The 2012 ACM Conference on Computer Supported Cooperative Work

Hyatt Regency Bellevue
Seattle, Washington, USA
February 11-15, 2012
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<tr>
<th>Time</th>
<th>Event</th>
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<tr>
<td>8:30-10:00</td>
<td>Conference Welcome &amp; Opening Keynote by Yochai Benkler</td>
<td>Grand EFGH</td>
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<td>10:00-10:30</td>
<td>CSCW Madness</td>
<td>Grand EFGH</td>
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<td>10:30-11:00</td>
<td>Coffee Break, sponsored by SMART Technologies</td>
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<td>Rooms</td>
<td>Grand A</td>
<td>Grand B</td>
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<td>11:00-12:30</td>
<td>Ethnography in the Very Wild</td>
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<td>12:30-14:00</td>
<td>Lunch on your own</td>
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<td>14:00-15:30</td>
<td>Twitter and Social Transparency</td>
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<td>16:00-17:40</td>
<td>Across the Globe: Cross-cultural Studies</td>
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<td>18:00-20:30</td>
<td>Interactive Posters, Demonstrations, Videos and Reception, sponsored by Microsoft Research</td>
<td>Evergreen Ballroom</td>
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<td>CSCW Madness</td>
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<td>9:00-10:00</td>
<td>ACM Athena Award Presentation by Judith Olson</td>
<td>Grand EFGH</td>
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<td>Interactive Posters, Demonstrations and Videos</td>
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<td>Social Media in War and Crisis</td>
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<td>Conference Banquet</td>
<td>Lucky Strike in Lincoln Square</td>
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<td>Wikipedia Studies I</td>
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<td>Coffee Break</td>
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<td>16:00-17:30</td>
<td>Parting Words, Closing Plenary by Marietta Baba</td>
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Supporters

CSCW is especially grateful for the sponsorship of the following organizations. Their support extends the number of people who can afford to participate in CSCW, including the vital participation of students in the field. We appreciate not only this support but also the active participation of these organizations in the conference planning and technical program.
Welcome to the 2012 ACM Conference on Computer Supported Cooperative Work

From the Conference Co-Chairs

We welcome you to the ACM 2012 Conference on Computer Supported Cooperative Work!

CSCW 2012 offers the opportunity to hear talks about the latest research results in the field of collaboration and collaborative technologies and to meet researchers and practitioners working on these topics from around the world.

The conference program embraces a variety of perspectives, reflecting how collaboration permeates different aspects of people’s work, social, and (increasingly) political lives. This diversity of perspectives is mirrored by geographic diversity among contributors. Following the conference last year in China, CSCW 2012 witnesses an increase in the number of researchers from outside North America contributing to the technical program.

The CSCW 2012 program retains the richly articulated structure of previous conferences in this series. This program of workshops, papers, notes, panels, demonstrations, videos, interactive posters, and forward-looking horizon papers captures both the breadth and depth of the research in this field. At the same time the program offers an opportunity to reflect on the past; a special session discusses the two most-cited papers from CSCW 1992 and CSCW 2002 and the influence of this research on the development of our field.

This is the largest CSCW conference ever. More papers, notes, and interactive posters were submitted and more were accepted. The percentage of accepted papers and notes was also higher, but we believe the conference has retained the exceptionally high quality for which these conferences are known. CSCW 2012 introduced an innovative review process for papers and notes that included two review phases intended to improve the quality of the contributions. This experiment was successful, and this review process is likely to be adopted in future conferences.

A conference the size of CSCW requires a huge amount of planning. There is a large team behind the scenes carrying out this work: chairs with different responsibilities have been organizing venues, deadlines, reviews, and logistics for more than a year. The success of the CSCW 2012 is due to the tireless efforts of the chairs, the associate chairs and paper reviewers, and the student volunteers: we deeply appreciate their commitment and dedication. It is also dependent on the financial support we received from our generous sponsors, and we all owe them our gratitude.

We hope you enjoy CSCW 2012 and its technical program.

Steven Poltrock, USA
Carla Simone, University of Milano-Biccoca, Italy
**General Information**

The CSCW conference exists due to the voluntary hard work of hundreds of volunteers, especially those who review the numerous contributions we receive. We acknowledge the contributions of the CSCW 2012 reviewers and committees. The CSCW community appreciates your contribution to the conference and to the field.

**Conference Committee**

**Conference Co-Chairs**  
Steve Poltrock, USA  
Carla Simone, *University of Milano-Bicocca, Italy*

**Papers & Notes Co-Chairs**  
John Riedl, *University of Minnesota, USA*  
Gloria Mark, *University of California, Irvine, USA*  
Jonathan Grudin, *Microsoft Research, USA*

**Treasurer**  
Stephen Hayne, *Colorado State University, USA*

**Workshops Co-Chairs**  
Darren Gergle, *Northwestern University, USA*  
M. Antonietta Grasso, *Xerox Research Centre Europe, France*

**Panels Co-Chairs**  
Myriam Lewkowicz, *University of Technology of Troyes, France*  
Michael Twidale, *University of Illinois, USA*

**Videos Co-Chairs**  
Pernille Bjorn, *IT University of Copenhagen, Denmark*  
Matthew Bietz, *University of California, Irvine, USA*

**CSCW Horizon Co-Chairs**  
Gilly Leshed, *Cornell University, USA*  
Monica Divitini, *Norwegian University of Science and Technology, Norway*

**Posters Co-Chairs**  
Cecilia Aragon, *University of Washington, USA*  
Hilda Tellioglu, *Vienna University of Technology, Austria*

**Demonstrations Co-Chairs**  
Danyel Fisher, *Microsoft Research, USA*  
Luigina Ciolfi, *University of Limerick, Ireland*

**Doctoral Colloquium Co-Chairs**  
Leysia Palen, *University of Colorado, USA*  
Dave Randall, *University of Siegen, Germany*

**Madness Co-Chairs**  
Sadat Shami, *IBM Research, USA*  
Jeff Nichols, *IBM Research, USA*

**Publications Co-Chairs**  
Taemie Kim, *Accenture Technology Labs, USA*  
Wendy Ju, *California College of Arts and Stanford University, USA*

**Proceedings Co-Chairs**  
Stacey Scott, *University of Waterloo, Canada*  
Gina Venolia, *Microsoft Research, USA*

**Publicity Co-Chairs**  
Hideaki Kuzuoka, *University of Tsukuba, Japan*  
Volker Wulf, *University of Siegen and Fraunhofer FIT, Germany*  
Bin Hu, Lanzhou *University and Birmingham City University, China*  
Joe McCarthy, *University of Washington Bothell, USA*

**Industry Liaison Co-Chairs**  
Pamela Hinds, *Stanford University, USA*  
John Tang, *Microsoft Research, USA*  
Jeremy Birnholtz, *Cornell University, USA*

**Audio-Visual & Computing Co-Chairs**  
Brian Meyers, *Microsoft, USA*  
Steve Abrams, *University of California, Irvine, USA*

**Webmaster & Graphic Design Co-Chairs**  
Victoria Schwanda Sosik, *Cornell University, USA*  
Dan Cosley, *Cornell University, USA*

**Social Interaction Co-Chairs**  
Sean Goggins, *Drexel University, USA*  
Elizabeth Churchill, *Yahoo!, USA*

**Student Volunteers Co-Chairs**  
Norman Makoto Su, *University College Dublin, Ireland*  
Alex Thayer, *University of Washington, USA*

**Local Arrangements Co-Chairs**  
Mark Handel, *Boeing Research & Technology, USA*  
Charlotte Lee, *University of Washington, USA*

**Associate Chairs**  
Mark Ackerman, *University of Michigan, USA*  
Daniel Avrahami, *Intel Research, USA*  
Jakob Bardram, *IT University of Copenhagen, Denmark*  
Jeffrey Bardzell, *Indiana University, USA*  
Shaowen Bardzell, *Indiana University, USA*  
Tora Bikson, *Rand Corporation, USA*  
Jeanette Blomberg, *IBM Research, USA*  
Geoff Bowker, *University of Pittsburgh, USA*  
Barry Brown, *Mobile Life VINN Excellence Centre, Sweden*  
Amy Bruckman, *Georgia Institute of Technology, USA*  
Sheelagh Carpendale, *University of Calgary, Canada*  
Ed Chi, *Google, USA*  
Luigina Ciolfi, *University of Limerick, Ireland*  
Noshir Contractor, *Northwestern University, USA*  
Gregorio Convertino, *XRCE, France & PARC, USA*  
Dan Cosley, *Cornell University, USA*  
Scott Counts, *Microsoft Research, USA*  
Ed Cutrell, *Microsoft Research, India*  
Giorgio De Michelis, *University of Milano-Bicocca, Italy*  
Alan Dennis, *Indiana University, USA*  
Nicolas Ducheneaut, *PARC, USA*
Tom Finholt, University of Michigan, USA
Danyel Fisher, Microsoft Research, USA
Andrea Forte, Drexel University, USA
Darren Gergle, Northwestern University, USA
Carl Gutwin, University of Saskatchewan, Canada
Tomoo Inoue, University of Tsukuba, Japan
Steve Jackson, Cornell University, USA
Wendy Ju, California College of the Arts, USA
Jofish Kaye, Nokia, USA
John King, University of Michigan, USA
Michael Koch, Bundeswehr University Munich, Germany
Bob Kraut, Carnegie Mellon University, USA
Kari Kuutti, University of Oulu, Finland
Hideaki Kuzuoka, University of Tsukuba, Japan
Cliff Lampe, University of Michigan, USA
Elizabeth Lawley, Rochester Institute of Technology, USA
Charlotte Lee, University of Washington, USA
Catherine C. Marshall, Microsoft Research, USA
Joe McCarthy, University of Washington Bothell, USA
David McDonald, University of Washington, USA
Hideyuki Nakanishi, Osaka University, Japan
Bonnie Nardi, University of California, Irvine, USA
Les Nelson, PARC, USA
Christine Neuwirth, Carnegie Mellon University, USA
Jeff Nichols, IBM Research, USA
Sergio Ochoa, University of Chile, Chile
Gary Olson, University of California, Irvine, USA
Judy Olson, University of California, Irvine, USA
Leysia Palen, University of Colorado, USA
Volkmar Pipek, University of Kaiserslautern, Germany
Dave Randall, Manchester Metropolitan University, UK
Madhu Reddy, The Pennsylvania State University, USA
mc schraefel, University of Southampton, United Kingdom
Frank Shipman, Texas A&M University, USA
Chengzheng Sun, Nanyang Technical University, Singapore
Stephanie Teasley, University of Michigan, USA
Hilda Tellioğlu, Vienna University of Technology, Austria
Loren Terveen, University of Minnesota, USA
John Thomas, IBM Research, USA
Michael Twidale, University of Illinois, USA
Doug Vogel, City University of Hong Kong, China
Dennis Wixon, Microsoft, USA
Volker Wulf, University of Siegen, Germany
Naomi Yamashita, NTT, Japan
Chen Zhao, Microsoft Research, China

Awards Committee
David McDonald, University of Washington, USA (chair)
Scott Counts, Microsoft Research, USA
Carl Gutwin, University of Saskatchewan, Canada
Elizabeth Lawley, Rochester Institute of Technology, USA

ACM and SIGCHI
CSCW 2012 is sponsored by ACM’s Special Interest Group on Computer-Human Interaction (ACM SIGCHI). ACM, the Association for Computing Machinery, is an educational and scientific society uniting the world’s computing educators, researchers, and professionals to inspire dialogue, share resources, and address the field’s challenges. Visit www.acm.org for more information about the ACM.

SIGCHI is the premier international society for professionals, academics, and students who are interested in human technology and human-computer interaction (HCI). SIGCHI provides a forum for the discussion of all aspects of HCI through conferences, including the flagship CHI conference, publications, web sites, email discussion groups, courses, workshops, outreach and other services. Members can also be involved in HCI-related activities with others in their region through local SIGCHI chapters. Visit www.sigchi.org to learn more about SIGCHI.
CSCW Conference Policies

Blogging, Tweeting, Photograph and Slide Sharing
CSCW encourages conference participants to blog and tweet about CSCW before, during, and after the event. To allow others to easily find your posts, please add the category or keyword “CSCW2012” to your blog entries and use the hash tag “#cscw2012” for your tweets. We also encourage sharing your photographs of the conference via your selected online photo service. Again, please add the tag “CSCW2012” to your photos. Similarly, we encourage conference presenters to upload slides of their presentations to an online slide sharing service using the tag “CSCW2012”.

Accompanying Person Registration
CSCW 2012 welcomes accompanying persons including children at the conference. Partners, spouses, and significant others may purchase an “accompanying person” pass to gain access to all public social functions and breaks, but not technical sessions. Infants are welcome in sessions and at social activities provided they are not a distraction to the other attendees. Children between the ages of 1 and 18 may attend social activities by purchasing an “accompanying person” pass, again providing they are not a distraction to the other attendees. See “Making SIGCHI Conferences ‘Family-Friendly’” in the October 2007 SIGCHI Bulletin for more details about this policy. Additional tickets for the conference banquet alone, not including other conference events, exhibits, breaks and meals may be purchased at the CSCW Registration Desk.

Recording Prohibited
The use of any type of audio or video recording device is not permitted during any part of the conference. The use of still cameras is permissible.

Best of CSCW Awards

Congratulations to award winners and nominees for their outstanding contributions to CSCW 2012 and to our field! The SIGCHI “Best of CSCW” awards honor exceptional submissions to SIGCHI sponsored conferences. The CSCW Papers and Notes committee nominated submissions for consideration by the CSCW Best Papers Committee. The Best Papers committee then reviewed all nominations and chose up to 5% of total submissions (21 papers/notes) to receive an award. At most 1% of the total submissions (4 papers/notes) were selected to receive the “Best” of CSCW designation.

Look for these two icons next to the papers and notes that have been designated for an award.

![CSCW 2012 Best Paper or Note, Awarded by SIGCHI](image)

![CSCW 2012 Honorable Mention Paper or Note, Awarded by SIGCHI](image)

Registration

Saturday & Sunday Location: Regency Staircase
Sunday Registration Hours
Saturday 8:00 – 18:00
Sunday 8:00 – 18:00

Monday - Wednesday Location: Grand Foyer
Monday Registration Hours
Monday 8:00 – 18:00
Tuesday 8:00 – 18:00
Wednesday 8:00 – 12:00

Student Volunteers

Student Volunteers are a great source of information about the conference. They help give the conference a friendly, helpful face and work hard to assist during the whole conference. Many are working on their Masters or Ph.D.s and some are looking for job or internship opportunities. Please be courteous to them and feel free to ask them questions. You can identify Student Volunteers by their orange t-shirts.
CSCW 2012 Special Events

Special Events are open to all registered conference participants and those who hold an accompanying person registration.

**CSCW Town Hall Meeting**
Monday 16:00-17:30
Location: Grand EFGH

The CSCW Town Hall Meeting is a time dedicated for the CSCW steering committee to interact with members of the CSCW community who will attend CSCW 2012, harnessing their interests, and addressing their concerns about future directions of the CSCW conference.

**Interactive Posters, Demonstrations, and Videos Reception**
Sponsored by Microsoft Research
Monday 18:00-20:30
Location: Evergreen Ballroom

Come to this reception for the chance to interact directly with researchers and practitioners who are presenting demonstrations and posters of the results of cutting edge ideas in collaborative systems and research. Reception-style food, soda, beer, and wine will be served. A second opportunity to interact with the presenters of posters and demos is scheduled during a coffee break from 10:00 to 11:00 Tuesday morning.

**CSCW 2012 Paper and Notes Review Process**
Monday 14:00-15:30
Location: Grand B

The submission deadline for papers and notes was early this year to avoid conflicts with the CHI conference schedule. This early deadline permitted the introduction of a two-phase review process. Our goals for this process were to increase both the quantity and quality of the accepted papers while decreasing the workload for reviewers. Many have expressed concerns about unintended consequences of this process. In this session the papers and notes co-chairs will describe the process, present some results, and take questions and comments from the audience.

**Impact of CSCW: Looking Back 10 & 20 Years**
Monday 16:00-17:40
Location: Grand B

Many CSCW papers have been heavily cited. This session examines the most influential papers from 20 and 10 years ago. After an introduction that places each in its historical context and describes the pattern of subsequent citations, the authors will speak about their experience and solicit audience perspectives or questions.

**Conference Banquet**
Tuesday 18:00-22:00
Location: Lucky Strike

Gaming is a popular theme at CSCW 2012. We invite you to enjoy dinner and drinks while experiencing an assortment of games at the Lucky Strike upscale bowling lounge and the adjoining Power Play arcade. This evening almost all the games are free. The lounge and arcade include 150 gaming stations including a life-size Ferrari simulator, a laser maze, skee ball, and air hockey. It also includes 16 bowling lanes and two billiard tables. And for those of us who simply want to meet up with old and new friends, the Luxe lounge provides a quieter, relaxed environment for chatting.

Lucky Strike is in Lincoln Square, the building to the south just across SE 8th Street from the hotel. A covered skywalk from the first floor of the hotel leads directly to Lincoln Square and Lucky Strike.
Saturday & Sunday  09:00-17:30

**Workshops**

Workshops provide a valuable opportunity for small communities of people with diverse perspectives to engage in rich one- and two-day discussions about a topic of common interest. Workshop participants are pre-selected based on submitted position papers. Look for the results of workshop activities to be on display as posters in the Evergreen Ballroom.

Workshops start at 9:00. Coffee breaks are from 10:30 to 11 and 15:30 to 16:00.

**Saturday Workshops**

**W1: Personal Information Management in a Socially Networked World**
Location: Cedar A
Robert Capra, *University of North Carolina*
Jaime Teevan, *Microsoft Research*
David Elsweller, *University of Regensburg*
Manas Tungare, *Google*
Kirstie Hawkey, *Dalhousie University*
Deborah Barreau, *University of North Carolina*

**W2: Data-Intensive Collaboration in Science and Engineering**
Location: Cedar B
Matthew J. Bietz, *University of California, Irvine*
Andrea Wiggins, *Syracuse University*
Mark Handel, *The Boeing Company*
Cecilia Aragon, *University of Washington*

**W3: Collective Intelligence as Community Discourse and Action**
Location: Madrona
Anna De Liddo, *The Open University*
Simon Buckingham Shum, *The Open University*
Gregorio Convertino, *Xerox Research Centre Europe*
Ágnes Sándor, *Xerox Research Centre Europe*
Mark Klein, *Massachusetts Institute of Technology*

**W5: Mixed Reality Games**
Location: Balsam
Elizabeth Bonsignore, *University of Maryland, College Park*
Derek L. Hansen, *Brigham Young University*
Zachary O. Toups, *Texas A&M University*
Lennart E. Nacke, *University of Ontario Institute of Technology*
Anastasia Salter, *University of Baltimore*
Wayne Lutters, *University of Maryland, Baltimore*

**W6: Design, Influence, and Social Technologies: Techniques, Impacts and Ethics**
Location: Larch
Joshua Introne, *Massachusetts Institute of Technology*
Karen Levy, *Princeton University*
Sean Munson, *University of Michigan*
Sean Goggins, *Drexel University*
Rick Wash, *Michigan State University*
Cecilia Aragon, *University of Washington*

**W7: Brainstorming Design for Health: Helping Patients Utilize Patient-Generated Information on the Web**
Location: Juniper
Jina Huh, Andrea Hartzler, Nick Anderson, Kelly Edwards, John Gore, Meliha Yestigen-Yildiz, & Wanda Pratt, *University of Washington*
Sean Munson, Mark S. Ackerman, *University of Michigan*
Andrea Parker, *Georgia Institute of Technology*
Jim O’Leary, *Twitter, Inc*
Derek Streat, *Medify, Inc*

**W8: Collaboration and Crisis Informatics (CI)**
Location: Cottonwood
Jonas Landgren, *Viktoria Institute and IT University Gothenburg*
Volkmar Pipek, *University of Siegen*
Leysia Palen, *University of Colorado*
Sunday Workshops

W9: Exploring collaboration in challenging environments: From the car to the factory and beyond
Location: Balsam
Manfred Tscheligi, 
University of Salzburg
Alexander Meschtscherjakov, 
University of Salzburg
Vanessa Evers, 
University of Amsterdam
Volker Wulf, University of Siegen
Bilge Mutlu, 
University of Wisconsin-Madison

W10: The Future of Collaborative Software Development
Location: Cedar B
Andrew Begel, 
Microsoft Research
James D. Herbsleb, 
Carnegie Mellon University
Margaret-Anne Storey, 
University of Victoria

W11: Reconciling Privacy with Social Media
Location: Larch
Heather Richter Lipford, 
University of North Carolina at Charlotte
Pamela Wisniewski, 
University of North Carolina at Charlotte
Cliff Lampe, University of Michigan
Lorraine Kisselburgh, 
Purdue University
Kelly Caine, Indiana University

W12: Mastering Data-Intensive Collaboration through the Synergy of Human and Machine Reasoning
Location: Laurel
Nikos Karacapilidis, 
University of Patras & CTI
Lydia Lau, University of Leeds
Charlotte Lee, 
University of Washington
Stefan Rüping, 
Fraunhofer IAIS

W13: DUET 2012: Dual Eye Tracking in CSCW
Location: Executive Boardroom
Patrick Jermann, Ecole Polytechnique Fédérale de Lausanne
Darren Gergle, 
Northwestern University
Roman Bednarik, 
University of Eastern Finland
Susan Brennan, 
Stony Brook University

W14: The Twelfth International Workshop on Collaborative Editing Systems
Location: Cottonwood
Agustina and Chengzheng Sun, 
Nanyang Technological University
Ning Gu, Fudan University
Claudia-Lavinia Ignat, 
INRIA Nancy-Grand Est
Pascal Molli, University of Nantes
Haifeng Shen, Flinders University
David Sun, University of California, Berkeley

W15: Learning from Marginalized Users: Reciprocity in HCI4D
Location: Madrona
Susan P. Wyche, Virginia Tech
Elisa Oreglia, 
University of California, Berkeley
Morgan G. Ames, Stanford University
Christopher Hoadley, 
New York University
Aditya Johri, Virginia Tech
Phoebe Sengers, Cornell University
Charles Steinfield, 
Michigan State University
Doctoral Colloquium

The Doctoral Colloquium is a forum in which Ph.D. students meet and discuss their work with each other and with a panel of experienced CSCW researchers and practitioners. Students are selected to participate in the colloquium through a competitive review process. The colloquium will begin with dinner Saturday, February 11 and continue all day Sunday, ending with a reception. Students will display posters of their research in the Evergreen Ballroom and be available to discuss their work Monday evening and Tuesday morning.

Doctoral Colloquium Mentors

Leysia Palen, University of Colorado
Dave Randall, University of Siegen
Luigina Ciolfi, University of Limerick
Julie Kientz, University of Washington
David McDonald, University of Washington
David Millen, IBM Research Cambridge

Doctoral Colloquium Participants

Information & Social Networks:
Engineering Attitudes & Behaviors
Andy Brooks, University of California, Berkeley

Breaking News on Wikipedia: Dynamics, Structures, and Roles in High-Tempo Collaboration
Brian Keegan, Northwestern University

Craft, Computing and Culture
Daniela Rosner, University of California, Berkeley

Gone Fishin’: Information Technology in the Icelandic Fishery
Hrönn Brynjarsdóttir, Cornell University

Planning in an Italian airport
Ilaria Redaelli, University of Lugano, Switzerland

Using Teamwork and Taskwork to Study Information Sharing
Jim Wallace, University of Waterloo

Building the Claims Web
Jodie Schneider, National University of Ireland

Crowd Computation: Organizing Information during Mass Disruption Events
Kate Starbird, University of Colorado

Role Clarity in Distributed Workgroups: The Use of Awareness Displays to Provide Role-Related Information
Lindsay Reynolds, Cornell University

Social Networking Technologies and Knowledge Sharing in Organizations
Mohammad Hossein Jarrahi, Syracuse University

Social Media at Work: Structures of Collaboration
Osama Mansour, Linneus University, Sweden

Collective Capabilities: Building a theory of coordinated collective action in a Networked Improvement Community
Peter Wardrip, University of Pittsburgh

Creative Self-Expression in Socio-Technical Systems
Tyler Pace, Indiana University

Multilingual Microblogging: Social Networks and Language Choice
Irene Eleta, University of Maryland
# Monday Schedule Overview

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<td>10:30-11:00</td>
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<td>Ethnography in the Very Wild Panel: Domain Crossing</td>
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<td>Community and Classification Online Four Life Stages</td>
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<td>12:30-14:00</td>
<td>Lunch on your own</td>
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<td>14:00-15:30</td>
<td>Twitter and Social Transparency CSCW Paper and Notes Review Process Civic and Community Engagement Distributed Teams I Qualitative Studies of Software Development I Social Network Analysis</td>
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<tr>
<td>15:30-16:00</td>
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<tr>
<td>16:00-17:40</td>
<td>Across the Globe: Cross-cultural Studies Impact of CSCW: Looking Back 10 and 20 Years Public Communities Distributed Teams II Qualitative Studies of Software Development II Collaboration in the Wild</td>
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<tr>
<td>18:00-20:30</td>
<td>Interactive Posters, Demonstrations, Videos and Reception, sponsored by Microsoft Research</td>
<td>Evergreen Ballroom</td>
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A decade ago, Wikipedia burst into a world not ready to comprehend it. Thousands of people cooperating effectively, without price signals to offer “incentives” or managerial hierarchy to direct efforts, was an impossibility. And yet, it moves. And as it moved it combined with a deep shift across many disciplines, from biology and neuroscience to organizational sociology, experimental economics, and social psychology to paint a very different view of who we are as human beings. Slowly pushing back against decades of ever-refined analyses based on self-interested rationality, we begin to see that we are diverse beings; that a majority of us responds cooperatively to cooperative settings—we tend to treat well those who have treated us well, rather than take advantage of them; we tend to do what we think is right and fair, when it is clear in the setting what that is; we experience empathy, and it makes us more generous and trustworthy; we experience solidarity with others, and that makes us contribute more willingly to the group’s goals. Moreover, explicit payments, the touchstone of mechanism design under universal self-interested rationality, turns out to have a much more complex relationship with motivation than simple addition. All this work in basic behavioral sciences combines with observations from organizational sociology, political science, and management studies combines with social software to provide an increasingly better articulated basis on which to develop a field of cooperative human systems design.

Yochai Benkler
Harvard University

The Penguin and the Leviathan: Towards Cooperative Human Systems Design

Photo © 2009 Jean-Baptiste Labruné

Bio:

Yochai Benkler is the Berkman Professor of Entrepreneurial Legal Studies at Harvard, and faculty co-director of the Berkman Center for Internet and Society. Since the 1990s he has played a part in characterizing the role of information commons and decentralized collaboration to innovation, information production, and freedom in the networked economy and society. His books include The Wealth of Networks: How social production transforms markets and freedom (Yale University Press 2006), which won academic awards from the American Political Science Association, the American Sociological Association, and the McGannon award for social and ethical relevance in communications. His work is socially engaged, winning him the Electronic Frontier Foundation’s Pioneer Award for 2007, Public Knowledge’s IP3 Award in 2006, and the Ford Foundation Visionaries Award in 2011. It is also anchored in the realities of markets, having been cited as “perhaps the best work yet about the fast moving, enthusiast-driven Internet” by the Financial Times and named best business book about the future in 2006 by Strategy and Business. Benkler has produced reports or served in an advisory capacity for a range of communications and intellectual property regulators and policy makers at the national and international levels. His work can be freely accessed at benkler.org.
Monday 10:00-10:30

CSCW 2012 Madness
Location: Grand EFGH

Presenters of papers and notes in Monday’s program will give twenty-five second briefings of the contents of their presentations during this “Madness” session. Use this time to get a preview of the technical program.

Monday 11:00 – 12:30

Ethnography in the Very Wild
Location: Grand A

Chair: Jeffrey Bardzell, Indiana University

Collaboration in Traditional Irish Music Sessions
Steve Benford, Peter Tolmie, Ahmed Ahmed, Andy Crabtree, Tom Rodden
An ethnographic study of Irish music sessions in pubs elaborates the collaborative work and social etiquette involved in making traditional music and inspires the design principle of situated discretion.

A Gift from the City: Mobile Phones in Rural China
Elisa Oreglia, Joseph ‘Jofish’ Kaye
An ethnography of mobile phone ownership in China. Mobile phones move from urban to rural areas as gifts, illuminating social relationships among users in the varied environments the phones encounter.

The Joy of Cheques: Trust, Paper and Eighty Somethings
John Vines, Paul Dunphy, Mark Blythe, Stephen Lindsay, Andrew Monk, Patrick Olivier
Describes a study of the experiences groups of British over-80s have had with paper based payment methods. Can assist designers in developing inclusive digital banking systems.

Practices Of Information And Secrecy In A Punk Rock Subculture
Jessica Lingel, Aaron Trammell, Joe Sanchez, Mor Naaman
Using ethnography of the New Brunswick punk scene, our investigation addresses and complicates assumptions about the design of social network sites, particularly in the context of secrecy.

Panel: Domain Crossing: How Much Expertise Is Enough?
Location: Grand B

Moderator: m.c. schraefel, University of Southampton

In CSCW, how much do we need to know about another domain/culture before we observe, intersect and intervene with designs? What optimally would that other culture need to know about us? Is this a “how long is a piece of string” question or an inquiry where we can consider a variety of contexts and explicate best practice? The goal of this panel will be to develop heuristics for such practice.

Mark Rouncefield, Lancaster University
Wendy Kellogg, IBM Research
Mark Ackerman, University of Michigan
Gary Marsden, University of Cape Town
Susanne Bødker, University of Aarhus
Susan Wyche, Virginia Tech
Madhu Reddy, Pennsylvania State University
Community and Classification Online
Location: Grand C
Chair: Dan Cosley, Cornell University

Unfolding the Event Landscape on Twitter: Classification and Exploration of User Categories
Munmun De Choudhury, Nicholas Diakopoulos, Mor Naaman
Presents an exploratory analysis of user categories on Twitter, around events. Can enable better understanding of information consumption on social media, as well as identify credible sources on timely happenings.

Fresh Faces in the Crowd: Turnover, Identity, and Commitment in Online Groups
Laura Dabbish, Rosta Farzan, Robert Kraut, Tom Postmes
Describes an experiment examining the influence of visible membership turnover and common identity on online group commitment. Extends our understanding of group attachment in an online setting and social tuning.

We Don’t Need No Stinkin’ Badges: Examining the Social Role of Badges in the Huffington Post
Julie Jones, Nathan Altadonna
The Huffington Post introduced badges to incentivize key behaviors among its commenting community. This study examined the relationship of badges at the thread start to characteristics of the thread.

Lurking as Personal Trait or Situational Disposition? Lurking and Contributing in Enterprise Social Media
Michael Muller
Case study of an online enterprise community to brainstorm aid to Japan after 2010 disasters. Contributions include critique of theory, an analytic framework, and implications for design of community services.

Question Temporality: Identification and Uses
Aditya Pal, James Margatan, Joseph Konstan
We introduce question temporality to measure the usefulness of answers to a question. Our work can be instructive for designing temporal-aware interfaces and display of questions and answers.

Bootstrapping Wikis: Developing Critical Mass in a Fledgling Community by Seeding Content
Jacob Solomon, Rick Wash
Experiment in seeding data to an online community. Can inform designers of fledgling communities develop a critical mass of participation.

Impression Management Work: How Seniors With Chronic Pain Address Disruptions in Their Interactions
Alison Benjamin, Jeremy Birnholtz, Ronald Baeccker, Diane Gromala, Andrea Furlan
Seniors with chronic pain face many disruptions to their social interactions. Using a lens of impression management, this paper argues there are unique opportunities for supporting the interactions of this population.

Bon Voyage: Social Travel Planning in the Enterprise
Netta Aizenbud-Reshef, Artem Barger, Ido Guy, Yael Dubinsky, Shiri Kremer-Davidson
Extending a travel system with social features and presenting a study of its usage in the enterprise. The findings show how to enhance an existing business process with social features.

Four Life Stages
Location: Grand I
Chair: Jenny Preece, University of Maryland

A Need-driven Design Approach: Addressing Latent Needs in Collaboration Rooted in Early Childhood
Sheng-Ying Pao, Selene Mota, Keywon Chung, Alexander Reben
Need-driven design approach and design guidelines attempting to address unmet needs in collaboration. May offer new dynamic domains for future computer-supported collaboration design.
Crowdsourcing
Location: Grand J
Chair: Wendy Ju, Stanford/California College of Arts

Collaboratively Crowdsourcing Workflows with Turkomatic
Anand Kulkarni, Matthew Can, Björn Hartmann
Presents Turkomatic, a tool that recruits crowd workers to aid requesters in planning and solving complex work on microtask platforms.

Shepherding the Crowd Yields Better Work
Steven Dow, Anand Kulkarni, Scott Klemmer, Björn Hartmann
Investigates how feedback affects crowdsourced work. A field experiment with the Shepherd system shows that self-assessment and external feedback help workers learn task criteria and produce better work.

Community-based Web Security: Complementary Roles of the Serious and Casual Contributors
Pern Hui Chia, John Chuang
Analyzes how serious and casual contributors help advancing WOT for community-based web security. Presents the complementary roles and potentials of different contributors applicable to other contexts besides security.

CrowdWeaver: Visually Managing Complex Crowd Work
Aniket Kittur, Susheel Khamkar, Paul Andre, Robert Kraut
Describes a system for visually creating and managing crowdsourced workflows, addressing unique factors of crowd work. Can aid task designers in iteration and experimentation, leading to time and cost savings.

Recommendation
Location: Grand K
Chair: Andrea Forte, Drexel University

What Makes Users Rate (Share, Tag, Edit...)? Predicting Patterns of Participation in Online Communities
Paul Fugelstad, Patrick Dwyer, Jennifer Filson Moses, John Kim, Cleila Anna Mannino, Loren Terveen, Mark Snyder
Demonstrates that online community users’ motivations and relevant behavioral history predict the type and amount of their activities. These findings offer guidance for designing interventions to enhance community participation.

Searching for the Goldilocks Zone: Trade-Offs in Managing Online Volunteer Groups
Loxley Wang, Jilin Chen, Yuqing Ren, John Riedl
Examines member withdrawal versus productivity in online volunteer groups and trade-offs between subgroup versus the large community. Can help retain volunteers and maintain high productivity.

Asking Questions of Targeted Strangers on Social Networks
Jeffrey Nichols, Jeon-Hyung Kang
When people have questions they often turn to their social network, but their friends may not know the answer. We explore the feasibility of answering questions by asking strangers.
**Monday 14:00 – 15:30**

**Twitter and Social Transparency**

Location: Grand A

Chair: Joe McCarthy, *University of Washington Bothell*

**Tweeting is Believing? Understanding Microblog Credibility Perceptions**

*Meredith Morris, Scott Counts, Asta Roseway, Aaron Hoff, Julia Schwarz*

This paper presents survey and experimental results regarding the features that impact users’ perceptions of tweet credibility. We offer design guidelines for social search results pages based on these findings.

**Social Transparency in Networked Information Exchange: A Theoretical Framework**

*H. Colleen Stuart, Laura Dabbish, Sara Kiesler, Peter Kinnaird, Ruogu Kang*

A framework for thinking about social transparency on the Internet, the increasing trend for others’ actions to be shown online. We consider especially the implications for collaboration and information exchange.

Participants: *Gloria Mark, John Riedl, Jonathan Grudin*

Presentation and discussion of the review process and its actual and potential consequences.

**Participation in an Online Mathematics Community: Differentiating Motivations to Add**

*Yla Tausczik, James Pennebaker*

Why do people contribute content to Q&A communities? We investigated this issue on MathOverflow, a site dedicated to research-level mathematics. User behavior suggests that building reputation is an important incentive.

**Dynamic Changes in Motivation in Collaborative Citizen-science Projects**

*Dana Rotman, Jenny Preece, Jen Hammock, Kezee Procita, Derek Hansen, Cynthia Parr, Darcy Lewis, David Jacobs*

Presenting a dynamic framework of motivational factors affecting participation in citizen-science projects, and identifying the points at which motivational interventions are crucial. Can help in designing systems for citizen-science projects.

**Who Gives a Tweet? Evaluating Microblog Content Value**

*Paul André, Michael Bernstein, Kurt Luther*

Analysis of microblog (Twitter) content value using follower ratings, focusing on what is valued (or not), and why. Design implications and emerging practice discussed.

**Friends, Romans, Countrymen: Lend me your URLs. Using Social Chatter to Personalize Web Search**

*Abhinay Nagpal, Sudheendra Hangal, Rifat Joyee, Monica Lam*

A system to mine user’s email and Twitter feeds and populate personalized search indices that are used to augment regular web search and produces results that are better liked by users.

**Engaging New Digital Locals with Interactive Urban Screens to Collaboratively Improve the City**

*Ronald Schroeter*

Design and case study of a public screen application to engage young residents about urban planning. Presented user needs and archetypes can assist designing different kinds of in-situ participatory applications.

**Between Us and Them: Building Connectedness Within Civic Networks**

*Jennifer Stoll, W. Keith Edwards, Kirsten A. Foot*

Case study of multi-organizational nonprofit network using Facebook, Twitter, and gmail to stay connected. Can assist designers understand how these tools do and do not promote connectedness when supporting a group-of-groups.
Monday 14:00 – 15:30 (continued)

**Distributed Teams I**

Location: Grand I

Chair: Steve Jackson, Cornell University

**Predicting Creativity in the Wild: Experience Sample and Sociometric Modeling of Teams**

*Priyamvada Tripathi, Winslow Burleson*

An investigation of creativity and teamwork “in the wild” using sociometric badges, Experience Sampling Methods, machine learning, and established creativity assessment instruments predicted elements of creativity with 91% accuracy.

**ConvoCons: A Tool for Building Affinity Among Distributed Team Members**

*Michael Oren, Stephen Gilbert*

The contributions of this paper include design guidance for interfaces that promote awareness of privileged information and a tool for promoting social affinity among remote collaborators.

**Facilitating the Reuse Process in Distributed Collaboration: A Distributed Cognition Approach**

*Syavash Nobarany, Mona Haraty, Brian Fisher*

Describes the design of a collaborative analytics system aimed at facilitating the reuse process. A non-traditional approach to applying distributed cognition was employed, providing a new perspective for designing collaborative systems.

**Analyzing the Structure of the Emergent Division of Labor in Multiparty Collaboration**

*Noriko Suzuki, Tosirou Kamiya, Ichiro Umata, Sadanori Ito, Shoichiro Iwasawa*

Case study discribing prediction of the emergent leaders in multiparty interaction by ubiquitous computing techniques. Can assist the design of applications that enhance multiparty collaboration.

**Qualitative Studies of Software Development I**

Location: Grand J

Chair: Les Nelson, PARC

**To Talk or Not to Talk: Factors that Influence Communication around Changesets**

*Adrian Schroeter, Jorge Aranda, Daniela Damian, Irwin Kwan*

What influences developers when discussing a software change with fellow developers? Is it the process, is it their fellow developers experience, is it the type of change?

**Conflict Detection and Resolution for Product Line Design in a Collaborative Decision Making Environment**

*Xiaoqing (Frank) Liu, Eric Barnes, Juha Savolainen*

Describes an intelligent argumentation and collaborative decision support system and its application in software product line design. Can assist developers in resolving non-functional requirement conflicts.

**On the Perceived Interdependence and Information Sharing Inhibitions of Enterprise Software Engineers**

*Alicia Grubb, Andrew Begel*

Describes how software engineers perceive dependencies and share information with dependents. Coordination tools need to help engineers control the distribution and content of information about their work.

**A Sociotechnical Exploration of Infrastructural Middleware Development**

*Charlotte Lee, Matthew Bietz, Katie Derthick, Drew Paine*

This qualitative research examines how technologists develop and sustain middleware applications over time by leveraging expertise and partnering with different research domains in order to achieve long-term infrastructural goals.
Monday 14:00 – 15:30 (continued)

**Social Network Analysis**
Location: Grand K
Chair: Carman Neustaedter, *Simon Fraser University*

**Organizing without Formal Organization:**
*Group Identification, Goal Setting and Social Modeling in Directing Online Production*

*Haiyi Zhu, Robert Kraut, Aniket Kittur*

Describes a mechanism to motivate and manage volunteers when standard managerial mechanisms deployed in conventional organizations are not available. Has implications for managing online peer production.

**All-for-One and One-for-All? A Multi-Level Analysis of Communication Patterns and Individual Performance in Geographically Distributed Software Development**

*Kate Ehrlich, Marcelo Cataldo*

This study examined how two distinct structural positions, centrality and closure, in team-level and project-level communication networks impact individual-level performance in a large-scale development project over a 13-month period.

**The Personality of Popular Facebook Users**

*Daniele Quercia, Renaud Lambiotte, David Stillwell, Michal Kosinski, Jon Crowcroft*

Studies the relationship between Facebook popularity (number of contacts) and personality traits (Big five and Self-monitoring) on a large number of subjects.

**Tracking “Gross Community Happiness” from Tweets**

*Daniele Quercia, Jonathan Ellis, Licia Capra, Jon Crowcroft*

Considers Twitter users based in a variety of London census communities, studies the relationship between sentiment expressed in tweets and community socio-economic well-being, and finds that the two are highly correlated.

**Monday 16:00 – 17:40**

**Across the Globe: Cross-cultural Studies**
Location: Grand A
Chair: John Thomas, *IBM Research*

**“This is How We Do it in My Country”: A Study of Computer-Mediated Family Communication Among Kenyan Migrants in the United States**

*Susan P. Wyche, Rebecca E. Grinter*

We interviewed Kenyan migrants who communicate with family members in their homeland. Our findings reveal how high costs, identity management, and infrastructural differences affect ICT use in this transnational context.

**Adapting Collaborative Radiological Practice to Low-Resource Environments**

*Beth Kolko, Alexis Hope, Waylon Brunette, Karen Saville, Wayne Gerard, Ruth Anderson, Michael Kawooya, Robert Nathan*

Comparative study of collaborative radiological practice in U.S. and Uganda, describing how ultrasound technologies might best be adapted for low-resource environments. Highlights how collaborative practice is embedded in technologies.

**How Did You Feel During Our Conversation? Retrospective Analysis of Intercultural and Same-Culture Instant Messaging Conversations**

*Duyen Nguyen, Susan Fussell*

Experimental study with retrospective analysis contributing to our understanding of the various communication problems encountered in intercultural and intracultural interactions. Can also inform design of systems to support intercultural collaboration.

**Repair Worlds: Maintenance, Repair, and ICT for Development in Rural Namibia**

*Steven Jackson, Alex Pompe, Gabriel Kriehok*

Drawing on ethnographic fieldwork and pragmatist theory, this paper emphasizes the role of local repair worlds in the extension of ICT infrastructure in developing country settings (here, northeastern Namibia).

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Monday 16:00 – 17:40
Monday 16:00 – 17:40 (continued)

Impact of CSCW: Looking Back 10 and 20 Years
Location: Grand B

Chair: Jonathan Grudin, Microsoft Research
Moderators: Tom Finholt, University of Michigan
Andrea Forte, Drexel University

Many CSCW papers have been heavily cited. This session examines the most influential papers from 20 and 10 years ago. After an introduction that places each in its historical context and describes the pattern of subsequent citations, the authors will speak about their experience and solicit audience perspectives or questions.

Most cited paper of CSCW 1992: Awareness and Coordination in Shared Workspaces
Paul Dourish and Victoria Bellotti, Introduced by: Tom Finholt

Most cited paper of CSCW 2002: Instant Messaging in Teen Life
Beki Grinter and Leysia Palen, Introduced by: Andrea Forte

Public Communities Online
Location: Grand C

Chair: Loren Terveen, University of Minnesota

Supporting Reflective Public Thought with Considerit
Travis Kriplean, Jonathan Morgan, Deen Freelon, Alan Borning, Lance Bennett
An intuitive platform for public deliberation by the masses on difficult decisions. Deployed as the Living Voters Guide in the 2010 U.S. election.

Puget Sound Off: Fostering Youth Civic Engagement through Citizen Journalism
Shelly Farnham
We performed an evaluation study of Puget Sound Off, an online blogging and networking site focused on helping youth connect, collaborate, and take action around local community issues.

Barter - Mechanism Design for a Market Incented Wisdom Exchange
Dawei Shen, Marshall Van Alstyne, Andrew Lippman, Hind Benbya
This research explores innovative market mechanisms to address organizational challenges on information sharing and innovation. We appeal to theories of information economics and macro policies, build incentives while encouraging pro-social behaviors.

What Do You Think? A Case Study of Benefit, Expectation, and Interaction in a Large Online Critique Community
Anbang Xu, Brian Bailey
Case study exploring one large online community dedicated to critique in the domain of digital photography. Can assist in designing systems that support community-based critique of creative artifacts.

Distributed Teams II
Location: Grand I

Chair: Jeanette Blomberg, IBM Research

Awareness as an Antidote to Distance: Making Distributed Groups Cooperative and Consistent
Taemie Kim, Pamela Hinds, Alex “Sandy” Pentland
Verifies that real-time communication-pattern-based feedback can influence the communication patterns of distributed groups and can make them more consistent and cooperative, resulting in improved group performance.

Remote and Alone: Coping with Being the Remote Member on the Team
Benjamin Koehne, Patrick Shih, Judith Olson
Provides best practices and coping strategies for individual remote workers and team managers based on a qualitative study of distributed teams. Can assist in bridging the distance gap.

As if Being There: Mediated Reality for Crime Scene Investigation
Ronald Poelman, Oytun Akman, Stephan Lukosch, Pieter Jonker
Describes a novel system that combines mediated and augmented reality to support collaborative spatial analysis between crime scene investigators on location and expert colleagues at a distance.

Distributed Scientific Group Collaboration across Biocontainment Barriers
Jane Li, Toni Robertson, Christian Mueller-Tomfelde
Describes a field study of “distributed” scientific collaboration in a challenging biosecurity laboratory environment. Can assist in designing and configuring technologies to support distributed collaboration across different local settings.
**Qualitative Studies of Software Development II**

Location: Grand J

Chair: Michael Twidale, *University of Illinois*

**Proximity: a Measure to Quantify the Need for Developers’ Coordination**
Kelly Blincoe, Giuseppe Valetto, Sean Goggins

Introduces proximity, a measure of the strength of the work dependencies that lead to coordination requirements among members of a software development organization. Proximity allows accurate, real-time coordination requirement detection.

**Software Reuse through Methodical Component Reuse and Amethodical Snippet Remixing**
Susan Sim, Rosalva Gallardo-Valencia, Kavita Philip, Medha Umarji, Megha Agarwala, Cristina Lopes, Sukanya Ratanotayanon

Meta-analysis of four studies of source code searching on the web using postmodern deconstructionist techniques reveals two texts: a privileged one, “Methodical CBSE”; and a marginalized one, “Amethodical Remixing.”

**Information Needs for Integration Decisions in the Release Process of Large-Scale Parallel Development**
Shaun Phillips, Guenther Ruhe, Jonathan Sillito

A qualitative study examining the collaborative integration decisions required to release large, parallel-developed projects. Derives information needs for practitioners and tool makers to provide integration decision support.

**Interactional Identity: Designers and Developers Making Joint Work Meaningful and Effective**
Judith M. Brown, Gitte Lindgaard, Robert Biddle

Provides a theory of the collaborative identities constructed by interaction designers and software developers to accomplish joint work in the field. Helps with understanding how multi-disciplinary collaborative work is accomplished.

**Collaboration in the Wild**

Location: Grand K

Chair: John C. Tang, *Microsoft Research*

**One Piece at a Time: Why Video-Based Communication is Better for Negotiation and Conflict Resolution**
Wei Dong, Wai-Tat Fu

Video-based CMC is better for conflict resolution because exchanging information in smaller chunks better supported subsequent negotiation, which in turn resulted in smaller differences in dyads’ performances (i.e., fairness).

**Hospital Robot at Work: Something Alien or an Intelligent Colleague?**
Sara Ljungblad, Jirina Kotrbova, Mattias Jacobsson, Henriette Cramer, Karol Niechwiadowicz

We present a case study of a robot transporting blood samples at a hospital and the reactions, describing the robot as: an alien, a machine, a worker and a colleague.

**Psychology of User Experience in a Collaborative Video-Conference System**
Takashi Yamauchi, Takehiko Ohno, Momoko Nakatani, Yoichi Kato, Arthur Markman

Present a longitudinal experiment that shows that group-level mutual affect and implicit beliefs on one’s ability (whether intelligence is fixed or malleable) are strong predictors of system usability and acceptability judgments.

**Recognizing Team Context during Simulated Missions**
Steven Poltrock, Mark Handel, Stephen Poteet, Paul Murray

Experiments involving simulated battlefield maneuvers and analysis of patterns indicating mission context. Results show that aspects of team context can be automatically recognized.
Interactive Posters, Demonstrations, Videos, and Conference Reception
Sponsored by Microsoft Research
Location: Evergreen Ballroom

Monday 18:00-20:30

Interactive Posters

Local Experts and Online Review Sites
Judd Antin, Marco de Sa, Elizabeth F. Churchill

Designing a Facilitator’s Cockpit for an Idea Management System
Marcos Baez

Ad-itudes: Twitter Users & Advertising
Andrew L. Brooks, Coye Cheshire

From Heavyweight Framework to Lightweight Patchwork.
Ibrahim Cakir; Mateusz Dolata, Kashyap Todi

“Hey Doc, Is that Your Stethoscope?”
Increasing Engagement in Medical Education and Training with iPads
Sally A. Coover, Adam Ducey, Mark Grichanik, Michael D. Coover, Robert Nelson

Normative Communication Processes and Associated Emotion in Mobile Health Groups
Mary Beth Deline, Eric P. S. Baumer, Geri Gay

Social Overlays: Augmenting Existing Us with Social Cues
Tao Dong, Mark S. Ackerman, Mark W. Newman

Normative Multi-agent Approach to Support Collaborative Work in Distributed Tangible Environments
Catherine Garbay, Fabien Badeig, Jean Caelen

“I need help!” Exploring Collaboration in the Car
Nicole Gridling, Alexander Meschtscherjakov, Manfred Tscheligi

Modeling Problem Difficulty and Expertise in StackOverflow
Ben Hanrahan, Gregorio Convertino, Les Nelson

Time as a Trigger of Interaction and Collaboration in Research Teams: A Diary Study
Muge Haseki, Chirag Shah, Roberto Gonzalez-Ibáñez

Social Networking Technologies and Organizational Knowledge Sharing as a Sociotechnical Ecology
Mohammad Hossein Jarrahi, Steve Sawyer

Connecting Artefacts of R&D Teams to Their Routines: How Boundary Objects are Created and Used
Aaron Houssian

Using Design Patterns in Collaborative Interaction Design Processes
Claudia Iacob

Variations in the Surgical Patient Trajectory: Challenges for Coordination
Tobias Buschmann Iversen, Line Melby, Andreas Dypvik Landmark, Pieter Toussaint

Using Diversity within the Crowd
Durga M. Kandasamy, Kristal Curtis, Armando Fox, David Patterson

Collaboration and Multimedia: Identifying Equilibrium in the MDT Information Ecosystem
Bridget Kane, Saturnino Luz

Do Collaborators’ Annotations Help or Hurt Asynchronous Analysis?
Ruogo Kang, Sara Kiesler

From High Connectivity to Social Isolation: Communication Practices of Older Adults in the Digital Age
Azmina Karimi, Carman Neustaedter

How Research Funding Affects Data Sharing
Karina Kervin, Margaret Hedstrom

Framing Creative Uses for Describing Cases of Appropriation
Hyangah Kim, Woohun Lee

Of Joy and Gender: Emotional Expression in Online Social Networks
Funda Kivran-Swaine, Sam Brody, Nicholas Diakopoulos, Mor Naaman

Repair Now: Collaboration between Maintainers, Operators and Equipment in a Cleanroom
Patricia M. Kluckner, Roland Buchner, Astrid Weiss, Manfred Tscheligi

The Effect to Quality of Creativity with Sampling Partial Data from a Large Number of Idea Cards
Tomohiro Kokogawa, Yui Maeda, Toshihiro Ajiki, Junko Itou, Jun Munemori

Timeliner: Supporting Collaborative Scientific Writing
David Lamas, Vladimir Tomberg, Mart Laanpere

Effects of Context-Sensitive Delays on Group Dynamics in 3D Virtual Worlds
Shaimaa Lazen, Denis Gracanin, Steve Harrison

Highly Sought After: SL Continued Use
Peyina Lin, Natascha Karlova, John Marino, Michael B. Eisenberg

Designing Interventions to Reduce Psychological Distance in Globally Distributed Teams
Jennifer Marlow, Laura Dabbish

Glitter: A Mixed-methods Study of Twitter Use during Glee Broadcasts
Kimra McPherson, Kai Huotari, F. Yo-Shang Cheng, David Humphrey, Coye Cheshire, Andrew L. Brooks

Bribecaster: Documenting Bribes Through Community Participation
Manas Mittal, Wei Wu, Sam Madden, Björn Hartmann

Use Trend Analysis of Twitter after the Great East Japan Earthquake
Mai Miyabe, Asako Miura, Eiji Aramaki

See It: A Scalable Location-Based Game for Promoting Physical Activity Game
Carman Neustaedter, Tejinder K. Judge

Come to this reception for the chance to interact directly with researchers and practitioners who are presenting demonstrations and showing the results of cutting edge ideas in collaborative systems and research.

The evening will include reception-style buffet food and drinks. Demos and posters will also be presented Tuesday morning.
Interactive Posters (continued)

Minority Voices of Crowdsourcing: Why We Should Pay Attention to Every Member of the Crowd
Jennifer Noble

Dazzle: Supporting Framing in Co-located Design Teams Through Remote Collaboration Tools
Lora Oehlberg, Jasmine Jones, Björn Hartmann

“What should I talk to?” Fostering a Spontaneous F2F Interaction in a Conference
Kyung-Hui Oh, Yoon Suk Lee

Are You Exposed? Conveying Information Exposure
Sameer Patil, Apu Kapadia

Measuring Distributed Affect in Collaborative Games
Daniel Perry, Cecilia Aragon

Expression of Emotion in IM
Afarin Pirzadeh, Mark S. Pfaff

Tweeting for Class: Using Social Media to Enable Student Co-construction of Lectures
Daniela Retelny, Jeremy Birnholtz, Jeffrey Hancock

Predicting Length of Membership in Online Community “Everything2” Using Positive and Negative Feedback
Chandan Sarkar, Donghee Yvette Wohn, Cliff Lampe

SWAicons: Spoken Web Audio Icons – Design, Implications and Evaluation
Saurabh Shrivastava, Nitendra Rajput, Gururaj Mahajan

Newcomer Integration and Learning in OSS Technical Support Communities
Vandana Singh, Sheetija Kathuria, Aditya Johri

Let Me Draw You a Picture: Coordination in Image-enabled Conversation
Jaime Snyder

Social Media and Success in Open Source Projects
Jason Tsay, Laura Dabbish, James Herbsleb

Twitter Communications in Mass Emergency: Contributions to Situational Awareness
Sarah Vieweg

Exploring Automation in Digital Tabletop Board Games
James R. Wallace, Joseph Pape, Yu-Ling Betty Chang, Phillip J. McClelland, T.C. Nicholaos Graham, Stacey D. Scott, Mark Hancock

Demonstrations

Dotastic: achieving goals by socializing tasks
Sameer Halai, Shelly Farnham, Greg Melander, Nathan Robertson, Craig Jensen, Flynn Joffray

Improving Remote Collaboration through Side-by-Side Telepresence
Paul Tanner, Varnali Vardhan, Michael Muller

LACOME: a multi-user collaboration system for shared large displays
Russell MacKenzie, Kirstie Hawkey, Kellogg S. Booth, Zhangbo Liu, Presley Perswain, Sukhveer S. Dhillon

A Pen-Based Toolkit for Authoring Collaborative Language Activities
Anne Marie Piper, Nadir Weibel, James D. Hollan

Photoshop with Friends: A synchronous Learning Community for Graphic Design
Juho Kim, Benjamin Malley, Joel Brandt, Mira Dontcheva, Diana Joseph, Krzysztof Z. Gajos, Robert C. Miller

PixiO: Sharing any surface
Tom Blank, Sasa Junuzovic, Kori Inkpen Quinn, Anoop Gupta

A Tool for Distributed Software Design Collaboration
Nicolas Mangano, André van der Hoek

Innovation Cockpit: A dashboard for Facilitators in Idea Management
Marcos Baez, Gregorio Convertino

Cohere+XIP: Human Annotation Harnessing Machine Annotation Power
Anna De Liddo, Agnès Sándor, Simon Buckingham Shum

A Collaborative Sketch Animation Creation System on Mobile Devices
Danli Wang, Li Shen, Hongan Wang

A Blog in Perspectives of Social Practice Theory
Hiroko Wilensky, David Redmiles

Evaluating PresenceScape: a 3D virtual world application to support social awareness and informal communication in distributed teams
Koen Willaert, Zhe Lou, Sigurd Van Broeck, An Jacobs

Mobility in Online Communities: A Case Study of Mobile BBS in Use in China
Huanhuan Xia, Xianghua Ding, Tun Lu, Qi Wang, Ning Gu

Rationale Flower: a Visualization Tool for Identifying Hidden Profiles in Instant Messaging
Lu Xiao

Duckling: Towards Cloud Service for Scientific Collaboration System
Jianjun Yu, Kevin Dong, Kai Nan

Videos

SocialMirror: Motivating Young Adults with Autism to Practice Life Skills in a Social World
Hwajung Hong, Jennifer Kim, Gregory D. Abowd, Rosa L Arriaga

MoCoMaps: Mobile Collaborative Map-based Applications
Susanne Hupfer, Michael Muller, Steven Levy, Daniel Gruen, Andrew Sempere, Reid Friedhorsky, Steven Ross

SaNDVis: Visual Social Network Analytics for the Enterprise
Adam Perer, Ido Guy

Public Curation of a Historic Collection: A means for speaking safely in public
Trond Nilson, Nell Carden Grey, Batya Friedman

MyEBSP: Mashup Gadgets to Calendar Events
Zhenzhen Zhao, Sirsha Bhattarai, Ji Liu, Noel Crespi

A Monkey and a Stick Figure: Stories of Remixing and Social Creativity
Andrés Monroy-Hernández, Frances Yun

Incentives for Emotional Multimedia Tagging
Kathrin Knautz, Daniel Guschauski, Daniel Miskovic, Tobias Siebenlist, Jens Terlisner, Wolfgang G. Stock
Tuesday Schedule Overview

8:30-9:00
CSCW Madness
Grand EFGH

9:00-10:00
ACM Athena Award Presentation by Judith Olson
Grand EFGH

10:00-11:00
Interactive Posters, Demonstrations and Videos
Evergreen Ballroom

Rooms

<table>
<thead>
<tr>
<th>Time</th>
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<tbody>
<tr>
<td>9:00-10:00</td>
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<td>11:00-12:40</td>
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<td>12:40-14:00</td>
<td>Lunch on your own</td>
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<td>14:00-15:40</td>
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Legend:
- Grand A
- Grand B
- Grand C
- Grand I
- Grand J
- Grand K

Events:
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- Interactive Posters
- Social Media in War and Crisis
- Social Media in Crisis and Culture
- CSCW Town Hall
- Conference Banquet

Venues:
- Evergreen Ballroom
- Grand A
- Grand B
- Grand C
- Grand I
- Grand J
- Grand K
A number of threads of thoughts have come together recently having to do with how we make our research usable and useful to the world. One thread has to do with the movement in medicine called Clinical Translational Science, where funding is given to researchers to translate basic research into guidelines, treatments, regimens that clinicians can use. The second thread came in reflecting about our own work recently, where we have translated a theory about what makes for good distance collaboration into an online assessment tool and administered it to hundreds of people involved in remote collaboration. Upon completion of the assessment, each participant immediately gets a personalized report on the strengths of their collaboration, the challenges and what to do about it. We get the data, and they get the help. These two threads point to making a difference, having broader impact.

In this talk I will review the number of ways we can have an impact, both directly to people, through design practice (our clinicians), and a myriad of other tools while doing good research. I encourage us all to spend more energy on having more direct effects on the world in which we live.

**Bio:**

Judith Olson is the Bren Professor of Information and Computer Sciences in the Informatics Department at the UC Irvine, with courtesy appointments in the School of Social Ecology and the Merage School of Business. For 20 years, her research has focused on distributed teams, summaries of which are found in her most cited paper, “Distance Matters;” (Olson & Olson, 2000), in her key theoretical contribution in the book *Scientific Collaboration on the Internet*, and her upcoming book, *Working Together Apart*. She has studied distributed teams both in the field and in the laboratory, finding the myriad of communication hurdles distributed teams have, the consequent underutilization of remote team members' skills and the reduction in trust. Her current work includes studying two of the most difficult aspects of long distance collaboration: Crossing cultures and having no overlap in workdays. She is a Fellow of the Association for Computing Machinery, was in the first class of inductees in CHI’s Academy, with her husband and colleague, Gary Olson, holds the Lifetime Achievement award from SIGCHI, and in 2011 was awarded the ACM Athena Award, which translates to “woman of the year in computing.”
Tuesday 11:00 – 12:40

Social Media in War and Crisis
Location: Grand A
Chair: Luigina Ciolfi, University of Limerick

(How) Will the Revolution be Retweeted?: Information Diffusion and the 2011 Egyptian Uprising
Kate Starbird, Leysia Palen
This empirical study examines how a global, Twitter-enabled crowd works during political disruption by demonstrating solidarity with local protesters and by acting to recommend information from “the ground.”

The Egyptian Blogosphere: A Counter-Narrative of the Revolution
Ban Al-Ani, Gloria Mark, Justin Chung, Jennifer Jones
We argue that blogs can enable counter-narratives in a country where political speech in traditional venues is tightly controlled by the government.

‘Facebooking’ Towards Crisis Recovery and Beyond: Disruption as an Opportunity
Bryan Semaan, Gloria Mark
A qualitative study of Facebook use amongst a population living through war. Found that people used Facebook for both traditional disaster recovery processes, as well as to maintain integral cultural practices.

Blogs as a Collective War Diary
Gloria Mark, Mossaab Bagdouri, Leysia Palen, James Martin, Ban Al-Ani, Kenneth Anderson
We show how in a warzone, the blogosphere reflects external societal conditions and collective identity, suggesting that blog content can indicate the health or state of the affected population.

CSCW Horizon
Location: Grand B
Chairs: Gilly Leshed, Cornell University
Monica Divitini, Norwegian University of Science and Technology

The Horizon session includes papers that expand the boundaries of CSCW beyond its standard topics and approaches. Each paper will be followed by feedback from expert panelists and discussion with the audience.

Socially Immature Organizations: A Typology of Social Networking Systems [SNS] with Organizations as Users [oau]
Matthew T. Mullarkey, University of South Florida

Hot or Not: A Qualitative Study on Ecological Impact of Social Media and Fashion Consumption
Yue Pan, Indiana University
John C. Thomas, IBM T. J. Watson Research

Supporting Parent-Young Child Activities with Interactive Tabletops: A Conceptual Analysis
Lu Xiao, The University of Western Ontario
Jennifer Martin, The University of Western Ontario

Family Life
Location: Grand C
Chair: Jofish Kaye, Nokia

Finding a New Normal: The Role of Technology in Life Disruptions
Michael Massimi, Jill Dimond, Christopher Le Dantec
Reflects on fieldwork concerning intimate partner violence, homelessness, and bereavement. Provides design considerations on how technology might help users find a “new normal” following life disruptions.

An Examination of How Households Share and Coordinate the Completion of Errands
Timothy Sohn, Lorikeet Lee, Stephanie Zhang, David Dearman, Khai Truong
We examine how household members share and accomplish errands. We identify the challenges involved with coordinating errands amongst members and suggest opportunities to better facilitate awareness, coordination and communication.

Brothers and Sisters at Play: Exploring Game Play with Siblings
Janet Go, Rafael Ballagas, M. Spasojevic
Presents study of sibling game play. Offers considerations for designing games for siblings.

I Love You, Let’s Share Calendars: Calendar Sharing as Relationship Work
Alexander Thayer, Matthew Bietz, Katie Derthick, Charlotte Lee
For our qualitative user study, we interviewed Google Calendar users. Our findings describe a set of unique calendar sharing strategies derived from our participants’ activities of calendar sharing as relationship work.
Coordination and Performance
Location: Grand I
Chair: Darren Gergle, Northwestern University

Patterns of Team Processes and Breakdowns in Information Analysis Tasks
Marcela Borge, Craig Ganoe, Shin-I Shih, John Carroll
An experimental study designed as a means to better understand how teams conduct information analysis tasks can help CSCW designers understand activities undertaken and their influence on performance.

Using Low Cost Game Controllers to Capture Data for 6th Grade Science Labs
Sarah Lewis, Ugochi Acholonu, Wendy Ju
We present a project that engages students and teachers in hacking game controllers for middle school science. By augmenting labs with acceleration and velocity data, students learn to tinker with the tools of physics.

Effects of Sharing Text Selections on Gaze Cross-recurrence and Interaction Quality in a Pair Programming Task
Patrick Jermann, Marc-Antoine Nüssli
We use dual eye tracking to measure the attentional coupling of two pair programmers. We show how programmers use text selection as a deictic tool and how this augments gaze cross-recurrence.

Micro-Co-Coordination: Because We Did Not Already Learn Everything We Need to Know About Working With Others in Kindergarten
Joon Suk Lee, Deborah Tatar, Steve Harrison
Describes coordination behavior in triads working in a “triple space environment” involving cognition, social demands and shifting representations. Talk diagnoses satisfaction; lack of talk does not diagnose dissatisfaction.

Toolkits and Software Development
Location: Grand J
Chair: Chengzheng Sun, Nanyang Technical University

Social Coding in GitHub: Transparency and Collaboration in an Open Software Repository
Laura Dabbish, Colleen Stuart, Jason Tsay, Jim Herbsleb
Describes a qualitative study on the collaborative utility of activity transparency in an online software repository with social media functionality. Extends our understanding of social transparency and online collaboration.

Towards Multi-Domain Collaborative Toolkits
Jacob Bartel, Prasun Dewan
An unabashedly technical paper that describes the new techniques of “widget servers,” “piping replicas,” “flexible widget-listener placement,” and “factory-based user-interface toolkit retargetting” to address the old, growing problem of collaboration-toolkit proliferation.

DiscoTech: A Plug-In Toolkit to Improve Handling of Disconnection and Reconnection in Real-Time Groupware
Banani Roy, Nicholas Graham, Carl Gutwin
Our work makes two main contributions. The design space provides a set of concepts to show the range of solutions for handling disconnection, and identifies a number of specific strategies that can be implemented as plug-ins. The DiscoTech toolkit itself provides an architecture and model for using and composing individual plug-in solutions, and our evaluations show that the toolkit has broad coverage, is easy for developers to use, and performs well.

Towards Multi-Domain Collaborative Toolkits
Jacob Bartel, Prasun Dewan
An unabashedly technical paper that describes the new techniques of “widget servers,” “piping replicas,” “flexible widget-listener placement,” and “factory-based user-interface toolkit retargetting” to address the old, growing problem of collaboration-toolkit proliferation.

CoRED - Browser-based Collaborative Real-Time Editor for Java Web Applications
Janne Lautamäki, Antti Nieminen, Johannes Koskinen, Timo Aho, Tommi Mikkonen, Marc Englund
CoRED is browser-based collaborative real-time code editor for Java applications. It has error checking and automatic code generation capabilities, extended with some social features.
**Incentives**
Location: Grand K
Chair: Danyel Fisher, Microsoft Research

**Phrases That Signal Workplace Hierarchy**
*Eric Gilbert*
We explore the relationship between phrases people use in email and the rank of an email’s recipient. We arrive at phrases that signal hierarchy, perhaps enabling new status-aware applications.

**Predicting Tie Strength in a New Medium**
*Eric Gilbert*
Via a Twitter app, we explore how a Facebook tie strength model adapts to Twitter. It largely generalizes, perhaps allowing new social media to build around existing relational findings.

**Tie Strength in Question & Answer on Social Network Sites**
*Katrina Panovich, Rob Miller, David Karger*
Study evaluating the correlation between tie strength (how close a friend is) and answers to questions provided through social network sites. Provides insight into SNS Q&A and information exchange on SNS.

**Removing Gamification from an Enterprise SNS**
*Jennifer Thom, David Millen, Joan DiMicco*
Our data suggests that gamification in an SNS can help increase participation while deployed but may not actually increase user motivation to continue participation in the long run.

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**Social Media in Crisis and Culture**
Location: Grand A
Chair: Volkmar Pipek, University of Siegen

**“Beacons of Hope” in Decentralized Coordination: Learning from On-the-Ground Medical Twitterers During the 2010 Haiti Earthquake**
*Aleksandra Sarcevic, Leysia Palen, Joanne White, Kate Starbird, Mossaab Bagdouri, Kenneth Anderson*
Examines social media communications of 110 medical teams in the immediate aftermath of the 2010 Haiti earthquake. Identifies new social media behaviors that could support medical coordination during disaster response.

**Relief Work after the 2010 Haiti Earthquake: Leadership in an Online Resource Coordination Network**
*Sean Goggins, Christopher Mascaro, Stephanie Mascaro*
This paper examines the role of invisible brokers in the coordinated response to the January 12, 2010 Haiti Earthquake, and has implications for future crisis informatics research.

**How and To Whom People Share: The Role of Culture in Self-Disclosure in Online Communities**
*Chen Zhao, Pamela Hinds, Ge Gao*
A survey study to show that national culture interacts with communication mode and type of relationship to affect the extent of self-disclosure.

**Cultural Appropriation: Information Technologies as Sites of Transnational Imagination**
*Silvia Lindtner, Ken Anderson, Paul Dourish*
We analyze appropriation as a cultural phenomenon, drawing from ethnographic research in China. It contributes to debates on global IT developments by employing transnational imagination as an analytical tool.
Panel: Some of all Human Knowledge: Gender and Participation in Peer Production
Location: Grand B
Moderator: Andrea Forte, Drexel University

The promise of peer production includes openly accessible resources produced by volunteers and released freely for the world to use. Wikipedia and Open Source Software are famous examples of volunteer, peer-produced projects. Anyone is free to participate, but not everybody does. Wikipedia aims to collect the "sum of all human knowledge," but only about 13% of editors on the site are female. In Open Source Software, the percentage of female contributors has been estimated near 1%. If women are not well represented among authors of the most widely accessed reference source on the planet, are important voices muted? Could these highly successful projects be even more prolific and impactful with female participation? This panel will bring together experts in feminist theory, open source and open collaboration, and representatives from high profile peer-produced projects.

Privacy and the Home
Location: Grand C
Chair: Cathy Marshall, Microsoft Research

Interacting With Infrastructure: A Case for Breaching Experiments in Home Computing Research
Erika Poole
Explains why your family may never, ever stop asking you for technical help. Argues for a methodological shift in how researchers study home technology infrastructures.

Boundary Regulation in Social Media
Stutzman Frederic, Hartzog Woodrow
This paper reports a qualitative study of multiple profile management in social media. We encourage designers to more broadly conceptualize how to support identity management in social media.

A Case Study of Non-Adoption: The Values of Location Tracking in the Family
Asimina Vasalou, Anne-Marie Oostveen, Adam Joinson
Investigates the adoption of commercial location tracking systems by families. Provides guidance for aligning the design of these technologies with prevailing parental values.

Going to College and Staying Connected: Communication Between College Freshmen and Their Parents
Madeline Smith, Duyen Nguyen, Charles Lai, Gilly Leshed, Eric Baumer
We studied the ways in which college freshmen communicate with their parents and the communication technologies they use. Interviews with students revealed insights into students’ communication and relationships with parents.
Coordination and Artifacts
Location: Grand I
Chair: Elisabeth Churchill, Yahoo!

See Friendship, Sort of: How Conversation and Digital Traces Might Support Reflection on Friendships
Victoria Schwanda Sosik, Xuan Zhao, Dan Cosley
We examine how people reflect on friendships and how social data and conversation affect this. Interviews revealed practices around why, when, and how people reflect and suggest design considerations.

The Material Practices of Collaboration
Daniela Rosner
Drawing on a three-month bookbinding apprenticeship, this paper examines how people’s coordination work is tightly bound up in material practices, the union of material arrangements and social relations.

Achieving Harmony through Technology
Location: Grand J
Chair: mc schraefel, University of South Hampton

Operational Transformation for Orthogonal Conflict Resolution in Real-time Collaborative 2D Editing Systems
Chengzheng Sun, Hongkai Wen, Hongfei Fan
Contributes a new Operational Transformation (OT) technique for resolving orthogonal conflicts in collaborative spreadsheet editors. Extending OT from one- to two-dimensional conflict resolution is fundamental to OT theory and application.

Operational Transformation for Dependency Conflict Resolution in Real-time Collaborative 3D Design Systems
Agustina, Chengzheng Sun, Dong Xu
This paper contributes a novel Operational Transformation (OT) technique resolving conflicts among objects with dependency relations in collaborative 3D design systems. This work has advanced the state-of-the-art of OT.

Beyond Data Sharing: Artifact Ecology of a Collaborative NanoPhotonics Research Centre
Gerard Oleksik, Natasa Milic-Frayling, Rachel Jones
The artefact ecology perspective reveals intricate interaction of technology infrastructure, tools, practices, and digital artifacts in a nanophotonics laboratory. Can assist with providing supportive technologies for collaborative scientific environments.

Collaboration in Open-Source Hardware: Third-Party Variations on the Arduino Dueemilanove
David Mellis, Leah Buechley
We present a case-study of open-source hardware, examining nine variations on an electronic circuit board. We find a distributed model of collaboration that differs significantly from that found in open-source software.

Creative Conflict Resolution in Realtime Collaborative Editing Systems
David Sun, Chengzheng Sun, Steven Xia, Haifeng Shen
This work contributes a Creative Conflict Resolution approach (framework, algorithms, and an example system) to explore positive aspects of conflict and support cooperative, competitive and explorative work in real-time collaborative editing.

Towards Self-Optimizing Collaborative Systems
Sasa Junuzovic, Prasun Dewan
A collaborative framework that improves response times by auto-selecting the processing architecture, communication architecture, and scheduling policy is presented. New implementation issues and evaluations showing system benefits are described.
Tuesday 16:00 – 17:30

**Tabletop Displays: From Activity to Activity Theory**

Location: Grand K

Chair: Karrie Karahalios, *University of Illinois*

Culturally Based Design: Embodying Trans-Surface Interaction in Rummy

*Andruid Kerne, William Hamilton, Zachary Toups*

Culturally based design (CBD) is a new paradigm for designing embodied interactions based on people’s use of physical objects. We evaluate the Trans-Surface Rummy game, developing trans-surface and CBD implications.

Evaluating the Effectiveness of Height Visualizations for Improving Gestural Communication at Distributed Tabletops

*Aaron Genest, Carl Gutwin*

Including height information in embodiments for distributed, surface-based collaboration significantly improves gesture interpretation in several ways. Empirically evaluated design examples show how this might improve gestural communication in distributed collaborations.

A Comparison of Competitive and Cooperative Task Performance Using Spherical and Flat Displays

*John Bolton, Kibum Kim, Roel Vertegaal*

This paper shows differences in task performance and peeking behaviors between flat, spherical and flat displays with a divider in cooperative and competitive collaboration scenarios.

A Model for the Design of Interactive Systems based on Activity Theory

*Sebastian Doeweling, Benedikt Schmidt, Andreas Goeb*

We present a model for systems design based on activity theory. It takes both physical and social context into account, and is thus particularly suited to designing for novel devices.

Tuesday 18:00-22:00

**Conference Banquet**

Location: Lucky Strike

The CSCW Town Hall Meeting is a time dedicated for the CSCW steering committee to interact with members of the CSCW community who will attend CSCW 2012, harnessing their interests, and addressing their concerns about future directions of the CSCW conference. All are welcome.

Gaming is a popular theme at CSCW 2012. We invite you to enjoy dinner and drinks while experiencing an assortment of games at the Lucky Strike upscale bowling lounge and the adjoining Power Play arcade. This evening almost all the games are free. The lounge and arcade include 150 gaming stations including a life size Ferrari simulator, a laser maze, skee ball, and air hockey. It also includes 16 bowling lanes and two billiard tables.

And for those of us who simply want to meet up with old and new friends, the Luxe lounge provides a quieter, relaxed environment for chatting.

Lucky Strike is in Lincoln Square, the building to the south just across SE 8th Street from the hotel. A covered skywalk from the first floor of the hotel leads directly to Lincoln Square and Lucky Strike.

Please bring your identification.
## Wednesday Schedule Overview

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<tr>
<th>Time</th>
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Presenters of Wednesday’s papers and notes will give twenty-five second briefings of the contents of their presentations during this “Madness” session. Use this time to get a preview of the technical program.

**Prescriptive Persuasion and Open-Ended Social Awareness: Expanding the Design Space of Mobile Health**

*Eric Baumer, Sherri Jean Katz, Jill Freeman, Phil Adams, Amy Gonzales, John Pollak, Daniela Retelny, Jeff Niederdeppe, Christine Olson, Geri Gay*

We argue for expanding the design space of mobile health beyond prescriptive persuasion to include social awareness and present qualitative results from two field studies demonstrating impacts of this design approach.

**Briefing News Reporting with Mobile Assignments – Perceptions, Needs and Challenges**

*Heli Vaataja, Paul Egglestone*

Describes perceptions, needs and challenges on using mobile assignments and locationing in briefing news to professional mobile journalists. Results applicable to mobile crowdsourcing and work involving creativity and complex tasks.

**Mixing Metaphors in Mobile Remote Presence**

*Leila Takayama, Janet Go*

Field study of mobile remote presence systems used for remote collaboration in workplaces. Shows how mixing human vs. nonhuman metaphors for new technology can lead to interpersonal interaction breakdowns.

**HappyGo: A Field Trial of Local Group Buying**

*Huanglingzi Liu, Wei Wang, Dong Liu, Hao Wang, Nan Du*

Describes a field trial of a mobile service called “HappyGo”, that supports local group buying. Helps to understand the differences between local group buying with other forms of group buying.

**Panel: Social Telepresence Bakeoff: Skype Group Video Calling, Google+ Hangouts, and Microsoft Avatar Kinect**

*Carolyn Wei, Google*

*Reena Kawal, Microsoft*

This panel brings together representatives from recently released commercial products that enable groups of people to socialize online using rich media (video, avatars). The panelists will compare and contrast the design features and rationale of each system, review what has been learned from studying their usage so far, and elicit stories of how people in the audience have been using these tools. This will help us learn how these tools are being used and abstract design implications for future work in developing new ways to support collaboration.
Loosely Formed Patient Care Teams: Communication Challenges and Technology Design  
Soyoung Lee, Charlotte Tang, Sun Young Park, Yunan Chen  
Observational study describing nurses’ communication behaviors in “loosely formed team collaboration” in an Emergency Department. Can assist designers of future communication technologies to meet the needs of loosely formed collaborative environments.

Electronic Medication Management: A socio-technical change process in clinical practice  
Torbjørg Meum  
The findings from this case study highlight the interrelation between medication management and clinical information and how emergent needs and opportunities co-evolve as an ongoing process of change and redesign.

Fragmentation and Choreography: Caring for a Patient and a Chart during Childbirth  
Katie Pine  
Ethnographic study of documentation practice in a labor & delivery unit extends theories of work coordination. Focuses on and articulates practices that connect tasks together and elucidates factors impacting work choreography.

The Work of Play: Supporting a Pervasive Health Behavior Change Intervention for US Middle School Students  
Andrew Miller, Erika Poole, Yan Xu, Elsa Eiriksdottir, Daniel Kestranek, Richard Catrambone, Elizabeth Mynatt  
We examine the “hidden work” involved with the large-scale deployment of a behavior change application in American schools. We offer insight into the coordination required to maintain such deployments.

“I'm Just Here to Play Games”: Social Dynamics and Sociality in an Online Game Site  
Gregor McEwan, Carl Gutwin, Regan Mandryk, Lennart Nacke  
Presents an exploration of enacted, impersonal, and sociable interactions in an online game community, based on analysis of logging data. Can help designers and researchers understand online gaming communities.

Remix and Play: Lessons from Rule Variants in Texas Hold’em and Halo 2  
Gifford Cheung, Jeff Huang  
We develop a theory of “necessity” to explain the mindset of players who change the rules of games, analog and digital. Discussion encompasses gaming and general system design regarding flexibility.

Communication Channels and Awareness Cues in Collocated Collaborative Time-Critical Gaming  
Victor Cheung, Y.-L. Betty Chang, Stacey Scott  
Describes unconventional uses of communication channels and awareness cues in a mixture of physical and virtual environments during collocated collaborative gameplay. Discusses implications and recommendations for improvement in such context.

Verbal Coordination in First Person Shooter Games  
Anthony Tang, Jonathan Massey, Nelson Wong, Derek Reilly, Keith Edwards  
Describes how teams of first-person shooter gamers use the shared verbal channel to coordinate activity. Can help motivate design of tools for real-life mobile teams.
Forums Online
Location: Grand K
Chair: Cliff Lampe,
*University of Michigan*

**Learning the Lingo? Gender, Prestige and Linguistic Adaptation in Review Communities**
*Libby Hemphill, Jahna Otterbacher*
Study of changes over time in writing patterns of prolific movie reviewers at the Internet Movie Database. Provides insights as to differences in text-based CMC between genders in online communities.

**Your Space or Mine?: Community Management and User Participation in a Chinese Corporate Blogging Community**
*Qinying Liao, Yingxin Pan, Michelle Zhou, Tingting Gan*
Case study describing how a Chinese corporate blogging site guides blogger activities and how participants respond to management guidance. Opens a unique window to understand social communities in Chinese enterprises.

Media Production
Location: Grand J
Chair: Volker Wulf,
*University of Siegen*

**Mediated Viewing and Amateur Vision: Recreational Orientation in Collaborative Video Production**
*Arvid Engström, Mark Perry, Oskar Juhlin*
We present a field trial of live collaborative video production using cameraphones, and uncover important social phenomena to account for when transferring professional production methods and technologies to ‘amateur’ users.

**Investigating Effects of Visual and Tactile Feedback on Spatial Coordination in Collaborative Handheld Systems**
*Koji Yatani, Darren Gergle, Khai Truong*
Investigates how visual and tactile feedback affects spatial coordination in a shared workspace on mobile devices, and shows different benefits of each feedback and improved performance with the combined feedback.

**PicoTales: Collaborative Authoring of Animated Stories using Handheld Projectors**
*Simon Robinson, Matt Jones, Elina Vartiainen, Gary Marsden*
This systems paper presents a novel approach to collaborative video authoring using handheld projectors. We illustrate the efficacy of this lightweight approach by considering both tracking accuracy and stories created.

**Collaborative Museums: An Approach to Co-Design**
*Heloisa Moura, Debora Cardador, Katia Vega, Wallace Ugulino, Marcos Barbatto, Hugo Fuks*
A systemic approach to co-design of collaborative museums, using ethnography, co-creation, and fast prototyping. The case of a Brazilian Planetarium is presented, including multidisciplinary teams and users in the process.

**Diagnostic Work in Cloud Computing: Discussion Forums, Community and Troubleshooting**
*John Rooksby, Ali Khajeh-Hosseini*
A qualitative analysis of how people use web forums to troubleshoot cloud based systems.
Wednesday 11:00 – 12:30

Scaling our Everest: Wikipedia Studies I
Location: Grand A
Chair: Amy Bruckman, Georgia Institute of Technology

Technology-Mediated Contributions: Editing Behaviors Among New Wikipedians
Judd Antin, Coye Cheshire, Oded Nov
Presents a content analysis of individual Wikipedia revisions to examine three research questions (1) the effect of early diversification of activity, (2) nature vs. nurture, and (3) associations with later administrative and organizational activity.

Conflict, Criticism, or Confidence: An Empirical Examination of the Gender Gap in Wikipedia Contributions
Benjamin Collier, Julia Bear
Survey results examining the gender contribution gap in Wikipedia. Provides insights into gender differences in conflict, confidence, and criticism in online communities.

From Individual Minds to Social Structures: The Structuring of an Online Community as a Collective-Sensemaking Process
Yiftach Nagar
Grounding Weick’s model of committed-interpretation in a qualitative inquiry of Wikipedia policy discussions helps explain how the wiki environment catalyzes the process of turning individual sensemaking efforts into social structure.

Classroom Wikipedia Participation Effects on Future Intentions to Contribute
Cliff Lampe, Jonathan Obar, Elif Ozkaya, Paul Zube, Alcides Velasque
Shows how a classroom exercise editing Wikipedia affected student editing the site in the future.

CSCW 2012 Videos
Location: Grand B
Chairs: Pernille Bjorn, IT University of Copenhagen
Matthew Bietz, University of California, Irvine

SocialMirror: Motivating Young Adults with Autism to Practice Life Skills in a Social World
Hwajung Hong, Jennifer Kim, Gregory D. Abowd, Rosa I. Arriaga

MoCoMapps: Mobile Collaborative Map-based Applications
Susanne Hupfer, Michael Muller, Steven Levy, Daniel Gruen, Andrew Sempere, Reid Priedhorsky, Steven Ross

A Tool for Distributed Software Design Collaboration
Nicolas Mangano, André van der Hoek

Innovation Cockpit: A dashboard for Facilitators in Idea Management
Marcos Baez, Gregorio Convertino

Cohere+XIP: Human Annotation Harnessing Machine Annotation Power
Anna De Liddo, Ágnes Sándor, Simon Buckingham Shum

A Monkey and a Stick Figure: Stories of Remixing and Social Creativity
Andrés Monroy-Hernández, Frances Yun

Incentives for Emotional Multimedia Tagging
Kathrin Knautz, Daniel Guschauski, Daniel Miskovic, Tobias Siebenlist, Jens Terlisner, Wolfgang G. Stoc
Health: Games and Online Support Groups
Location: Grand C
Chair: Wendy Kellogg, IBM Research

To Stay or Leave? The Relationship of Emotional and Informational Support to Commitment in Online Health Support Groups
Yi-Chia Wang, Robert Kraut, John Levine
Describes a longitudinal study using machine learning models of social support to understand behavior in online health support groups. Can assist in developing effective interventions for people who need support.

This is Not a One-Horse Race: Understanding Player Types in Multiplayer Pervasive Health Games for Youth
Yan Xu, Erika Poole, Andrew Miller, Elsa Eiriksdottir, Dan Kestranek, Richard Catrambone, Elizabeth Mynatt
This paper presents findings from a large-scale, long-term deployment of a pervasive health game for schoolchildren. We provide design suggestions to help game designers integrate group-based mechanisms that maximize intervention effectiveness.

Collaborative Help in Chronic Disease Management: Supporting Individualized Problems
Jina Huh, Mark Ackerman
With the findings from an observational study of diabetes patient support groups, we suggest implications for building community-based help systems for finding solutions to individualized problems.

Transforming Solitary Exercises into Social Exergames
Taiwoo Park, Chungkuk Yoo, Sungwon Choe, Byunglim Park, Junehwa Song
Presents guidelines for transforming solitary exercises into social exergames focused on the relationships between the original exercises and game interactions. Can assist in developing social exergames from solitary exercises.

Games and Virtual Worlds
Location: Grand I
Chair: Carl Gutwin, University of Saskatchewan

Infrastructural Experiences: An Empirical Study of an Online Arcade Game Platform in China
Qi Wang, Xianghua Ding, Tun Lu, Huanhuan Xia, Ning Gu
Empirical study of online arcade gaming in China, highlighting infrastructural aspects of user experiences. Can help understand and design new media experiences.

Metaphors for Social Relationships in 3D Virtual Worlds
Gilly Leshed, Poppy McLeod
We examine the extent to which classic identity management metaphors--theatre stage, onion layers, and identity segments--can explain experiences of social relationships within and across virtual and material worlds.

Come Meet Me at Ulduar: Progression Raiding in World of Warcraft
Jeffrey Bardzell, Jeffrey Nichols, Tyler Pace, Shaowen Bardzell
We offer a longitudinal analysis of WoW raiding behavior using system data manually collected from the game world itself, distinguishing game constraints from player agency.

Designing Online Games for Real-life Relationships: Examining QQ Farm in Intergenerational Play
Yong Ming Kow, Jing Wen, Yunan Chen
Investigating intergenerational play between parents and children in Chinese game QQ Farm, the findings: low entry barrier, appealing game theme, online interactions extending real-life relationships, low time commitment, asynchronous play.
Supporting Art & Literature
Location: Grand J
Chair: Geoffrey C. Bowker, University of Pittsburgh

People in Books: Using a FlashCam to Become Part of an Interactive Book for Connected Reading
_Sean Follmer, Rafael (Tico) Ballagas, Hayes Raffle, Mirjana Spasojevic, Hiroshi Ishii_
We introduce People in Books with FlashCam technology, a system that supports children and long-distance family members to act as characters in children’s storybooks while they read together over a distance.

A Study of Multilingual Social Tagging of Art Images: Cultural Bridges and Diversity
_Irene Eleta, Jennifer Golbeck_
Compares social tagging patterns in two languages in a collection of art images. Proposes ways to leverage multilingual tags for enriching the images metadata, and improving access in different languages.

Bodies in Critique: A Technological Intervention in the Dance Production Process
_Erin Carroll, Danielle Lottridge, Celine Latulipe, Vikash Singh, Melissa Word_
Case studies of the Choreographer’s Notebook, a web-based collaborative, multi-modal annotation tool used in the creative process of making dance. We analyze these case studies through various socio-technical lenses.

SynTag: A Web-based Platform for Labeling Real-time Video
_Yen-Chia Hsu, Tay-Sheng Jeng, Yang-Ting Shen, Po-Chun Chen_
Describes a web-based platform that enables users to label tags with visualization of time-stamp video previews. Can assist presenters to receive instant feedback and help users to retrieve presentation videos.

Online Disclosure
Location: Grand K
Chair: Scott Counts, Microsoft Research

In Case You Missed It: Benefits of Attendee-Shared Annotations for Non-Attendees of Remote Meetings
_Mukesh Nathan, Mercan Topkara, Jennifer Lai, Shimei Pan, Steven Wood, Jeff Boston, Loren Terveen_
Presents insights for designers of remote meeting systems based on a lab study of an enterprise meeting system. Can assist in developing effective access tools to recorded meetings.

SketchComm: A Tool to Support Rich and Flexible Asynchronous Communication of Early Design Ideas
_Guang Li, Xiang Cao, Sergio Paolantonio, Feng Tian_
SketchComm is an enhanced tool to support rich and flexible asynchronous communication of early design ideas. It allows designers to capture and communicate contextual information in addition to sketches.

Contents and Contexts: Disclosure Perceptions on Facebook
_Natalya N. Bazarova_
Experimental study examining perceptions of disclosure intimacy and appropriateness on Facebook. Has implications for understanding privacy and social relational processes on Social Networking Sites.

Markup as You Talk: Establishing Effective Memory Cues While Still Contributing to a Meeting
_Vaiva Kalnikaite, Patrick Ehlen, Steve Whittaker_
Developed and evaluated two novel lightweight tools to generate meeting notes, by combining speech recognition and real-time user annotation. Tools were found to increase meeting participation and subsequent recall.
**Wednesday 14:00 – 15:30**

**Wikipedia Studies II**  
Location: Grand A  
Chair: Eric Gilbert, *Georgia Institute of Technology*

**Effectiveness of Shared Leadership in Online Communities**  
*Haiyi Zhu, Robert Kraut, Aniket Kittur*

Introduces shared leadership as a framework for understanding the leadership process in online communities and investigates the effectiveness of the shared leadership behaviors. Has implications for managing online peer production.

**Coordination and Beyond: Social Functions of Groups in Open Content Production**  
*Andrea Forte, Aniket Kittur, Vanessa Larco, Haiyi Zhu, Amy Bruckman, Robert Kraut*

The authors will discuss findings from a mixed methods study of WikiProjects - nested organizational structures in Wikipedia. The benefits and challenges of designing mixed methods studies will be addressed.

**Do Editors or Articles Drive Collaboration? Multilevel Statistical Network Analysis of Wikipedia Coauthorship**  
*Brian Keegan, Darren Gergle, Noshir Contractor*

Multilevel statistical network analysis of Wikipedia coauthorship reveal patterns in how users’ and articles’ attributes and revision histories both influence editing behavior.

**Learning from History: Predicting Reverted Work at the Word Level in Wikipedia**  
*Jeffrey Rzeszotarski, Aniket Kittur*

Technique for generating models that predict whether Wikipedia contributions will be rejected by editors by examining past contributions. Can inform interfaces for workers in collaborative environments where work is commonly rejected.

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**eScience and eMedicine**  
Location: Grand C  
Chair: Gary Olson, *University of California, Irvine*

**Sustaining the Development of Cyberinfrastructure: An Organization Adapting to Change**  
*Matthew J. Bietz, Toni Ferro, Charlotte P. Lee*

Presents a case study of cyberinfrastructure development that reframes sustainability as ongoing realignment of relationships among people, technologies, and organizations. Can assist developers and policy makers in planning sustainable cyberinfrastructure.

**Cooperative Documentation: The Patient Problem List as a Nexus in Electronic Health Records**  
*Xiaomu Zhou, Kai Zheng, Mark Ackerman, David Hanauer*

Investigated the institutionalization of Patient Problem list, a mandate documentation component of EHR system. Contributed better understanding and design implications on strengthening its support on longitudinal and cooperative clinical practice.

**Medical Secretaries’ Care of Records: The Cooperative Work of a Non-clinical Group**  
*Claus Bossen, Lotte Groth Jensen, Flemming Witt*

We argue that medical secretaries are central to hospitals’ work arrangements. Hitherto relatively invisible, medical secretaries and, by extension, other non-clinical staff, require more attention when developing health care infrastructures.

**Social Scientists and Cyberinfrastructure: Insights from a Document Perspective**  
*Steve Sawyer, Elizabeth Kaziunas, Carsten Oesterlund*

Micro-study of distributed work practices of social scientists and nascent cyberinfrastructure uses. Demonstrates the value of a document-centric approach to studying collaboration.
Integrating Local and Remote Worlds Through Channel Blending
Ellen Isaacs, Margaret Szymanski, Yutaka Yamauchi, James Glasnapp, Kyohi Iwamoto
Video-shadowing study investigating how close-knit groups stay connected while mobile. Introduces “channel blending” (integrating local and remote interactions over multiple channels into one conversation, often involving content-sharing) and discusses technology implications.

Designing a Social Network to Support the Independence of Young Adults with Autism
Hwajung Hong, Jennifer G. Kim, Gregory D. Abowd, Rosa I. Arriaga
Describes development of a social networking system that promotes independence of young adults with autism and facilitate coordination of caregivers. Can assist in designing a trusted social network for collaborative caregiving.

Computer Support for Collaborative Data Analysis: Augmenting Paper Affinity Diagrams
Gunnar Harboe, Jonas Minke, Ioana Ilea, Elaine Huang
Describes processes and problems encountered in affinity diagramming, based on interviews with practitioners. A concept to augment the paper process is prototyped and user-tested.

A Reference-Based Scoring Model for Increasing the Findability of Promising Ideas in Innovation Pipelines
Anbang Xu, Brian Bailey
Describes a reference-based scoring model to adjust and aggregate individual voting results. The technique can be applied to increase the findability of promising ideas in innovation pipelines.

The Power of the Ask in Social Media
Rick Wash, Cliff Lampe
Field experiment that examines directly asking users to contribute information to a news site. Finds large, but temporary, increases in contribute as a result.

Building for Social Translucence: A Domain Analysis and Prototype System
David McDonald, Stephanie Gokhman, Mark Zachry
The paper presents a domain analysis of Social Translucence and a system architecture that addresses aspects of Social Translucence. Visualizations built with the system help users make sense of large-scale collaborations.

Ubiquitous Collaborative Activity Virtual Environments
Aryabrata Basu, Andrew Raij, Kyle Johnsen
Describes a novel approach to collaborative virtual environments using consumer electronics devices. The approach can be applied to existing applications to reduce cost and increase portability and reduces barriers to entry.

Collaborative Workflow for Crowdsourcing Translation
Vamshi Ambati, Stephan Vogel, Jaime Carbonell
We propose a collaborative workflow for crowdsourcing translation. In our pipeline model, the translators are working in phases where output from earlier phases can be enhanced in subsequent phases.

Collaborative Design of an Oceanographic Event Logger
Brian Lindseth, Karen Baker
Case study describing the development of an instrument used to render data interoperable across organizational boundaries separating groups of scientists. Can assist designers interested in the benefits of collaborative design.

Inflo: Collaborative reasoning via open calculation graphs
Jonathan Lung, Steve Easterbrook
Describes a system for opportunistically reusing and curating knowledge in collaborative visual data flow graphs.
Mediating Communication
Location: Grand K
Chair: Giorgio De Michelis, University of Milano-Bicocca

Setting the Stage for Interaction: A Tablet Application to Augment Group Discussion in a Seminar Class
Drew Harry, Eric Gordon, Chris Schmandt
Presents a tablet-based system to collaboratively track discussion topics and ideas in a seminar-style discussion classroom. Argues for a shift from front/back channels, to main/side stages (in the Goffman sense).

Social Visualization and Negotiation: Effects of Feedback Configuration and Status
Michael Nowak, Kim Juho, Kim Nam Wook, Clifford Nass
We present a social visualization that provides feedback about arousal in negotiations. Varying dimensions of the system and participants in an experiment suggest implications for social visualizations more broadly.

Taking as an Act of Sharing
Helena Mentis, Siân Lindley, Stuart Taylor, Paul Dunphy, Tim Regan, Richard Harper, Stuart Taylor
Presents an application for taking unique content from others in a group. Shows that taking can support a sense of awareness, connectedness, and can be an engaging form of sharing.

Video Threads: Asynchronous Video Sharing for Temporally Distributed Teams
Jeremy Barksdale, Kori Inkpen, Mary Czerwinski, Aaron Hoff, Paul Johns, Asta Roseway, Gina Venolia
We introduce a thread-based visualization tool and contribute an understanding of how temporally distributed teams use asynchronous video. Our findings can inform the design of asynchronous video sharing systems.
Science, Technology and Society Revisited: What Is Happening to Anthropology and Ethnography?

Anthropologists and ethnographers have been important contributors to the field of computer-supported cooperative work, with many insights and attendant innovations derived from this partnership. More recently, the discipline of anthropology has taken a critical turn, one of the consequences being doubts regarding anthropology’s relationship with science (as in “...the most humanistic of the sciences and the most scientific of the humanities.”) A shift in stance from one that sought the classical position of the empirical scientist and/or the humanistic interpreter (“verstehen”) to another that is more deliberately and self-consciously critical has potential implications for the position of technology in ethnographic field studies, both as a human tool and as a subject of inquiry. The evolution of the social sciences increasingly will be influenced by the availability of and access to massive amounts of digital information, and new types of technology for its collection and analysis. How anthropology and ethnography engage with this new world of digital information remains an open question. Regardless, they will face competitive challenges in the marketplace. The shifting currents that surround changes we are witnessing in anthropology and ethnography will be placed in a historical and social context, and implications for their future prospects will be explored.

Bio:

Marietta L. Baba is Dean of the College of Social Science, Professor of Anthropology, and Professor of Human Resources and Labor Relations, at Michigan State University. Previously, Dr. Baba was Professor and Chair of the Department of Anthropology, and founding director of the Business and Industrial Anthropology program at Wayne State University in Detroit, MI. From 1994-1996, Dr. Baba was Program Director of the National Science Foundation’s industry-funded research program Transitions to Quality Organizations (now Innovation and Organizational Change). Dr. Baba is the author of more than 75 scholarly and technical publications in the fields of organizational culture, technological change, and evolutionary processes. In 1998, she was appointed to serve on Motorola’s global advisory Board of Anthropologists, the first of its kind in the U.S. Dr. Baba was a founding member and past president of the National Association for the Practice of Anthropology (NAPA, 1986-1988), a section of the American Anthropological Association (AAA). She served on the Executive Committee and Board of Directors of the AAA (1986-88). In addition, she was appointed Advisory Editor for Organizational Anthropology for the American Anthropologist (1990-1993). Currently, she is a member of the Editorial Board of the new Journal of Business Anthropology. In 2008, Dr. Baba was honored with the Conrad Arensberg Award for her contributions to the anthropology of work by the Society for the Anthropology of Work, a section of the American Anthropological Association.
Welcome to Bellevue and Seattle!

Restaurants
There are many great dining options to choose from in Bellevue; the most current and complete list of restaurants is located here: http://bellevuelocaltable.com/restaurants. However, the following selection of restaurants are generally quite good without being too expensive or too far from the conference hotel.

**Belle Pastry (French Bakery)**
10246-A Main Street, Bellevue, WA 425-289-0015
15-minute walk from conference hotel; pastries, bread, coffee
Best bakery in Bellevue, specializes in French pastries and baguettes. Friendly employees, decent coffee, excellent desserts and quick lunch options.

**California Pizza Kitchen**
(Pizza/Pasta/Other)
595 106th Avenue NE, Bellevue, WA 425-454-2545
5-minute walk from conference hotel; lunch and dinner
It’s very close to the conference hotel and it’s probably the best chain restaurant in Bellevue.

**Chantanee (Thai)**
601 108th Ave NE, Bellevue, WA 425-455-3226
5-minute walk from conference hotel; lunch and dinner
Known for their seafood specialities; attempts to be upscale and is a little overpriced as a result, but the food is good and they accept reservations through opentable.com.

**Cupcake Royale (Dessert)**
21 Bellevue Way NE, Bellevue, WA 206-883-7656
15-minute walk from conference hotel; cupcakes and coffee
Open all day long; decent coffee drinks, better than average cupcakes, not much else.

**Din Tai Fung (Chinese/Dumplings)**
700 Bellevue Way NE, Ste 280, Bellevue, WA 425-698-1095
1-minute walk from conference hotel; lunch and dinner
One of only two locations in the US; outstanding food across the sky bridge from the conference hotel, but be prepared for a very long during peak dining hours. The bar sometimes has seating when all the tables are in use.

**Facing East (Taiwanese)**
1075 Bellevue Way NE, Bellevue, WA 425-688-2986
5-minute walk from conference hotel; lunch and dinner
Good, authentic Taiwanese food; very fast service, particularly at lunch. Consider phoning in an order and picking it up as it’s very close to the conference hotel.

**Flo (Japanese)**
1150 106th Avenue NE, Bellevue, WA 425-453-4005
5-minute walk from conference hotel; dinner only
Best Japanese food outside of Seattle (Nishino is one of the best in Seattle); known for their sushi rolls and hot entrees. Another good restaurant for picking up an order to go.

**Gilbert’s on Main (Breakfast/Sandwiches)**
10024 Main Street, Bellevue, WA 425-455-5650
15-minute walk from conference hotel; breakfast and lunch
Fresh bagels every morning at 7 AM (8 AM on weekends); excellent breakfast and brunch specials that are cheaper on weekdays.

**Ginza (Japanese comfort food)**
103 102nd Avenue SE, Bellevue, WA 425-709-7072
15-minute walk from conference hotel; lunch and dinner (closed Mondays)
The cooked appetizers and entrees are good; expect a wait if you want a table in the evening; you can do much better if you want sushi, although the rolls are decent. Try the pumpkin croquettes!

**Lot #3 (American comfort food)**
460 106th Avenue NE, Bellevue, WA 425-440-0025
5-minute walk from conference hotel; lunch and dinner
Unhealthy, delicious American cuisine. Excellent bar; best grilled cheese and tomato soup in town, also one of the cheapest dinners in Bellevue.

**Nibbana (Thai)**
527 108th Avenue NE, Bellevue, WA 425-637-9499
10-minute walk from conference hotel; lunch and dinner
Among the best Thai restaurants in Bellevue; nice décor, laid back and not interested in turning tables rapidly.

**Pogacha (Croatian/Italian/Pizza)**
119 106th Avenue NE, Bellevue, WA 425-455-5670
15-minute walk from conference hotel; lunch (most days) and dinner (every day)
Good pastas and meat dishes; applewood-fired oven is always on, and the individual pizzas they make are typically quite good.

**Tap House Grill (Fusion/Bar)**
550 106th Avenue NE, Bellevue, WA 425-467-1730
5-minute walk from conference hotel; lunch and dinner
Known for their 160 different beers on tap and their snobbery, although if you like beer this is the best place to go in Bellevue; the food is good and ranges from sushi to burgers. Can be quite crowded; great people-watching potential.

**Topolino’s (Pizza)**
10621 NE 8th Street, Bellevue, WA 425-637-7770
5-minute walk from conference hotel; lunch (weekdays) and dinner (every day)
New York-style pizza is the claim here, but it’s not the same; they deliver.

**Via Vita Café and Wine Bar (French)**
1032 106th Ave NE, Suite 126, Bellevue, WA 425-449-8917
3-minute walk from conference hotel; coffee, bakery, dinner
New-world French cuisine that’s on the expensive side but is also quite good; homemade gelato, pastries, and decent coffee drinks are also available.
Shopping

**Bellevue Square Mall** *(retail shops)*
2-minute walk from conference hotel
Across Bellevue Way and NE 8th Street, one of the largest shopping malls in the Northwest

**Bartell Drugs** *(pharmacy/toiletries)*
10116 NE 8th St., Bellevue, WA 425-454-3111
5-minute walk from conference hotel
Located next to QFC, average drug store with pharmacy inside.

**Pete’s Wine Shop** *(wine/beer)*
134 105th NE Bellevue, WA 425-454-1100
15-minute walk from conference hotel
Best place to buy reasonably priced wine (and some decent beers) in Bellevue.

**QFC** *(groceries/toiletries/everything else)*
10116 NE 8th Street, Bellevue, WA 425-455-0870
5-minute walk from conference hotel
Surprisingly large selection of personal care items, plus there’s a Starbucks inside.

**Rite Aid** *(pharmacy/toiletries)*
120 106th Ave NE, Bellevue, WA 425-454-6513
15-minute walk from conference hotel
Average drug store, a last resort if Bartell Drugs and QFC don’t have what you need.

**Safeway** *(groceries/toiletries/everything else)*
300 Bellevue Way NE, Bellevue, WA 425-749-3885
8-minute walk from conference hotel
Large supermarket with everything you could want; average fruits and vegetables, smaller organic/natural food selection compared to Whole Foods or Your Local Market.

**US Post Office**
1171 Bellevue Way NE, Bellevue, WA 425-453-5655
5-minute walk from conference hotel
Want to mail a letter to another country? This is where you need to go. The 24-hour mail kiosk will dispense international postage for letters but you’ll need to fill out a customs form and wait in line during regular business hours to mail anything larger.

**Whole Foods** *(groceries/toiletries/fancier items)*
888 116th Avenue NE, Bellevue, WA 425-462-1400
30+-minute walk from conference hotel
Excellent but somewhat expensive supermarket across the I-405 highway; if you need vegan or vegetarian food and personal care options, this is your store.

**Your Local Market** *(groceries/food to go)*
410 Bellevue Way NE, Bellevue, WA 425-372-7600
5-minute walk from conference hotel
Newly-opened store that has all the necessities plus some decent organic and local options; hot food bar, deli, and free local delivery ([http://www.yourlocalmarket.com/](http://www.yourlocalmarket.com/)).
Downtown Bellevue Map

Courtesy of www.visitbellevuewashington.com.
Conference Meeting Rooms at the Hyatt Regency Bellevue