

User Engagement in VREs

Securing Commitment

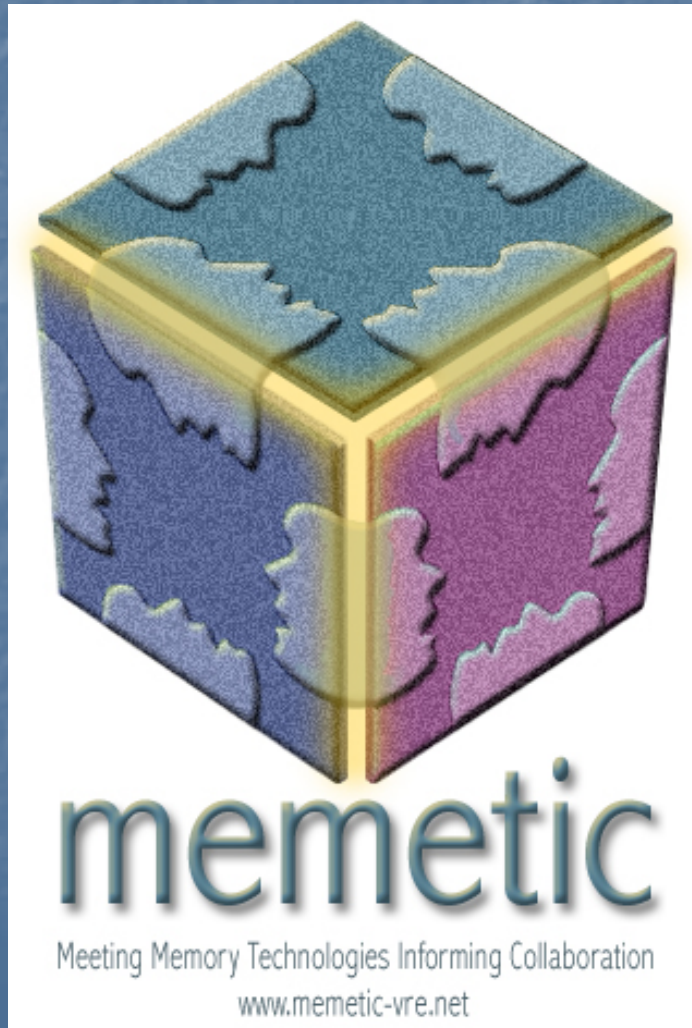
Supporting Work

Ensuring Futures

The Talk in One Slide

- Describe user involvement in the JISC-funded Memetic project
- Draw out some issues
- Suggest some pitfalls and ways to avoid them
- Look at the ways VREs can support work

Memetic Project



- Project partners

MANCHESTER
1824



Aims

- Memetic - Meeting Memory Technology Informing Collaboration
- Enabling annotated recordings of distributed Access Grid meetings
- Allow review of those meetings by navigation through index points of key moments
- Extended use – more than meetings – seminars, performance art, virtual ethnography

Compendium icons

Agenda item

"Now bar"

People speaking

VCR-type controls

Compendium Meeting Interface

Agenda: 2.0 Memetic interface mockup (Clara's email of 14 Dec)

Speakers: Ben Jubly, Michelle Bachler, Simon Buckingham Shum, Ben Jubly, Clara Mancini, Danus Michaelides, Andrew Rowley, Roger Slack

Participants: Michelle Bachler, Simon Buckingham Shum, Ben Jubly, Clara Mancini, Danus Michaelides, Andrew Rowley, Roger Slack

Video: Playing

Group Sync: Office (Online)

Mode: Master (Slave)

Receiving: Yes (No)

sync_node create_node

Memetic Meeting Replay

Agenda: ESNW and MC Seminar: Virtual Environments Spinning 20 Years

Date: 15 Nov 2006, 12:40

Participants: (sites)

Agenda: Compendium, ScreenStream, Compendium

Video: Playing

Group Sync: Office (Online)

Mode: Master (Slave)

Receiving: Yes (No)

sync_node create_node

RATaC (Rapid Assessment of Tasks and Context) A "First Iteration" TNA

HUMAN FACTORS TASK & CONTEXT ASSESSMENT

Technology Appropriateness For ISD

Memetic Meeting Replay

Agenda: 4:0 Improv's Compendium

Date: 22 Jun 2006, 14:03

Participants: Rob Bristow, Simon Buckingham Shum, Mohaz Daw, Angela Pirooni, Andrew Rowley, Roger Slack

Video: Playing

Group Sync: Office (Online)

Mode: Master (Slave)

Receiving: Yes (No)

sync_node create_node

memetic MEETING MANAGER

book meeting record meeting replay meeting

- Choose meeting
- View meeting details and get relevant documents
- Choose map to view
- Get ready to map the meeting
- Choose virtual venue server...
- Specify streams port
- Start meeting replay

Memetic Project Meeting

Description: Memetic Project Meeting

Date: 14 June 2006

Time: from 10:16 to 11:08

Participants: Ben Jubly - ECS, University of Southampton; Danus Michaelides - ECS, University of Southampton; Roger Slack - Roger Slack Office; Mike Daw - Room 1.10, University of Manchester; Andrew Rowley - Room 1.10, University of Manchester; Michelle Bachler - Simon Buckingham-Shum Office; Simon Buckingham-Shum - Simon Buckingham-Shum Office

Items on agenda: 1. Software release & Compendium startup; 2. Falling bug; 3. User evaluation; 4. PABP event; 5. NCA55 conference; 6. AOB

Relevant documents: Screen - z2ogund@MONICA (00:49:53); Video - KM, Open University, UK (Video) (00:51:19); Audio - KM, Open University, UK (00:51:19); Audio - Manchester Uni (ESNW) (00:51:19); Video - Manchester Uni (ESNW) (00:51:19); Video - Manchester Uni (ESNW) (00:51:19); Video - Manchester Uni (ESNW) (00:51:19)

Streams: [x] Screen - z2ogund@MONICA (00:49:53); [x] Video - KM, Open University, UK (Video) (00:51:19); [x] Audio - KM, Open University, UK (00:51:19); [x] Audio - Manchester Uni (ESNW) (00:51:19); [x] Video - Manchester Uni (ESNW) (00:51:19); [x] Video - Manchester Uni (ESNW) (00:51:19); [x] Video - Manchester Uni (ESNW) (00:51:19)

Specify streams port: 10000 (required for local replay only)

Start meeting replay: [PLAY] [STOP]

End User Partners

- The Open Middleware Infrastructure Institute
- The National Centre for e-Social Science
- The Welsh e-Science Centre
- PARiP at The University of Bristol
- Centre for Excellence in Enquiry Based Learning, University of Manchester
- The National e-Science Centre, University of Edinburgh
- The Freeman Centre, at the Universities of Sussex and Brighton
- The History of Political Discourse VRE at the Universities of Hull and East Anglia.

The Philosophy

"Designers interested in augmenting or replacing current artefacts (...) do well to understand how they work, as well as what their limits are. In addition, those interested in supporting the design of modifiable artefacts do well to understand the everyday processes of modification (....) Design realism can be achieved, we believe, through new methods for understanding the organization of work practice in detail."

- Suchman and Trigg 1991, quoted in Anderson, 1996.

Long-Term Engagement

- Diversity of end user partners and uses – how do they get what they want?
- Active involvement of all project partners
- Emphasise that requirements not one off process: benefits of a long engagement
- Strategy of end user workshops and ethnographic observation of work – co-realisation as development strategy

Lessons Learned

- Keeping end users involved over the lifetime of the project is key
- Design around what people know and use
- Need to:
 - secure buy-in from front line users
 - Need to see place for Memetic in their work
 - Support users through the learning curve

Avoiding Pitfalls

- Enfranchisement - end users must see what benefits accrue from being involved in projects
- Hypothecation – some funds must be set aside to buy out end user partners to use Memetic and to become ‘champions’ within partner sites

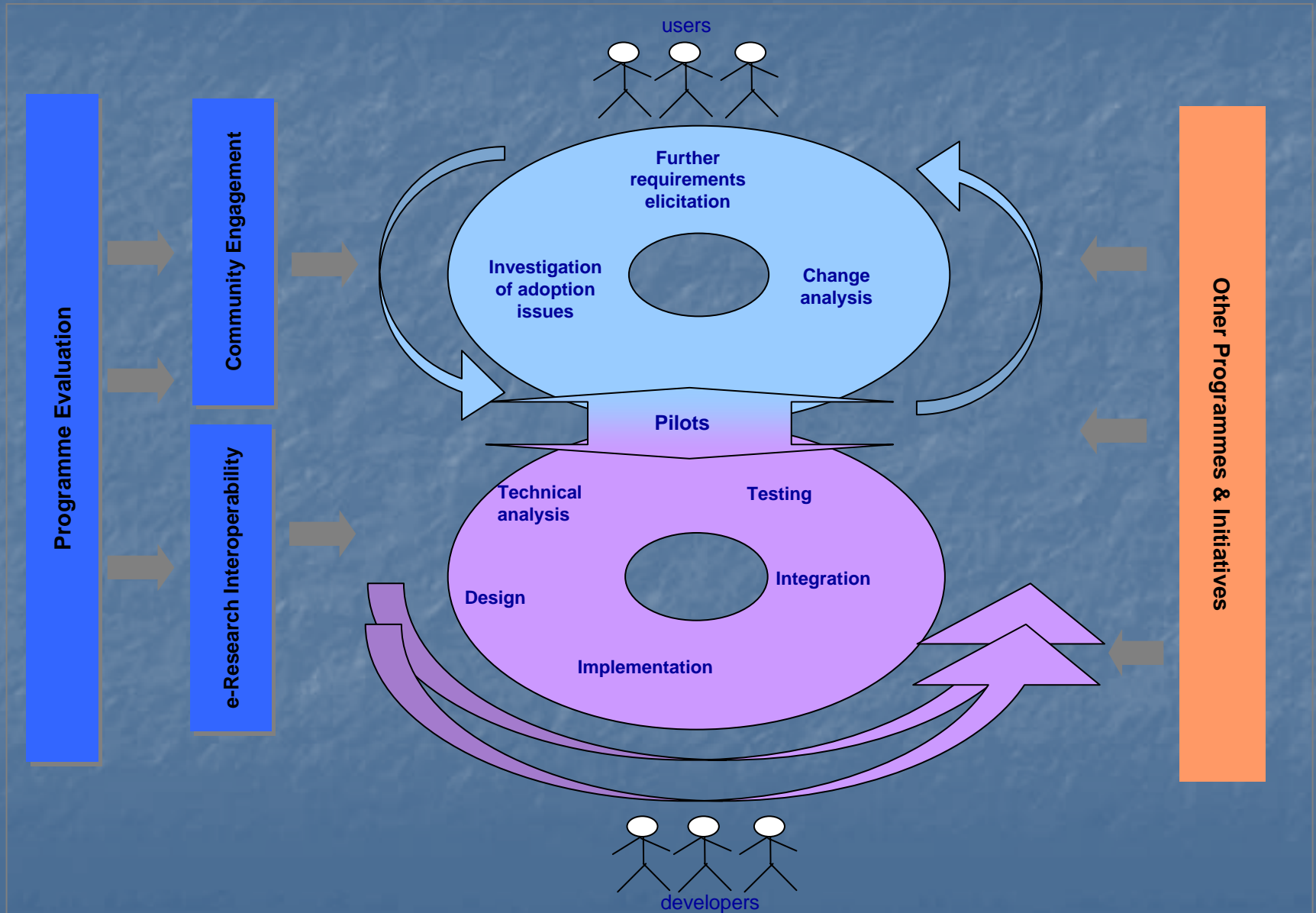
Avoiding Pitfalls

- Synergy – end users see the benefit of Memetic for their own work on other projects and use it within what becomes a hybrid framework.
- Long-term engagement is key – co-evolution of technologies and imagination
- Multi-level strategy – but not a magic bullet

Seeing the Potential

- One end user suggested that the project was akin to being on a runway, building up the momentum to take off and that uptake would happen *"now that we have seen what it can do, we've got over the AG and can get on with [Memetic]"*

VRE2 Approach



Futures

- Collaborative Research Events Pilot for National & Institutional VRE's
- Partners:
 - E-Science North West, University of Manchester
 - Institute for Learning and Research Technology, University of Bristol
 - Intute (multiple institutions)
 - Institute of Health Sciences, University of Manchester
 - SIGGRAPH UK Professional Chapter, Eurographics UK Chapter

- Builds on the success of two Phase 1 VRE projects, Iugo and Memetic
- End user involvement is key
- Develops and integrates them & embeds in a variety of authentic research settings, including Intute, and the Institute of Health Sciences
- Integration enables capture of the scholarly communication at research events (e.g. conferences and workshops)

- Creates lasting research resources from often ephemeral material
- Integration and development of Iugo and Memetic enables presentations to be recorded and automatically annotated to become discoverable in context
- Also propose to integrate complementary portlet applications to provide users added value access to associated research portlets.