Image Collaging

RD Learns

Byron Buckley
RESEARCH METHODS FOR INTERACTION DESIGN| IDIA-642

What is RD Learns?

RD provides its employees with opportunities so that they may maintain and develop their skills, adapt to changing workplace needs and fulfill their employment potential within RD. This is executed through a learning budget provided to each and every individual.

My image collage seeks to improve the processes involved in application, approval, reporting and accounting for RD Learns.

Methods

- Collaging was performed with four individuals over 2 days.

- This was facilitated using Pinterest a virtual pinboard service available at pinterest.com.

- Five Pinterest accounts were created; 1 for the collaging host, and an account for each participant.

- 160 images including stock photos, stock vector images and Flickr photos were collated.

User Research Methods

📌 **Byron Buckley**

Edit Board

5 followers, **160** pins

---

2 repins

morguefile.com

---

1 repin

morguefile.com

•• by tibchris

flickr.com

•• by gregvirtucio
1 repin

flickr.com

•• by kodomut

flickr.com

•• by juliejordanscott

flickr.com

•• by gregvirtucio

flickr.com

•• by theogeo

flickr.com

•• by japetonida

flickr.com

•• by Sauri

flickr.com

•• by As many experiences as p...

flickr.com

•• by Ethos79

flickr.com

•• by Gazduncan

flickr.com

•• by mikeb68

flickr.com

•• by Robles Guto

flickr.com

•• by kaysha

flickr.com

•• by justDONQUE.images

flickr.com

•• by Hugo90
1 repin

flickr.com

•• by protogarrett
1 repin

flickr.com

•• by semihundido

flickr.com

•• by Mark & Andrea Busse

flickr.com

•• by sammykatz1951
1 repin

Methods

The parameters were:

- "Select pictures that reflect how you would and would not want a new implementation of RD learns to be administered in regards to your role in the process, and generally."

- "Select pictures that reflect your experience with doing the administration for RD learns."

These parameters were aimed at the three administrators of the process at the local office

Methods

- Each collage session lasted 30 minutes and was performed on a PC connected to a 44 inch television as the monitor, in hopes of providing a immersive experience
- The browser window was zoomed to display 4 columns of images.
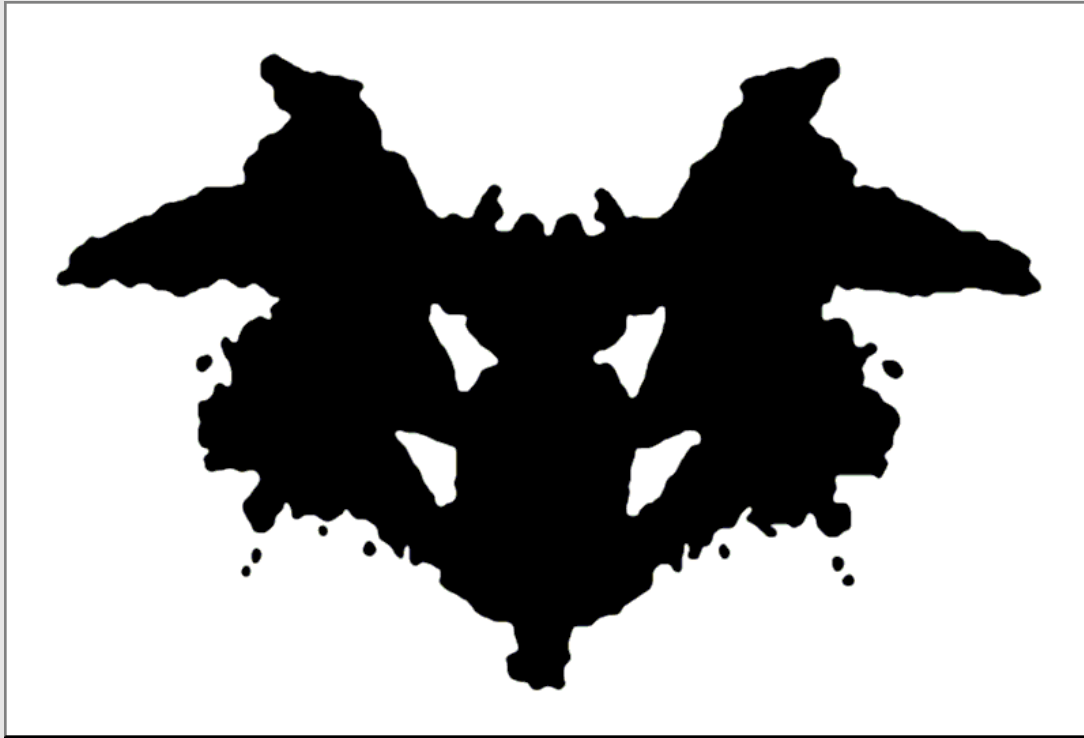
Themes

- The People and Learning (P&L) Manager and the Business Manager (BM) spoke more about the process and its challenges.

- The Applicant and the Approver (the applicant's TDM) spoke less about the process and more about their feelings, views and expectations of the program.

Themes

The applicant noted that this process reminds him of the Rorschach processes used by Psychologists on TV, when they show you an inkblot and ask:

- "how do you feel?"
- "what does this mean/say to you?"

Themes

- Two images selected by the P&L Manager was as also selected by 2 other applicants. Photos of:
  - A Soldier (TDM)
  - A ton of Paperwork (BM)

this represents order and and protocol. The army is symbolic of systems that work and I view our system as something that is as dedicated to the success of the participants career as the army is to the defense of its people

RD Learns allows persons to obtain things they weren't able to acheive on an individual basis (may have been a financial constraint on them). Being able to now release one's true potential creates a sense of adventure. This picture shows adventure, freedom and safety - which encompassses the gist of the RD Learns program.

paperwork associated

This is what I don't want. The image of loads of files and paper is a huge turn off for me, in executing and managing a process for a technology company. I have tried to limit the amount of paperwork that is involved with the RD Learns process, but for recording pruposes, we still need to have a paper trail. Once it limits numerous files and folder, I think it can work.

Themes

The BM finds her aspect of the process difficult/time consuming. This is essentially reiterated from the contextual inquiry with her. She doesn't feel an application can help her much, because her activities are heavily manual. (Can the designer and developer convince her otherwise?). She initially found the collaging process difficult to wrap her mind around; perhaps too abstract.

Implications

- I feel as if I received more details about the process using the contextual inquiry.

- Literature on image collaging does contend that it isn't appropriate for all situations and perhaps this is one such example in regards to the wider group.

- An exception would be the information provided by the BM, her comments forced me to think harder about helping her. Previously the problem domain in my mind did not include her struggles, though I was made aware of them in the contextual inquiry. So this allowed me to be more sympathetic toward her needs.

- Otherwise the information received was insightful at an anecdotal level.

APPENDIX
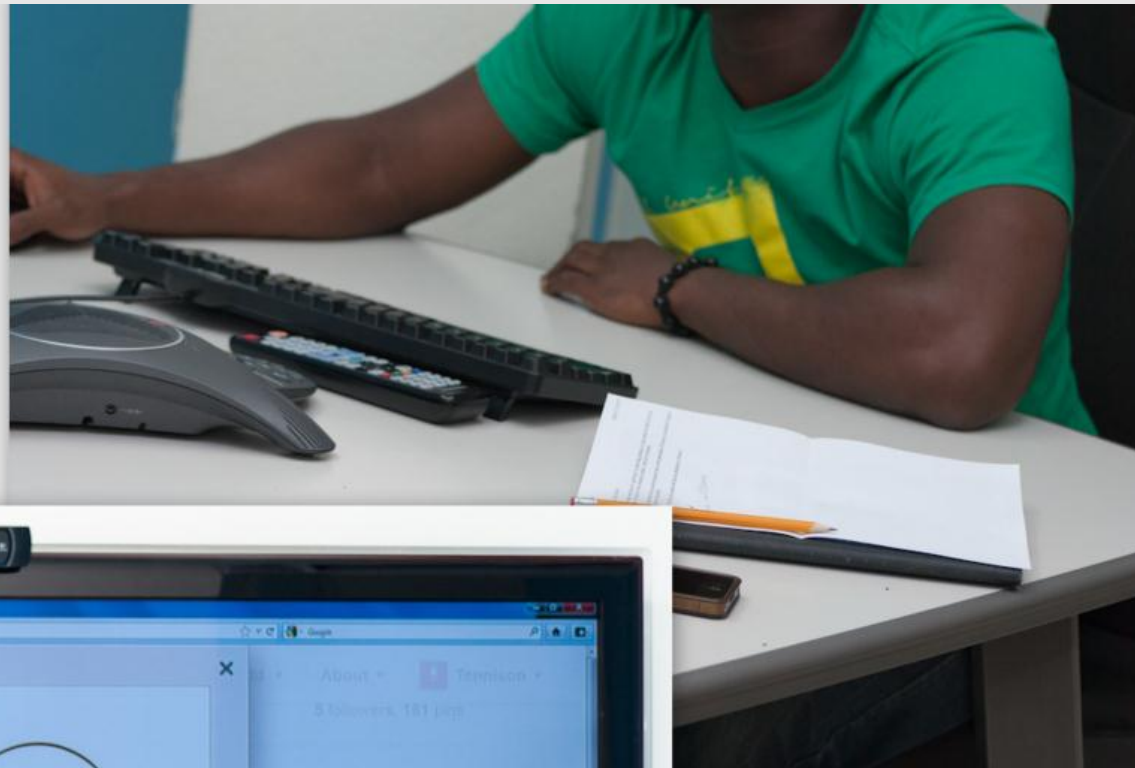
Name: T.D.
Position: Web Application Developer
Age: 22
Background: First job, recruited from University, 1 Year 3months at RD Inc.

The day I got the laptop delivered to me.

Really good opportunity exists to get some money to pay for services that I require. I'm just required to make a few calls to the Admins.

uniy waiting to be knocked.

Like this hot rod, the whole process was very fast - faster than I expected.

My RD Learns request used up just about all of the funds allocated to

The instructions regarding the RD Learns Request.

The day I got the laptop delivered to me.

●● by miguelb

I get to breathe easier once the process in done.

●● by Phillip Pessar

RD Learns, the door of opportuniy waiting to be knocked.

●● by sammykatz1951

flickr.com

Like this hot rod, the whole process was very fast - faster than I expected.

My RD Learns request used up just about all of the funds allocated to me... My money just burned...lol

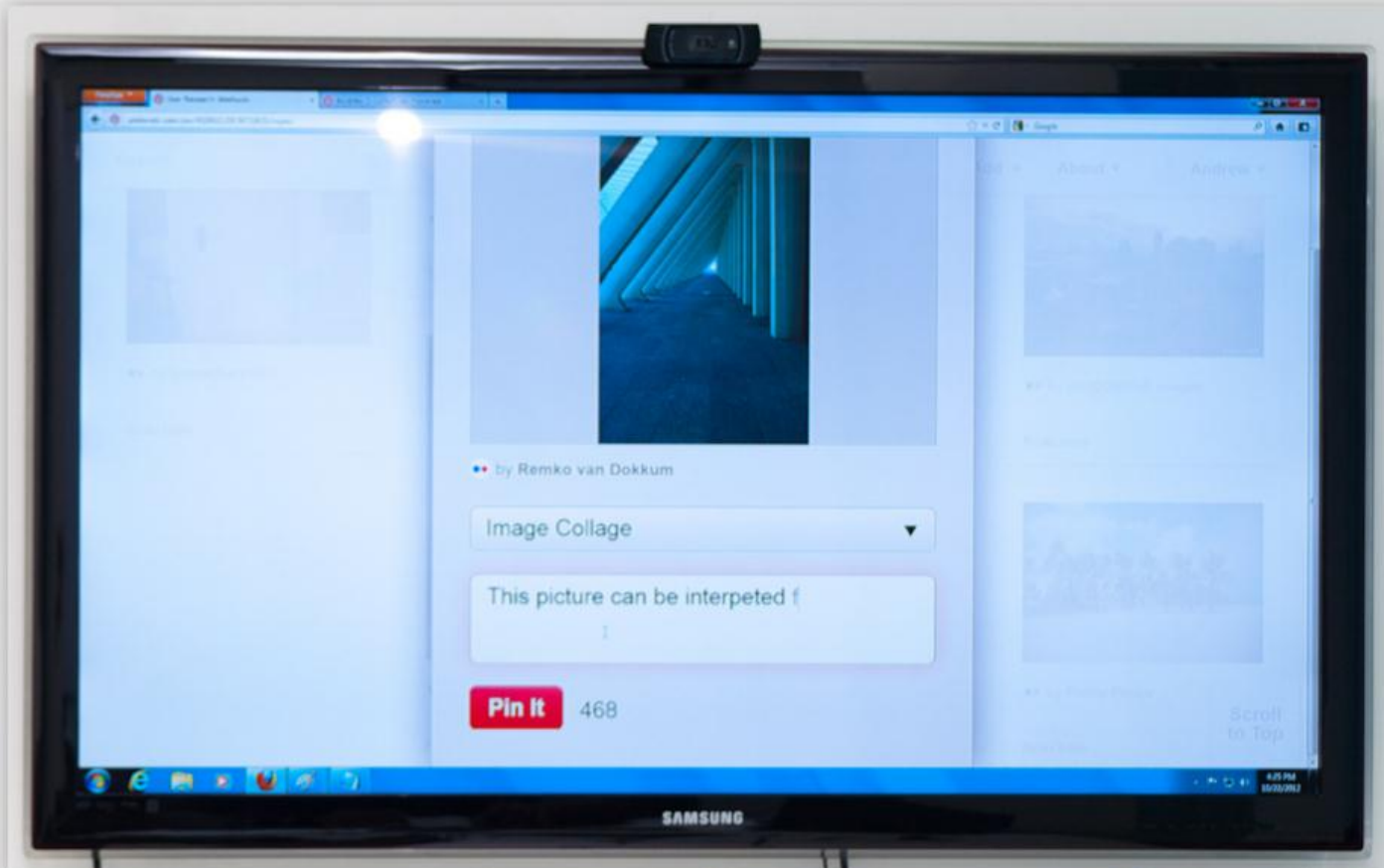●● by protogarrett

flickr.com

The instructions regarding the RD Learns Request.
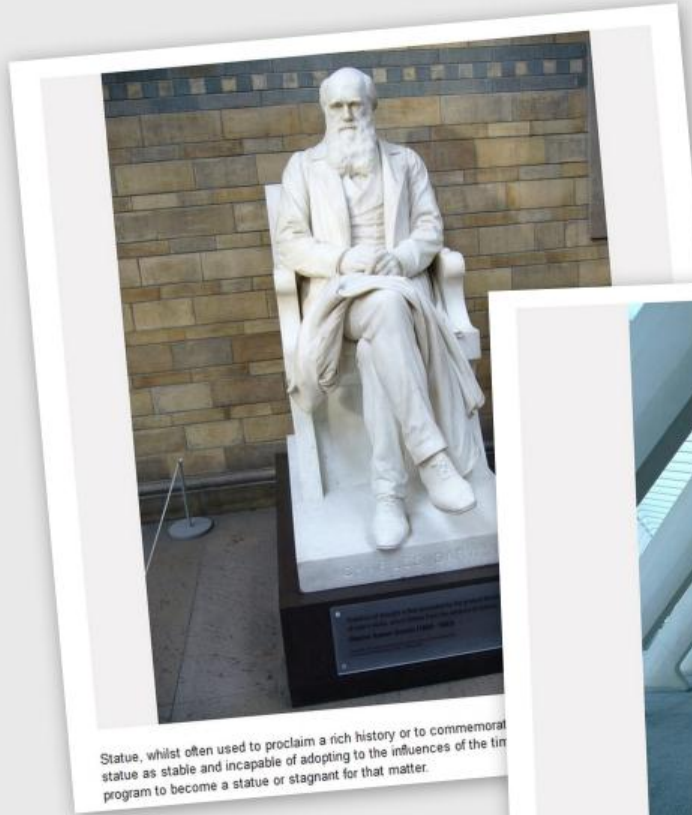
morguefile.com

Really good opportunity exists to get some money to pay for services that I require. I'm just required to make a few calls to the Admins.

morguefile.com

Name: A.D.
Position: Team Development Manager (TDM)
Age: 29
Background: IT Dept Manager at previous organization, 1 Year 6 months at RD. Began as a Technical Lead, and transitioned into this role as a part of Company strategy.
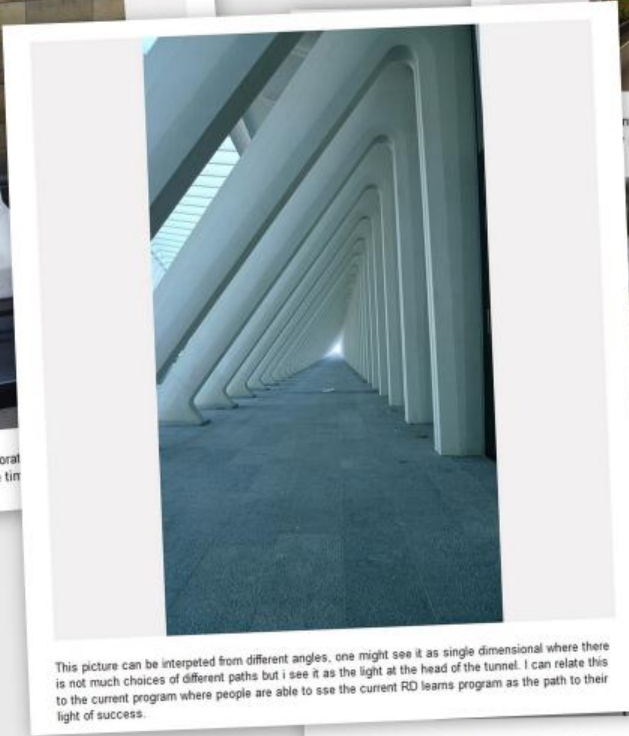
Statue, whilst often used to proclaim a rich history or to commemorat... statue as stable and incapable of adopting to the influences of the tim... program to become a statue or stagnant for that matter.

...nts new height and is a symbol of power and success. This captures a road to ...e pinacles of power; illustrates the type of future one can have when ones career is

This picture can be interpeted from different angles, one might see it as single dimensional where there is not much choices of different paths but i see it as the light at the head of the tunnel. I can relate this to the current program where people are able to sse the current RD learns program as the path to their light of success.

this represents order and and protocol. The army is symbolic of systems that work and I view our system as something that is as dedicated to the success of the participants career as the army is to the defense of its people
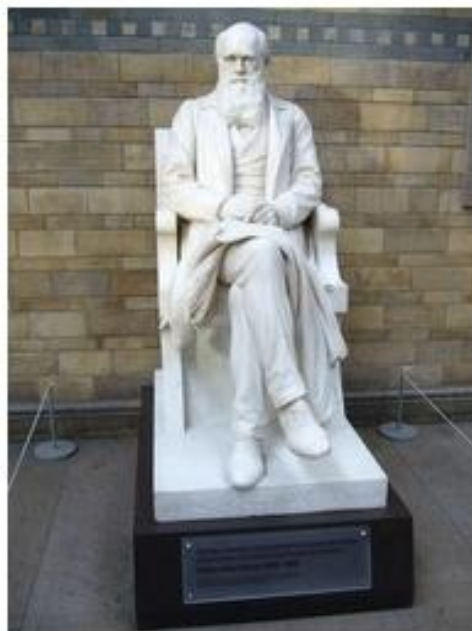
Skyscrapers represents new height and is a symbol of power and success. This captures a road to success between the pinacles of power; illustrates the type of future one can have when ones career is plateuxed.

●● by mekiaries

flickr.com

Statue, whilst often used to proclaim a rich history or to commemorate an act of heroism, i view a statue as stable and incapable of adopting to the influences of the time. I would not want the RD learns program to become a statue or stagnant for that matter.

●● by burge5k

flickr.com

this represents order and and protocol. The army is symbolic of systems that work and I view our system as something that is as dedicated to the success of the participants career as the army is to the defense of its people

●● by The U.S. Army

flickr.com

This picture can be interpeted from different angles, one might see it as single dimensional where there is not much choices of different paths but i see it as the light at the head of the tunnel. I can relate this to the current program where people are able to sse the current RD learns program as the path to their light of success.

●● by Remko van Dokkum

flickr.com

Name: M.B.
Position: People and Learning Manager (P & L)
Age: 30
Background: First HR role since completing Masters in HRM, 10 months at RD.
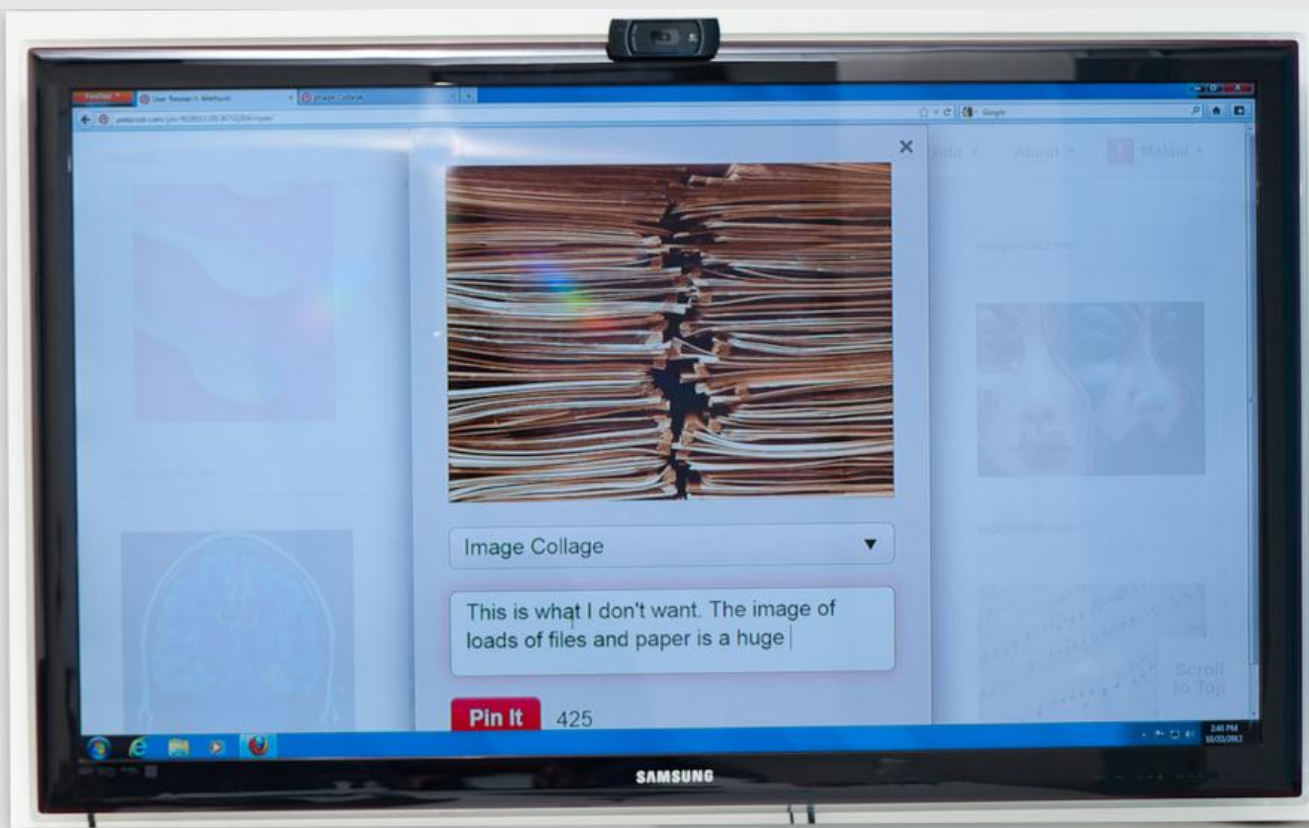
RD Learns allows persons to obtain things they weren't able to achieve on an individual basis (may have been a financial constraint on them). Being able to now release one's true potential creates a sense of adventure. This picture shows adventure, freedom and safety - which encompasses the gist of the RD Learns program.

There are quite a few persons who have not yet fully appreciated the RD Learns opportunity. This picture to me, can illustrate those persons who are yet to discover the joys of this opportunity.

This is what I don't want. The image of loads of files and paper is a huge turn off for me, in executing and managing a process for a technology company. I have tried to limit the amount of paperwork that is involved with the RD Learns process, but for recording prupuses, we still need to have a paper trail. Once it limits numerous files and folder, I think it can work.

There are a few main units that add value to the RD Learns process, and if we all played our parts, or knew the process intimately, then the execution can be flawless and efficient. Currently, there is a gap in the process, and I believe that if all the 'key' players were aware of the process and procedure intimately, then thsi will allow a greater error-free and easier process.

Our company is a global entity. I would want RD Learns to be a companywide program, where we are all afforded with similar opportunites and shared goals. If the executors of this program continues to work in cohesion, then I know that we will achive our global learning vision.

I don't want the process to be like this. I want to be able to answer most, if not all questions related to RD Learns. Because this process is new, there are still a few questions I am still unable to respond effiiently to all questions in a timely manner.

Our company is a global entity. I would want RD Learns to be a companywide program, where we are all afforded with similar opportunites and shared goals. If the executors of this program continues to work in cohesion, then I know that we will achive our global learning vision.

I don't want the process to be like this. I want to be able to answer most, if not all questions related to RD Learns. Because this process is new, there are still a few questions I am still unable to respond effiiently to all questions in a timely manner.

This is what I don't want. The image of loads of files and paper is a huge turn off for me, in executing and managing a process for a technology company. I have tried to limit the amount of paperwork that is involved with the RD Learns process, but for recording prupuses, we still need to have a paper trail. Once it limits numerous files and folder, I think it can work.

There are a few main units that add value to the RD Learns process, and if we all played our parts, or knew the process intimately, then the execution can be flawless and efficient. Currently, there is a gap in the process, and I beleive that if all the 'key' players were aware of the process and procedure intimately, then thsi will allow a greater error-free and easier process.

There are quite a few persons who have not yet fully appreciated the RD Learns opportunity. This picture to me, can illustrate those persons who are yet to discover the joys of this opportunity.

RD Learns allows persons to obtain things they weren't able to acheive on an individual basis (may have been a financial constraint on them). Being able to now release one's true potential creates a sense of adventure. This picture shows adventure, freedom and safety - which encompassses the gist of the RD Learns program.

Name: M.P.
Position: Business Manager
Age: 29
Background: Veteran employee at RD JA, recently appointed as Business Manager.

the cost of the item...foreign currencies, exchange rates

deadlines for payments, signing up, date to repay, ad

paperwork associated

ome is awesome

how payments are made

deadlines for payments, signing up, date to repay, adding to the accounting system

afterwork traffic means home time...home is awesome

by gregvirtucio

paperwork associated

the cost of the item...foreign currencies, exchange rates

how payments are made