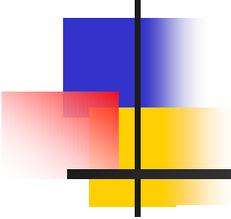
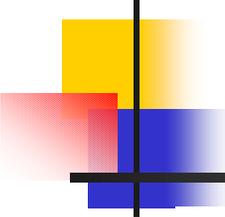


Beyond Opinion: Developing Effective Collaboration Mechanisms

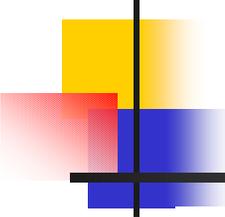


Robert A. Ballance
Dept. of Computer Science and
AHPCC

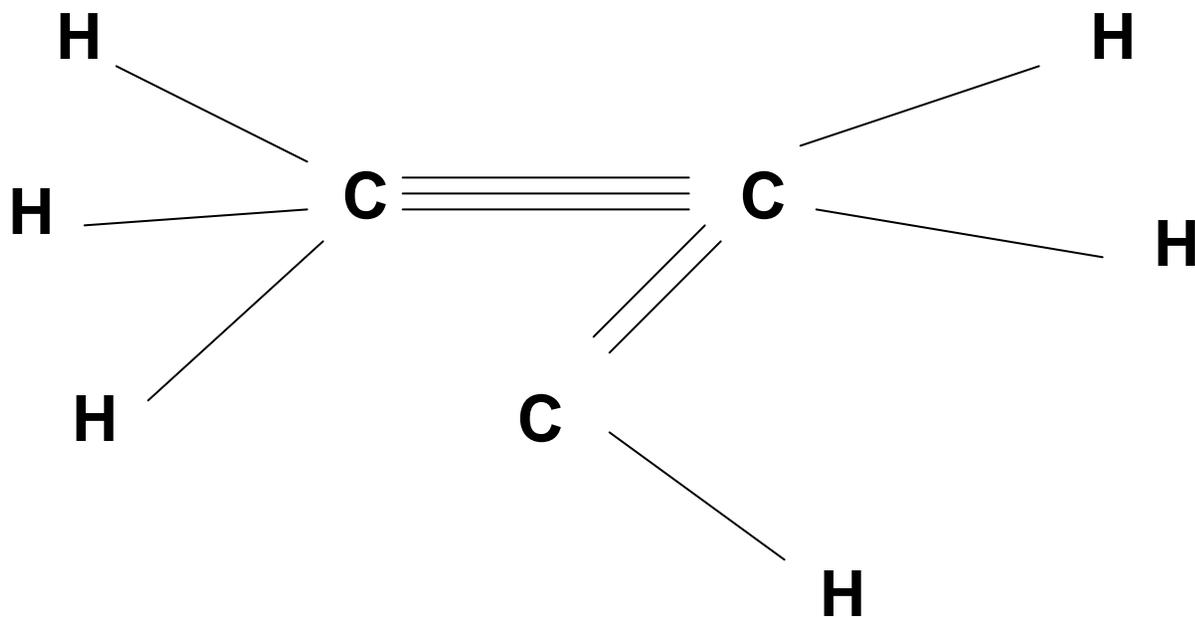


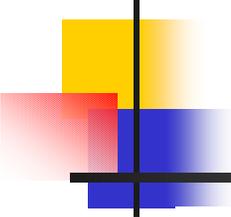
With help from

- Sara Bly, Sara Bly Consulting
- Tom Caudell, UNM
- Emilee Patrick, Motorola Labs
- Rick Stevens, ANL and UC
- Valerie Taylor, Northwestern

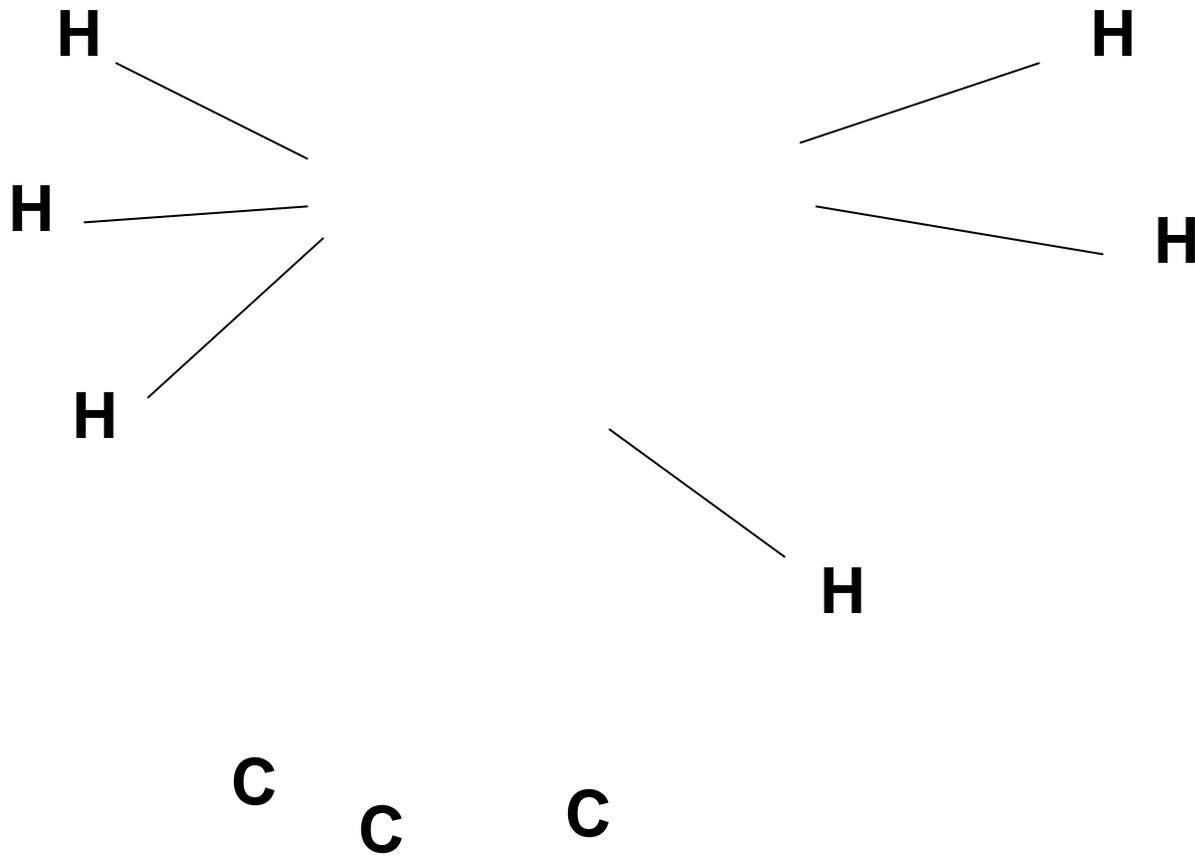


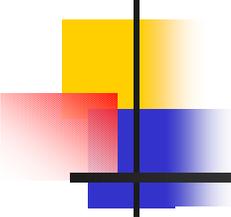
AG Yesterday





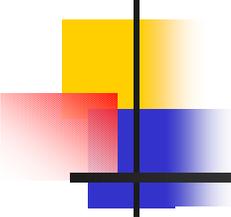
AG Tomorrow?





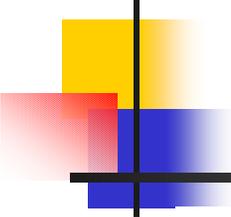
Users of the AG

- Speakers
- Listeners
- Facilitators
 - Operators
 - Meeting planners
 - Masters of Ceremony



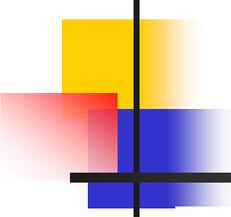
Issues

- Usability
 - How easy is it to accomplish your goals?
- Usefulness
 - Does it really promote collaboration?
- Future
 - Technology drift
 - Resource constraints
 - Opinion-based development



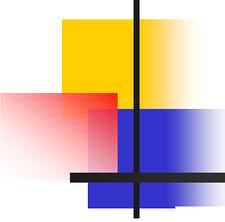
Opportunities

- We're all talking!
 - Users
 - Psychologists
 - Human factors specialists
 - Sociologists
 - Linguists
 - Computer Scientists
- Long-term projects
 - CDC
 - TOUCH
- Core Team
 - ANL
 - BU
 - UNM
 - Utah
 - ...
- AG Itself



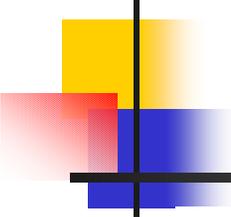
More opportunities

- Limited bandwidth and multiple data streams
- User interface issues
- Persistence
- Floor control models
- Private vs Public Channels
- A/V Cues
- Scalability
- Recording and Playback
- Back Channel and Text
- Personal Devices and the Access Grid
- Integration of Shared Distributed Tools
- Autonomous Perceptual Agents
- Haptics



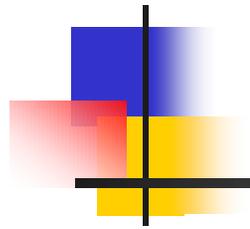
Goals for today

- Who are we?
- What are the key problems?
 - How can they be addressed?
 - What resources are required?
- How can we move forward in a collaborative study of a collaboration environment?



One approach

- Develop multi-year study
- Cyclic pattern within year
 - Identify cases
 - Establish baseline studios
 - Enlist populations
 - Run study
 - Evaluate and prepare next cycle



Stories?