Model of Coordinated Action

CSCW Summer 2018

Reference

- Paper by Charlotte Lee on GitHub on this newer model (presented at CSCW 2015)

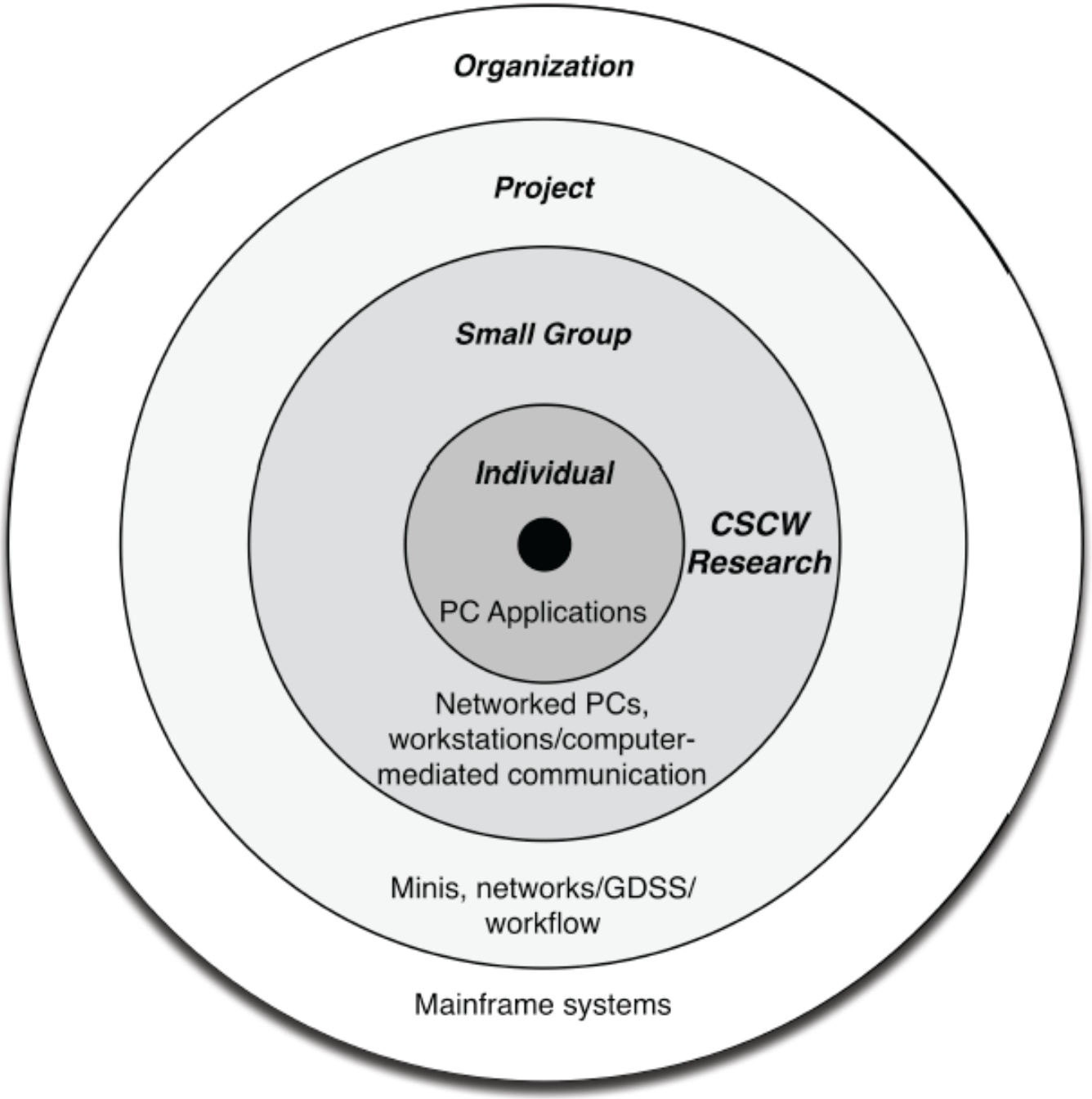
Many of you liked the shift towards coordinated action rather than collaborative work

"…we do not want to restrict the scope of CSCW to those special settings where the responsibility of accomplishing a task has been allocated to or assumed by a relatively closed and stable collective. The concepts of 'group' and 'group work', however, invariably connote special types of cooperative relations characterized by shared responsibilities. This conceptualization of CSCW will tend to ignore or even dismiss the major challenges posed by the design of systems that support cooperative work arrangements that are characterized by a large and maybe indeterminate number of participants, incommensurate conceptualizations, incompatible strategies, conflicting goals and motives, etc."

(p.17, Schmidt and Bannon)

	Time	
	Synchronous	*Asynchronous*
Face-to-face meetings	1. Facilitation services 2. Decision support 8. Beyond white board 17. Nonhuman participants	4. Presentation software 5. Project management 14. Memory management 16. Comprehensive support
Electronic meetings	3. Telephone extension 9. Screen sharing 12. Teleconference aid 15. Spontaneous interaction	6. Calendaring 7. Group writing 10. Computer conferencing 11. Text filtering 13. Conversation structuring

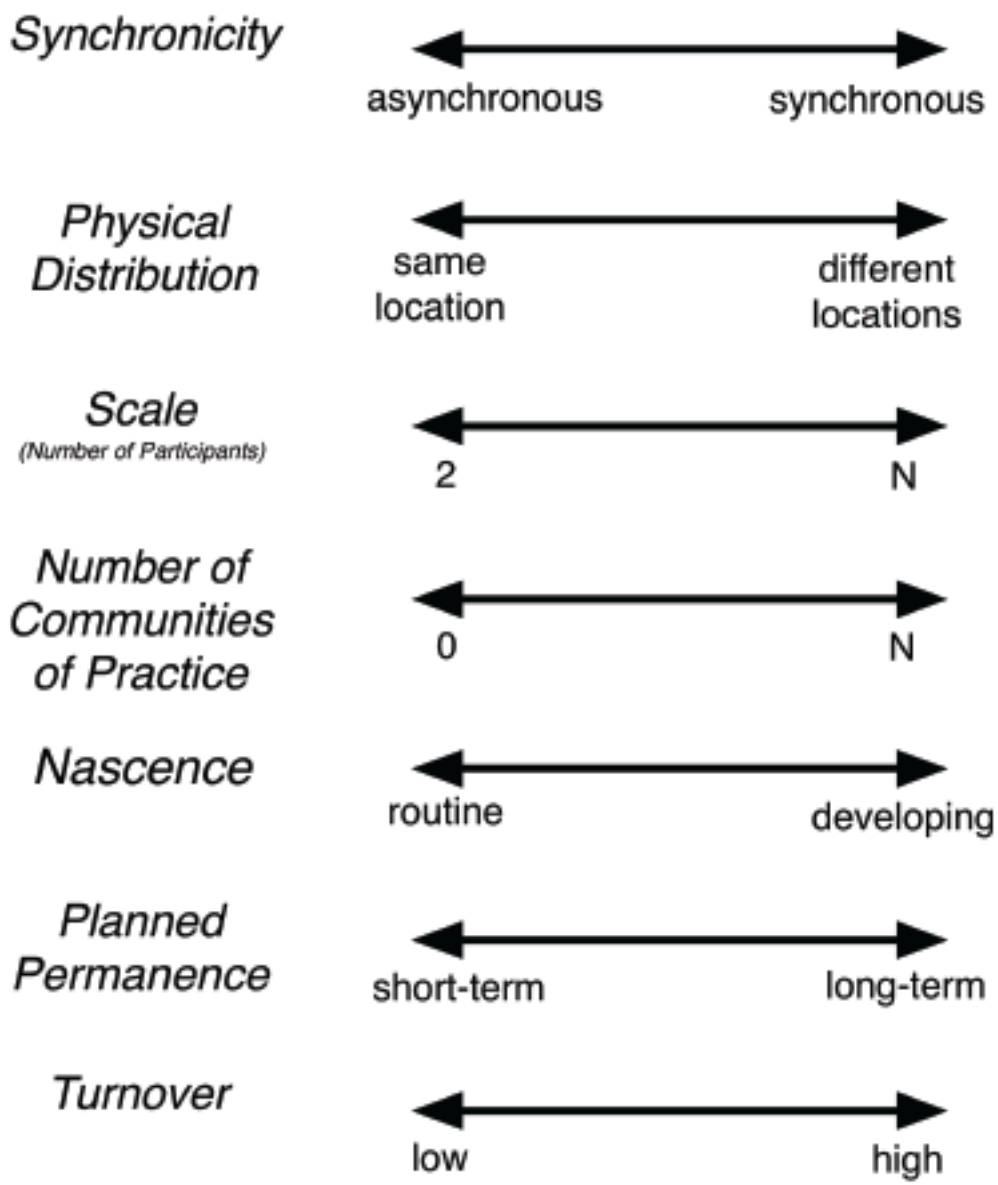
Figure 2. Johansen's (1988) time-space matrix.



Grudin's 1994 model for the design space of CSCW

Strauss' Work spectra

- Routine versus non-routine
- Simple versus complex
- New versus established tasks
- Small group versus complex assemblages
- High turnover versus low turnover members
- Expected versus unexpected work



Model of Coordination Action: 7 Dimensions

Nascence and Permanence

- A project may be long term but temporary
- Importance of:
  - Boundary negotiating artifacts and jargon during developing work versus
  - Established boundary objects (e.g., classifications, standards)

From the blog…

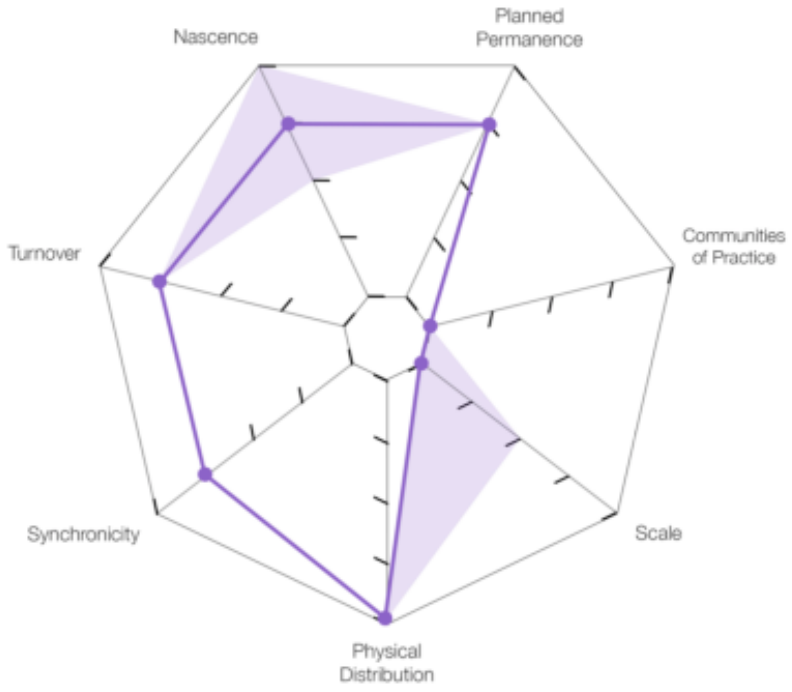
“Nascence really made me realize something that I hadn’t even thought of until now. The fact that I was expected to make a big design choice as a month old co-op student was one thing but **I was only learning to use the tool whereas the other teams had to adapt from using the old tools they were using before**. Nascence perfectly describes how they felt about the next month after swapping to Ansible, “a special kind of instability rife with future potentialities.” By the end of my co-op term when everyone was used to the new tool, it become much easier to push updates and settings to all the virtual machines for everyone but there was a lot of trouble early on when people were learning Ansible. “ [nharmswo]

Case studies

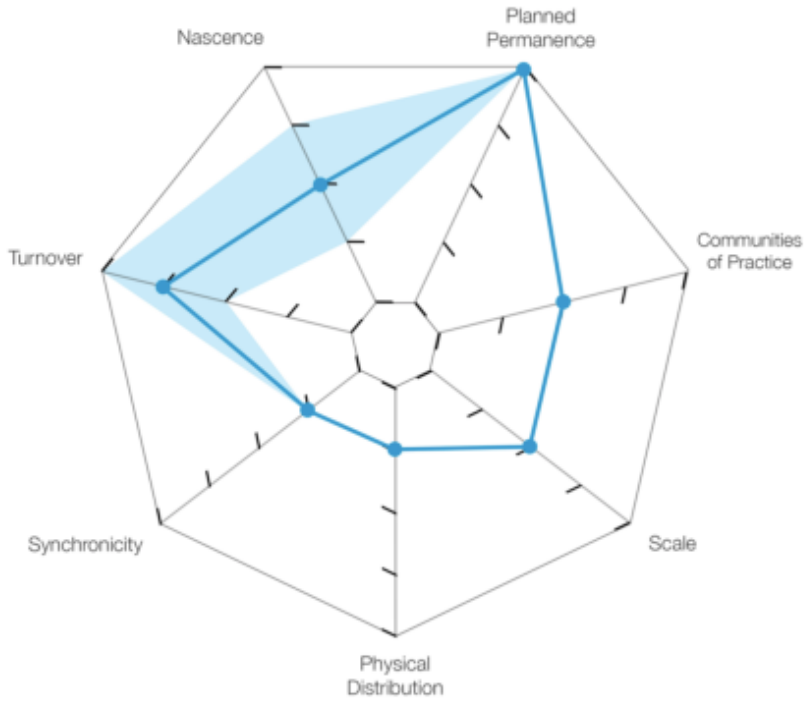
- See the paper for two case studies for demonstration of the framework
- Note that the model is descriptive rather than prescriptive… (just as other models are)

[jianwuuvic]

Humanity Road



CAMERA



[jeffmanke]

From the blog cont...

- Did they cherry pick the examples they selected to show the framework?

Applying Moca (blog)

[Matti]

- “Just over 4 months ago my workplace introduced a scheduling system for shifts, and what does it have? An inbuilt messenger system for talking to co-workers and posting offers for shift trading, besides just sending emails about shifts. Of course, no one bothers to use those features since all we wanted was the schedule planner. We already communicate through several other tech for organizing our work, like facebook and basic texting. If I had to quickly examine where the tech lands on all the attributes, I’d say that it is
  1: Asynchronous
  2: Different locations
  3: Affects roughly 30 individuals,
  4: NoCoP is 3 – “Back of House”, “Front of House” and management.
  5. Nascence is still developing. (the software is still in Beta)
  6: Planned Permanence is long-term if the beta is successful.
  And **7:** the turnover is low.”

superpenshine

Applying Moca (blog)

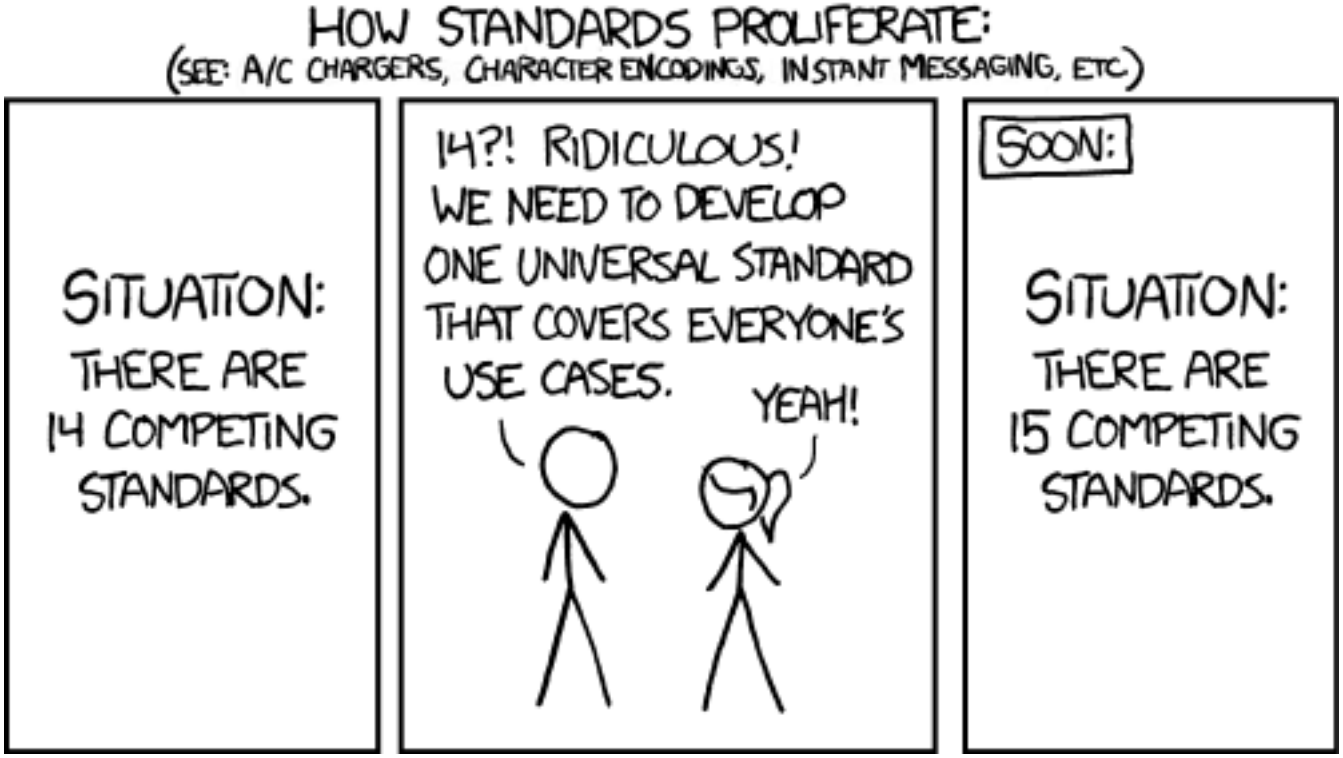
- synchronicity (telephone vs msg)
- physical distribution (headquarter & branches)
- scale, number of communities of practice (Guest talk on projects involving chemistry, biology, social psychology etc.)
- nascence (unplanned change of product features)
- planned permanence (google drives has 15 GB space for free accounts, it is ok for temporary document sharing, but critical for long-term collaboration with large files.)
- turnover (students dropping courses causing trouble to groupmates)

Is Moca complete?

- Do we need all the dimensions, any missing? [kevinmitchellcscwuvic]
- Group size [AlisonG]
- Hierarchy of people in the group? [AlisonG]
- Criticality of the work to welfare of people [AlisonG]

mlruss

From the blog...



Limitations of Moca?

- It may not work well for groups that are both asynchronous and synchronous... [gturney]
- Perhaps values we give on a continuum may change over time? [jeffmanke]

How to evaluate Moca?

- How well used is Moca now? [AlisonG]
- How effective is it really in evaluation?
- How effective is it for selecting tools?
- Could we use it to evaluate devlops? [Matti]

Group discussion (if time)

- (handout)
- Are there dimensions missing for certain contexts?
- Do the continuums make sense?