

Last Name	First Name	Matriculation Number

Exam CSCW

June 22nd, 2017

You have **90 minutes** to work on the exam. You can reach up to **90 points**. The information on points provided with each question gives you a hint on how much time you should invest to write an answer.

You can give the answers to the exam tasks either in English or in German. **All your answers must be in one and the same language throughout the whole exam.**

Do not use your own paper sheets, but only the ones provided in the exam.

Please, put your last name on **each** paper sheet.

If you need to make any assumptions, highlight and/or describe them accordingly.

Good luck!

Section	1	2	3	4	5		Σ
Points possible	12	18	20	24	16		90
Points reached							

Last Name

Section 1:
Research Perspective
on Collaborative Technologies
 (12 points)

Question 1.1
 (12 points)

Collaborative software addresses a whole range of scenarios, in which people can cooperate. Research proposes to classify those scenarios and their respective technologies along the dimensions of time and place.

Fill out the gaps in the model below. Where possible, refer to the specific software systems presented in the lecture or in the exercise. Do not forget to explain the meaning of terms printed in italics.

	<i>Synchronous</i>	<i>Asynchronous</i>
	=	=
<i>Co-located</i> =	a. b. c.	Electronic work shifts book
<i>Distributed</i> =	a. b. c. Clearboard	a. b. c.

Last Name

Section 2:

Supporting Advisory Service Encounters

(18 points)

Consider the following: In the lecture, we extensively discussed several systems designed to support advisory services (citizens' advisory service, travel advisory service, financial advisory service, burglary prevention counseling, etc.). In your first homework, you worked with data from mortgage advisory services in an IT-supported and pen-and-paper setting. While there is a substantial improvement in designing systems for advisory services and some are applied in practice (as in the burglary prevention), still many institutions and advisors are reluctant to employ modern technologies in their encounters and stick to paper.

Question 2.1

(10 points)

Discuss the persistence of paper while addressing paper's advantages over single display groupware and/or advisors' concerns regarding modern technologies. List and shortly explain four different reasons for paper and pen remaining the dominant technologies in current advisory service encounters.

1.

2.

3.

4.

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Question 2.2

(8 points)

Nevertheless, traditional, pen-and-paper advisory service encounters have several problems: (1) advisors need to spend additional time to input the client's data and the recommendation into a system for further processing by their institutions, (2) the documentation of the advisory process is scarce thus reducing potential for regulation, quality management, and standardization, (3) clients expect modern and digitalized services connected seamlessly with other communication channels (e.g., their e-banking or travel booking system).

Propose and describe a solution which enables to connect the advantages of pen and paper with the advantages of a digitalized service. What technologies do you employ for your solution to work? List the advantages of paper and the advantages of IT that your solution combines.

Page intentionally left blank.

Indicate the number of the question you are answering below.

Last Name

Section 3:

Addressing Negative Group Effects with and without IT

(20 points)

Background story: ICU decided to organize a brunch in the Mensa at the IFI, where ICU members and IFI students can meet potential employers from the nearest neighborhood (Credit Suisse, AXA, Sympany, etc.). Todd, Lisa, and Bart were designated to organize the brunch. We join these three students when they meet in a workshop room to discuss potential catchy names for the brunch. Read the excerpt from their discussion to answer the questions in this section.

```

1  @Begin
2  @Languages:    eng
3  @Participants: BART Student, TODD Student, LISA Student
4  @Options:      CA
5  @ID:    eng|icu-corpus|BART||male|||Student|||
6  @ID:    eng|icu-corpus|TODD||male|||Student|||
7  @ID:    eng|icu-corpus|LISA||female|||Student|||
8
9  *BART:  oh: c mon lisa (.) goon wit yo stu:ff
10 %act:   BART rests his head on both hands, TODD sits straight at his table,
11         LISA stands next to the whiteboard with a pen in her right hand
12 %fac:   BART rolls his eyes, LISA lowers eyes
13 *LISA:  well: we ve ga- gahterd here to discuss ʌdee ʌnames
14 *TODD:  [yea]
15 *BART:  [yaw]
16 %act:   BART does as if he was yawning, TODD does not move, LISA turns
17         towards the whiteboard and starts writing on it
18 *LISA:  let s ma:ke some suggestions (0.5) na:ch:ba:r:s:tre:f:ʌ
19 %act:   LISA writes down "Nachbarstreff" while spelling out each syllable
20 *LISA:  ʌ then (0.3) hhh. (.) i:n·fo:rma:a:ti:k·bru:u:nch
21 %act:   LISA writes down "Informatikbrunch" while spelling out each
22         syllable, TODD watches LISA writing, BART takes out a chocolate bar
23         out of his pocket and opens it while generating noise, TODD looks
24         shortly at BART then back at LISA
25 %fac:   BART looks at the chocolate bar and licks his mouth, TODD rumples
26         his face as if he was disgusted
27 *BART:  yuu: need to take food serio:usly (.) ʌlis
28 %act:   BART starts eating, LISA continues writing, TODD keeps smiling and
29         looks at LISA
30 *BART:  hmmmmmm: h- de:li'ciou:s]
31 *LISA:  lo:r ] we ca:n take ai:ci:u:·ga:r:te:n:pa:r:ty:
32 %act:   LISA writes down "ICU-Gartenparty" while spelling out each syllable
33         TODD claps his hands, BART chews such that others can hear it
34 *TODD:  bra:vo li:sa we have a ʌna:me h- yu: r n genius
35 *BART:  yu: r n genius (.) yu: r n geniusʌ
36 %act:   BART repeats TODD's words while chewing the chocolate bar and
37         smacking from time to time, BART moves his head from left to right
38         and back, LISA smiles first but then looks at BART and ripples her
39         forehead, TODD rotates his head from LISA to BART and back
40 *BART:  and wa:t about æ:nglish speakers (.) hum (.) ʌmiss ʌge:nius (0.5)
41         maybe: next do:r brunch ]
42 *LISA:  li go:t it] (.) tnext door tparty:
43 %act:   BART lays back, puts his legs onto the table in front of him, turns
44         his head towards the window, LISA notes down "ICU next
45         door party" on the whiteboard, TODD claps his hands
46 *BART:  yu: r n genius (.) yu: r n genius [% said in low voice]
47
48 @End

```

Last Name

Question 3.1

(6 points)

The collaboration between Lisa, Todd, and Bart has several problems. List and specify two unwanted group effects they encounter. Justify your choice by referring to specific behaviors from the above transcript (you can use line numbers for easier reference).

Negative Group Effect A:

Negative Group Effect B:

Question 3.2

(14 points)

In the lecture, we discussed options to prevent unwanted group effects. Propose and describe an IT-based solution and a non-IT solution to improve Lisa's, Bart's, and Todd's collaboration upon the catchy name for the ICU's brunch event. A solution may be, e.g., a software system with an adequate procedure, a technique using traditional materials (post-its, pens, etc.) or some software, a thinklet including information on when and how to apply it, a specific suggestion on how to redesign the meeting, etc. Justify your answer.

IT-based solution:

- ... helps preventing Negative Group Effect A, because...
- ... helps preventing Negative Group Effect B, because...

Non-IT solution:

- ... helps preventing Negative Group Effect A, because...
- ... helps preventing Negative Group Effect B, because...

Last Name

Section 4:

Engineering Collaboration in Large Groups

(24 points)


Consider the following: During the lecture and during homework, we introduced the collaboration engineering approach. It relies on the assumption that collaboration activities can be predefined and scripted in a way that (almost) guarantees for the desired output. We have extensively discussed the underlying concepts (six-layer model of collaboration, thinklets, facilitator) in the lecture and you had an opportunity to apply your knowledge in Homework 3. You, also, participated in a ThinkTank session. While taking together all your expertise from all those sources, please, solve the following tasks.

Background story: ICU at the University of Zurich organizes a meeting to plan their activities for the year 2018. From their previous experience, they know, that there are four time slots throughout the year where most students would attend to their events: always shortly after the beginning of the semester and, then, before the exams period. However, they have lots of ideas and all seem ingenious.

Question 4.1





(14 points)

Help ICU prepare a workshop to plan the year 2018. Annatina has already started preparing a plan for the workshop for the ICU management group – help her with specifying the plan.

Provide additional *justification* for your choices in the fields marked with .

If you are struggling with the collaborative behaviors, have a look at the set of relevant ThinkLets provided on the separate sheet of paper entitled “ThinkLets for Question 4.1” (no need to employ all provided ThinkLets; you are also allowed to create your own ThinkLets – to do so provide the *overview*, *inputs*, and *outputs*; you are also allowed to combine the ThinkLets to one collaborative behavior).

Last Name

Layer	Content		
Collaboration Goals	<i>To plan activities for 2018 and assure commitment from the team</i>		
Group Products	<i>A list of four events with highest marketing potential to be organized during 2018 with a preliminary assignment of responsibilities to team's members</i>		
Group Activities			<i>Preliminary specification of responsibilities</i>
Group Procedures	A 	<i>Reduce to 4 best ideas and Clarify them (especially with regard to marketing potential)</i>	B 
Collaboration Tools (conventional, non-IT)		<i>3 stickers per team's member to be distributed across ideas</i>	
Collaborative Behaviors		C 	D 

A  -

B  -

C  -

D  -

Last Name

Question 4.2

(10 points)

Annatina has made her plans without considering software tools and limited herself to post-its, pens, paper, whiteboard, etc. However, CSCW offers dedicated software systems for collaborative problem solving and decision taking.

- a. What are the main differences between Group Support Systems and Decision Enhancement Systems?
- b. Which of these system types better suites the ICU scenario in Section 4? Motivate your answer.

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Indicate the number of the question you are answering below.

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Section 5:

Social Networks

(16 points)

This section focuses on analyzing design principles of a growing social network called “meetup” (www.meetup.com). The basic idea of “meetup” is to bring together people sharing professional or leisure interests and facilitate offline group meetings between them – the offline meetings are called *meetups*. Groups of people who engage in a set of activities are called *meetup groups* in the jargon of the provider, people who engage in a group are *members*.

On the next pages, you will find four screenshots from the “meetup”. The screenshots feature the following:

- Figure 1: *search/suggestion page* entitled “Find a Meetup” (shown directly when you log in),
- Figure 2: a *meetup group home page* (the landing page of a meetup group including by default information on recent and upcoming meetups),
- Figure 3: a *meetup group reviews* (accessible via the meetup home page),
- Figure 4: a *member’s profile* (accessible via the meetup home page).


Look through the screenshots before answering the subsequent questions.



Section 5, Figure 1.

Search / Suggestion Page

Last Name


[Meetup](#) [Invite](#) [Get the app](#)





Find a Meetup

347 Meetups nearby

 within 50 miles of Zürich, CH

[Groups](#) [Calendar](#)

TUESDAY, MAY 30

4:00PM

DICX - DIGITAL INNOVATION FOR CUSTOMER EXPERIENCE
CXPA Switzerland: Customer Experience in einer Multichannel Welt
2 CX digital innovator going

6:00PM

ZÜRICH PRODUCT MANAGEMENT
Product Management Night #3 @UBS
9 Producteer going

6:00PM

BASEL PHOTOGRAPHY MEETUP - BPM
Texture Photography challenge
19 Photographers going

7:00PM

THE ZÜRICH PHOTOGRAPHY MEETUP GROUP
2nd portfolio review inspired by H. Cartier-Bresson's concept of decisive moment
6 Members going • 10 spots left!

7:00PM

EFFECTIVE ALTRUISM ZÜRICH
Screening "UNLOCKING THE CAGE" and Skype with Steven Wise
10 Effective Altruists going

8:00PM


ZÜRICH YOGA FOR ALL
Tuesday Sweat&Release with Florie
1 going

[All Meetups](#)
[My Meetups & suggestions](#)
[My Meetups](#)
[I'm going](#)

[Today](#)

May 2017

SU	MO	TU	WE	TH	FR	SA
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

 Export to...

WEDNESDAY, MAY 31

12:00PM

INTERNATIONAL LUNCHTIME TOASTMASTERS CLUB (ILTM)
International Toastmasters Lunch Club
6 Members and Guests going

6:15PM


WINTERTHUR STARTUP AND INNOVATION MEETUP
Ideate For The Next Big Thing
2 Mitglieder going

THURSDAY, JUNE 1

2:15PM

FREIES MALEN IN ZÜRICH . WECKE DEINE SCHÖPFERKRAFT.
Freies Malen am Donnerstagnachmittag. Die eigene Schöpferkraft wecken.
1 going • 1 spot left!


Last Name




Basel Photography Meetup

[Home](#) [Members](#) [Photos](#) [Discussions](#) [More](#)


[Join us!](#)




Basel, Switzerland
Founded Jan 18, 2014

Photographers	455
Group reviews	17
Upcoming Meetups	1
Past Meetups	65
Our calendar	

Organizers:


**Barbara,**
Matthias, Michael
and 1 more...

 [Contact](#)


We're about:

- [Photography Classes](#) · [Portrait Photography](#) · [Fine Art Photography](#) · [Amateur Photography](#) · [Location Photography](#) · [Digital Photography](#) · [Photography](#) · [Nature Photography](#) · [Landscape Photography](#)

People in this Meetup are also in:



The Basel Book Club
260 Book lovers



Webilea - Web Events Basel
587 Members

BPM the Basel Photography Meetup group is aimed at everyone who loves photography. People of all nationalities and languages are welcome, whether living in Basel or just passing through.

BPM shall be a place where knowledge and passion for photography will be shared, where we will explore new places and where we are having a good time together.


Everybody is welcome wheter you are a complete beginner, an advanced amateur or a pro.

I am always open for proposals from group members.

For more information, please have a look at the frequently asked questions [FAQ!](#)

Looking forward to meeting YOU all soon!

We're 455 Photographers




[Join us!](#)

Photography

[Upcoming \(1\)](#) [Past](#) [Calendar](#)

Texture Photography challenge

[Basel Bahnhof SBB Meeting Point](#)
Basel SBB, Basel ([map](#))



The topic of this meetup is about searching for textures in street photography. Texture photography goes hand-in-hand with Patterns. These are the simplest ways to catch...

[Learn more](#)

Hosted by: [Matthias](#) (Co-Organizer)

Tue May 30
6:00 PM


[RSVP](#)

19 going
1 comment

Recent Meetups

5 days ago · 1:00 PM




Visit Photo Münsingen



3 Photographers | ★★★★★ | [5 Photos](#)

One of the biggest Photoevents in Switzerland will take place from June 25-28, so don't miss it :) <http://photomuensingen.ch/> For those who are interested to visit the... [LEARN MORE](#)

What's new



[MORE](#)

NEW COMMENT

[Hanno](#) commented on [Texture Photography challenge](#)
3h ago

NEW RSVP

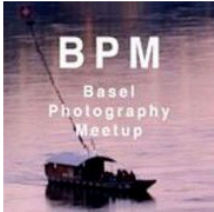
[Sybille](#) RSVPed Yes for [Texture Photography challenge](#)
5h ago

NEW MEMBER

Basel Photography Meetup


Home Members Photos Discussions More

Join us!




Basel, Switzerland
Founded Jan 18, 2014

About us...

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Barbara,
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and 1 more...


Contact

We're about:
Photography Classes ·
Portrait Photography · Fine
Art Photography ·
Amateur Photography ·
Location Photography ·
Digital Photography ·
Photography · Nature
Photography · Landscape
Photography


**People in this
Meetup are also in:**



Basel Sahaja Yoga
Meditation
214 Meditators




All Group Reviews




" Super dass man auch Tips bekommt und lernen kann mit nette Menschen! "

— [Silvia P](#) on Apr 27, 2017.




" Fun! Nice to meet you all. :-) "

— [Nigel](#) on Feb 22, 2017.




" After a while away from the group, I found it quite good to attend again, lots of interest and good themes. "

— [David Elith](#) on Feb 22, 2017.




" Basel Photography Meetup is a nice group to practise and learn different perspectives to frame a picture also a great opportunity to meet similar enthusiasts. "

— [Anil](#) on Apr 24, 2016.




" BPM is a great way to meet other photographer enthusiasts, take pictures and make new friends! "

— [Diane L](#) on Apr 2, 2016.




" Very good! "

— [Ravi Bindra](#) on Mar 6, 2016.




" Great place to meet other photographers! "

— [Bjoern Steffens](#) on Dec 23, 2015.




" great opportunity to meet, would be great to have more of those "

— [Serge Tripet](#) on Nov 8, 2015.




" great!!!! "

— [Edoardo Mulattieri](#) on Jun 24, 2015.




" Dear Barbara, so great that you took up on Mike's suggestion and organized the meetup. I am so glad I saw this fabulous film! "

— [Hermione](#) on Dec 9, 2014.



" Love it, looking forward to meeting more nice people and to learn more about photography. "


Last Name




BPM
Basel
Photography
Meetup

Basel, Switzerland
Founded Jan 18, 2014

About us...

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We're about:
Photography Classes ·
Portrait Photography · Fine
Art Photography ·
Amateur Photography ·
Location Photography ·
Digital Photography ·
Photography · Nature
Photography · Landscape
Photography

David Elith

[Message](#) [Report](#) [Block](#)

Location:
Muttenz
Hometown: Sydney
originally

Member since:
January 25, 2015

Why do you take photos?
Past-time, enjoyment, hobby, relaxation


Do you have your favourite photos online? If yes, feel free to post the link we are all curious about YOUR pictures!
Instagram....davidelith Photo sharing,
photos.google.com

What kind of events/workshops/tours and themes would you like to do with BPM?
Nature and landscape photography, day-trips or outings.
Workshop on the basics of Photoshop. Interesting
themes for day trips, e.g. Wind, At the Market, Typical
Basel...


Introduction
No introduction yet

What David Elith is saying about this Meetup Group
After a while away from the group, I found it quite good
to attend again, lots of interest and good themes.


Looking to post a greeting? Start a conversation instead.
[Send a message to David Elith.](#)




Member of 4 other Meetups




**BASS - Basel Area
Social & Sports**
Member



Coding Sessions Basel
Member




**Solothurn Segeln
Meetup**
Member




**Webilea - Web Events
Basel**
Member

Interests
[Photography](#) · [Hiking](#) · [Creativity](#) · [DIY \(Do It Yourself\)](#) · [Sports and Recreation](#) · [Adventure](#) · [Outdoors](#)

People in this Meetup are also in:



Basel Hash House Harriers
433 Hashers



International Volunteers

Question 5.1

(16 points)

Especially in such platforms as “meetup”, where contribution to motivate and participation benefits result from tight linkage with real world events, it is essential to prevent *problematic behaviors* (trolling, manipulation, free riding) and consider *hygiene factors* (trust, information quality, cognitive load).

Review the screenshots and identify **four** design principles employed in “meetup” to address problematic behaviors and/or hygiene factors:

- mark the relevant areas in the screenshots by using letters A to D
- shortly describe the implemented design principle
- state what design requirement the design principle addresses
- state what problematic behavior/hygiene factor this principle addresses

A  -

B  -

C  -

D  -

Page intentionally left blank.

Indicate the number of the
question you are answering below.

Last Name