A9 Example
# A9: Results!

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**Dev Plan**
https://docs.google.com/spreadsheets/d/1ndzh_cD14sp0EC401aUWskElmaCgy3YuDIKTKbrEHQ4/edit?gid=0 OR https://goo.gl/MpemKu

**Github**
https://github.com/brianruongnguyen/CSE_170_High_Qu/ OR https://goo.gl/5yV7hl

**Heroku**
https://a9-highqu.herokuapp.com/

**Heroku A/B**
Different Login Modes (append to the URL):
- "/" vs "/B"
  - The normal login page will allow you to continue as guest user.
  - attempt to record a new trail and that is when you need to register/login
  - The B page is where you must register or login before accessing any functions at all.
- "/review/A" vs "/review/B"

<table>
<thead>
<tr>
<th>Week</th>
<th>Task</th>
<th>Due Date</th>
<th>Actual Time</th>
<th>Failure</th>
<th>Assigned To</th>
<th>Notes</th>
<th>Test Cases</th>
<th>Actual Time</th>
<th>Comments</th>
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<tbody>
<tr>
<td>1</td>
<td>Login page</td>
<td>19 Jan</td>
<td>1</td>
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<td>Register page</td>
<td>24 Jan</td>
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<td>Review A page</td>
<td>6 Feb</td>
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<tr>
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<td>Review B page</td>
<td>13 Feb</td>
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<td>Login Form (A)</td>
<td>20 Feb</td>
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<td>7</td>
<td>Login Form (B)</td>
<td>27 Feb</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
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<td>1</td>
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<td>8</td>
<td>Review A page (A)</td>
<td>4 Mar</td>
<td>1</td>
<td>1</td>
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<td>1</td>
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<td>9</td>
<td>Review B page (A)</td>
<td>11 Mar</td>
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</tbody>
</table>

**High-Qu**
Explore the Unknown.

EXPLORE OUR APP
The Challenge of Creating Community
What makes for effective online communities?
Same time / same place

- Face to face interaction
- Roomware
- Shared tables, wall displays
- Group Decision Support Systems (GDSS)
- Single display groupware

Example: same time / same place

Different time / same place

- Message Boards
- Dedicated Team rooms
- Large displays

Example: Ideas for Different Time / Same Place

Airport Display:
Arrival/Departure Information
Same time / different place: Technologies

- Remote interaction
- Video-Conferencing,
- Real-time groupware
- Messaging (Instant messaging, Email)
- Virtual worlds
- Multi-User editors
- Shared Screen (vnc)

Same time / different place: Affordances

- Multi-user participation
- Nonverbal cues
- Differing levels of fidelity (text, voice, avatar)
The Picturephone, 1964

Bell System introduces PICTUREPHONE service

Picturephone® installation showing Touch-Tone® control console.
Example: Skype

<table>
<thead>
<tr>
<th>Year</th>
<th>International call market share</th>
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<tr>
<td>2005</td>
<td>2.9%[62]</td>
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<tr>
<td>2006</td>
<td>4.4%[62]</td>
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<tr>
<td>2008</td>
<td>8%[61]</td>
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<tr>
<td>2009</td>
<td>12%[60]</td>
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<tr>
<td>2010</td>
<td>13%[63]</td>
</tr>
<tr>
<td>2012</td>
<td>33%[64]</td>
</tr>
<tr>
<td>2013</td>
<td>36%[65]</td>
</tr>
<tr>
<td>2014</td>
<td>40%[66]</td>
</tr>
</tbody>
</table>

Gaze Parallax

• “we are an order of magnitude less sensitive to eye contact when people look below our eyes than when they look to the left, right, or above our eyes.” – Milton Chen
Always-On: Portholes and Media Spaces

Source: http://people.cs.vt.edu/~srh/Media%20Space%20Home_files/Media-Space-office-meeting.jpg
Calling While Driving
Different time / different place

- Social Networks, like Facebook
- Communication + Coordination
- Wiki
- Blogs
- Workflow
- Version Control

- Shared participation over time
- Geographically world wide

Participants with low-bandwidth connections generally assumed the spectator role and often used the text chat feature in the Google Hangout to “speak” in the discussion. Speakers (usually the moderator) would notice the text, and speak it aloud to the other participants. Both speakers and spectators used text-chat to demonstrate active listening without interrupting the speaker via audio (for example, a student wrote, “Working in [company] must be really cool. Thanks for sharing :]).

A shared video channel forces a single conversation. Still, students sometimes used text-chat as a way for non-discussion related talk, such as exchanging contact information or LinkedIn profiles.

**STUDY 1: DO DISCUSSIONS HELP PERFORMANCE?**

It is not obvious that the benefits of peer discussions [6, 46], would transfer to an online environment. In these environments, peers have vastly different backgrounds and no prior interaction with each other. Therefore, our first study measures the benefits of participation in online discussions. Later experiments measure how these benefits vary with geographic diversity in discussion groups.
Hey, are you free on Thursday at 3?
Context makes social computing hard
Challenge: Disparity of Work and Benefit
Challenge: Disparity of Work and Benefit

Who does work and who benefits?

Groupware applications often require additional work from individuals who do not perceive a direct benefit from the use of the application.

Inspired by J. Grudin, Groupware and Social Dynamics: Eight Challenges for Developers, CACM 1994
Example: How Workers Use Calendars

- Information is in your head not in the system
- Unscheduled time is when work gets done
- Different infrastructure
- Available depends on who’s asking
Addressing the Challenges

- Information is in your head not in the system
- Unscheduled time is when work gets done
- Different infrastructure
- Available depends on who’s asking
Example: Google Calendar
Integrating Calendar and Email

Title: HCI Study Design 2 Meeting
When: Fri Jan 22 3:30pm – 4:30pm (FST)
Where: 4th Floor Wallenberg, Union Pacific
Who: acholonu@gmail.com, daniel.schwartz@stanford.edu, spdow@stanford.edu, srk@cs.stanford.edu...

The following meeting has been modified:
Subject: HCI Study Design 2 Meeting
Organizer: "Ugochi Cynthia Acholonu" <acholonu@stanford.edu>
Location: 4th Floor Wallenberg, Union Pacific [MODIFIED]
Time: Friday, January 22, 2010, 3:30:00 PM - 4:30:00 PM GMT -08:00 US/Canada Pacific
Invitees: "Dan Schwartz" ; "Scott R Kiemmer" ; "Steven Paul Dow" ; acholonu@gmail.com
Challenge: Exception Handling

Groupware may not accommodate the wide range of exception handling and improvisation that characterizes much group activity

Grudin, Challenges of Groupware, CACM 1994
**Clinical Notes**

### Date: 23/10/87

- **Date:** 23/10/87
- **Time:** 08.00
- **Vital Signs:**
  - **Temperature:** 37.5°C
  - **Pulse:** 80 bpm
  - **Respirations:** 16/min
  - **Blood Pressure:** 120/80 mmHg

- **Assessment:**
  - **Lungs:** Clear on auscultation
  - **Heart:** Regular rate and rhythm
  - **Abdomen:** Soft, non-tender
  - **Extremities:** Warm and well-perfused
  - **Mental Status:** Alert and oriented

- **Past Medical History:**
  - Hypertension
  - Diabetes Mellitus

- **Medications:**
  - **Insulin:** Lispro 30 units PO TID
  - **Hypertension:** Amlodipine 5 mg QD

- **Other:**
  - **Allergies:** None
  - **Family History:** No significant

- **Plan:**
  - **Follow-up:** Weekly
  - **Outpatient:** Homeopathic consultation

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**Additional Notes:**

- **25 November 1987:**
  - *Diagnosis*
  - *Treatment*

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**24 November 1987:**

- **Diagnosis:**
  - *Condition*
  - *Dietary Recommendations*

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**25 November 1987:**

- **Diagnosis:**
  - *Condition*
  - *Medication Adjustment*

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**26 November 1987:**

- **Diagnosis:**
  - *Condition*
  - *Follow-up Appointment*

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**27 November 1987:**

- **Diagnosis:**
  - *Condition*
  - *Follow-up Appointment*

---

**28 November 1987:**

- **Diagnosis:**
  - *Condition*
  - *Follow-up Appointment*

---

**29 November 1987:**

- **Diagnosis:**
  - *Condition*
  - *Follow-up Appointment*
Electronic Health Records

Paper Flight Strips
“If technology is to provide an advantage, the correspondence to the real world must break down at some point.”

- Jonathan Grudin
CURRENT PRACTICE

minimize this distance

NEW TECHNOLOGY
How to build social computing that a world of extemporizers actually adopts

- Less structure beats more
- Twitter didn’t start with hashtags
- Flexible lightweight tools are often more used than highly proscribed ones
- Paper is one of the most flexible tools we have
Final Week!

- A10 due Thursday, March 16 11:59pm
  - You will be demoing your app on a phone in studio this week
- Final Presentations are Friday, March 17 3:30-7pm
  - Presentations start 4pm SHARP so arrive early to set up
- Poster should be vertical
- If you have a conflict, inform your TA and fill out the form posted on Piazza
- Time to show what you’ve done in 10 weeks!
Announcements

- Classes to take next
  - COGS 121
  - COGS 160: Social Computing/IxD Startup
- What types of jobs?
  - 5 Dos and Don’ts of your Design Portfolio: designerfund.com/bridge/5-dos-and-donts-for-your-design-portfolio/
  - UX designer, product management, user research
- Where to meet people?
  - Design.UCSD
  - Design @ Large talks
Questions
Thank you