Design, Learning, and Collaboration

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Things to Remember

Gerhard Fischer and Leysia Palen
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Intersection of Design, Learning and Collaboration and their Changing Nature through New Media
Design Themes

- Human-Computer Interaction
  - Human-computer dyad

- Software Design
  - Computational
  - Cognitive artifacts

- Computer Supported Cooperative Work
  - Organizational impact

- Artificial Intelligence
  - Knowledge systems

- Cognitive Science
  - Descriptive foundations

- Information Access and Delivery
  - Creation and use of externalized information repositories

Design
Information — Do We want More or Less?

• Herbert Simon:
  - “If computers are to be helpful to us at all, it must not be in producing more information—we already have enough to occupy us from dawn to dusk—but to help us to attend to the information that is the most useful or interesting or, by whatever criteria you use, the most valuable information.”

  - “Information consumes human attention, so a wealth of information creates a poverty of human attention. Design approaches suitable for a world in which the scarce factor is information may be exactly the wrong ones for a world in which the scarce factor is attention.”

• approaches to tackle the information overload problem
  - avoid “dumping” even more decontextualized information on people ---->
    make information relevant to the task at hand (e.g., push technologies should be based on some kind of “demand”

  - say the ‘right’ thing at the ‘right’ time in the ‘right’ way
Learning Themes

• “traditional” forms of learning
  - instructionism (teacher-centered)
  - fixed curriculum
  - memorization
  - decontextualized learning
  - knowledge transfer

• “new” forms of learning
  - lifelong learning
  - self-directed learning
  - integration of working and learning
  - learning on demand
  - organizational learning
  - collaborative learning
  - (intrinsic) motivation
  - collaborative knowledge construction
  - learning about computers -----> learning with computers
Collaboration Themes

• transcending the individual human mind ----> distributed cognition
  - exploiting the “symmetry of ignorance”
  - with humans
  - with artifacts / things

• collaborative work practices
  - develop around high-functionality applications
  - power-users and local developers develop

• computer-supported cooperative work
  - indirect, long-term collaboration
  - support community of practice with human problem domain interaction
Fundamental Difference between Printed and Computational Media

**print media:** a fixed context is decided at design time

**computational media:** decision at use time can take advantage of contextual factors only known at use time (e.g., dynamic forms, dynamic websites, ......)

**challenge:** articulation of contextual factors at use time (about tasks, users, social systems,......) — end-user programming, specification sheets, usage data, ......
## Design, Learning and Collaboration

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<td>Intelligent Tutoring Systems, Interactive Learning Environments</td>
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Systems

• Envisionment and Discovery Collaboratory

• Dynasite
  - Dynagloss
  - Community Space

• Sources

• Experts Exchange, Gamelan, Linux
Themes

• beyond “gift-wrapping” ----> on demand, interpretation, contextualization, simulation, critiquing, behavior
  - Jerome Bruner: “Old wine does not improve for being poured into different shaped bottles .”
  - Peter Drucker: “There is nothing so useless as doing efficiently that which should not be done at all.”

• beyond access ----> informed participation
  - one of the major roles for new media and new technologies is not to deliver predigested information to individuals, but to provide the opportunity and resources for social debate and discussion