

# Computer-supported collaborative work

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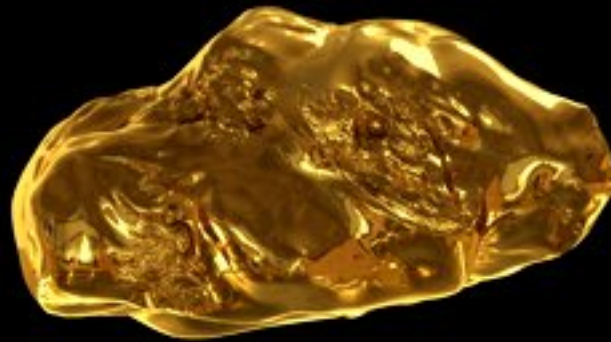
# Awesome Papers

Distance Matters (2000)

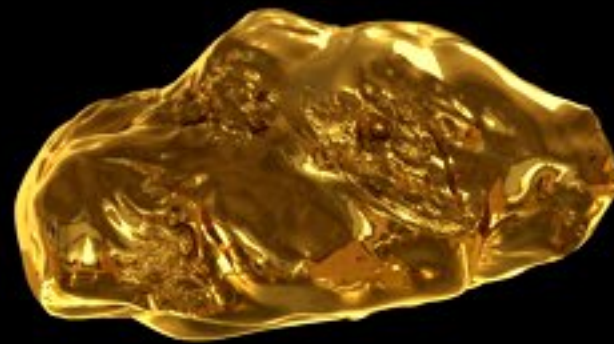
What Still Matters About Distance?  
(2010)

Beyond Being There (1992)

# A Gold-Nugget?



# A Gold-Nugget?



Krzysztof: “One of the papers is a gold-nugget.”

Let’s decide at the end which one.

Olson, G., & Olson, J. (2000). **Distance matters.**  
*Human-Computer Interaction.*

# Distance Matters

1400+ citations (Google Scholar)

long paper

# Distance Matters (2)

Three kinds of work

# Distance Matters (3)

Three kinds of work

1. Collocated Interactions
2. Distant Interactions with Contemporary Technologies
3. Distant Interactions with Improved Technology in the next fifty years



# Distance Matters (3)

Three kinds of work

1. Collocated Interactions
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Olsons: 2. + 3. will never replace 1.

# Distance Matters (4)

Four Key Concepts

# Distance Matters (5)

## Four Key Concepts

1. Common Ground
2. Coupling of Work
3. Collaboration Readiness
4. Collaboration Technology Readiness

# Distance Matters (6)



*“No matter how good technology gets there is no way it can account for cultural differences, that burden falls on the people using the technology.”*



*“The places where distance collaboration failed were really examples of human interactions gone wrong.”*

# Distance Matters (7)



*“Another idea that I felt could have been expanded further was the role that “trust” plays in creating a foundation for effective communication.”*

<http://www.amazon.com/Oxytocin-Factor-30-Nasal-Spray/dp/B007K8LTD2>



*“However, by limiting the discussion to same-time or synchronous interactions, it could be argued that the authors gave their case an unfair advantage.”*

# Distance Matters (8)



# Distance Matters (9)

Conclusion

Olson, G., Olson, J., Venolia, G. (2010). **What Still Matters About Distance?**  
*Human-Computer Interaction.*



# What Still Matters About Distance?

## Collaboration Readiness

Ways to build trust, Financial Contracts

## Technology Readiness

Broad range of new technologies

Facebook, Shared Calendars, Mobile  
Technologies for Awareness

# What Still Matters About Distance? (2)

## Common Ground

Shared Knowledge available to everyone

Social Computing, Sharing

People are “always on their computers”

## Nature of the work

Divide and Conquer is required

Face-to-Face meetings at project start

# What Still Matters About Distance? (3)

## Management and Decision Making

Tons of books on how to manage “Virtual Teams”

## Time Zones

Asynchronous awareness tools (f.e. code check ins/check outs)

Adjusting Work hours

# What Still Matters About Distance? (4)

## Culture

More Awareness of Differences

## Trust

Promising Results on Establishing and Maintaining Trust at a Distance

# What Still Matters About Distance? (5)

Planned meetings (\*)

Free Video Conference Systems

Shared Note-Taking as substitute for Whiteboard

Ad-hoc Conversations (\*)

Continuous Monitoring of E-Mail and IM

Full Text Search

# What Still Matters About Distance? (6)

Conclusion

Promising Future

People recognize that “Distance Matters”

Hollan, J., & Stornetta, S. (1992). **Beyond being there.**  
*Proceedings of CHI'92.*

# Beyond Being There

480+ citations (Google Scholar)



# Beyond Being There (2)

What's the key message?

Shoe vs. Crutches

# Beyond Being There (3)

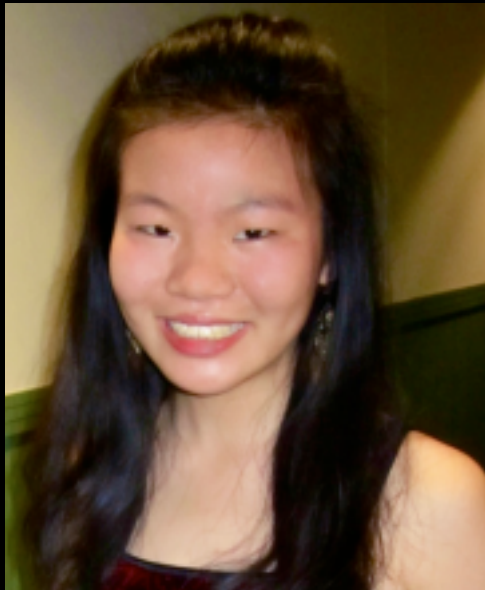
How do they frame communications?

# Beyond Being There (4)

What hypothesis do they formulate?

What experiments do they introduce?

# Beyond Being There (5)



*“The idea of having a personal profile is extremely forward-thinking and harks to Facebook, which Zuckerberg created over a decade later.”*



*“[...] social media today, is a world of its own, all the while, the people within the world are very much aware of the implicit rules and standards of acceptable communication and solicitation.”*

# Beyond Being There (6)



*“At the time in which this paper was written ('92), there was not a clear way to check availability. I do believe that today there are multiple attempts at solving this problem.”*



*“I also find it intriguing that after the time elapsed from the time this paper was written, we use email communications in pretty much the same way as years past - with ‘little pictures of smiles in text.’”*

# Beyond Being There (7)



*“One of the problems I have with this paper is that it makes a lot of claims but does not provide very concrete examples of how those claims withstand the critiques it also describes.”*

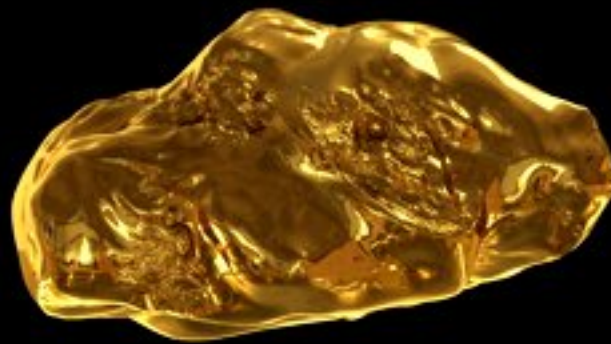


*“There still appears to be a lot of room for approaches that ease communication across languages, even if direct translation is itself somewhat akin to what we might call ‘AI-complete.’”*

# Beyond Being There (8)

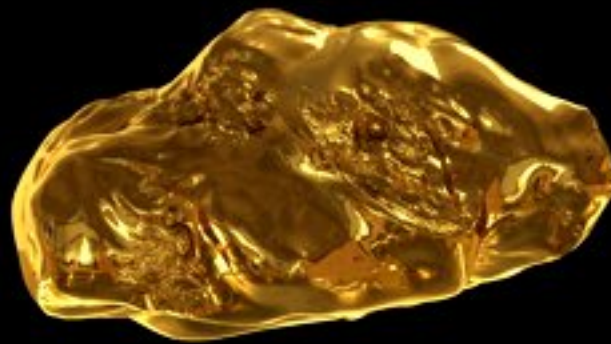
Conclusion

# A Gold-Nugget!





# A Gold-Nugget!



Beyond being there.

Why?