FA 09	**CSCW** **Designing Computer Support for Cooperative Work**

Faculty

Department School of Information Science and Learning Technologies
http://sislt.missouri.edu

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Class Meetings No on-campus meetings . CSCW is supported by the Zone. You can learn more about the Zone and its facilities and services at:
http://zone.missouri.edu

Office Hours (meetings only by appointment)

Course Description

Computer Support for Cooperative Work (CSCW) is a branch of the field of Human-Computer Interaction (HCI). Essentially CSCW is concerned with HCI when more than one user is involved. Groupware and systems for Communities of Practice are the names given to systems that support groups of people engaged in common practices. Designing CSCW serves organizational goals for improved learning and practice. CSCW is (1) the study of the use of the tools and methods of groupware and communities of practice, including their psychological, social and organizational effects, and (2) the work of designing and developing improved tools and methods.

CSCW addresses the questions of how do people work together and how computers can participate and augment that work. CSCW includes technology for communication, information sharing, and coordination of work and supports work in real time and asynchronous modes. CSCW researchers and developers address the socio-technical aspects of how technology mediates work practices in teams and small groups, in organizations, and in broad communities of practice. There are a number of mature technologies and uses in CSCW including email, messaging and forms of file sharing, emerging technologies and uses including shared workspaces, blogs and wireless appliances, and future systems including ubiquitous access, high bandwidth and new forms of social interaction.

Through the use of readings, examples, activities, and discussions students will develop an understanding of CSCW and design competencies. Through a class project each class member will test and improve their knowledge about CSCW and their design competencies for usability and interactivity.

The key objectives of the course are that students:

- will become familiar with key applications, technology, studies and community resources of CSCW.
- will know approaches for undertaking the forms of field studies commonly used in CSCW research and product design.
- will know approaches for designing CSCW applications.
- will apply their knowledge of CSCW field studies and design to the design and prototyping of a CSCW application.
- will know and practice methods of evaluation for CSCW.

Prerequisites

No prerequisites

Organization

The course is offered online using (1) Sakai (Sakai - is an intranet for communication and collaboration), (2) an activity-based model of instruction, and (3) the ZONE to support technical and technological implementation.

Sakai is an intranet and requires students to have an id and password. The intranet allows the class members to have secure and convenient methods of communication and collaboration. Sakai provides discussion boards, chat, messaging, online file storage and sharing. Students who are new to Sakai should invest time during the first day in learning the tools and becoming proficient with its use.

https://sakai.missouri.edu/portal

The activity-based model of instruction starts from the premise that students don't learn because the instructor does some activity, they learn through their own activity. The instructor designs activities for students, students undertake these activities (sometimes independently and sometimes in collaboration with others), and then through a combination of instructor feedback, interaction with the objects they make or encounter in the learning, self reflection and peer critique students make sense of their activity and what they have learned. As a student, your responsibility is to take on each activity by first making sense of the assignment, by thinking through what you already know about the topic or issue, by building a plan and timeline for how you will work on the assignment, by completing assigned products and artifacts on time, by reflecting on what you have accomplished and by relating what you know at the end of the assignment to what you understood prior to the activity. While doing the assignment there will be many resources available to you. First and foremost is the class discussion board for the given activity. Use the board to ask questions and seek help, but also use it to share insights and discuss the work with your fellow students. Articulating your work and discussing it with others is a key part of the learning process so don't just work in isolation. Take advantage of the fact that you are in a class with bright and talented people like yourself.

This class is setup as a set of modules to build knowledge about CSCW and interactive design. In general the modules provide a guide for your work of examining issues in CSCW and developing knowledge and competencies for design. You will be expected to work independently and to work collaboratively

with classmates.

The physical ZONE, located in the Mezzanine level (top level) of the Reflector in Townsend Hall on the University of Missouri-Columbia campus, has hardware, software, documentation, books and other resources you can use while taking a ZONE course. Only students taking a ZONE course have access to the resources of the ZONE. If you are working from a distance you will have to supply your own tools and other resources to complete the work required for the course. If you are at a distance, but close enough to make a trip to the MU Campus, you could use ZONE resources for a particular task such as burning a DVD or editing a video clip. Those students who cannot make it to the campus will use the virtual zone to get help. The ZONE mentors are a collection of knowledgeable people who are available to help you with any technical issues you are having using SNS or other course related tools and to help you with technology design or development issues. For example, if you want to use Flash to prepare a product for meeting a course assignment and you need a knowledgeable person to ask questions of or someone to help you solve a problem, you can call a zone mentor. Mentors are available for over 40 hours per week of support to ZONE students. See http://zone.missouri.edu/support/support.html

Text

No textbook. All required readings will be provided in or linked to from the class worksite.

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Course Activities & Evaluation

The course consists of 8 modules. In general each module has a set of activities, readings and discussion topics.

MODULES consist of:

1. Students will have reading assignments and internet-based resources to review. In general students are expected to review the materials early in the period they are assigned so that the review of the materials can be a part of the activity discussion.
2. Each Module will have a question (or questions) for discussion on the Module Discussion Board. Students are expected to make substantive contributions to the discussion during each module.
3. In general modules require students to complete a set of activities and submit some form of a product. Instructions for each Module will be found online.

EVALUATION

The semester grade will be based on completion of modules, which includes submission of work products and participation in discussions. The course has a number of modules and activities within modules that require collaboration with other students. Working with classmates is a great resource for learning, but can also be challenging in online courses. You are responsible and accountable for working effectively and constructively with classmates.

Students will complete 8 **Modules** (5 to 20 points each). See the course schedule for the point value of each module.

The final grade will be based on total points accumulated during the semester.

Grades will be based on the following scale:

A - 90 to 100 : B - 80 to 89 : C - 70 to 79 : D - 60 to 69 : F - 00 to 59

Disabilities and Accommondation

If you need accommodations because of a disability, if you have emergency medical information to share, or if you need special arrangements in case the building must be evacuated, please inform me immediately. *To request academic accommodations (for example, a note taker or extended time on exams), students must also register with the Office of Disability Services (http://disabilityservices.missouri.edu), S5 Memorial Union, 882-4696. It is the campus office responsible for reviewing documentation provided by students requesting academic accommodations, and for accommodations planning in cooperation with students and instructors, as needed and consistent with course requirements. For other MU resources for students with disabilities, click on "Disability Resources" on the MU homepage*. Another resource, MU's Adaptive Computing Technology Center, 884-2828, is available to provide computing assistance to students with disabilities.

The above statement is the standard statement required by the University...which may not apply to your situation if you are taking this course at a distance. If you have a disability that you feel requires special accommodations relative to this course, please contact me and I�ll try to help.

Academic Dishonesty

Academic honesty is fundamental to the activities and principles of a university. All members of the academic community must be confident that each person's work has been responsibly and honorably acquired, developed, and presented. Any effort to gain an advantage not given to all students is dishonest whether or not the effort is successful. The academic community regards academic dishonesty as an extremely serious matter, with serious consequences that range from probation to expulsion. When in doubt about plagiarism, paraphrasing, quoting, or collaboration, consult the course instructor.

In general I want you to learn from your classmates work so I encourage you to use the file sharing environments of our online system to review the work of others. Two good rules of thumb are to always complete your own work first before reviewing the products of others, and if in reviewing the work of a classmate you see a good idea that causes you to improve your own work�.cite the classmates work. For example, �after reviewing Bob Smith�s usability report I realized the importance of providing screen shots of user error conditions so I have included those with my report.� If you have any questions about how to handle any situation or when in doubt�� consult the course instructor.

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Schedule

Week	Points	Modules
1. 8-24	10	**Module 1**: **Getting started with CSCW**: understanding cooperation. Review the syllabus and course requirements.
2. 8-31		Continue module 1
3. 9-7	10	**Module 2**: **Conceptual framework** for CSCW and interaction design.

4. 9-14		Continue module 2
5. 9-21	15	**Module 3**: What is CSCW? Review examples and identify approaches.
6. 9-28		Continue module 3
7. 10-5		Continue module 3
8. 10-12	15	**Module 4: Coordination Support**
9. 10-19		Continue module 4
10. 10-26	15	**Module 5: Shared Workspaces**
11. 11-2		Continue module 5
12. 11-9	15	**Module 6: Sociality**
13. 11-16		Continue module 6
14. 11-23		Thanksgiving..no class assignment
15. 11-30	15	**Module 7: Evaluation and understanding**
16. 12-7		Continue module 7
17. 12-14	5	**Module 8: Review and Reflection**
		Final Exam Week - no exam
		Last week for submitting all course work