

ACHI-CSCW: Exploring Computer-Human Interactions in new Contexts of Computer Supported Cooperative Work

Special track along with ACHI 2020

The Thirteenth International Conference on Advances in Computer-Human Interactions

November 21, 2020 – November 25, 2020, Valencia, Spain

<https://www.iaria.org/conferences2020/ACHI20.html>



Diana Saplacan
Digitalization

Research Group of Design of Information Systems
Department of Informatics
University of Oslo, Oslo, Norway
diana.saplacan@ifi.uio.no



UiO : **Department of Informatics**
University of Oslo

Klaudia Carçani
Faculty of Computer Sciences
Østfold University College, Halden, Norway
klaudia.carcani@hiof.no



CSCW Organizers

Chair/Coordinator



[Diana Saplacan](#) is a PhD Candidate in the Design of Information Systems Research Group at the Department of Informatics, University of Oslo. Her current research focus is on Universal Design (UD), specifically designing for situated abilities, rather than having the focus on disabilities. Her latest research focuses on understanding everyday interaction and use of domestic robots and of Digital Learning Environments in Higher Education. Her research interests span across HCI, HRI, CSCW, and UD.

Chair/Coordinator



[Klaudia Carçani](#) is doing research and lecturing at the Faculty of Computer Science. Has a major in Business Informatics with a further specialisation through master studies in Information System in Business Development and Operational Research in Management. Have been working in different companies in designing new innovative and customised IT solution for different contexts such as logistic systems, customer care systems, geographical information systems and project management systems. Current research interest is the design of healthcare technologies with a focus on the rehabilitation process of patients facing acquired brain injuries in a joint research initiative with Sunnaas Rehabilitation Hospital. Research interest especially in Participatory Design, Computer Supported Cooperative Work and Human-Computer Interaction.

About CSCW Special Track

Aim:

to invite researchers to reflect on the new challenges in computer human interactions in the context of computer supported cooperative work.

Topics of interests

- CSCW in new work contexts
- Cooperation with or through things (e.g., chatbots, robots, VR)
- Cooperative work in the home
- Cooperative work in organizational settings (e.g., hospitals, higher education institutions, companies)
- Exploring socio-materiality in CSCW
- Exploring PD in CSCW
- Awareness in cooperative systems
- Physical and/or virtual artifacts as boundary objects
- New applications in CSCW
- (De-)fragmentation of awareness in cooperative settings
- Coordination mechanisms ☐ Solutions that support mobility, nomadicity and visibility in cooperative settings
- Use of ethnographic methods in cooperative settings ☐ Concept of (re-)work
- Shared work between humans and agents (e.g., robots)

Summary of Contributions – CSCW Classic (1)

Title: Closing the loopholes: categorizing clients to fit the bureaucratic welfare system

Authors: Oskarsen, Johanne Svanes

- A study on the Norwegian Labour and Welfare Administration
- Categorization of clients and distribution of work between supervisors, front-line workers and central-unit case workers
- How decisions are made during digitalization and automation of case management processes and integration of self-service solutions

Summary of Contributions – CSCW Classic (2)

Title: BEACON: A CSCW Tool for Enhancing Co-Located Meetings Through Temporal and Activity Awareness

Authors: : Ørebæk, O.-E., Aarlien, D., Said, F., Andreassen, K., and Çarçani, K.

- Explores how enhancement of temporal awareness and activity awareness affects co-located meetings' effectiveness and efficiency
- Design of BEACON – a) a desktop dashboard revolving around creating and managing meeting agendas, as well as having an integrated co-writing noting tool b) a status-based artefact that uses colour and sound as notifications of defined time limits for different activities in the meeting agenda and contributes to activity awareness.
- BEACON testing showed that enhancing temporal and activity awareness through displayed shared notes and a clearly presented agenda during the meeting contributed to generate more ideas and keep the discussions focused. Participants expressed that the artifact's colors dictated the pace of the meeting positively, influencing them to optimize the available time and reach conclusions.

Summary of Contributions – CSCW Classic (3)

Title: Designing Personal Health Records for Cognitive Rehabilitation

Authors: Çarçani, K., Grisot, M., and Holone, H.

- Design implications for a Personal Health Record in Rehabilitation: The study of cognitive rehabilitation
- How to design a PHRs for cognitive rehabilitation and how can this contribute to conceptualise PHRs?
- Design implications: shared artefacts, coordination, different representations, enhanced interaction, personal spaces, continuation of care
- Conceptual contribution: PHRs as not only hybrid information spaces but as coordination mechanisms

Summary of Contributions – CSCW Classic (4)

Title: Exploring engagement in distributed meeting during CV-19 lockdown

Authors: Fahad Said, Klaudia Carcani

- A study of engagement in distributed cooperative meetings during the lockdown
- What is influencing engagement in distributed cooperative meetings? How to enhance engagement in distributed cooperative meetings?
- A conceptual model for studying engagement in distributed cooperative meetings
- Empirical findings on factors to consider when designing for engagement in distributed cooperative meetings

Summary of Contributions – CSCW and education (5)

Title: A Digital TABLETOP Tool for Teacher-Student Supervision to Support Student Learning

Authors: Acharya, S., Njanka, Q.-S., Acharya, P. B.

- Work in progress
- A study of collaboration in supervision sessions as a way for enhancing learning experiences
- How to enhance cooperation between students and teacher during supervision sessions?
- The article, describes the use of a digital tabletop board as a learning platform to facilitate individual/group supervision of students
- The prototype is tested as a proof of concepts for the need of cooperative tools that can facilitate cooperation in supervision sessions

Summary of Contributions – CSCW and education (6)

Title: A simple system for the complicated cases? Using service design methods to visualize case handling practice

Authors: Aspvin, K. O., and Verne, G.

- A study on work practice at an agency recognizing foreign education in Norway
- Ethnographic field study and methods from service design were used to visualize and communicate the complexity of different cases
- Discussion on how different cases require different levels of support

Summary of Contributions – CSCW and education (7)

Title: Cross-Use of Digital Learning Environments in Higher Education: A Conceptual Analysis Grounded in Common Information Spaces

Authors: Saplacan, D.

- Focus on the use of different Digital Learning Environments (DLE) in Higher Education (HE)
- Differentiation between DLE and Learning Management Systems (LMS)
- Understanding of HE as a cooperative ensemble where teaching/learning is seen as cooperative work
- DLE are analyzed through the conceptual lenses of Common Information Spaces (CIS)

Summary of Contributions – Challenging classic CSCW (8)

Title: Assembling Participation: Positioning CSCW Insights in Designing Maritime Technology

Author: Pan, Y.

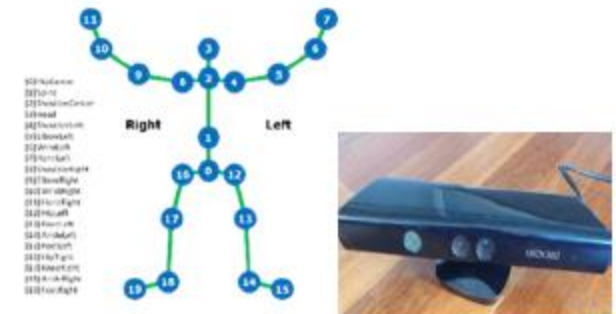
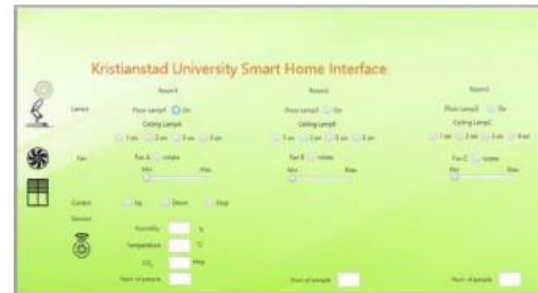
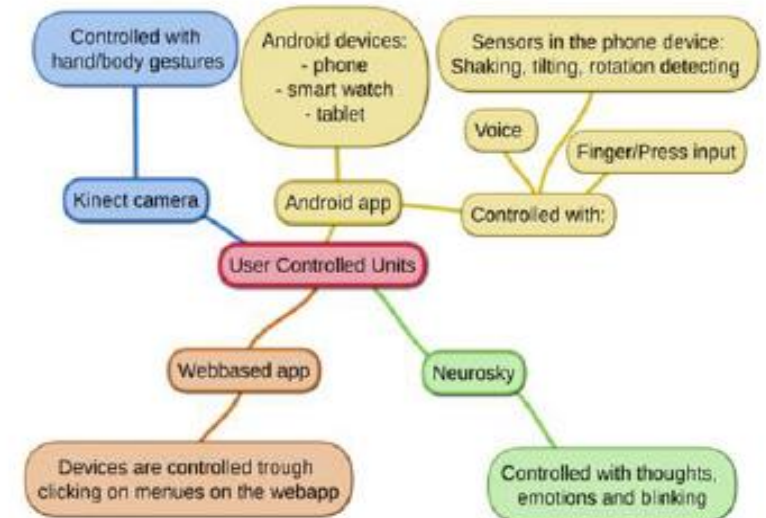
- A long term multiple-site ethnographic study
- Focus on design of remote control systems for maritime technology
- A study presenting reflections on different stakeholders' interests
- CSCW and reflexive practice

Summary of Contributions – Challenging classic CSCW (9)

Title: Smart Home Techniques for Young People with Functional Disabilities

Authors: Einarson, D. & Teljega, M.

- Assistive technologies for disabled people
- Smart Homes techniques targeted towards youth with functional variabilities to support their independent living



Future challenges

- How are classic or traditional concepts and theories used in CSCW challenged by automation and digitalization of products and services used in public or private sector?
- How can we re-purpose classic CSCW concepts and theories across disciplines?
- What other CSCW concepts and theories can be applied in education?
- What can the role of universal design be in CSCW and how does it challenge classic CSCW?