**Task:**
Form groups of 3-4 people. Assign a role to each person in your group and provide them with the appropriate handout. (e.g. the Designer should have the “Designer” handout)

**Roles:**
- Business CEO (1 per group)
- Designer (1 per group)
- Observer (1 to 2 per group)
What were some distinguishing characteristics of the conversation?

Was there a clear purpose and direction to the conversation?

How did the Interior Designer’s phrasing of questions impact the CEO’s response?

Did you feel like certain information was more useful than other information?
October 13th, 2014

Scottie-Beth Fleming & Alexandra Coso
Design Team

Subsystem 1 Designers
Subsystem 2 Designers
Design Management

Stakeholders

Users
Maintainers
Operators

MultiTeam System

different teams of individuals mutually rely on resources provided by the other teams to contribute toward a final design solution
MultiTeam System


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MultiTeam System

different teams of individuals mutually rely on resources provided by the other teams to contribute toward a final design solution

Design Team

We had to work with the camp management, and try to figure out what their needs were

Stakeholders
Information Sharing

the collective exchange and utilization of knowledge and expertise previously held by a limited number of group members
Design Team

In terms of safety, is there a concern if the child would need to be evacuated from the tree house quickly?

Information Sharing

the collective exchange and utilization of knowledge and expertise previously held by a limited number of group members

...that's going to impact the width because we want to make sure that [they can] pass another wheelchair without having to back up.
Characterize Designer/Stakeholder Interactions and Analyze Impact on...

- **Quality** of Information Sharing
- **Cooperation** between designers and stakeholders
- **Structure and flow** of design reviews and team meetings
How does the information exchanged relate to the meeting purpose?

At the end of the design process, what gaps in understanding did the novice designers have?

What is the evolution of the conversation after an information request?

What mediums do the teams use to request or exchange information?
### Coding scheme adapted from Collaborative Learning Conversation Skill Taxonomy (Soller, 2001)

<table>
<thead>
<tr>
<th>Request</th>
<th>Exchange</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information-based</td>
<td></td>
</tr>
<tr>
<td>Ask 'What', 'When', 'Where'</td>
<td></td>
</tr>
<tr>
<td>Elaboration</td>
<td></td>
</tr>
<tr>
<td>Requests to expand information, add more detail</td>
<td></td>
</tr>
<tr>
<td>Clarification</td>
<td></td>
</tr>
<tr>
<td>Ask 'Why' or 'How'</td>
<td></td>
</tr>
<tr>
<td>Justification</td>
<td></td>
</tr>
<tr>
<td>Why questions associated to someone’s perspective or opinion</td>
<td></td>
</tr>
<tr>
<td>Opinion</td>
<td></td>
</tr>
<tr>
<td>Ask for someone else's opinion</td>
<td></td>
</tr>
<tr>
<td>Illustration</td>
<td></td>
</tr>
<tr>
<td>Asking to physically show an example</td>
<td></td>
</tr>
<tr>
<td>Elicit</td>
<td></td>
</tr>
<tr>
<td>Statement that is NOT a question and would otherwise be coded as elaboration or justification</td>
<td></td>
</tr>
<tr>
<td>Rephrase</td>
<td></td>
</tr>
<tr>
<td>Repeating the same thing without new information</td>
<td></td>
</tr>
<tr>
<td>Lead</td>
<td></td>
</tr>
<tr>
<td>Evidence of taking control of the conversation, tasks, or project</td>
<td></td>
</tr>
<tr>
<td>Suggest</td>
<td></td>
</tr>
<tr>
<td>One thought or sentence with an alternative or choice</td>
<td></td>
</tr>
<tr>
<td>Elaborate</td>
<td></td>
</tr>
<tr>
<td>New information embedded in old information. Includes illustrations if text is elaborating on the artifact being displayed</td>
<td></td>
</tr>
<tr>
<td>Explain</td>
<td></td>
</tr>
<tr>
<td>New objective information</td>
<td></td>
</tr>
<tr>
<td>Justify</td>
<td></td>
</tr>
<tr>
<td>Why something was mentioned or suggested</td>
<td></td>
</tr>
<tr>
<td>Assert</td>
<td></td>
</tr>
<tr>
<td>Opinion statement or a statement of agreement/disagreement</td>
<td></td>
</tr>
<tr>
<td>Inadequate</td>
<td></td>
</tr>
<tr>
<td>Inadequate information or response that evades directly answering the question. Using humor to deflect.</td>
<td></td>
</tr>
<tr>
<td>No Info</td>
<td></td>
</tr>
<tr>
<td>Can't provide the requested information</td>
<td></td>
</tr>
</tbody>
</table>
Meeting Purpose

Clarify issues about the project

Opening Question: “What are you worried about happening most?” – Jackie, Novice Designer

ATTENDEES

4 Students, 1 Facilitator, and 1 Stakeholder
“They also said, um, so a lot of campers wanted to have windows…Should that be something we should look into?” – Jackie, Novice Designer

Code: Opinion Request

“I would say it depends on, depends on what kind of window…” – Todd, Stakeholder

Code: Inadequate

“…that’s what I was kinda thinking.” – Jackie, Novice Designer

Code: Assert

“…So it depends on, you know, are you talking about a window down to here? [making a hand gesture of height]” – Todd, Stakeholder

Code: Elaborate

ATTENDEES
4 Students, 1 Facilitator, and 1 Stakeholder

MEETING PURPOSE
Clarify issues about the project

MEETING TOPIC
Access Prevention & Safety

THEMES
Limiting effects of types of requests on information shared
Design walkthroughs and the use of boundary objects to support information sharing
Meeting Purpose

“So now, we just roughly see what the other group member thinks and get some inspiration and get more sketches and find out what problem we may face.” – Jia, Novice Designer

Attendees
All Novice Designers & Facilitators
“So my idea with this...basically, just having a ramp kind of wrap around an entire space...”
- Naomi, Novice Designer

“Like a spiral” – Jia, Novice Designer

“So I’ll just piggyback...I just thought it was a cool concept, but then I didn’t know if it should be square, if the corners are easier for them to push off someone told us that they grab that, and then they can turn easier, or if it should be a circle...” - Jackie, Novice Designer

“I have one suggestion....So maybe each turn point, I make something fun at the turn point...”
- Jia, Novice Designer

**Attendees**
All Novice Designers & Facilitators

**Meeting Purpose**
Get input from group members, brainstorm more ideas, and raise any potential issues.

**Meeting Topic**
Ramp Design

**Themes:**
Alignment between Meeting Purpose and Information Sharing Strategies

Open information sharing contributed to aligned understanding of potential stakeholder considerations
types of requests

alignment of information sharing strategies and meeting purpose

design walkthroughs & boundary objects
- Utilize specific enablers for open information sharing
  - Boundary objects
  - Design walkthroughs
  - Aligned meeting purpose and information sharing strategies

- Limit oversharing information

- Embed reflective practices into HCD
Thank you to Robin Adams and colleagues for coordinating and collecting the shared data set and for organizing this symposium.

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