

FROM WORKSHOPS TO WALKSHOPS

MATTHIAS KORN & PÄR-OLA ZANDER



IN SITU CO-DESIGN AND EVALUATION

- › Observing use “in the wild”
 - › Observing sense-making processes of the users
 - › More severe differences with situated mobile use
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- › Walkshops enable the study of context paired with the micro-processes of sense-making
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- *Walking as a tool for thinking & closer relation to the context of use*
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- *Complementary method for early on in the design process*

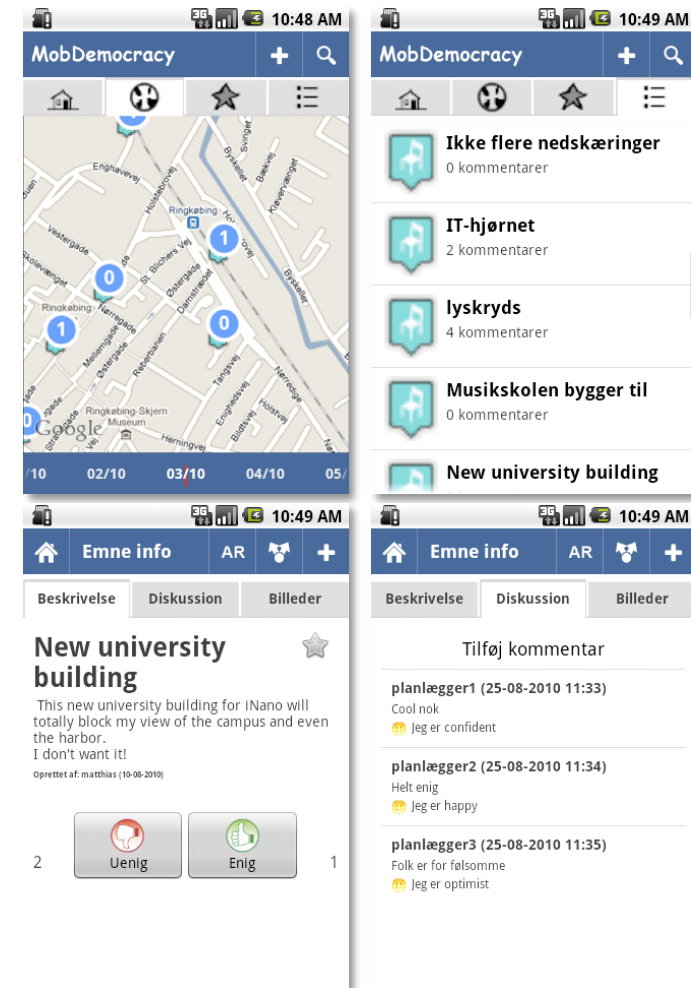


AGENDA

- › Motivation
- › Setting and Prototype
- › Issues with Traditional PD Activities
- › Walkshops: Theory and Practice
- › Conclusion

MOBILE DEMOCRACY

- > Mobile application to engage citizen participation in municipal planning
- > Citizens can suggest changes to the plan or react to proposed changes
- > Location-aware notifications
- > Mobile app to take first steps while in the situation
- > Desktop interface for reflection and deeper engagement at home



PARTICIPATORY DESIGN PROCESS

› Involving a municipality, community-based organizations, and individual citizens

Activities:

- › Moderated group discussions between users and designers
- › Experience-based workshops
- › Future workshops
- › Pluralistic & cognitive walkthroughs

Design artifacts:

- › Scenarios
- › Storyboards
- › Paper mock-ups
- › Functional prototypes

ISSUES WITH TRADITIONAL PD ACTIVITIES

- › Limitations to user exploration
 - › Limiting confines of the room
 - › Location-dependant functionality staged
- › Shortage of objects to interact with
- › Not affording flexibility in discussions
- › Formal meeting room atmosphere
- › Time and stress constraints on the user unrealistic

WALKSHOPS

- › Co-design & evaluation in more realistic and natural settings
 - › while still being able to gain insights into users' sense-making processes
 - › Walking (as in going for a walk) as a thinking tool that stimulates reflection
 - › Focus on understanding the mediating technology, not the environment it is used in
- *Bringing the evaluation into the context, rather than the user's context into the evaluation situation*



“THE RHYTHM OF WALKING GENERATES A RHYTHM OF THINKING”

(Solnit 2001 in Anderson 2004, p. 258)

NEW INSIGHTS AND STRENGTHS

- › Usability problems previously unidentified (e.g. data input under stress)
- › How and to what extent the system can be used “in the wild”
- › Type and quality of content being created

- › Interacting with real-world objects and issues
- › Real environments provide more graspable stimuli to fuel users’ imagination
- › More elaborate discussions and reflections on actual and envisioned use
- › Afforded flexible and frequent reconfigurations of usage and discussions situations
- › Location and other context variables can be incorporated more easily

CONCLUSION

- › Walkshops enable the study of context paired with the micro-processes of sense-making
- › Walking as a tool for thinking & closer relation to the context of use

Advantages:

- › informal, more realistic stress constraints, flexible reconfiguration, exploration, real stimuli and real-world objects to interact with, user engagement

Limitations:

- › stage in the design process, functionality, accessibility, design artifacts that can be used, realism, scalability

→ *Complementary method to other participator design activities*

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