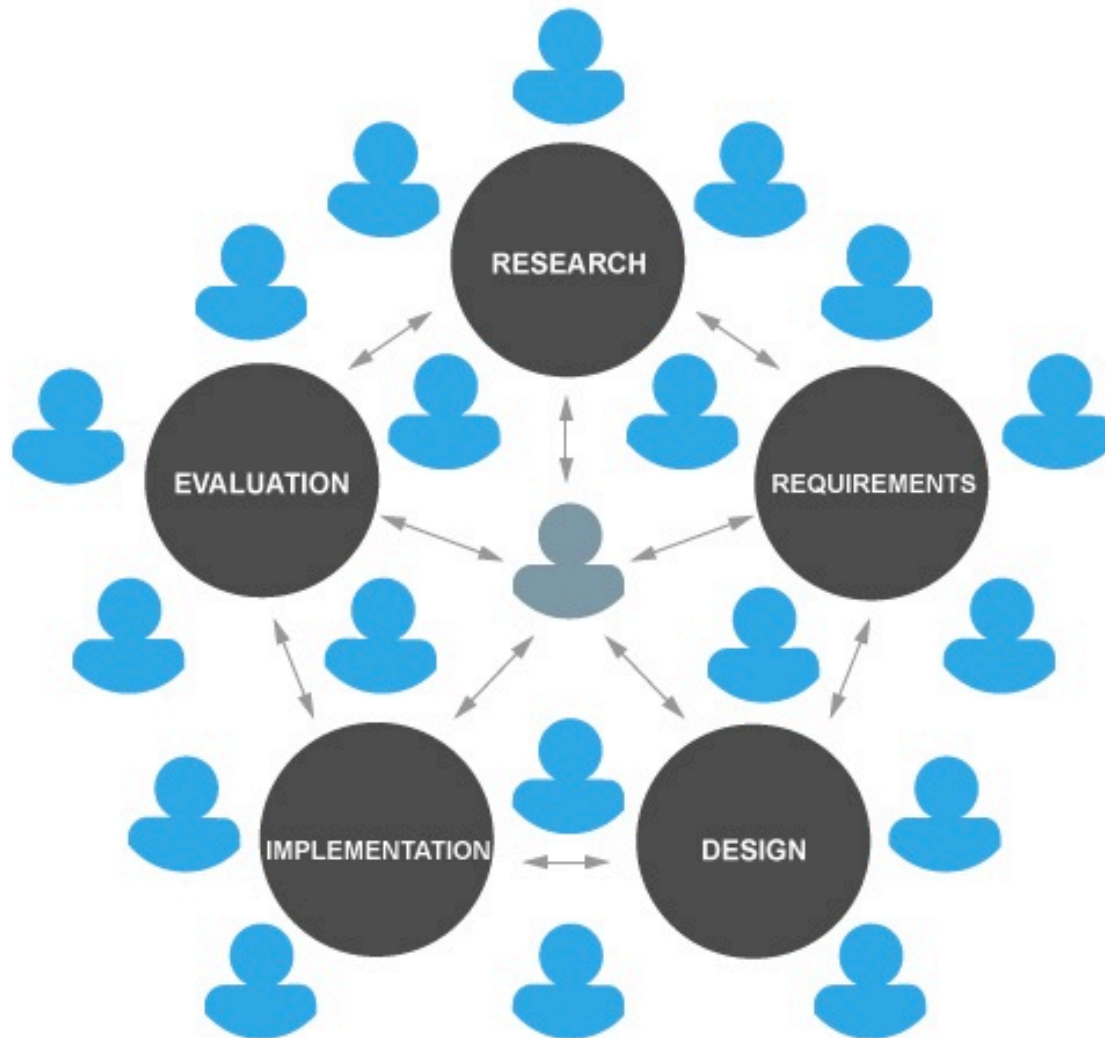


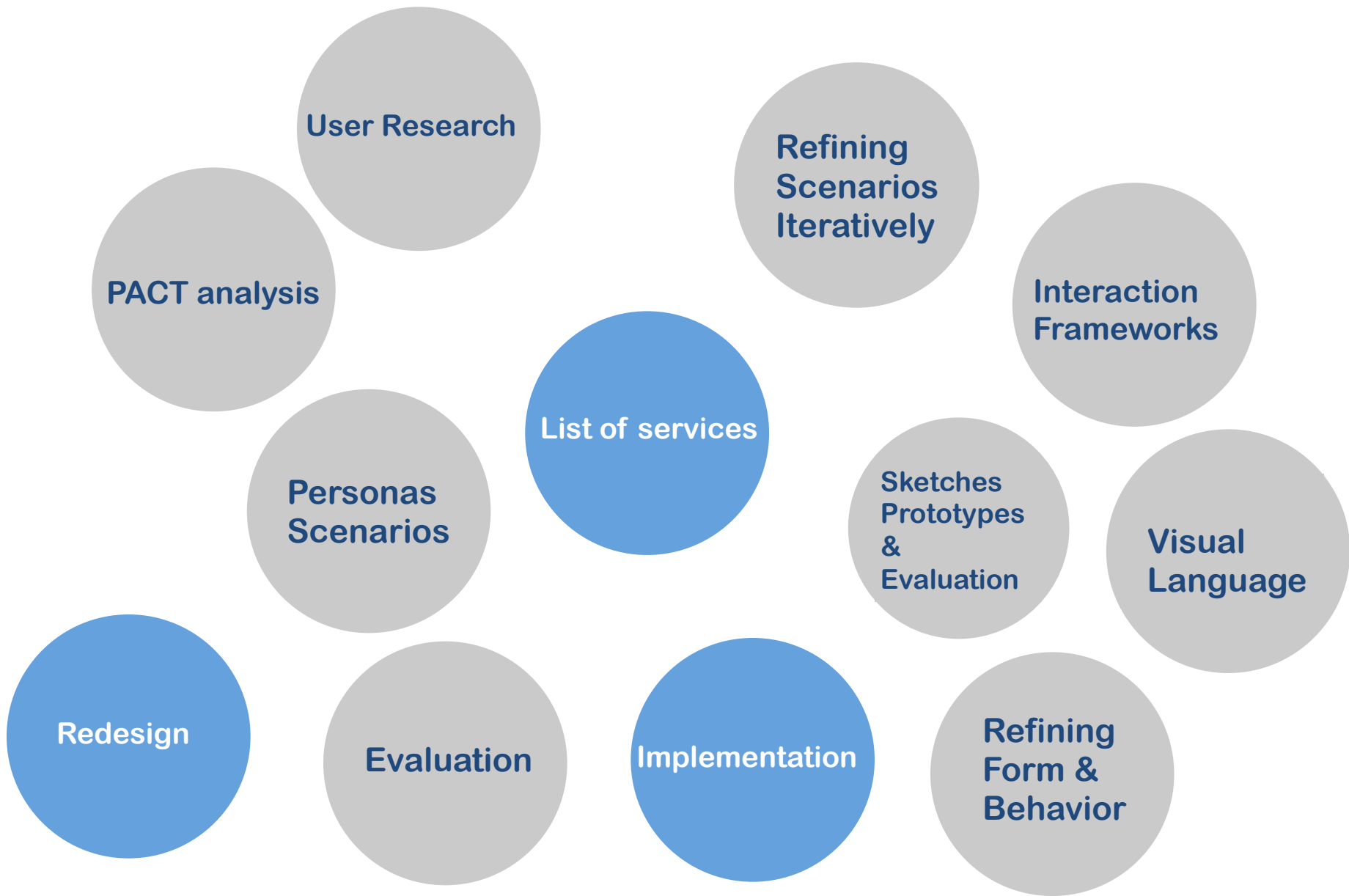
Socio-technical platform for the creation and delivery of campus services



METHODOLOGY

DESIGN







ENVISIONING NEW SERVICES

USER RESEARCH

Methodology

Participatory design with
6 groups of students

Questionnaire study:
perspective students

Focus groups

Design workshops

Diary study

Results

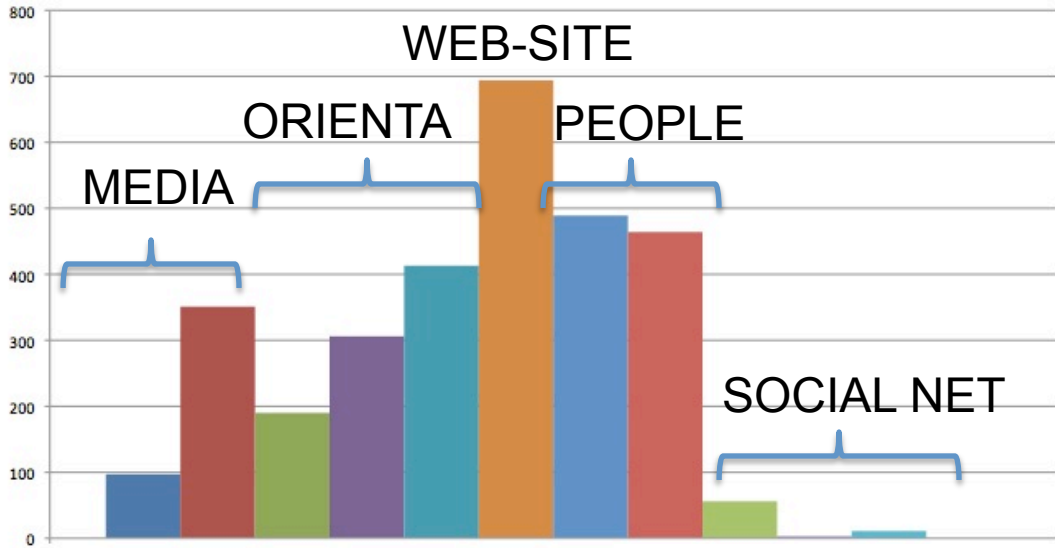
List of services

Personas

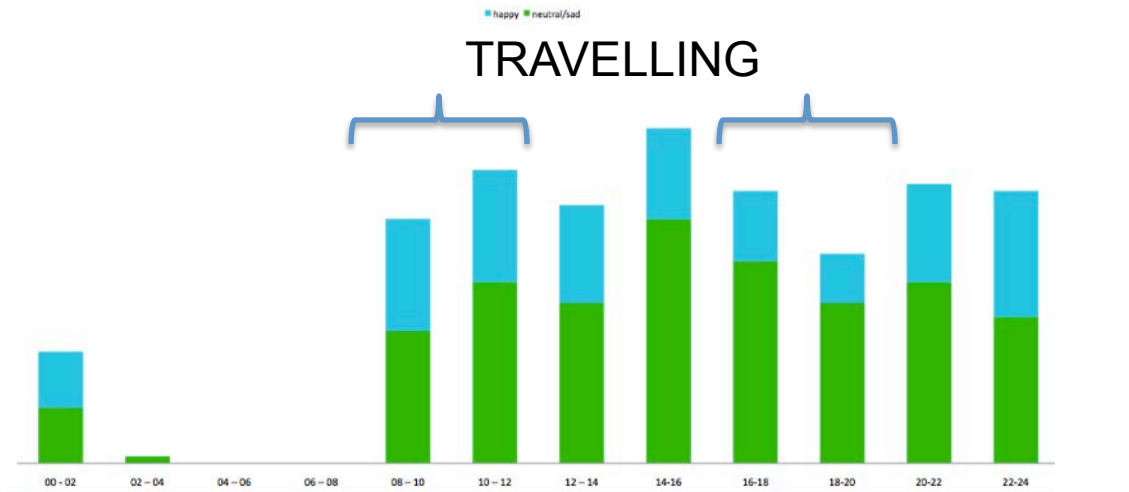
Scenarios



SPACE FOR DESIGN



WHERE DO I STUDY?



STUDENTS

Variations due to Careers

Perspective, Triennale, Specialistica, PhD

Newcomers, second/third year, planning and writing the thesis

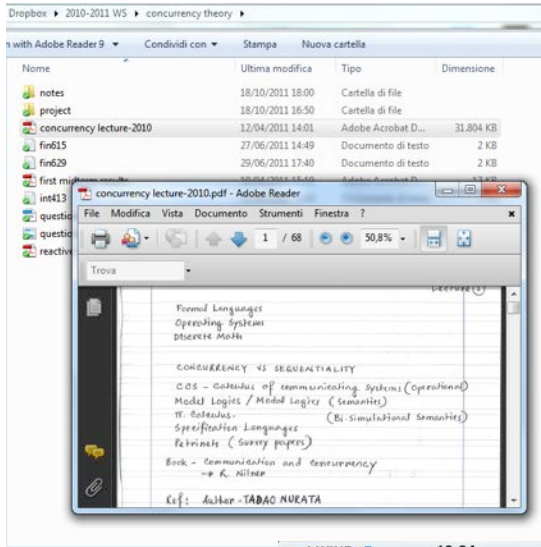
Gender

Curriculum

Country of origin



BENCHMARKING



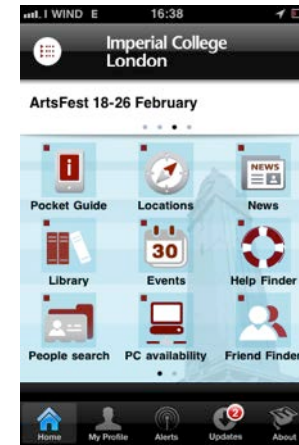
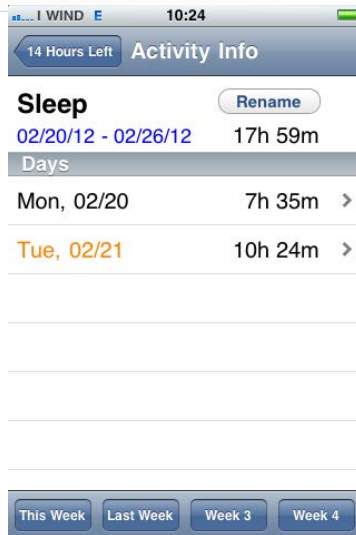
Study In Italy.

Open group

347 members 14 photos 14 Docs



Stundenplan: WS 2011/12



Smart students building their campus

17 December 2013

FIRST LIST OF SERVICES

3 Design Trajectories

Learning

Daily Life

Recreation / spirituality

List of 25 Services (PACT style)

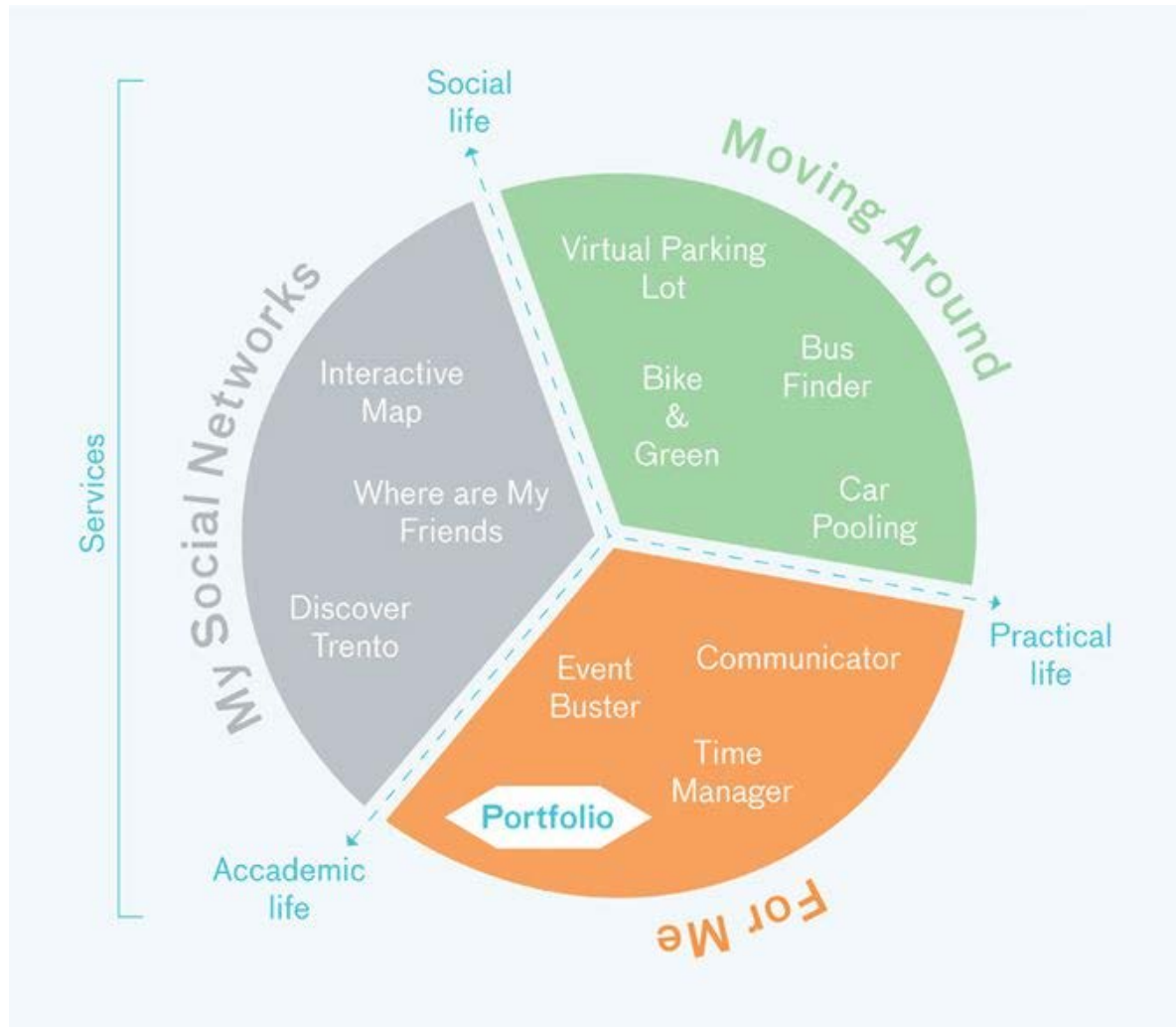
Discover Trento. A geographical service for students who wish to share their interests while moving around Trento.

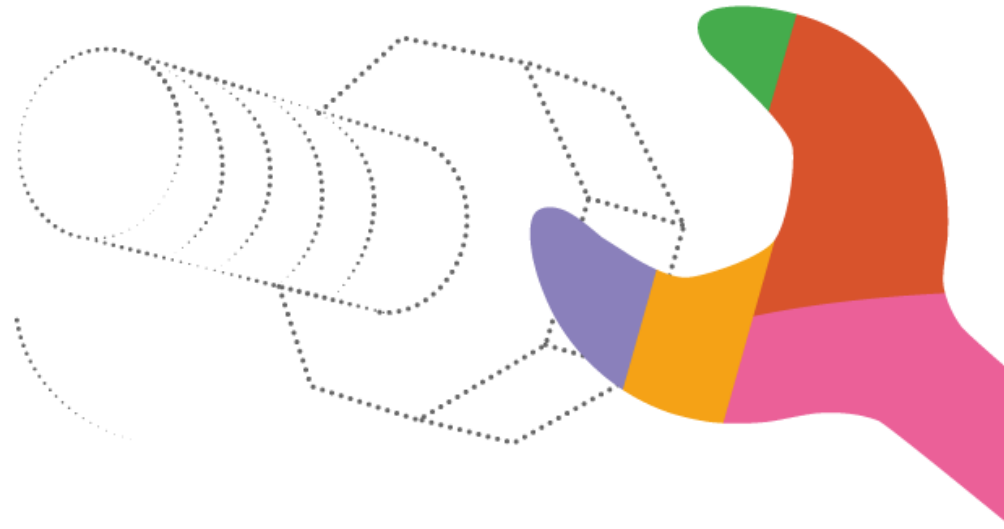
It emphasizes the social context (leisure, sport and culture).

It would provide foreigners with a means for exploring the territory (implications for tourism).



SERVICES: MIX OF USER, UNI & TECH REQUIREMENTS





BUILDING THE SERVICES

SCENARIOS

Carlo received his MSc degree in Computer Science from the University of Trento in November and is now looking for a position as programmer in Torino.

He was invited to submit a CV and some examples of his work to an important software company but he is having a difficult time to find the right material among the many course-works, programs and sketches produced in the last years.

He searches his hard disk, memory sticks and old laptop for documents about which he has forgotten names and location. When he found them, he often cannot open them because the applications with which they were created are old. He finds himself after two days of work with little materials and still needs to write a CV.

Certified Portfolio

UNIVERSITY OF TRENTO

more information
about this
document

more ▶

IDENTITY INFORMATION



REVIEWS

references: 2

peer comments: 1

COURSES AND GRADES

average mark: 97 progress completed: 70%

more

on mouse over

PROFESSIONAL AND EXTRACURRICULAR EXPERIENCE

Job I

INTERNSHIP

PORTFOLIO

PAPER I

WORK I

My People



Vivi Trento



Viaggia Trento



LifeLog



INBox



MyCVs



Launcher

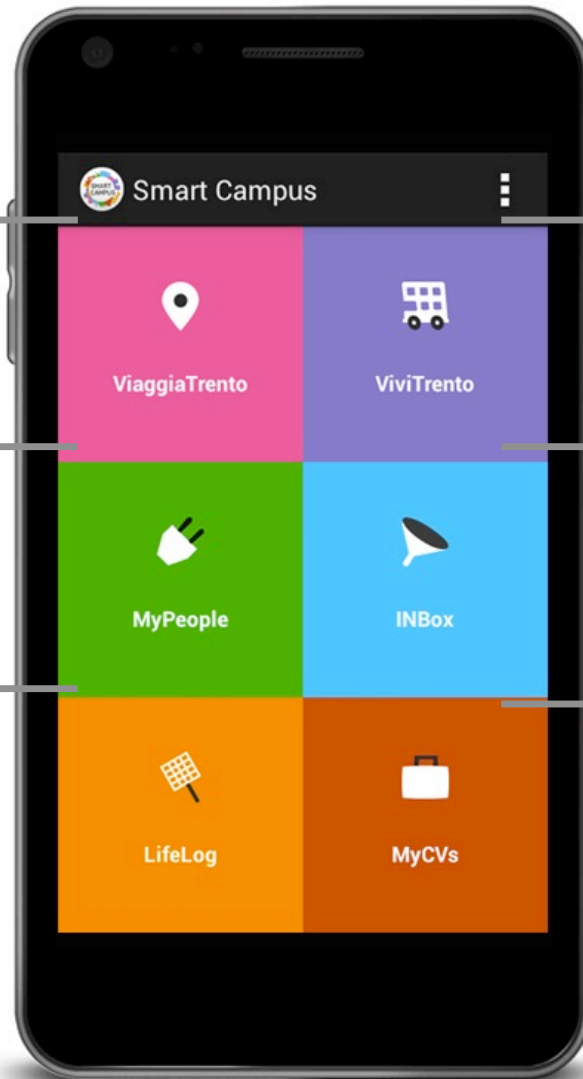


NEW NAMES

Plan your trips in Trento and monitor your recurrent trips

Manage your communities, share and follow relevant topics

Capture your experiences and share them with friends

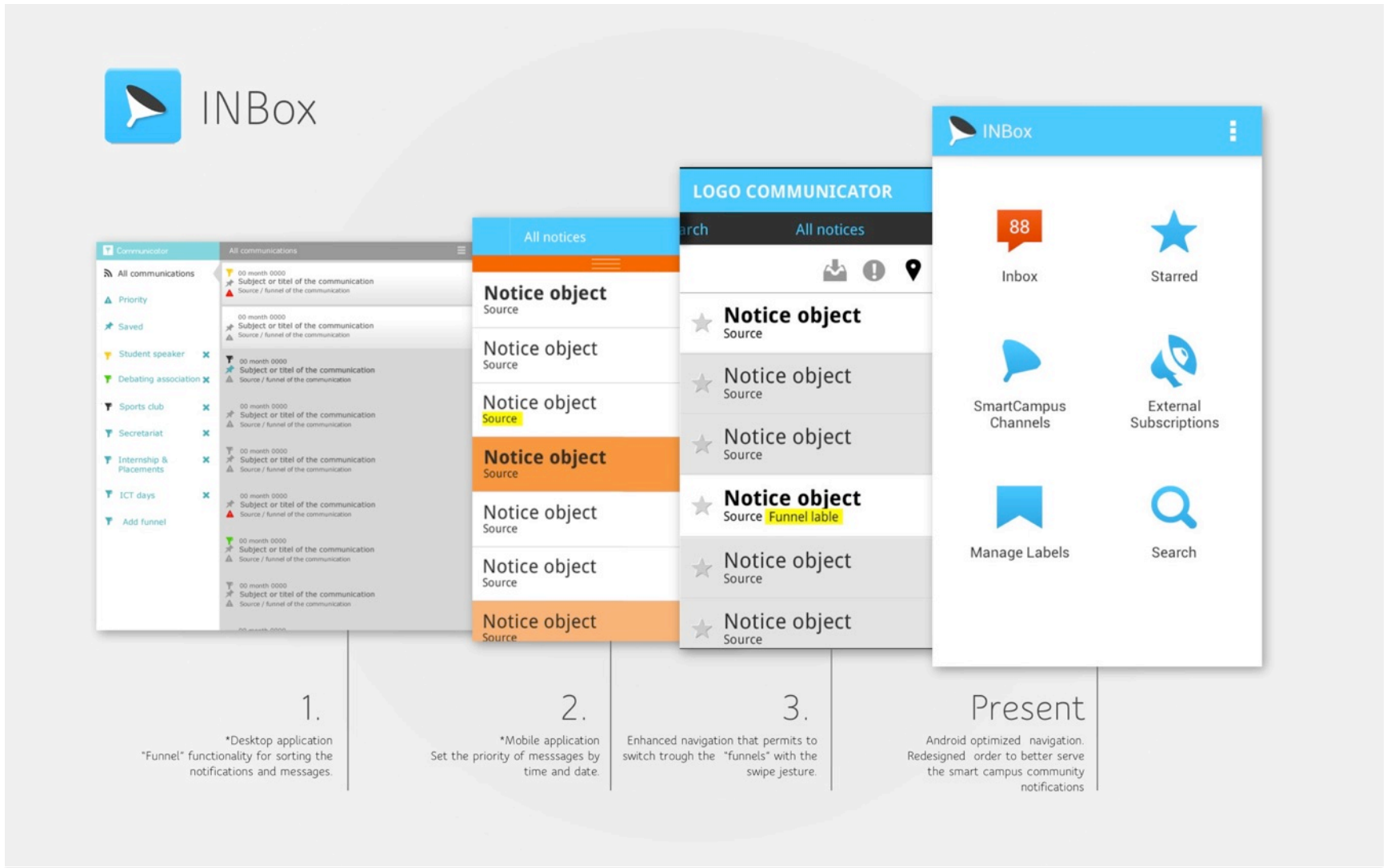


Discover interesting events, places and itineraries in Trento

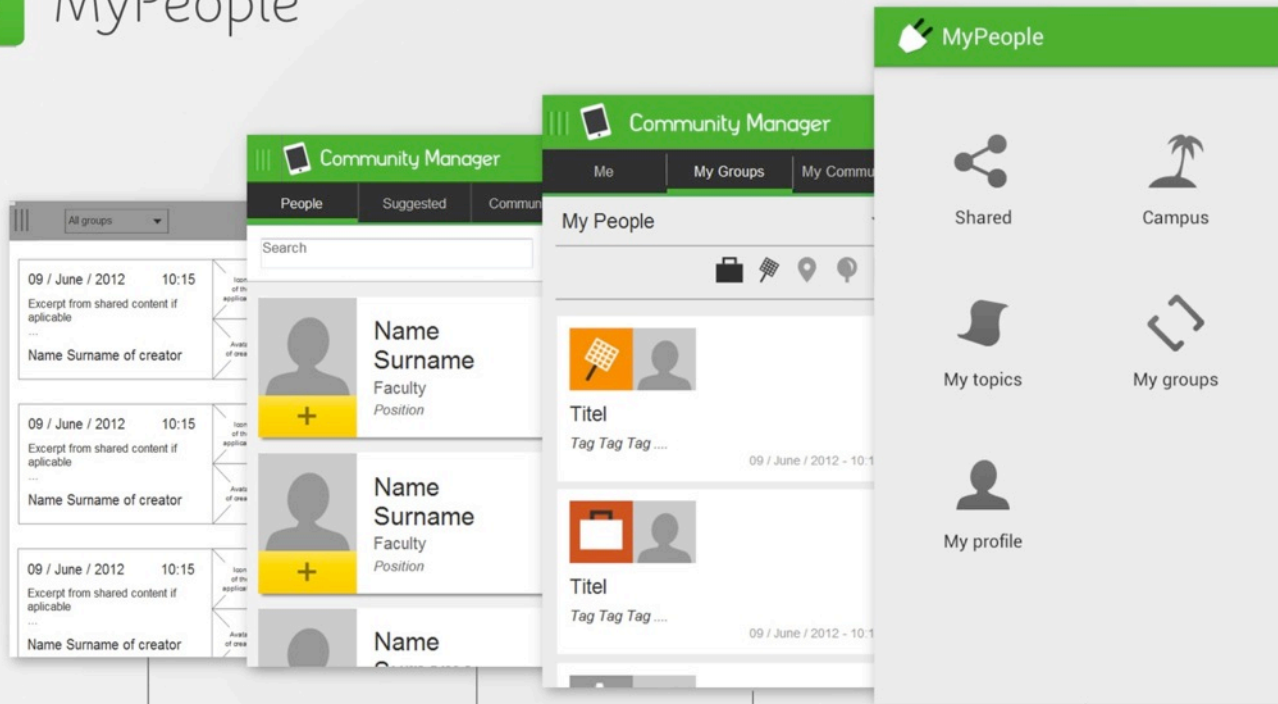
Organize the messages from the campus, the city, and the other apps

Present yourself by combining certified info from Uni with your own content

SERVICE DESIGN



SERVICE DESIGN



1.

List of shared contents as the first view of the app with the possibility to filter by a specific group.

2.

List of people and communities present in the campus as the first view. Plus laterally sliding main menu

3.

List of shared content as the first view with augmented possibilities to filter the content.

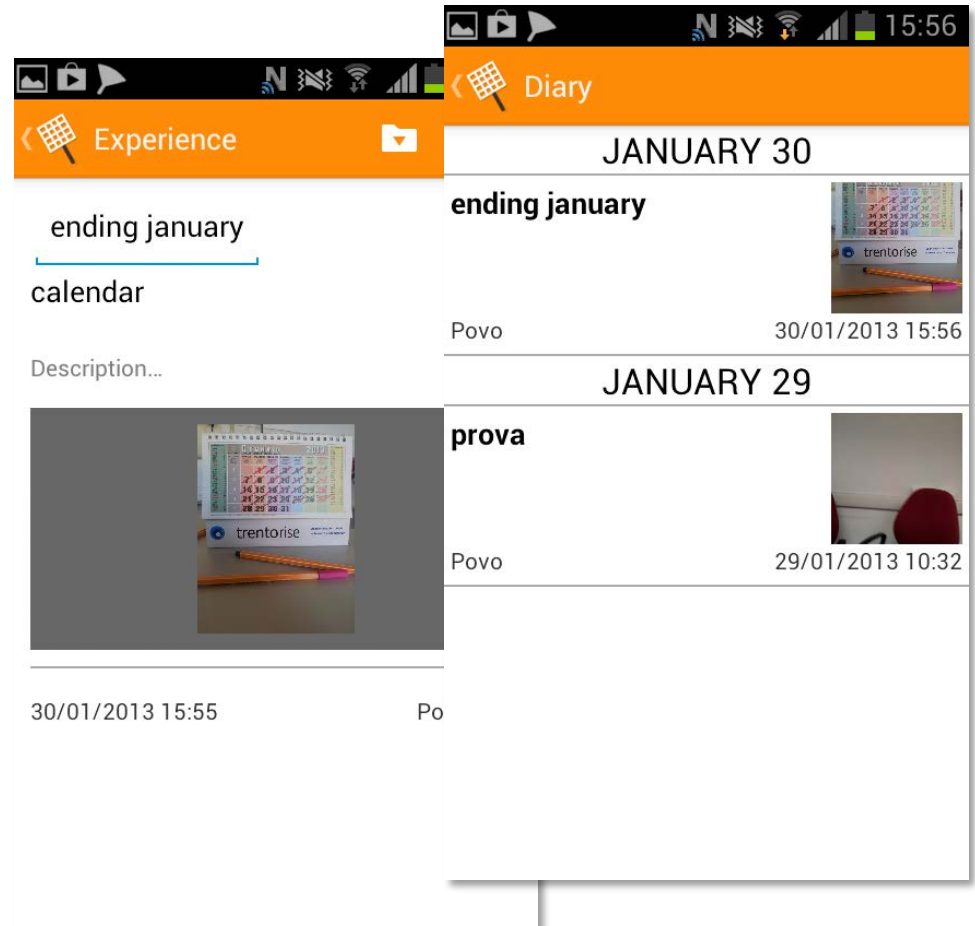
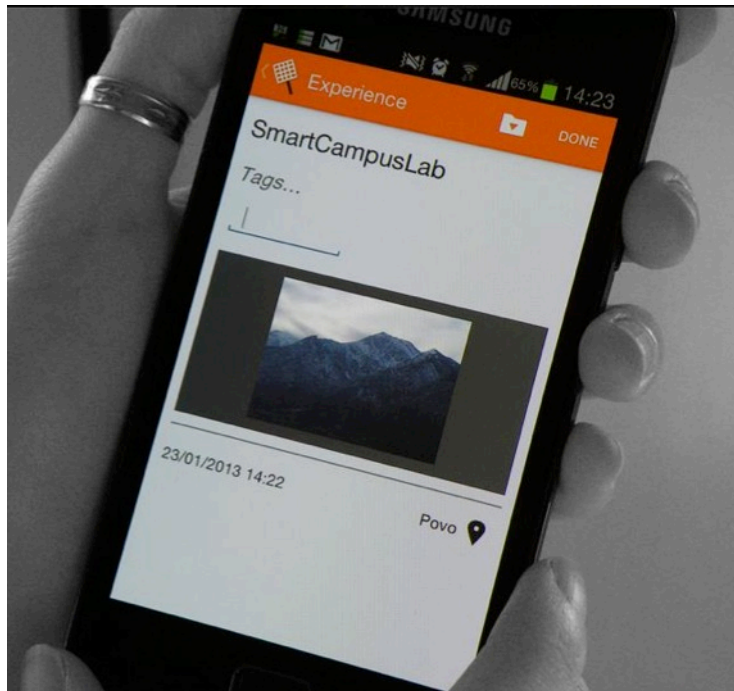
Present

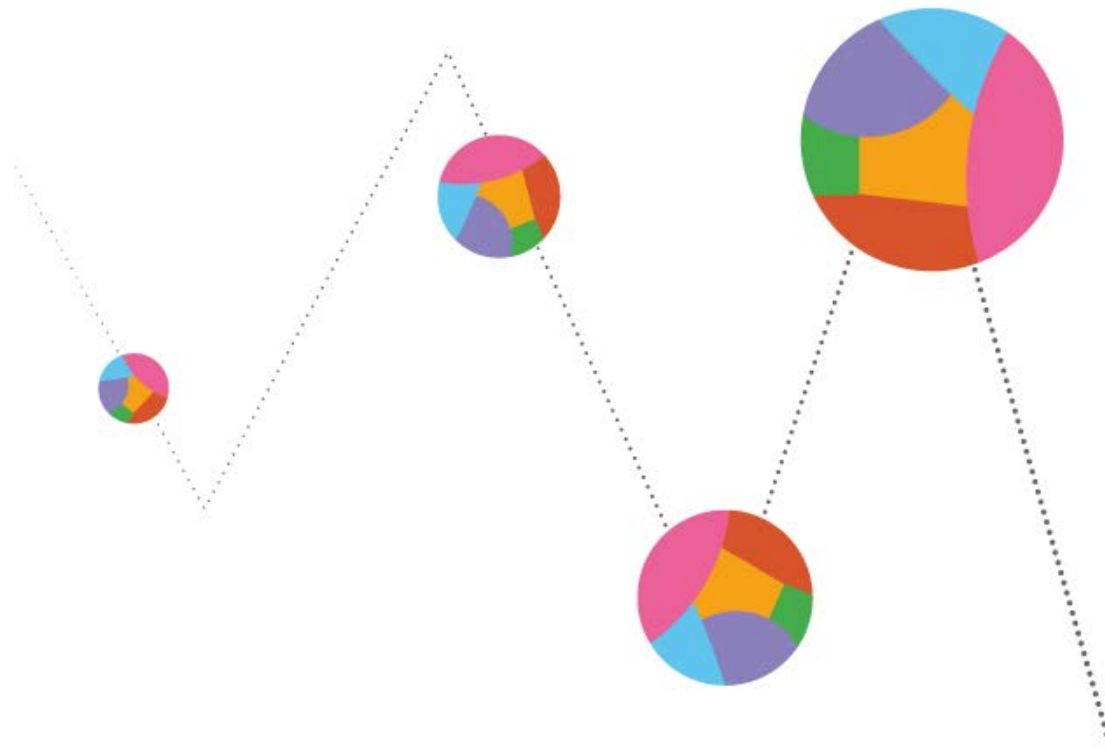
Android optimized navigation. More efficient cross application functionalities.

GOING LIVE!!



GOING LIVE!!





EVALUATION



ORGANISING THE STUDY



METHODOLOGY

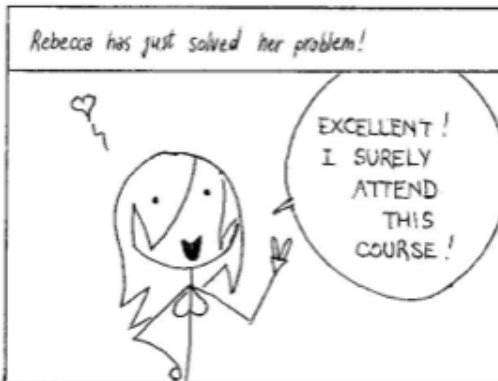
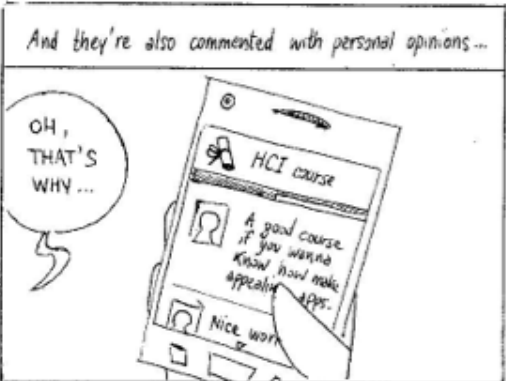
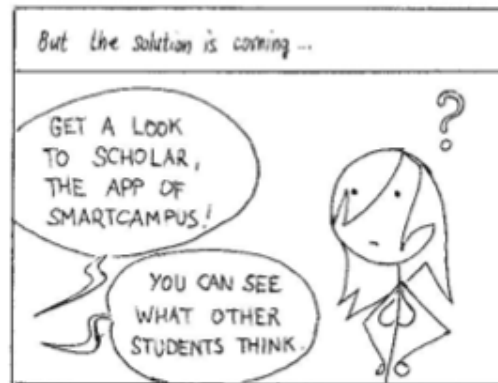
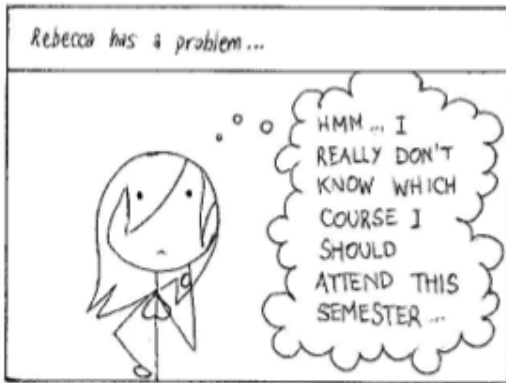
DESIGNERS

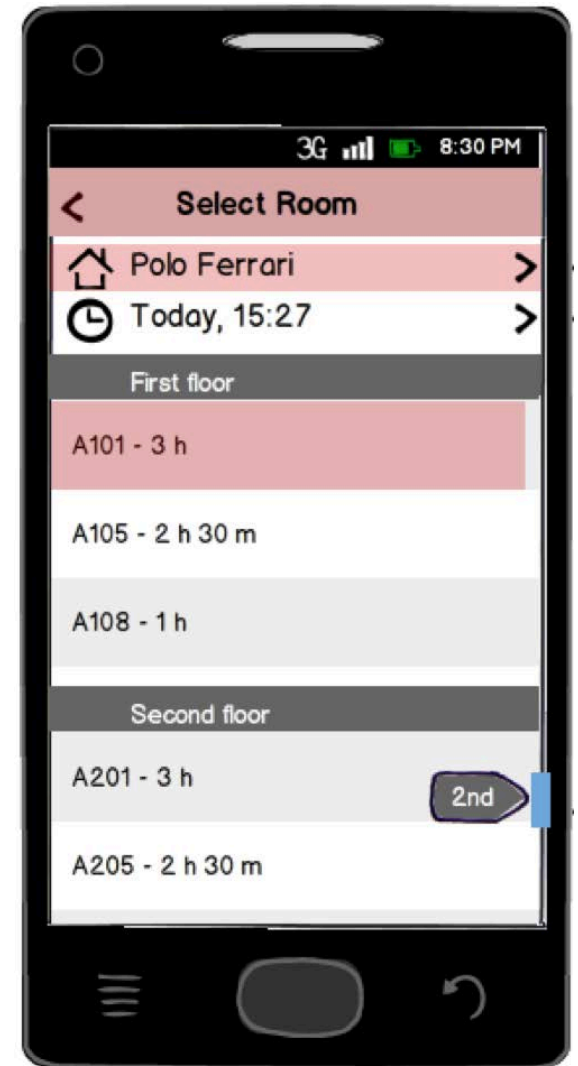
Heuristics Evaluation
User-based Evaluation
Field Study

Design
Forum

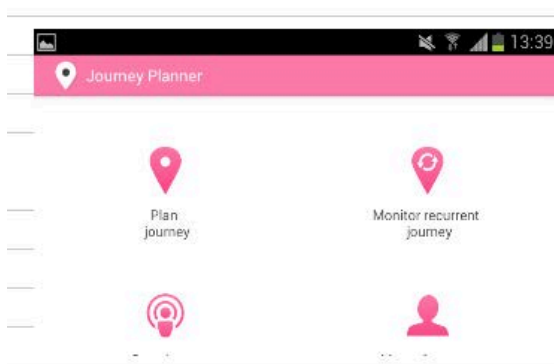
USERS

Questionnaire Attrak-Diff2
(Pragmatic-Hedonic -
Aesthetics)
7-point semantic differential
Diary Study
Interviews
Forum

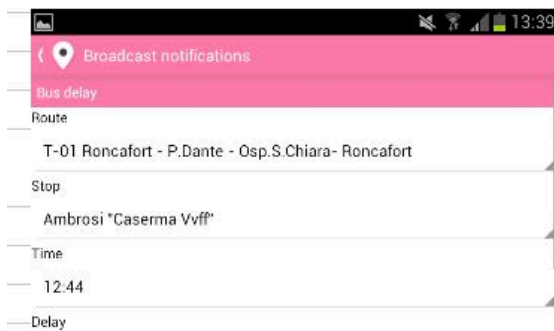




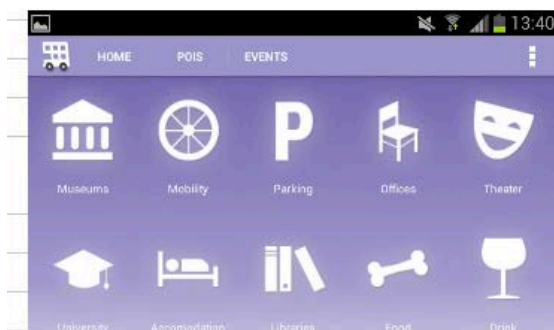




La schermata orizzontale non è ottimizzata per contenere tutte le opzioni.



Sempre nella schermata orizzontale la barra di scorrimento si sovrappone con gli indicatori sottostanti.



In *Discover Trento* la visibilità del focus sui tab è eliminata nel caso di visualizzazione orizzontale.

HOME POIS EVENTS

Create event

Title
Title

Date
29/10/2012

Start 08:00 End 08:00

Place Current location

Tags
Party, costume, fun

Cancel OK

Potrebbe essere utile avere la possibilità di creare eventi della durata maggiore di un giorno

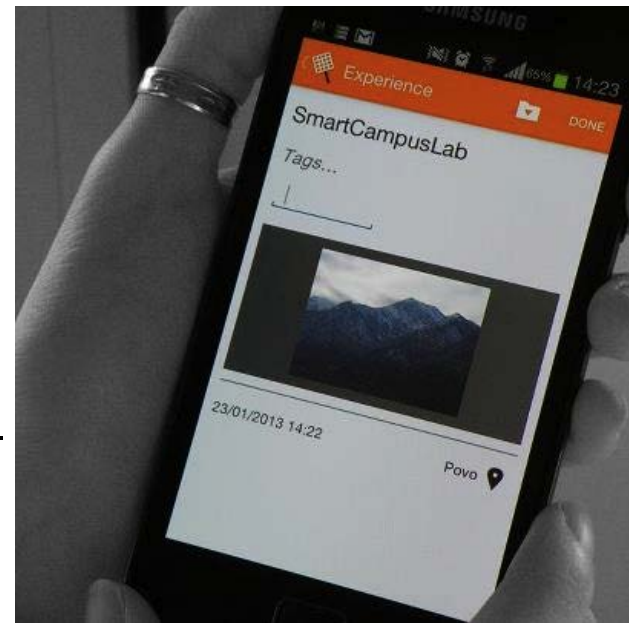


MORE TESTING & DESIGN

Diversify the community!

Participatory Design Seminar –
Faculty of Sociology: snowball approach

CSCW course – MSc Computer Science –



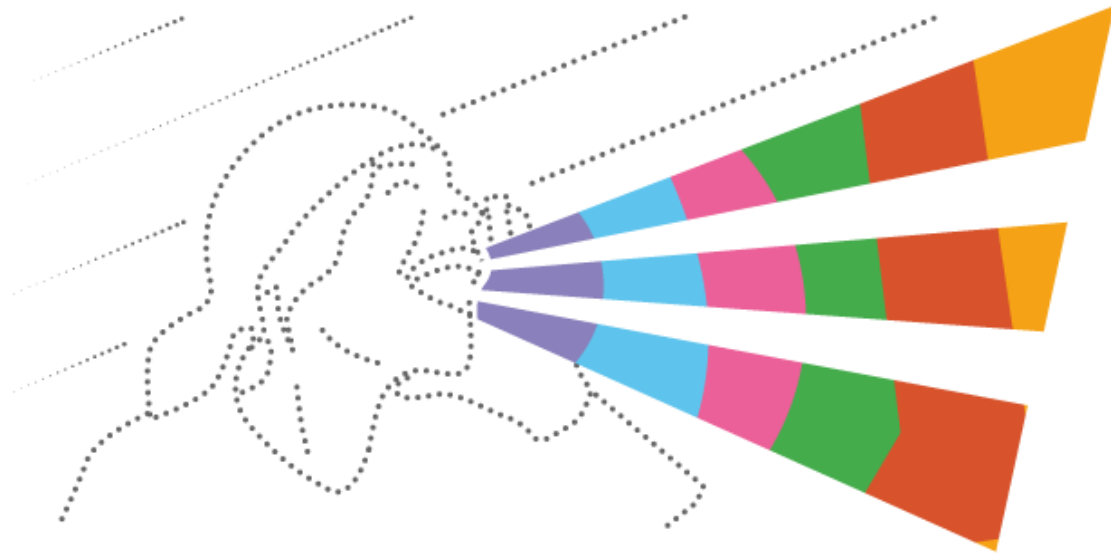
Moving to the city!

Vivi Trento & Viaggia Trento released to Trento Municipality:
500 users

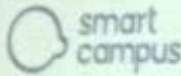
BUILD, RESEARCH, BUILD, EXPERIMENT!

Enlarging the Lab: Interns, Thesis – setting the ground for
EUD

Elaborate a model/process for designing **SUCCESSFUL** services



**EMPOWERING
THE COMMUNITY**



Our goal... and your role

- Our ambitious goal:
 - to **increase exponentially the number of services** available to students in Trento...
 - ... involving a **growing community of students** in all parts of the project.





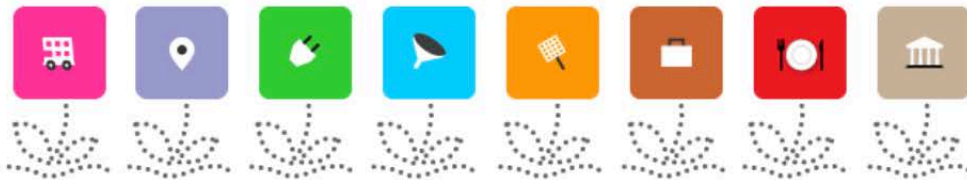
Services WITH and FOR people







A GROWING SET of SERVICES!



Vivi
Rovereto



Vivi
Trentino



Vivi
Trento



Smart
Campus



Percorsi
dell'arte 2.0



26 e 27 luglio
Trento
piazza Duomo
Friday 26 - 9 AM to 7 PM
Saturday 27 - 9 AM to 5 PM
pre-opening
Museo delle Scienze



Percorsi dell'arte 2.0



tester/designer/developer team --- good design comes from a community!! Let us know if you are interested!
2 febbraio alle ore 10.45



Smart Campus Lab presso Smart Campus Lab.
30 gennaio



Mi piace · Commenta · Condividi



A Tiziano Molinari, Trento RISE, Sylvie Noel e altri 11 piace questo elemento.



Smart Campus Lab ha condiviso un link.
28 gennaio

We thank Paolo Traverso, speaker of 1st Smart City seminar! He made a very interesting lecture and we will soon upload a selection of the main points of his talk!

Visualizza traduzione



FBK – Fondazione Bruno Kessler
cit.fbk.eu

His main research interests are in Software and Services, Artificial Intelligence, and the Automated Verification and Synthesis of software



Smart Campus Lab
1 febbraio

180 likes! Our community is growing fast :)

Visualizza traduzione

Mi piace · Commenta

A Gabriele Zacco, Giovanni Artusi, Mattia Benedetti e altri 2 piace questo elemento.



Smart Campus Lab ha condiviso un link.
29 gennaio

Find us also on Google +

Visualizza traduzione



Smart Campus – Google+
plus.google.com

Smart Campus – Services WITH and FOR people – SmartCampus is a lab and a community. The lab builds a social and technical environment for collaborative

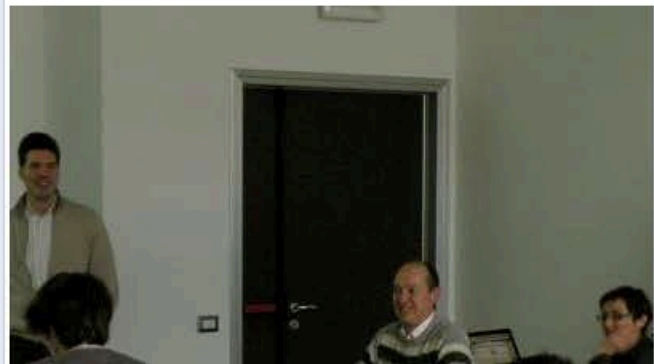
Mi piace · Commenta · Condividi

A Martina Margoni e Gabriele Zacco piace questo elemento.



Smart Campus Lab
29 gennaio

Ideas Contest presentation_28 January 2013 (8 foto)





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Email

Password

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- [#QuieroUnaFotoCon](#)
- [#IHateHowPeople](#)
- [#QueLindoEs](#)
- [ICarly For The KCA](#)
- [Feliz San Valentín](#)
- [Happy Valentines Day](#)



34

TWEETS

50

FOLLOWING

44

FOLLOWERS



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Tweets



Smart Campus Lab @smartcampus_lab

9h

Don't miss tomorrow's Smart City seminar on participatory design - 11:00 sala Stringa, FBK buildings - Povo (TN) trentorise.eu/news/smart-stu...

Expand



Smart Campus Lab @smartcampus_lab

16h

Pic from the lab! pic.twitter.com/apTAn8gn

[View photo](#)



Smart Campus Lab @smartcampus_lab

7 Feb

Next week we're having prof. Antonella De Angeli talking about [#participatory](#) [#design](#) at 2nd [#smartcity](#) [#seminar](#) facebook.com/events/1501790...

Expand



Smart Campus Lab @smartcampus_lab

7 Feb

Time for answers in our photo contest! [#facebook](#) facebook.com/smartcampuslab...

Expand



Smart Campus Lab @smartcampus_lab

6 Feb

Have a look at our [#facebook](#) photo challenge last post!



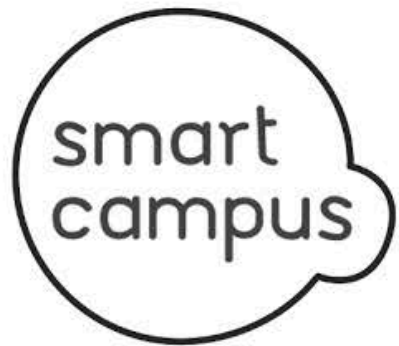


Smart Campus

Anteprima profilo...

Modifica profilo

SERVICES WITH & FOR PEOPLE



- Post
- Informazioni
- Foto
- Video

www.smartcampuslab.it

+1 +27

smart campus

smart campus **Smart Campus** ieri alle ore 16:12 - Pubblico

Don't miss tomorrow's Smart City seminar on participatory design that will be held in FBK buildings. Speaker will be Antonella de Angeli, Associate Professor of Human-Computer Interaction at the University of Trento, Italy <http://www.trentorise.eu/news/smart-students-building-their-campus-large-participatory-design>

Smart Students building their Campus: a large Participatory Design »

In this talk, we will present the user research which has informed the design of the first set of Smart Campus Apps. This process started at the beginning of 2012 involving a large number of students ...

+1

Aggiungi un commento...

17 NELLE TUE CERCHIE



17 TI HANNO INSERITO NELLE LORO CERCHIE





SERVICES WITH & FOR PEOPLE



Google Engage per le Agenzie

Iscriviti oggi

RECENT UPDATES

Smart Campus Lab New Smart Campus website is online!

Smart Campus

smartcampuslab.it · Services WITH and FOR...

Shared with all followers

25 impressions

2 shares

16.00% engagement

Like (1) · Comment · Share · Feature this update · 12 days ago

You like this

Add a comment...

Smart Campus Lab Our services are now open source: enjoy and contribute!

http://trac.smartcampuslab.it

Smart Campus

trac.smartcampuslab.it ·

Shared with all followers

61 impressions

2 clicks

2 shares

6.56% engagement

Like · Comment · Share · Feature this update · 26 days ago

PEOPLE ALSO VIEWED



More insights



Chrash da "my profile"

POSTREPLY ↩

🔍 Search this topic...

Search

Chrash da "my profile"



QUOTE

📄 by [redacted] » Tue 27 Nov 2012, 21:55

Cliccando sul simbolo + presente nella schermata l'applicazione non risponde e dopo qualche secondo lo schermo diventa nero e l'applicazione viene terminata dal sistema operativo. Finche il sistema operativo non avverte l'utente che ha terminato "community manager" il telefono è bloccato.

Re: Chrash da "my profile"

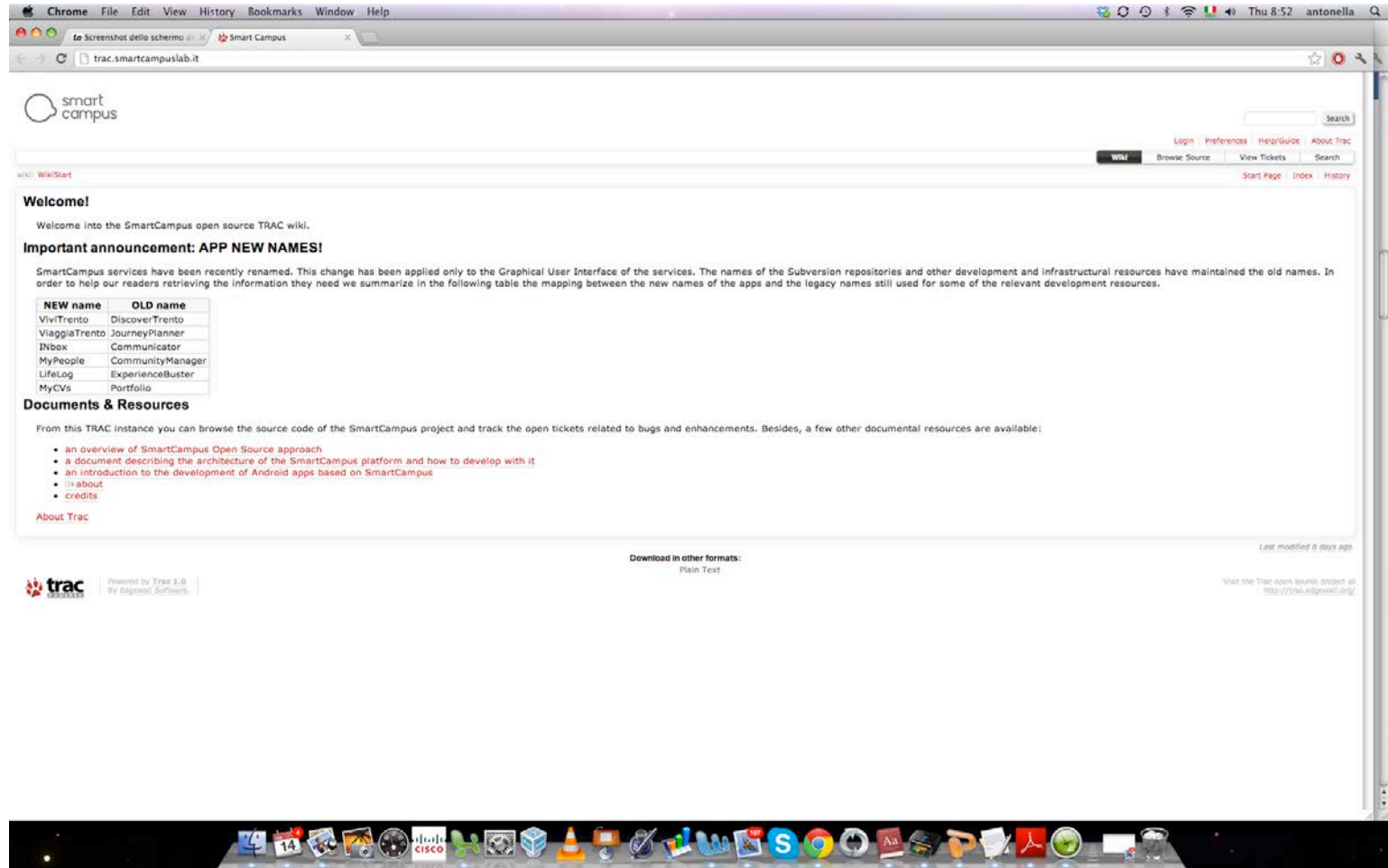


QUOTE

📄 by [redacted] » Tue 27 Nov 2012, 22:04

Ho verificato: si tratta di un baco. Grazie per la segnalazione. Apro immediatamente un ticket presso i nostri sviluppatori per risolverlo al piu' presto. Grazie ancora!

GOING OPEN SOURCES





**YOUR
CONTRIBUTION**

YOU WILL BECOME PART OF THE TEAM

APPLY:

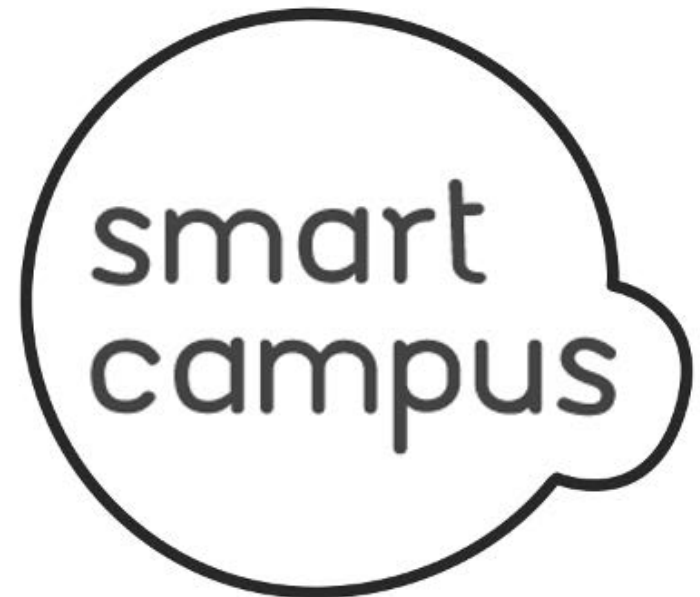
Use consolidated techniques to evaluate,
& redesign existing apps

REFLECT:

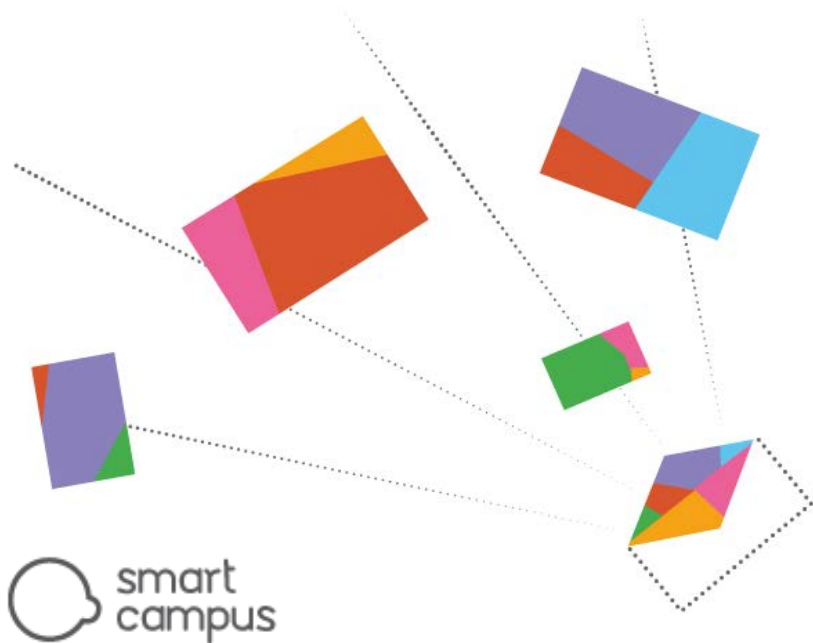
What can be done better?

CREATE:

Expand the suite of services
creating your own







Thank you!

Via alla Cascata 56C
Povo di Trento, 38123
Italy

info@smartcampuslab.it

www.smartcampuslab.it

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