COLLABORATION (COMMUNICATION)

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BEYOND BEING THERE

Learning goals

■ Understand the concepts of being there and beyond being there
■ Dive into the needs of people for communication
■ Discuss examples of beyond being there
April 20, 1964: Picturephone Dials Up First Transcontinental Video Call
Being There

- Face-to-face conversation
- With increase of distance, collaboration fall off
- Some interactions seem to only work when face-to-face
- Create systems that allows the same richness and variety of interaction
Demo: Being there (video)
Measure

- **Social presence**
  - Awareness
- **Information richness**
  - Reproduce the info
Discussion: a sense of being there

- Can you think of new communication devices that have brought us closer to being there?
- Groups of 2-3, 2mins
Close enough?

■ Face-to-face vs. an imitation
Discussion: Difference always remain

- What are some characteristics of face-to-face interaction that could not be imitated using technology? (example = smell)
- Groups of 2-3, 2mins
Crutch and shoes

■ To be better than being there?
Beyond Being there
Factors of Human Communication

■ Needs
  - Requirements, independent of medium
  - Cue variety, feedback, turn taking, simultaneously...

■ Media
  - Mediates communication

■ Mechanisms
  - Ways of meeting needs, afforded by the medium
Discussion: What’s wrong with reality?

□ Can you identify NEEDS which are not ideally met in the medium of physical proximity (face to face).

□ Groups of 2-3, 2mins
Examples

- Email communication
- Ephemeral interest groups
- Meeting others
- Anonymity
- Semisynchronous Discussions
What’s more...

- Clarity
- Feedback
- Archive
Discussion: communication at a distance is better!

- What things have happened since then that are successful examples of going beyond being there (i.e. examples of the paper's vision coming true)
- Groups of 2-3, 2mins
Thank you