CSCW'98 Workshop Program

Paul Dourish
Computer Science Laboratory
Xerox Palo Alto Research Center
3333 Coyote Hill Road
Palo Alto CA 94304
USA
dourish@parc.xerox.com

Mike Robinson
Department of Computer Science
University of Jyvaskyla
Mattilanniemi Building E.
PO Box 35
SF-40351 Jyvaskyla
FINLAND
mike@cs.jyu.fi

W1: Methodologies for Evaluation
Jean Scholtz, *NIST, USA*
Laurie Damianos, *MITRE, USA*
Andrew Greenberg, *TASC, USA*
Robyn Kozierok, *MITRE, USA*

This workshop will discuss different approaches used to evaluate CSCW systems. Our goal is to produce a taxonomy of evaluation methodologies for CSCW systems, identifying the type of systems for which a technique is most useful, the stage of development in which a methodology is appropriate, the resources needed to conduct an evaluation, and the appropriate measures for the various techniques. We plan to discuss various methods of data collection for collaborative work and identify the evaluation methodologies for which various types of data collection are most appropriate. Other issues we hope to discuss during the workshop include sharing and comparing collected data, the usefulness of standardized component tests, and the organization of evaluation results to make them more accessible to the development community.

Contact: jean.scholtz@nist.gov

W2: Towards Adaptive Workflow Systems
Mark Klein, *MIT, USA*
Chrysanthos Dellarocsa, *MIT, USA*
Abraham Bernstein, *MIT, USA*

Today's business environments are characterized by dynamic, uncertain and error-prone environments. To effectively support business processes in such contexts, workflow systems must be able to adapt themselves when deviations from the "ideal" process (i.e., "exceptions") occur. The goal of the workshop is to draw together researchers on adaptive workflow systems and help identify the breadth of current work, commonalities, gaps, potential collaborations and future research directions. Relevant topics include, but are not limited to methodologies and tools for detecting, understanding and resolving exceptions; infrastructures for dynamically modifiable process models; semi-prescriptive process models for dynamic environments; and empirical studies of exception handling in collaborative work settings.

Contact: m_klein@mit.edu

W3: Identifying Constraints in Design
Todd Cherkasky, *Rensselaer Polytechnic Institute, USA*
David Levinger, *Rensselaer Polytechnic Institute, USA*

Scoping out constraints and possibilities is an important task for any designer or consultant. This workshop focuses on improving collaborative design and consulting interventions by better charting technological and organizational constraints. In participatory design and computer supported collaborative work, practitioners and participants must attend to numerous constraints if they are to discover productive possibilities. For example, software is designed on the terrain of hardware capabilities, building configuration and use arise amidst zoning restrictions, and organizations identify and tap sources of legitimacy. Constraints include tools, knowledge, organizational support, social and cultural conventions, time, and others. Making conflicts explicit between different sets of design constraints is productive as it encourages new and creative ways to solve design problems. How do consultants make these conflicts explicit? We will consider experiences in which design practice was improved by explicitly examining constraints. Workshop participants will develop a draft guide including various methods for mapping out constraints to design processes.

Contact: cherkt@rpi.edu

W4: Understanding Professional Work and Technology in Domestic Environments

Jon O'Brien, *Lancaster University, UK*
Konrad Tollmar, *Royal Institute of Technology, Sweden*
Stefan Junestrand, *Royal Institute of Technology, Sweden*

Many technologies such as the PC, Internet access, new digital media and advanced telephony are now found in the home and are changing (or seeking to change) the ways in which people are entertained, informed and interpersonally connected in domestic environments. The goal of the workshop is to understand and experience the practice of professional work and the use of advanced communication technology in domestic environments. This will be accomplished through collaborative exploration into the territory of empirical research in CSCW and its increasingly important focus on technological change.

Of special interest for the workshop will be to identify where (and where not) already known methods and practices could be applied in domestic environments.

Contact: konrad@nada.kth.se

W5: Changing Work Practice in Technology-Mediated Learning Environments

Toni Robertson, *University of New South Wales, Australia*
Sue Fowell, *University of New South Wales, Australia*
Penny Collings, *University of Canberra, Australia*

The theme of this workshop is the relations between the rhetoric of choice, opportunity, and market advantage that surround the introduction of information technology into learning environments and the practice of those whose work includes the development and facilitation of courses in these environments. We encourage participation by those interested in clarifying the dynamics between economic arguments for increasing the use of information technology teaching and learning environments; the very real educational potentials that technology-mediated environments offer; the industrial relations and work practice implications of developing and facilitating courses in these environments; and the changing opportunities for students in terms of access and participation in their education programs.

Contact: t.robertson@unsw.edu.au

W6: Internet-based Groupware for User Participation in Product Development

Monica Divitini, *NTNU, Norway*
Babak A. Farshchian, *NTNU, Norway*
Tuomo Tuikka, *University of Oulu, Finland*

This workshop will focus on the adoption of Internet-based groupware for promoting user participation in collaborative development of both software and non-software products. We invite participation of both practitioners and academics. We aim to provide a forum for gaining better understanding of user participation in the product development process through the Internet, as well as of the support that can be provided through groupware systems. We therefore welcome position papers describing tools and prototypes, reporting on experiences, and identifying open problems in this area.

Contact: igroup@idi.ntnu.no

W7: Designing Across Borders: The Community Design of Community Networks

Doug Schuler, *The Evergreen State College, USA*

The workshop explores the current state and possible futures of networked (geographic) community communication and information systems ("community networks"). We are especially interested in how participatory design methodologies can be integrated into design approaches and systems that are public and democratic. We believe that input from citizens as "lay designers" will provide valuable insight into the development of effective systems in civic and other realms. Also, since communication systems are becoming global in nature, issues about localism and globalism are extremely appropriate in the context this workshop. We will examine four main themes in the workshop: (1) Looking at Innovative Regional Systems; (2) Theorizing About New Systems; (3) Recommendations and Future Directions; and (4) Critical Issues.

Contact: douglas@scn.org

W8: Handheld CSCW

Hans-W. Gellersen, *University of Karlsruhe, Germany*

The workshop investigates the application of handheld and wearable computers to support collaborative work. Participation is sought both from the collaborative work research community and handheld computing research areas such as ubiquitous computing, wearable computing, personal digital assistants, and mobile computing. Specific objectives are to analyse handheld CSCW systems and applications, to review handheld technologies with respect to their application in CSCW, and to inform handheld computing development from analysis of collaborative work. More general goals are to promote an awareness of handheld computing in the CSCW community, to stimulate a shift from single-user to multi-user application of handhelds and wearables, and to foster a community for handheld CSCW research.

Contact: hcscw@teco.edu

W9: Collaborative and Cooperative Information Seeking in Digital Information Environments

Elizabeth Churchill, *FX Palo Alto Laboratory, USA*
Dave Snowdon, *Xerox Research Center Europe, France*
Gene Golovchinsky, *FX Palo Alto Laboratory, USA*

We will discuss current conceptions of collaborative and cooperative information seeking activities, and identify potential areas for future research on the design and use of digital information spaces. We wish to explore different kinds of collaboration, including asynchronous recommendation systems and synchronous collaborative search and browsing activities by non-collocated participants. Our concern is that in the absence of such a debate, systems will be designed embodying assumptions about information seeking as a solitary activity. This workshop will be of interest to researchers concerned with the design of user interfaces and systems for supporting information exploration and information seeking activities. This includes user-centered aspects of design of systems for public use (e.g. public digital libraries, the WWW) and systems for use by more focused work groups.

Contact: churchill@pal.xerox.com

W10: Connectivity: Human and Technical

Jolene Galegher, *Carnegie Mellon University, USA*

As opportunities for technological connectivity increase – between people and people, between people and organizations, and between organizations and organizations – new social forms are arising, and new opportunities for research are appearing. Examples include uses of the Internet by journalists, connections between marketers and systems designers in banks, and fully automated transactions within or between organizations. CSCW scholars of every stripe – from system builders to behavioral scientists – are invited to present theoretical, experiential or research papers, as well as examples of prototypes, either the real thing or a videotape. People from business with interesting or unusual examples to present or questions to ask of the research community are also invited to prepare short "hands on" papers describing issues or problems in their organizations.

Contact: galegher@andrew.cmu.edu

W11: Designing Virtual Communities for Work

Lori Toomey, *FX Palo Alto Laboratory, USA*
John C. Tang, *Sun Microsystems, Inc., USA*
Gloria Mark, *GMD-FIT, Germany*
Lia Adams, *Lia Adams Consulting, USA*

While the popularity of networked virtual communities has been growing, their use has remained primarily social. Given the necessity of communication and collaboration among distributed workers, it seems natural to consider how these spaces might be used to support work and the surrounding social interactions. This workshop will focus on understanding how organizations are currently using virtual communities, and how they could be enhanced to better support the needs of collaborative workers. By "virtual communities" we are thinking primarily of MUDs, MOOs, and other collaboration software involving text, graphics, and/or other media. We will explore how to take advantage of the inherently engaging attributes of virtual communities to accomplish work, preserve organizational memory, promote corporate culture, and encourage professional networking. We will identify issues that are common to groups exploring work-based virtual communities and share the design approaches that are being tried to address them.

Contact: toomey@pal.xerox.com

W12: User-Centered Design in Practice - Problems and Possibilities

Jan Gulliksen, *Uppsala University, Sweden*
Ann Lantz, *Royal Institute of Technology, Sweden*
Inger Boivie, *Enator AB, Sweden*

Approaches in User-Centered Design (UCD) vary from Participatory Design to model-based engineering. No matter what the approach, UCD is not a simple, clear-cut way to develop uccessful systems. The purpose of this workshop is to discuss the problems encountered in practice and possible solutions, focusing on case studies in real systems development projects. Problems in this area include communication problems or lack of communication between system developers and users, between management and users, and between individuals in a team; and conflicting goals between the different groups in the process. Does UCD require certain attitudes in the organization and in individuals in order to bring success? Do UCD and requirements engineering conflict? What is the role of management and authority in a project in order to be able to make the decisions that are required for a project to succeed? Is UCD appropriate for every type of work activity?