

Artefact-Mediated Awareness

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Technological and physical artefacts play an important role in communication and coordination. Because of its physical and material properties (content, appearance and disposition) an artefact can serve as a carrier of information in coordinative activities. In the case of computer mediated communication (CMC), these artefacts can be seen as traces, cues and modifications of different activities of remote or co-located users, which can lead to supporting awareness in remote or co-located environments. Two cases are described here that use artefact-mediated awareness.

Case 1: Panorama - Supporting Playfully-mediated Social Awareness in Work Environment

- Panorama is an intelligent, artistically-inspired large screen display in the staff room of an academic work environment that allows asynchronous mediation of social awareness.
- The goal of Panorama is to enhance social awareness by providing interpersonal and rich information related to staff members and their everyday interactions in the department.
- We used design methods such as observations, contextual inquiry and cultural probes to understand the current and aspired patterns of social interactions within the department.
- The Panorama prototype is implemented as a large screen display, which works as a technological artefact for mediating social awareness within the department.
- Through sensors, Panorama captures 'interesting' information regarding social activities happening in the department in video and still image forms. Additionally, staff members can submit their personal information such as interesting papers or books, holiday cards, announcements, personal interests and so on to Panorama.



Case 2: AMIDA - Supporting Remote Awareness and Participation in Meeting Practices (work-in-progress)



Meetings are inherently embodied in the everyday work life. In addition to talking and listening, meetings involve a wide range of physical activities such as writing meeting-notes, drawing, demonstrating, and so on, involving several digital and physical artefacts such as computer (laptop), projector, screen, pen, paper, and many others.

Within the AMIDA project, we are focusing on designing technologies to support meeting practices.

Using ethnographic methods, we plan to, first, investigate what role these artefacts play in supporting remote awareness and coordinating meeting practices. And, secondly, we plan to implement an interface that support remote awareness and help coordinating meeting practices.

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