

# Activity 4B – WAAD Creation Activity

During this activity, you will use pre-made example WANs to create a WAAD in class. Since you will need to create a WAAD for your Phase I assignment, this will be a good opportunity to practice. You should work with your project group for this activity so you can gain additional experience working together.

## Step 1: Find Project Group Members

### Modifications for Remote Team Members

This is not an activity particularly conducive to remote participation. If your team members cannot attend class today for whatever reason, here are some tips:

- Create a meeting in your group Teams channel and invite remote team members to attend virtually. They will not be able to help build the WAAD but can at least see the process and participate in discussion
- Share close up images of your WAAD via Teams or “walk” remote team members through the WAAD during the process. You will need to include images with the worksheet anyway
- Ask your remote team member(s) to support with written material for some of the questions, such as the reflection questions from Step 4

### Team Member Participation

Please list the members of your group and whether or not each group member was present today in the classroom for the activity.

Group member name	Present? (Yes/No)	If absent, active remote participation? (Yes/No)
Karthik Nair	Yes	
Harrison Gagnon	Yes	
Jordan Rudman	Yes	
Kashan Raza	Yes	
Campbell Dalen	No	Yes

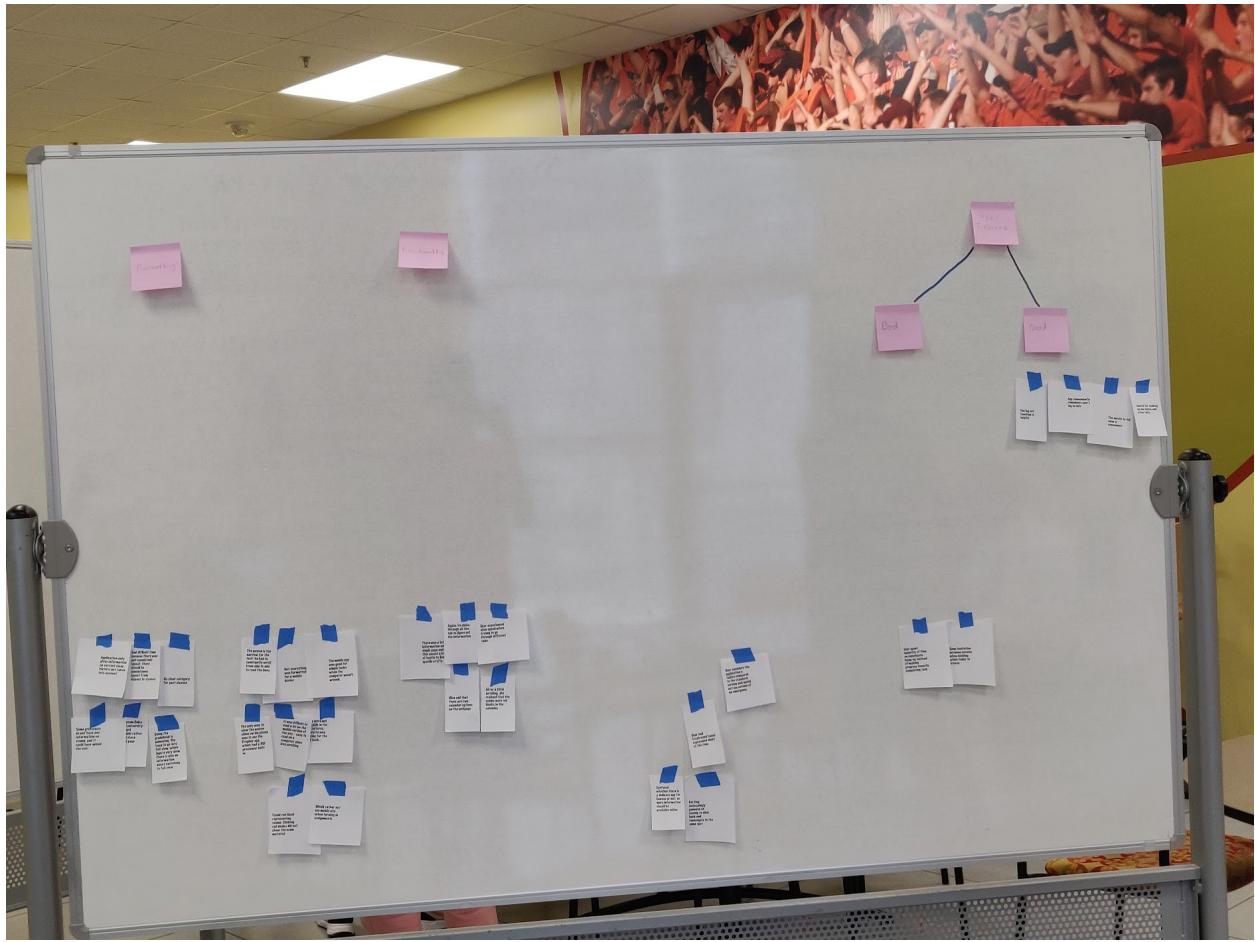
## Step 2: Create your WAAD

1. Collect materials for your group and find some wall space either in the classroom or Surge study areas to work. Activity time will be split into WAAD creation and WAAD walking. There will be a timer to indicate when to switch tasks. You should aim to have all notes on your wall space and grouped, ideally using a basic hierarchy.
2. Using the steps from the textbook that we went over, collaborate on a WAAD made up of the provided WANs. Please document your process for creating the WAAD here, along with any challenges you ran into and how you resolved them as a group.

We went in a circle reading our WAN aloud then deciding as a group if it was related to any of the previous WANs and grouping ones that were similar. After we had enough general groups of WANs, we started refining them and coming up with appropriate names for the categories. As we were doing this, we came up with better fitting categories a few times, and ended up moving some WANs into these new categories. Once we were happy with the categories that we had, we made sure that each WAN we had placed was in an appropriate category and would not have fit better anywhere else.

3. Please take pictures of your WAAD throughout your WAAD development process, so we can see how your WAAD evolved. Include your pictures as figures in this document by replacing the following placeholder images.

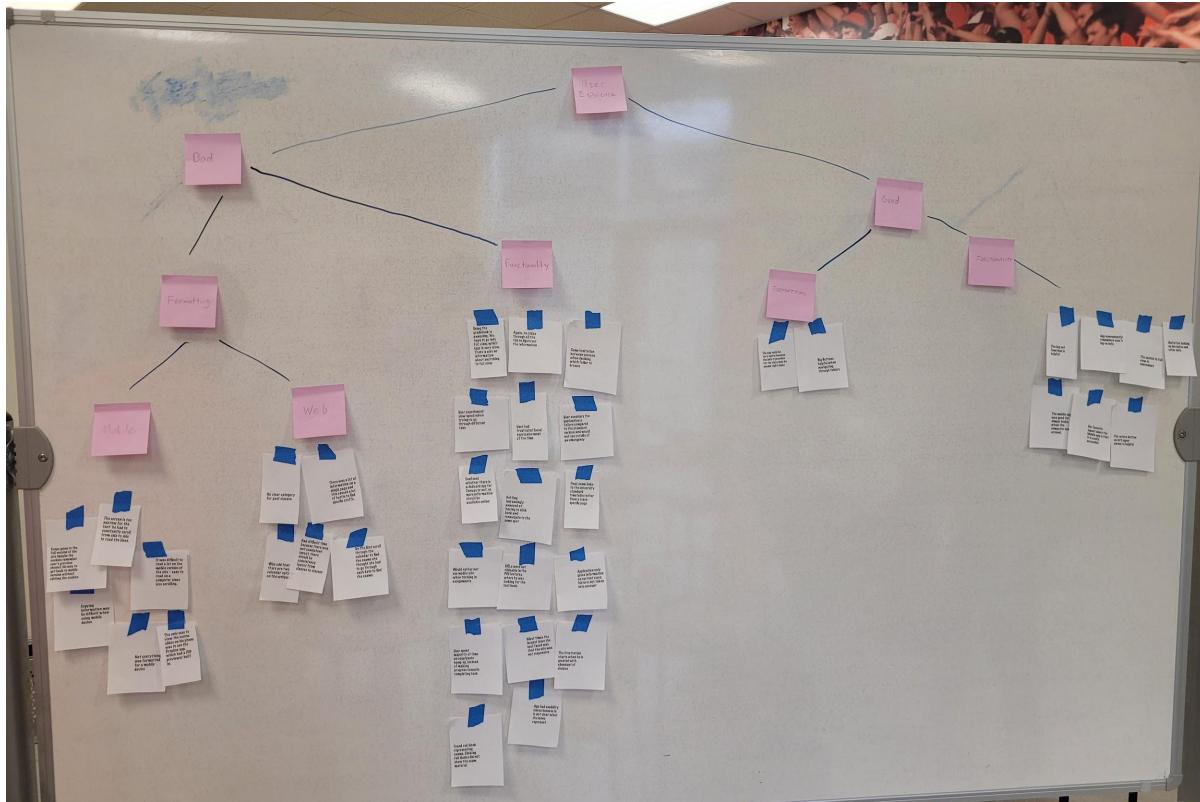
N.B. The following placeholder images demonstrate how to use figures with figure captions. You will need to provide figures in this format in your Phase I report. Please pay attention to this technical writing convention.



**Figure 1.** Early WAAD development



**Figure 2.** The WAAD during development



**Figure 3.** The final WAAD

## Step 3: Walk your WAAD

Pair up with a group from the other side of the room. Take turns walking through your WAAD.

1. What did you learn from leading a walkthrough of your WAAD? Did you notice anything new from leading a walkthrough and talking with the other team that your team did not notice before? Did you capture any design ideas, questions, or data holes?

We learned that our WAAD greatly resembled a binary search tree from leading a walkthrough of it. We noticed how linear and rigid it was making ourselves pick from only two options for every category. A design idea for a future WAAD could be to make our categorizations more flexible.

2. Describe the other team's WAAD. How did their WAAD compare to your WAAD? How did seeing the other team's WAAD structure affect your understanding of the problem space?

The other team's WAAD had a lot more subcategories and was a lot less linear than ours. Seeing their WAAD structure helped us understand that we didn't have to make entirely binary decisions- we could categorize things more freely as we saw fit.

3. How will you apply what you learned today to work on compiling WANs and creating a WAAD for your group project?

We can apply our process (plus some refinement) to creating a WAAD for our group project. Creating one with premade WANs helped get an idea for how we should go about the stages of constructing our WAAD. Taking small steps from starting with broad groups to ending with well-defined categories will be very important for our group project WAAD.

4. Clean up and return your materials. Yes, this is part of the assignment. We will check to make sure you have left the space as you found it.

## Step 4: Reflection

1. Review the example work activity notes from the exercise. Identify three ways in which the example work activity notes were well done based on the textbook reading and lecture discussion. You must point to specific sections of the textbook or slides. You must reference example WANs. Focus should be on content of the WANs.
  - . WAN - “Was odd that there are two calendar options on the webpage”
    - a. This WAN is a paraphrased statement made by the interviewee that sums up their point concisely. We know this is an example of a good WAN because of this passage from the text on page 138: “Paraphrase and synthesize instead of quoting raw data text verbatim”
  - . WAN - “No clear category for past classes”
    - a. This WAN is brief and captures the user's comment as a factual statement. We know this is a good WAN because of this passage from the text on page 139: “Make each work activity note a simple declarative point...”
  - . WAN - “User experienced slow speeds when trying to go through different tabs”
    - a. This WAN captures an interviewer's observation about the user's experience in a single sentence. The observation and context is easy to understand while remaining concise. We know this is a good WAN because of this passage from the text on page 139: “Filter out all noise and fluff; make each note compact and concise, easily read and understood at a glance.”
2. Review the example work activity notes from the exercise. Identify three ways in which the example work activity notes could be improved based on the textbook reading and lecture discussion. You must point to specific sections of the textbook or slides. You must reference example WANs. Focus should be on content of the WANs.

In general, none of the WANs were given IDs that would allow the team to track which interview they came from. For all we know these WANs were generated from a single

interview. The book advises us to create IDs for our WANs on page 138: "As you create each new work activity note, tag it with a source ID, a unique identifier of the person being observed and/or interviewed when the note was written."

- . WAN - "Some hesitation between screens when deciding which folder to browse"
    - a. This WAN captures an interviewer's observation about the user's experience. We know this is a bad WAN because it doesn't identify the user's work role. We don't know if they're a student, a teacher, or someone else. The text advises us to identify the user's work role in each WAN on page 140: "State the work role that a person represents rather than using 'he' or 'she.'"
  - . WAN - "Confused whether there is a dedicated app for Canvas or not, so more information should be available online"
    - a. This WAN captures a user's comment about the Canvas app. This is a bad WAN because it doesn't identify the user's work role. From page 140: "State the work role that a person represents rather than using 'he' or 'she.'"
3. Based on your analysis of the WANs, identify at least three lessons learned from today's exercise that you can apply directly to your work on the Phase I deliverable. How will you apply what you learned today to work on collecting CI data, compiling WANs, and creating a WAAD for your group project?
- 1) We learned that the process for building a WAAD is dynamic and that categories and subcategories will be regularly moved around as we add more WANs. Experiencing this in class will prepare us for when it's time to build our own WAAD.
- 2) We learned that when collecting data, we need to take detailed and precise notes about the work domain, practices, and activities. This will help us with the creation of WANs.
- 3) The experience also showed us the amount of time and attention it will take to build a complete WAAD with around 100 WANs. Following the exact procedures in the book, we were only able to post around half of the WANs given to us. This will help us when we plan our meetings for creating our own WAAD.