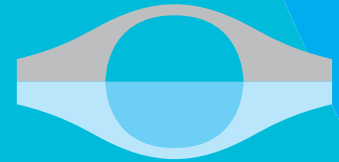


***The 2011
ACM
Conference on
Computer
Supported
Cooperative
Work***



CSCW2011
BUILDING BRIDGES

March 19-23, 2011

Hangzhou
China

Conference Program

Welcome to the 2011 ACM Conference on Computer Supported Cooperative Work

From the Conference Co-Chairs

For the first time in the 25-year history of CSCW, the conference is being held outside of North America, in the beautiful lakeside town of Hangzhou, China. We chose the theme of “Building Bridges” for this year’s conference to reflect the way that CSCW bridges between social and technical communities, to encourage building bridges with Asian CSCW research communities, and to evoke the image of bridges for which the city of Hangzhou is known.

CSCW is a premier venue for presenting research in the design and use of technologies that affect groups, organizations, and communities. The development and application of new technologies continues to enable new ways of working together and coordinating activities. Although work is an important area of focus for the conference, technology is increasingly supporting a wide range of recreational and social activities. CSCW has also embraced an increasing range of devices, as we collaborate from different contexts and situations. The conference brings together top researchers and practitioners from academia and industry who are interested in both the technical and social aspects of collaboration.

In recognition of our location in Asia this year, we have a particularly international conference committee with nearly 50% of the committee members from outside of North America. Our program committee was also selected to maximize international representation and we are happy to report that the papers being presented represent a range of regions and countries. In addition, we have numerous sessions this year that are designed to stimulate cross-national dialog and showcase burgeoning research from around the globe.

The success of this conference depends on the financial support we receive from our benefactors and contributors. This year, the National Science Foundation contributed at the Champion level and is supporting the Doctoral Consortium. IBM Research and Microsoft Research both generously donated as Bridge-Builders. Look for their sponsored events at the conference. Intel, LinkedIn, Pitney Bowes, and SAP all supported CSCW2011 at the Contributor Level. At the Friends and Associates level, we also have support from FxPal, Google, IIST, and VSee.

We hope you enjoy the conference. We also hope you take advantage of the beautiful setting provided by Hangzhou, China. For more information about the conference or about local activities, please visit the registration desk or www.cscw2011.org.

Pamela Hinds, *Stanford University*
John C. Tang, *Microsoft Research*
Jian Wang, *Alibaba Group*

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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.

Sponsors



Champion



Bridge-Builders



Contributors



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Associates



Friends



General Information

The CSCW conference exists due to the voluntary hard work of hundreds of volunteers, including those who review the numerous contributions we receive. We acknowledge the contributions of the CSCW 2011 conference committee and reviewers. The CSCW community appreciates your contribution to the conference and to the field.

Conference Committee

Conference Co-Chairs

Pamela Hinds, *Stanford University, USA*

John C. Tang, *Microsoft Research, USA*

Jian Wang, *Alibaba Group, China*

Papers & Notes Co-Chairs

Jakob Bardram, *IT University of Copenhagen, Denmark*

Nicolas Ducheneaut, *PARC, USA*

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Gary Olson, *University of California, Irvine, USA*

Interactive Papers Co-Chairs

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P.L. Patrick Rau, *Tsinghua University, China*

Workshops Co-Chairs

Scott Mainwaring, *Intel Labs, USA*

Chen Zhao, *Microsoft Research Asia, China*

Panels Co-Chair

Susan Fussell, *Cornell University, USA*

Zhengjie Liu, *Dalian Maritime University, China*

Videos Co-Chairs

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Karrie Karahalios, *University of Illinois at Urbana-Champaign, USA*

Demonstrations Co-Chairs

Björn Hartmann, *University of California, Berkeley, USA*

Chengzheng Sun, *Nanyang Technological University, Singapore*

CSCW Horizon Co-Chairs

Joseph 'Jofish' Kaye, *Nokia Research Center, USA*

Christine Satchell, *University of Melbourne and Queensland University of Technology, Australia*

Tutorials Co-Chairs

Jeff Hancock, *Cornell University, USA*

Bilge Mutlu, *University of Wisconsin-Madison, USA*

Doctoral Colloquium Co-Chairs

Gloria Mark, *University of California, Irvine, USA*

Loren Terveen, *University of Minnesota, USA*

Madness Co-chairs:

Melissa Mazmanian, *University of California, Irvine, USA*

Ravi Vatrupu, *Copenhagen Business School, Denmark*

Student Volunteers Co-Chairs

Joachim Lyon, *Stanford University, USA*

Patrick Shih, *University of California, Irvine, USA*

Lin Wang, *Tsinghua University, China*

China Academic Exchange Chair

Bin Hu, *Lanzhou University, China*

Awards Chair

Christine Halverson, *IBM Research, USA*

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Clarissa Yang, *Zhejiang University Innovation Institute, China*

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Scott Counts, *Microsoft Research, USA*

Monica Divitini, *Norwegian University of Science and Technology, Norway*

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Darren Gergle, *Northwestern University, USA*

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Jofish Kaye, *Nokia, USA*

Wendy Kellogg, *IBM Research, USA*

Sara Kiesler, *Carnegie Mellon University, USA*

Niki Kittur, *Carnegie Mellon University, USA*

Robert Kraut, *Carnegie Mellon University, USA*

Hideaki Kuzuoka, *University of Tsukuba, Japan*

Cliff Lampe, *Michigan State University, USA*

Alison Lee, *Nokia Research, USA*

Paul Luff, *King's College London, UK*

Wendy Mackay, *INRIA, France*

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Michael Muller, *IBM Research, USA*

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Amy Volda, *University of California, Irvine, USA*

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Steve Whittaker, *IBM Research, USA*

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Awards Committee

Cliff Lampe, *Michigan State University, USA*

Wolfgang Prinz, *Franhofer FIT, Germany*

Madhu Reddy, *The Pennsylvania State University, USA*

Amy Volda, *University of California, Irvine, USA*

Conference at a Glance

	Monday			
	Ballroom I	Ballroom II	Ballroom III	Ballroom I
8:30-8:55				
9:00-10:30		Conference Welcome Opening Keynote <i>by Jack Ma</i>		Showcase II
10:30-11:00	Coffee Break <i>Sponsored by Microsoft Research</i>			<i>Spo</i>
11:00-12:30		CSCW 2011 Madness		Horizon I: Studying the Social
12:30-14:30	Lunch on Your Own			
14:30-16:00	Showcase I	Social Computing in China	The ICT that Binds	Enterprise
16:00-16:30	Coffee Break			
16:30-18:00	Panel: Awareness and Affect Across Distance	Making Invisible Visible	Comment Here:	17:00-17:15 – Boat Boats Depart Every
18:00-19:00	CSCW Townhall Meeting			18:00-20:00 – Conf Zhiweiguan Restaura (知味观: 杭州市西湖
19:00-21:00	Demonstrations and Interactive Papers Reception <i>Sponsored by IBM Research</i> Foyer + Regency Rooms			

Tuesday		Wednesday		
Ballroom II	Ballroom III	Ballroom I	Ballroom II	Ballroom III
Madness			Madness	
Real-time Groupware	Personality & Profiles	Panel: Uncommon Culture? Resolving Local vs. Global	Inferring patterns from usage data in programming and search	Videos
Coffee Break <i>Sponsored by Microsoft Research</i>		Coffee Break <i>Sponsored by Microsoft Research</i>		
Distributed Teams	Creating Context for Collaboration	Horizon II: Reflection in/of CSCW	Shared Workspaces	Health Care (until 12:45)
Lunch on Your Own		Lunch on Your Own		
Social Computing	Identity and Self-Disclosure	Showcase III	E-Science	Under the Hood
		Coffee Break		
Free Time			Conference Farewell	
Tour to Banquet Restaurant 5 Minutes from the Hubin Dock			Closing Keynote <i>by Genevieve Bell</i>	
Conference Banquet Hotel, No.10-12 Yanggong causeway (区杨公堤 10-12 号)				

ACM and SIGCHI

CSCW 2011 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 "CSCW2011" to your blog entries and use the hash tag "#cscw2011" for your tweets. We also encourage sharing your photographs of the conference via your selected online photo service. Again, please add the tag "CSCW2011" to your photos. Similarly, we encourage conference presenters to upload slides of their presentations to an online slide sharing service using the tag "CSCW2011". Please note, many services have limited and unpredictable availability from within China. Individuals using such services to collaborate or organize with other participants during the conference should be prepared with alternative methods in the event a service is unavailable.

Accompanying Person Registration

CSCW 2011 welcomes accompanying persons at the conference. Partners, spouses, and significant others may purchase an "accompanying person" pass to gain access to all public social functions, the exhibits, interactivity, and breaks in the commons, but not technical sessions. 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 2011 and to our field! The SIGCHI "Best of CSCW" awards honor exceptional submissions to SIGCHI sponsored conferences. The CSCW Papers and Notes committee nominated up to 5% of the submissions as Award Nominees. A separate awards committee then chose 1% of the total submissions (2 papers and one note) to receive a "Best" designation:

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



CSCW 2011 Best Paper or Note, Awarded by SIGCHI



CSCW 2011 Honorable Mention Paper or Note, Awarded by SIGCHI

CSCW 2011 Special Events

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

CSCW Town Hall Meeting

Monday 18:00-19:00

Location: Ballroom III

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 2011, harnessing their interests, and addressing their concerns about future directions of the CSCW conference.

Demonstrations and Interactive Posters Reception

Sponsored by IBM Research

Monday 19:00-21:00

Location: Foyer + Regency Rooms

Come to this reception for the chance to interact directly with researchers and practitioners who are presenting demonstrations and results of cutting edge ideas in collaborative systems and research. The event will include reception-style food, soda, beer, and wine.

Conference Banquet

Tuesday 18:00-20:00

Location: Zhiweiguan Restaurant, No.10-12

Yanggong causeway (知味观: 杭州市西湖区杨公堤 10-12 号)

CSCW 2011 invites you to a traditional Chinese banquet and tour of West Lake. We have arranged for boats to take conference banquet attendees to the restaurant. The boats can be picked up at the Hubin dock outside the Hyatt from 17:00 to 17:15. The boats will make a circuit around the lake (approximately 60 minutes) with a guide commenting on the points of scenic and historic interest. We will disembark at the Sudi park and take a leisurely (10-15 minute) stroll to the restaurant. Please bring your CSCW umbrellas in case of rain. At the end of the banquet, the busses will be waiting for us outside the restaurant at 20:00. If you need assistance or accommodations in getting to/from or at the banquet location, please let one of the chairs know by Monday so that we can make accommodations for you.

At the Conference

Registration Location

B2 Level Foyer

Registration Hours

Friday	17:00 – 19:00
Saturday	08:00 – 18:00
Sunday	08:00 – 18:00 (14:00-18:00 in hotel lobby)
Monday	08:00 – 18:00
Tuesday	08:00 – 18:00
Wednesday	08:00 – 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 **light blue** t-shirts.

This year, we have selected many Student Volunteers who speak Chinese and know the local area. Look for the **Green** ribbon if you need assistance in Chinese and the **Yellow** ribbon if you need someone with knowledge of Hangzhou.

Tutorials

CSCW Tutorials provide researchers, educators, students, and practitioners an opportunity to learn about CSCW concepts and techniques in intensive, immersive instructional sessions.

Morning Tutorials: 9:00 – 12:30
Afternoon Tutorials: 14:30 – 18:00

Saturday Tutorials

People, Devices and Settings: Introducing Experience Design

Location: Regency V
Time: Afternoon

Elizabeth F. Churchill, *Yahoo! Research*
Elizabeth S. Goodman, *University of California, Berkeley*

Operational Transformation Theory and Practice: Empowering Real-world Collaborative Applications

Location: Drawing Room III
Time: Afternoon

Chengzheng Sun, *Nanyang Technological University*

Sunday Tutorials

Newcomer's Guide to CSCW: Vision, Problems, and Research From Past to Future

Location: Regency III
Time: Afternoon

Sara Kiesler, *Carnegie Mellon University*

Mobile UX Essentials

Location: Regency III
Time: Morning

Rachel Hinman, *Nokia Research Center Palo Alto*
Joseph 'Jofish' Kaye, *Nokia Research Center Palo Alto*

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.

Workshops start at 9:00

Saturday Workshops

W1: The Second International Workshop on Social Recommender Systems

Location: Regency III

Ido Guy, *IBM Haifa Research Lab*

Li Chen, *Hong Kong Baptist University*

Michelle X. Zhou, *IBM Research Almaden*

W4: Hacking, Tinkering, Crafts and Inventive Leisure Practices

Location: Regency I

Joseph 'Jofish' Kaye, *Nokia Research Center*

Amanda Williams, *Wyld Collective Ltd and Concordia University*

Lora Oehlberg, *University of California, Berkeley*

W6: Socializing Technology Among Seniors in Asia

Location: Regency II

Jose Rojas, *University of Glasgow*

Yin-Leng Theng, *Nanyang Technological University*

Natalie Pang, *Nanyang Technological University*

W7: Designing Social and Collaborative Systems for China

Location: Regency IV

Yang Wang, *Carnegie Mellon University*

Xiang Cao, *Microsoft Research Asia*

Qinying Liao, *IBM Research China*

Yingxin Pan, *IBM Research China*

Sunday Workshops

W5: Mobile Collaboration in the Developing World

Location: Regency II

Michelle X. Zhou, *IBM Research Almaden*

Jeffrey Nichols, *IBM Research Almaden*

Gopal Pingali, *IBM Research India*

Ying Liu, *Nokia Research Center Beijing*

W8: Social Media for Development

Location: Regency IV

Susanne Hupfer, *IBM Center for Social Software, IBM Research*

Beth Kolko, *University of Washington*

Kentaro Toyama, *University of California, Berkeley*

W9: Collaborative Privacy Practices in Social Media

Location: Regency I

Heng Xu, *Pennsylvania State University*

Xiaolong (Luke) Zhang, *Pennsylvania State University*

Madhu Reddy, *Pennsylvania State University*

W10: The Eleventh International Workshop on Collaborative Editing Systems

Location: West Lake I (on Mezzanine Level 2)

Ning Gu, *Fudan University*

Claudia Ignat, *LORIA-INRIA Nancy Grand Est*

Du Li, *Nokia Research Center*

Pascal Molli, *Nancy-Université and LORIA-INRIA Nancy Grand Est*

Haifeng Shen, *Flinders University*

David Sun, *University of California, Berkeley*

Chengzheng Sun, *Nanyang Technological University*

W11: CSCW in China: State of the Art

Location: Regency V

Bin Hu, *Lanzhou University, China*

Yuqing Sun, *Shandong University, China*

Li Liu, *Lanzhou University, China*

Ning Gu, *Fudan University, China*

Yong Tang, *South China Normal University, China*

Xiaoping Liu, *Hefei University of Technology, China*

Weiying Tang, *Beijing Zhongke Fulong Computer Technology Co., Ltd, China*

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 be held all day Saturday, March 19 and Sunday, March 20 and will include dinner Saturday evening. Students will display posters of their research during the Demonstrations and Interactive Posters session on Monday evening.

Doctoral Colloquium Mentors

Gloria Mark, *University of California, Irvine, USA*
Loren Terveen, *University of Minnesota, USA*
Barry Brown, *University of California, San Diego, USA*
Mary Czerwinski, *Microsoft Research, USA*

Doctoral Colloquium Participants

Using Language-Retrieved Pictures to Support Intercultural Brainstorming

Hao-Chuan Wang, *Cornell University, USA*

Investigating Visualizations in Remote Collaborative Analysis

Aruna D. Balakrishnan, *Carnegie Mellon University, USA*

Enhancing Distributed Collaboration Using Sociometric Feedback

Taemie J. Kim, *MIT Media Lab, USA*

Creative Peer Review in Open Source: Investigation and Implications

Jing Wang, *The Pennsylvania State University, USA*

Designing Crowdsourced, Context-Sensitive Help for Web Applications

Parmit K. Chilana, *University of Washington, USA*

Social Networks and Extracurricular Participation of High School Youth

Peyina Lin, *University of Washington, USA*

Productive Inequalities and Collaborative Production Online

Aaron Shaw, *UC Berkeley, USA*

Information Exchange in Teams: The Impact of Information Importance on Team Decision Making

Babajide Osatuyi, *New Jersey Institute of Technology, USA*

Designing Interaction Spaces for Distributed Collaborations

Jane Li, *1. University of Technology Sydney 2. CSIRO ICT Centre, Australia*

Strategies of Balancing Privacy and Publicness in Social Network Services

Airi Lampinen, *Helsinki Institute for Information Technology HIIT, Finland*

Online Information Markets and Judgment Self-Efficacy

Dorit Geifman, *University of Haifa, Israel*

Representing Deixis in Collaboration

Aaron Genest, *University of Saskatchewan, Canada*

Prompting College Students to Participate in Collaborative Learning on Context-aware Mobile Social Networks

Min Li, *Dalian Maritime University, China*

Rethinking Participatory Culture

Yong Ming Kow, *University of California, Irvine, USA*

MONDAY

Technical Program

	Ballroom I	Ballroom II	Ballroom III
9:00-10:30		Conference Welcome Opening Keynote <i>by Jack Ma</i>	
10:30-11:00	Coffee Break <i>Sponsored by Microsoft Research</i>		
11:00-12:30		CSCW 2011 Madness	
12:30-14:30	Lunch on Your Own		
14:30-16:00	Showcase I	Social Computing in China	The ICT that Binds
16:00-16:30	Coffee Break		
16:30-18:00	Panel: Awareness and Affect Across Distance: The Challenge for Intercultural Collaboration	Making Invisible Visible	Comment Here:
18:00-19:00	CSCW Town Hall Meeting		

Evening Event

19:00-21:00	Demonstrations and Interactive Papers Reception <i>Sponsored by IBM Research</i> Foyer + Regency Rooms
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MONDAY

09:00-10:30

Opening Plenary and Keynote

Location: Ballroom II and III



Jack Ma,
Chairman & CEO, Alibaba Group

Jack Ma is the lead founder of Alibaba Group and has been chairman and chief executive officer of the company since its inception in 1999. Among other awards, he was named one of the “25 Most Powerful Businesspeople in Asia” by Fortune in 2005, a “Businessperson of the Year” by BusinessWeek in 2007 and one of the 30 “World’s Best CEOs” by Barron’s in 2008. In 2009, he was recognized as one of the “TIME 100: The World’s Most Influential People” by TIME, one of “China’s Most Powerful People” by BusinessWeek and one of the “Top 10 Most Respected Entrepreneurs in China” by Forbes Chinese edition.

MONDAY

11:00-12:30

CSCW 2011 Madness

Location: Ballroom II and III

Presenters of papers, notes, panels, showcase papers, demos, and interactive papers 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, and as a guide to planning the sessions you attend on Monday afternoon.

MONDAY

14:30-16:00

Showcase I

Location: Ballroom I

Chair: Gary Olson, *University of California, Irvine, USA*

Urban Informatics

Marcus Foth, *Queensland University of Technology, Australia*

Jaz Hee-jeong Choi, *Queensland University of Technology, Australia*

Christine Satchell, *Queensland University of Technology, Australia*

The Urban Informatics Research Lab at Queensland University of Technology, Brisbane, Australia, is an emerging cluster of people interested in research and development at the intersection of people, place and technology with a focus on cities, locative media and mobile technology. We define “urban informatics” and describe the relevant trends in the areas of people, place and technology and how they are relevant to CSCW.

Technology for Emerging Markets at MSR India

Edward Cutrell, *Microsoft Research India, India*

The Technology for Emerging Markets (TEM) group at Microsoft Research India seeks to address the needs and aspirations of people in the world’s developing communities. Our research targets people for whom access to computing is just beginning or still remains largely out of reach. TEM is a multidisciplinary group engaged in a range of technical and social-science research to devise solutions for underserved communities around the world.

Mixed Reality Lab Singapore: A Genealogy of Lab Projects Employing the Blue Sky Innovation Research Methodology

Adrian David Cheok, *National University of Singapore, Singapore*

Jeffrey Tzu Kwan Valino Koh, *National University of Singapore, Singapore*

Roshan Lalintha Peiris, *National University of Singapore, Singapore*

Owen Noel Newton Fernando, *National University of Singapore, Singapore*

We outline a genealogy of Mixed Reality Lab (MXR) projects, their influencing factors both from the Asian region and also within the lab, the employment of Blue-Sky Innovation by the lab for ideation, collaboration and project generation, as well as discuss some major points of inspiration for MXR from various sources.

Social Computing in China

Location: Ballroom II

Chair: Jenn Thom-Santelli, *Cornell University, USA*

Microblogging after a Major Disaster in China: A Case Study of the 2010 Yushu Earthquake

Yan Qu, *University of Maryland, USA*

Chen Huang, *University of Maryland, USA*

Pengyi Zhang, *University of Maryland, USA*

Jun Zhang, *Pitney Bowes, Inc, USA*

We conducted a case study of a popular Chinese microblogging site, Sina-Weibo, to investigate how Chinese netizens used microblogging in response to the 2010 Yushu Earthquake. This study helped us understand the roles played by microblogging systems in disaster response and gain insights into harnessing microblogging to facilitate disaster response, as well as explore a non-Western socio-cultural system.

Enterprise Blogging in a Global Context: Comparing Chinese and American Practices

Qinying Liao, *IBM, China*

Shimei Pan, *IBM, USA*

Jennifer C. Lai, *IBM, USA*

Chang Yang, *IBM, China*

We present results from a series of quantitative and qualitative studies comparing local blogging practices within a global enterprise between China and the U.S. Findings show that Chinese and American employees follow different participation patterns in terms of amount and frequency of interaction and user motivation.



Virtual Gifts and Guanxi: Supporting Social Exchange in a Chinese Online Community

Jiang Yang, *University of Michigan, USA*

Mark S. Ackerman, *University of Michigan, USA*

Lada A. Adamic, *University of Michigan, USA*

We demonstrate how a virtual currency system, not unlike ones employed by many US-based websites, evolved within a thriving Chinese online forum into an essential medium for extremely diverse and culturally specific social exchange activities. The social interactions reflect the traditional Chinese idea of guanxi, or interpersonal influence and connectedness, while at the same time incorporating the norms of a new generation of Internet users.

The ICT that Binds

Location: Ballroom III

Chair: Bob Moore, *Yahoo! Research, USA*

Understanding Technology Choices and Values through Social Class

Morgan G. Ames, *Stanford University, USA*

Janet Go, *Nokia Research Center Palo Alto, USA*

Joseph 'Jofish' Kaye, *Nokia Research Center Palo Alto, USA*

Mirjana Spasojevic, *Nokia Research Center Palo Alto, USA*

This ethnographic study of 22 diverse families provides a holistic account of parents' thoughts about their children's use of existing technologies in their homes, thoughts that differed by socioeconomic status. This research highlights the benefits of explicitly engaging with socioeconomic status as a category of analysis in design and challenges the prevailing practice of designing for those similar to oneself, which often privileges middle-class values and practices.

CoupleVIBE: Mobile Implicit Communication to Improve Awareness for (Long-Distance) Couples

Elizabeth Bales, *University of California, San Diego, USA*

Kevin A. Li, *AT&T Labs Research, USA*

William Griwsold, *University of California, San Diego, USA*

CoupleVIBE is a mobile application that automatically pushes a user's location information to her partner's mobile phone via vibrotactile cues. We present qualitative results of a four-week user study, studying how seven couples used CoupleVIBE. We found that CoupleVIBE's implicit communication modality operated as a foundation that helped keep couples in sync, with other modalities being brought into play when further interaction was needed.

(Whose) Value-Sensitive Design?: A Study of Long-Distance Relationships in an Arabic Cultural Context

Tamara Alsheikh, *Middlesex University, UK*

Jennifer A. Rode, *Drexel University, USA*

Siân E. Lindley, *Microsoft Research, UK*

This paper describes a qualitative study of how 11 Arab individuals use technology in the context of their long-distance romantic relationships. Our participants' communication practices bear similarities to previous findings on the mediation of intimacy in the West, but also highlight key differences. We apply various analytical lenses, including Islamic feminist theories, in interpreting the data.

MONDAY

16:30-18:00

Panel: Awareness and Affect Across Distance: The Challenge for Intercultural Collaboration

Location: Ballroom I

Organizers:

Bin Hu, *Lanzhou University, China*

Gloria Mark, *University of California, Irvine, USA*

Panelists:

Judith Olson, *University of California, Irvine, USA*

Meilin Shi, *Tsinghua University, China*

Xiaolan Fu, *Chinese Academy of Sciences, China*

Ning Zhong, *Maebashi Institute of Technology, China*

Holding CSCW in China is an historic first. But eastern and western cultures don't easily have the opportunity to meet face-to-face. This panel will explore how eastern and western cultures interpret awareness and affect information when collaborating with technology. The panel brings together an interdisciplinary and intercultural group of experts to discuss questions such as: How do people of different cultures interpret emotional states of their remote partners? What social and technical requirements are needed to support intercultural collaboration with technology? How will the use of new devices and technologies affect intercultural collaboration?

Making Invisible Visible

Location: Ballroom II

Chair: Kori Inkpen, *Microsoft Research, USA*

Chalk Sounds: The Effects of Dynamic Synthesized Audio on Workspace Awareness in Distributed Groupware

Carl Gutwin, *University of Saskatchewan, Canada*
Oliver Schneider, *University of Saskatchewan, Canada*
Robert Xiao, *University of Saskatchewan, Canada*
Stephen Brewster, *University of Glasgow, UK*

We evaluate the effectiveness of adding dynamic synthesized audio of people's off-screen actions to a radar view, and find that the combined awareness presentation is significantly better than the visual version.

Improving Visibility of Remote Gestures in Distributed Tabletop Collaboration

Naomi Yamashita, *NTT Communication Science Labs., Japan*
Katsuhiko Kaji, *Nagoya University, Japan*
Hideaki Kuzuoka, *University of Tsukuba, Japan*
Keiji Hirata, *NTT Communication Science Labs., Japan*

Collaborative distributed tabletop activities involving real objects are complicated by invisibility factors introduced into the workspace. We propose a technique called remote lag to alleviate the problems caused by the invisibility of remote gestures. The technique provides people with instant playback of remote gestures to recover the missed context of coordination. A laboratory study showed that remote lags effectively alleviated the invisibility problems, resulting in fewer questions/confirmations and redundant instructions during collaboration.

A GPU Based, Projective Multi-Texturing Approach to Reconstructing the 3D Human Form for Application in Tele-Presence

Robert A. Aspin, *University of Salford, UK*
David J. Roberts, *University of Salford, UK*

We developed a GPU based approach to 3D reconstruction of a person that is fast and effective. This will, enable us to balance image quality and update rate to deliver highly realistic and dynamic 3D human representations that offer the visual quality of high end video conferencing with the spatial and temporal characteristics of immersive virtual environments.

Comment here:

Location: Ballroom III

Chair: N. Sadat Shami, *IBM Research, USA*



The Politics of Comments: Predicting Political Orientation of News Stories with Commenters' Sentiment Patterns

Souneil Park, *Korea Advanced Institute of Science and Technology, South Korea*
Minsam Ko, *Korea Advanced Institute of Science and Technology, South Korea*
Jungwoo Kim, *Korea Advanced Institute of Science and Technology, South Korea*
Ying Liu, *Korea Advanced Institute of Science and Technology, South Korea*
Junehwa Song, *Korea Advanced Institute of Science and Technology, South Korea*

Investigates Political Characteristics of Commenters. Uses them for identifying political views of the news articles upon which they comment.



“We will never forget you [online]”: An Empirical Investigation of Post-mortem MySpace Comments

Jed R. Brubaker, *University of California, Irvine, USA*
Gillian R. Hayes, *University of California, Irvine, USA*

We present results of a mixed-methods empirical study of 205,068 comments posted to 1,369 MySpace profiles of deceased users. Our results reveal practices surrounding issues of authorship and audience, temporal patterns in posting, and continued social networking with the dead. These results suggest that post-mortem commenting blends memorializing practices with existing communication patterns for social network sites.

Towards Quality Discourse in Online News Comments

Nicholas Diakopoulos, *Rutgers University, USA*
Mor Naaman, *Rutgers University, USA*

We examine the complex interplay between the needs and desires of news commenters with the functioning of different journalistic approaches toward managing comment quality. Drawing primarily on newsroom interviews and reader surveys, we characterize the comment discourse of SacBee.com, discuss the relationship of comment quality to both the consumption and production of news information, and provide a description of both readers' and writers' motivations for usage of news comments.

MONDAY 18:00-19:00

Town Hall Meeting

Location: Ballroom I

The CSCW Town Hall Meeting is a time dedicated for the CSCW steering committee to interact with the attendees of CSCW 2011, harnessing their interests, and addressing their concerns about future directions of the CSCW conference. All are welcome!

MONDAY 19:00-21:00

Demonstrations and Interactive Papers Reception

Sponsored by IBM Research

Location: Foyer + Regency Rooms

Come to this reception for the chance to interact directly with researchers and practitioners who are presenting demonstrations and results of cutting edge ideas in collaborative systems and research. The evening will include reception-style buffet food. A cash bar will be available.

Interactive Papers

Social Infobox: Collaborative Knowledge Construction by Social Property Tagging

Masahiro Hamasaki, *National Institute of Advanced Industrial Science and Technology, Japan*
Masataka Goto, *National Institute of Advanced Industrial Science and Technology, Japan*
Hideaki Takeda, *National Institute of Informatics, Japan*

i-Sensor Inference Model for Assessing Trustworthiness in Computer-Mediated Communications

Shuyuan Mary Ho, *Drexel University, USA*
Xiangmin Zhang, *Rutgers University, USA*

Eliciting Risk Perceptions with an Online Game: Preliminary Results

William L. McGill, *The Pennsylvania State University, USA*
Yan Cao, *The Pennsylvania State University, USA*
Miao Jiang, *The Pennsylvania State University, USA*
Jorge J. Calle, *The Pennsylvania State University, USA*
Stephen Broomell, *The Pennsylvania State University, USA*
Gale Lauser, *The Pennsylvania State University, USA*

MagicMirror: Towards Enhancing Collaborative Rehabilitation Practices

Naveen Bagalkot, *IT-University of Copenhagen, Denmark*
Tomas Sokoler, *IT-University of Copenhagen, Denmark*

Types of Newcomers In An Online Developer Community

Vandana Singh, *University of Tennessee, USA*
Aditya Johri, *Virginia Tech, USA*
Raktim Mitra, *Virginia Tech, USA*

Temporal Patterns of Cohesiveness in Virtual Groups

Victoria L. Schwanda, *Cornell University, USA*
Kyle Barron, *Cornell University, USA*
Jennifer Lien, *Cornell University, USA*
Gretchen Schroeder, *Cornell University, USA*
Ashley Vernon, *Cornell University, USA*
Jeffrey T. Hancock, *Cornell University, USA*

Integrating Twitter into Wiki to Support Informal Awareness

Xuan Zhao, *Cornell University, USA*
Wenpeng Xiao, *IBM Research China, China*
Changyan Chi, *IBM Research China, China*
Min Yang, *IBM Research China, China*

Towards Support for Collaborative Navigation in Complex Indoor Environments

Anders Bouwer, *University of Amsterdam, the Netherlands*
Frank Nack, *University of Amsterdam, the Netherlands*
Vanessa Evers, *University of Amsterdam, the Netherlands*

SPARSH: Passing Data using the Body as a Medium

Pranav Mistry, *MIT Media Laboratory, USA*
Suranga Nanayakkara, *MIT Media Laboratory, USA*
Pattie Maes, *MIT Media Laboratory, USA*

A Dive Into Online Community Properties

Patrick Wagstrom, *IBM Research, USA*
Jacquelyn Martino, *IBM Research, USA*
Juerg von Kaenel, *IBM Research, USA*
Marshini Chetty, *Georgia Institute of Technology, USA*
John Thomas, *IBM Research, USA*
Lauretta Jones, *Brooklyn Botanical Garden, USA*

Evaluating a Smart Working Environment with a Digital Card Game Prototype

Oleksandr Lobunets, *Fraunhofer FIT, Germany*
Wolfgang Prinz, *Sankt Augustin, Germany*

A Menu-planning Support System to Facilitate Communication among Neighbors

Hideaki Kanai, *Japan Advanced Institute of Science and Technology, Japan*
Kei Kitahara, *Hitachi, Ltd., Japan*

The Tree of Knowledge: A Localized Collective Intelligence Tool

Gyu Hyun Kwon, *Korea Institute of Science and Technology, South Korea*
Yoon Suk Lee, *Virginia Tech, USA*
Mithilesh Kumar, *San Jose, USA*

Your and My Little Sprout

Joy Wei Jung, *Indiana University, USA*
Kai Wang, *Indiana University, USA*

Towards Requirements Engineering for a Tumour Removing Robot: Work-Practice Observation of Surgical Teams Performing Brain Tumour Surgery

Anthony Masih, *Oxford University, UK*

Designing for Context-Aware Health Self-Monitoring, Feedback, and Engagement

Frank Chen, *Stanford University, USA*
Eric Hekler, *Stanford University, USA*
Jinhui Hu, *Nokia Research Center China, China*
Shen Li, *Nokia Research Center China, China*
Candy Zhao, *Nokia Research Center China, China*

Defining Ontology by Using Users Collaboration on Social Media

Saman Kamran, *University of Lugano, Switzerland*
Fabio Crestani, *University of Lugano, Switzerland*

Interactions with Real and Digital Elements for Collaborative Document Creation

Mariano Perez Pelaez, *Graduate School of Global Information and Telecommunication Studies, Japan*
Ikuro Choh, *Graduate School of Global Information and Telecommunication Studies, Japan*

**Intellectual Property Policy and Attractiveness:
A Longitudinal Study of Free and Open Source
Software Projects**

Carlos Denner Santos Jr., *University of Sao Paulo, Brazil*
Marcos Bonci Cavalca, *University of Sao Paulo, Brazil*
Fabio Kon, *University of Sao Paulo, Brazil*
Julio Singer, *University of Sao Paulo, Brazil*
Victor Ritter, *University of Sao Paulo, Brazil*
Damaris Regina, *University of Sao Paulo, Brazil*
Tamy Tsujimoto, *University of Sao Paulo, Brazil*

**A Production Monitoring and Data Processing
System for the Textile Enterprise Based on Multi-
Agent**

Jingfeng Shao, *Xi'an Polytechnic University, China*
Jinfu Wang, *Xi'an Polytechnic University, China*
Liping Yang, *Xi'an Polytechnic University, China*

**Analyzing Patterns in Composing Teaching Materials
from the Web**

Nadia Bouz-Asal, *Kyoto University, Japan*
Rieko Inaba, *Kyoto University, Japan*
Toru Ishida, *Kyoto University, Japan*

**Environmental Jolts: Impact of Exogenous Factors
on Online Community Participation**

Aditya Johri, *Virginia Tech, USA*
Oded Nov, *Polytechnic Institute of NYU, USA*
Raktim Mitra, *Virginia Tech, USA*

**PRIMIExperience: Experience Sampling via Instant
Messaging**

Mirko Fetter, *Bauhaus-University Weimar, Germany*
Tom Gross, *University of California, Irvine, Sweden*

**Express Location: Supporting Coordination of
Mobile Delivery Work**

Markus Westerlund, *Södertörn University College &
Mobile Life Centre, Sweden*
Maria Normark, *Södertörn University College & Mobile
Life Centre, Sweden*
Lars Erik Holmquist, *Södertörn University College &
Mobile Life Centre, Sweden*

**Working with 'Mission Control' in Scientific
Fieldwork: Supporting Interactions between In Situ
and Distanced Collaborators**

Tim Coughlan, *The Open University, UK*
Anne Adams, *The Open University, UK*
Trevor Collins, *The Open University, UK*
Sarah Davies, *The Open University, UK*
John Lea, *The Open University, UK*
Yvonne Rogers, *The Open University, UK*

**Web-Based Multipointer Interaction on Shared
Displays**

Muriel Bowie, *University of Fribourg, Switzerland*
Oliver Schmid, *University of Fribourg, Switzerland*
Agnes Lisowska Masson, *University of Fribourg,
Switzerland*
Béat Hirsbrunner, *University of Fribourg, Switzerland*

**Automatic Adjustment of a Virtual Teacher's Model
in a Learning Support System**

Mamoun Nawahdah, *University of Tsukuba, Japan*
Tomoo Inoue, *University of Tsukuba, Japan*

**Surprise Grabber: A Co-located Tangible Social Game
Using Phone Hand Gesture**

Mingming Fan, *Tsinghua University, China*
Xin Li, *Tsinghua University, China*
Yu Zhong, *Tsinghua University, China*
Li Tian, *Tsinghua University, China*
Yuanchun Shi, *Tsinghua University, China*
Hao Wang, *Nokia Research Center, China*

**Are Artificial Team-mates Scapegoats in Computer
Games?**

Tim R. Merritt, *National University of Singapore,
Singapore*
Kian Boon Tan, *National University of Singapore,
Singapore*
Christopher Ong, *National University of Singapore,
Singapore*
Aswin Thomas, *National University of Singapore,
Singapore*
Teong Leong Chuah, *National University of Singapore,
Singapore*
Kevin McGee, *National University of Singapore,
Singapore*

Study of User Interruptibility Estimation Based on Focused Application Switching

Takahiro Tanaka, *Tokyo University of Agriculture and Technology, Japan*

Kinya Fujita, *Tokyo University of Agriculture and Technology, Japan*

Clinical Journal: A Collaborative Shared Medical Workspace

Kristina Groth, *Karolinska University Hospital, Sweden*

Oscar Frykholm, *Royal Institute of Technology, Sweden*

Alexander Yngling, *Royal Institute of Technology, Sweden*

Using Multiple Scores for Transcribing the Distributed Activities of a Family

Julien Guibourdenche, *University of Lyon/EDF R&D, France*

Jacqueline Vacherand-Revel, *Central School of Lyon, France*

Michèle Grosjean, *University of Lyon, France*

Myriam Fréjus, *EDF R&D, France*

Yvon Haradji, *EDF R&D, France*

Bidirectional Gaze in Remote Computer Mediated Collaboration: Setup and Initial Results from Pair-Programming

Roman Bednarik, *University of Eastern Finland, Finland*

Andrey Shipilov, *University of Eastern Finland, Finland*

Sami Pietinen, *University of Eastern Finland, Finland*

Different Time Management Behaviors of Germans, Chinese and Japanese

Pei-Luen Patrick Rau, *Tsinghua University, China*

Jun Liu, *Tsinghua University, China*

Stephan Verhasselt, *ETH Zurich, Switzerland*

Toshikazu Kato, *Chuo University, Japan*

Christopher M. Schlick, *RWTH Aachen University, Germany*

Supporting Generation Y Interactions: Challenges for Office Work

Wei Liu, *Delft University of Technology, the Netherlands*

Pieter Jan Stappers, *Delft University of Technology, the Netherlands*

Gert Pasman, *Delft University of Technology, the Netherlands*

Jenneke Taal-Fokker, *Exact, the Netherlands*

Kinected Conference: Augmenting Video Imaging with Calibrated Depth and Audio

Anthony DeVincenzi, *MIT Media Lab, USA*

Lining Yao, *MIT Media Lab, USA*

Hiroshi Ishii, *MIT Media Lab, USA*

Ramesh Raskar, *MIT Media Lab, USA*

Demonstrations

Using Language-Retrieved Pictures to Support Multi-lingual Brainstorming

Hao-Chuan Wang, *Cornell University, USA*

Susan Fussell, *Cornell University, USA*

Dan Cosley, *Cornell University, USA*

Social Network Display for Exploring Novel Intercommunity Research Collaboration

Shin'ichi Konomi, *University of Tokyo, Japan*

VSee: A No-App Method to Video Collaboration

Milton Chen, *VSee, USA*

Kenny Zhi Yao Chan, *VSee, USA*

Penny Kooi Cia Ng, *VSee, USA*

Christina Gek Ling Ng, *VSee, USA*

Clinical Journal: Enhancing Situational Awareness and Collaboration in Multidisciplinary Team Meetings

Alexander Arvei Yngling, *Royal Institute of Technology, Sweden*

Oscar Frykholm, *Royal Institute of Technology, Sweden*

Kristina Groth, *Royal Institute of Technology, Sweden*

Exploring Operational Transformation: From Core Algorithms to Real-world Applications

Chengzheng Sun, *Nanyang Technological University, Singapore*

Agustina Agustina, *Nanyang Technological University, Singapore*

Yi Xu, *Nanyang Technological University, Singapore*

Language Grid Toolbox for Customized Multilingual Communities

Donghui Lin, *National Institute of Information and Communications Technology, Japan*
Masahiro Tanaka, *National Institute of Information and Communications Technology, Japan*
Yohei Murakami, *National Institute of Information and Communications Technology, Japan*
Toru Ishida, *Kyoto University, Japan*

Transparent Sharing of Legacy Video Games over the Internet

Sili Zhao, *Fudan University, China*
Du Li, *Nokia Research Center, USA*
Tun Lu, *Fudan University, China*
Ning Gu, *Fudan University, China*

VideoPal: An Asynchronous Video Based Communication System to Connect Children from US and Greece

Honglu Du, *The Pennsylvania State University, USA*
Kori Inkpen, *Microsoft Research, USA*
John Tang, *Microsoft Research, USA*
Asta Roseway, *Microsoft Research, USA*
Aaron Hoff, *Microsoft Research, USA*
Paul Johns, *Microsoft Research, USA*
Mary Czerwinski, *Microsoft Research, USA*
Brian Meyers, *Microsoft Research, USA*
Konstantinos Chorianopoulos, *Ionian University, Greece*
Tom Gross, *University of California, Irvine, USA*
Peter Lungstrang, *Interactive Institute, Sweden*

SPARSH - Touch the Cloud

Pranav Mistry, *MIT Media Laboratory, USA*
Suranga Nanayakkara, *MIT Media Laboratory, USA*
Pattie Maes, *MIT Media Laboratory, USA*

AIRMobile: Accelerated Instant Replay for In-Meeting Review by Mobile Users

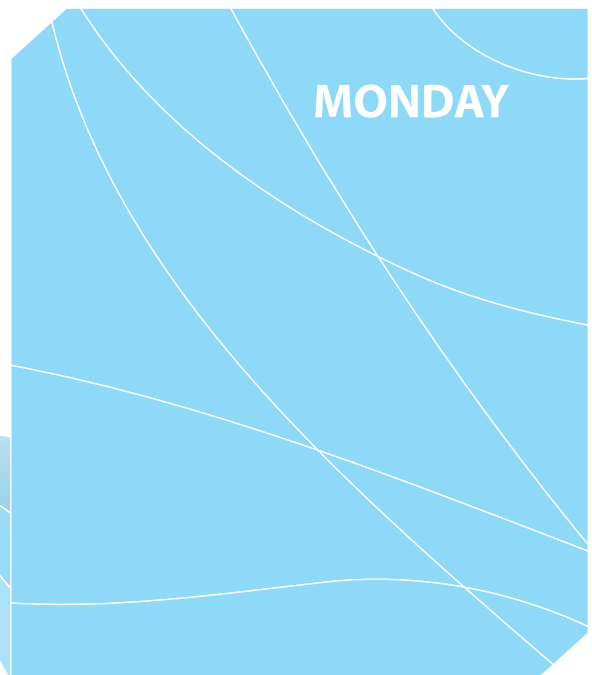
Rajesh Hegde, *Microsoft Research, USA*
Jonghyun Han, *Gwangju Institute of Science and Technology, South Korea*
Shu Shi, *University of Illinois at Urbana-Champaign, USA*
Kori Inkpen, *Microsoft Research, USA*
Sasa Junuzovic, *Microsoft Research, USA*
Asta Roseway, *Microsoft Research, USA*
John Tang, *Microsoft Research, USA*
Zhengyou Zhang, *Microsoft Research, USA*

Incorporating Crowdsourcing into Business Processes

Timothy J. Olsen, *Georgia State University, USA*

The Living Voters Guide and ConsiderIt: Usable Deliberation for Public Consideration of Difficult Issues

Travis Kriplean, *University of Washington, USA*
Jonathan T. Morgan, *University of Washington, USA*
Deen Freelon, *University of Washington, USA*
Alan Borning, *University of Washington, USA*
Lance Bennett, *University of Washington, USA*



TUESDAY

Technical Program

	Ballroom I	Ballroom II	Ballroom III
8:30-8:55		Madness	
9:00-10:30	Showcase II	Real-time Groupware	Personality & Profiles
10:30-11:00	Coffee Break <i>Sponsored by Microsoft Research</i>		
11:00-12:30	Horizon I: Studying the Social	Distributed Teams	Creating Context for Collaboration
12:30-14:30	Lunch on Your Own		
14:30-16:30	Enterprise	Social Computing	Identity and Self-Disclosure

Evening Event

17:00-18:00	Boat Tour to the Banquet Restaurant Boats Depart from the Hubin Dock every 5 minutes from 17:00-17:15
18:00-20:00	Conference Banquet Zhiweiguan Restaurant, No.10-12 Yanggong causeway (知味观: 杭州市西湖区杨公堤 10-12 号)

TUESDAY

08:30-08:55

CSCW 2011 Madness

Location: Ballroom II

Presenters of papers, notes, horizons, and showcase papers 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, and as a guide to planning the sessions you attend on Tuesday.

TUESDAY

09:00-10:30

Showcase II

Location: Ballroom I

Chair: Gloria Mark, *University of California, Irvine, USA*

Empirical Software Engineering at Microsoft Research

Christian Bird, *Microsoft Research, USA*

Brendan Murphy, *Microsoft Research, UK*

Nachiappan Nagappan, *Microsoft Research, USA*

Thomas Zimmermann, *Microsoft Research, USA*

We highlight the research themes and activities of the Empirical Software Engineering (ESE) group at Microsoft Research with examples from its research on socio-technical congruence, bug reporting and triaging, and data-driven software engineering.

Ubiquitous Awareness and Intelligent Solutions Lab: Lanzhou University

Bin Hu, *Lanzhou University, China*

Fang Zheng, *Lanzhou University, China*

Li Liu, *Lanzhou University, China*

We present the work of UAIS Lab, the School of Information Science and Engineering, Lanzhou University in applying bio-data based solutions to bridge the social-technical gap in the field of CSCW.

Smarter Social Collaboration at IBM Research

Changyan Chi, *IBM Research China, China*

Qinying Liao, *IBM Research China, China*

Yingxin Pan, *IBM Research China, China*

Shiwan Zhao, *IBM Research China, China*

Tara Matthews, *IBM Research Almaden, USA*

Thomas Moran, *IBM Research Almaden, USA*

Michelle X. Zhou, *IBM Research Almaden, USA*

David Millen, *IBM T. J. Watson Research, USA*

Ching-Yung Lin, *IBM T. J. Watson Research, USA*

Ido Guy, *IBM Research Haifa, Israel*

We feature a set of research projects done at several IBM Research laboratories across the world focused on smart social collaboration. This work studies, designs, and develops social collaboration principles and technologies that can help customize and enhance existing social collaboration tools to suit specific user needs, including cultural, business, and personal needs.

Real-time Groupware

Location: Ballroom II

Chair: Jakob Bardram, *IT University of Copenhagen, Denmark*

Real-Time Groupware in the Browser: Testing the Performance of Web-Based Networking

Carl A. Gutwin, *University of Saskatchewan, Canada*

Michael Lippold, *University of Saskatchewan, Canada*

T. C. Nicholas Graham, *Queen's University, Canada*

This paper shows that browser-based networking can successfully support real-time distributed groupware. We compare Comet, WebSockets, and Java Applets, and show that browser-based approaches can support even highly interactive groupware such as real-time games.



It's About Time: Confronting Latency in the Development of Groupware Systems

Cheryl Savery, *Queen's University, Canada*
T.C. Nicholas Graham, *Queen's University, Canada*

Overcoming network latency is a fundamental challenge in implementing distributed groupware. We present timelines, a novel programming model, which enables the explicit treatment of time and allows programmers to create temporally-aware groupware. The model has been implemented as part of the Janus toolkit.

Back to the Future: A Hybrid Approach to Transparent Sharing of Video Games over the Internet in Real Time

Sili Zhao, *Fudan University, China*
Du Li, *Nokia Research Center, USA*
Tun Lu, *Fudan University, China*
Ning Gu, *Fudan University, China*

This paper presents a collaboration transparency system that allows distributed players to play legacy collocated video games over the Internet in real time without modifying their source code. The system has attracted two million registered users in China since its release in late 2008. The system can tolerate network round-trip time up to 230 ms and support a large number of simultaneous observers to a live game.

Personality & Profiles

Location: Ballroom III

Chair: Vanessa Evers, *University of Amsterdam, the Netherlands*

Sociable Killers: Understanding Social Relationships in an Online First-Person Shooter Game

Yan Xu, *Georgia Institute of Technology, USA*
Xiang Cao, *Microsoft Research Asia, China*
Abigail Sellen, *Microsoft Research Cambridge, UK*
Ralf Herbrich, *Microsoft Research Cambridge, UK*

This paper analyzes video games as medium for social relationships. Under the context of online First-Person Shooter games, we explore what social relationships mean, how these relationships influence game experience, and how players manage them.

"I'll Press Play but I Won't Listen": Profile Work in a Music-focused Social Network Service

Suvi Silfverberg, *Helsinki Institute for Information Technology HIIT / Aalto University, Finland*
Lassi A. Liikkanen, *Helsinki Institute for Information Technology HIIT / Aalto University, Finland*
Airi Lampinen, *Helsinki Institute for Information Technology HIIT / Aalto University and School of Information University of California, Finland*

We offer the concept of profile work to illustrate the effort people invest in their public profiles in social network services (SNSs). In our explorative study, we investigated profile work in Last.fm, an SNS that automatically publishes music listening information.

Blog Tells What Kind of Personality You Have: Egogram Estimation from Japanese Weblog

Atsunori Minamikawa, *KDDI R&D Laboratories, Inc., Japan*
Hiroyuki Yokoyama, *KDDI R&D Laboratories, Inc., Japan*

We investigate personality estimation from Japanese weblog text. Among various personality types, we focus on Egogram, which has been used in Transactional Analysis and is strongly related to the communicative behavior of individuals. The validity of our approach was evaluated with real Japanese weblog text of 551 subjects.



Contact Stratification and Deception: Blackberry Messenger versus SMS Use Among Students

Lindsay Reynolds, *Cornell University, USA*
Samantha Gillette, *Cornell University, USA*
Jason Marder, *Cornell University, USA*
Zachary Miles, *Cornell University, USA*
Pavel Vodenski, *Cornell University, USA*
Ariella Weintraub, *Cornell University, USA*
Jeremy Birnholtz, *Cornell University, USA*
Jeff Hancock, *Cornell University, USA*

The proliferation of communication technology has led to stratification of contacts across different media, which has implications for deception. This study examines how two communication media, BBM and SMS, involve different kinds of social contact networks, and how these differences lead to changes in the frequency and nature of lies.

TUESDAY 11:00-12:30

Horizon 1: Studying the Social

Location: Ballroom I

Chairs: Joseph 'Jofish' Kaye, *Nokia Research, USA*
Christine Satchell, *University of Melbourne
and Queensland University of Technology,
Australia*

Panelists

Ed Chi, *Google, USA*
Paul Dourish, *University of California, Irvine, USA*
Jenn Thom-Santelli, *IBM Research, USA*

Online Social Networks On-The-Go: An Exploration of Facebook on the Mobile Phone

Nis Bornoe, *University of Copenhagen, Denmark*
Louise Barkhuus, *University of California, San Diego,
USA*

We look into how university students use online social networks from mobile devices. Through a series of semi-structured interviews we specifically looked into uses and motivations for using Facebook through mobile devices. We found the main watchword to be 'convenience' and present three aspects that contribute to this motivation.

In the Limelight Over Time: Temporalities of Network Centrality

David A. Shamma, *Yahoo! Research, USA*
Lyndon Kennedy, *Yahoo! Labs, USA*
Elizabeth F. Churchill, *Yahoo! Research, USA*

We begin the investigation of retrospectively unpacking the social traversals of a media event through time and across groups over time. The primary contribution of this CSCW Horizons note illustrates these methods of temporal network centrality and invites a discussion of continuing approaches and domains and applications.

Providing Employment and Training Opportunities in India through Mobile Phones and Kiosks

Krishna Kummamuru, *IBM Research - India, ISB, India*
Gopal Pingali, *IBM Research - India, India*
Dushyant Bansal, *IIT-Delhi, India*
Saurabh Gupta, *IIT-Delhi, India*
Swapnil Chavada, *IIT-Hyderabad, India*
Himanshu Jain, *NCSU, USA*

We built a cloud enabled platform that is accessed through both a web-based interface for kiosks and a voice-based interface for low-end mobile devices. We describe the platform and the pilot we conducted in urban, semi urban and rural areas in India to test the feasibility of the platform and determine the user acceptance and preferences for such a system.

Analysis of User Tags in Social Music Sites: Implications for Cultural Differences

Li Chen, *Hong Kong Baptist University, Hong Kong*
Ho Keung Tsoi, *Hong Kong Baptist University,
Hong Kong*

Various metrics have been proposed to evaluate tag patterns, but few studies have dealt with the important cultural dimension associated with the tagging manner. We investigated user tags in social music sites and discovered significant differences between Chinese and European users in respect of their applied tag classes, tag agreements, and tag usefulness.

Distributed teams

Location: Ballroom II

Chair: David Millen, *IBM Research, USA*



From Ethnographic Study to Mixed Reality: A Remote Collaborative Troubleshooting System

Jacki O'Neill, *Xerox Research Centre Europe, France*

Stefania Castellani, *Xerox Research Centre Europe, France*

Frederic Roulland, *Xerox Research Centre Europe, France*

Nicolas Hairon, *Xerox Research Centre Europe, France*

Cornell Juliano, *Xerox, USA*

Liwei Dai, *Xerox, USA*

We present a mixed reality system for troubleshooting which came out of an ethnographic study.

Your Time Zone or Mine? A Study of Globally Time Zone-Shifted Collaboration

John C. Tang, *Microsoft Research, USA*

Chen Zhao, *Microsoft Research, Beijing China*

Xiang Cao, *Microsoft Research, Beijing China*

Kori Inkpen, *Microsoft Research, USA*

Members of globally distributed teams were interviewed to understand how they worked across global time zone differences. We found a variety of strategies for finding windows in time to synchronously interact, enabled by recent trends in technical connectivity and social practices of availability, and we discuss their design implications.

Collaborative Rhythm: Temporal Dissonance and Alignment in Collaborative Scientific Work

Steven J. Jackson, *University of Michigan, USA*

David Ribes, *Georgetown University, USA*

Ayse Buyuktur, *University of Michigan, USA*

Geoffrey C. Bowker, *University of Pittsburgh, USA*

This paper develops a heuristic of collaborative rhythms and points to the work of temporal alignment as a neglected but crucial element underpinning distributed collective practice in the sciences. We argue that joint scientific work is organized around four separate and potentially dissonant temporal registers, or rhythms: organizational, infrastructural, biographical, and phenomenal. Efforts to align such rhythms constitute an important and under-recognized aspect of collaborative work.

Creating Context for Collaboration

Location: Ballroom III

Chair: Bonnie Nardi, *University of California, Irvine, USA*

Creating a Context of Trust with ICTs: Restoring a Sense of Normalcy in the Environment

Bryan Semaan, *University of California, Irvine, USA*

Gloria Mark, *University of California, Irvine, USA*

This paper reports on an ethnographic study of Iraqi citizens who experienced the current Gulf War. We find that trust is contextual--as aspects of the physical world change, conceptions of trust can also change. We show how people were able to create a context of trust in the environment by using ICTs to develop new practices which enabled them to restore a sense of normalcy in an environment that had radically changed.

From Diversity to Creativity: Stimulating Group Brainstorming with Cultural Differences and Conversationally-Retrieved Pictures

Hao-Chuan Wang, *Cornell University, USA*
Susan Fussell, *Cornell University, USA*
Dan Cosley, *Cornell University, USA*

Presents a laboratory study using the content of ongoing conversations to retrieve related pictures to support intercultural brainstorming. Shows how picture support and cultural diversity influence brainstorming outcomes.



Designing Incentives for Inexpert Human Raters

Aaron D. Shaw, *UC Berkeley, USA*
John J. Horton, *Harvard University, USA*
Daniel L. Chen, *Duke University, USA*

We compare incentive schemes in an online labor market experiment and find that asking subjects to consider the answers of their peers produces more accurate performance on a content analysis task. Workers in India and workers with lower web-browsing skills also performed worse than their peers on the task.

TUESDAY

14:30-16:30

Enterprise

Location: Ballroom I

Chair: Voker Wulf, *University of Siegen, Germany*

Do You Want to Know? Recommending Strangers in the Enterprise

Ido Guy, *IBM Research, Israel*
Sigalit Ur, *IBM Research, Israel*
Inbal Ronen, *IBM Research, Israel*
Adam Perer, *IBM Research, Israel*
Michal Jacovi, *IBM Research, Israel*

In large global organizations with thousands of employees, meeting interesting strangers can be of high value. Our recommender introduces employees with strangers who are likely to be of interest as they share common activity in social media: use the same tags, bookmark the same places, and join the same communities.

Browse and Discover: Social File Sharing in the Enterprise

N. Sadat Shami, *IBM TJ Watson Research Center, USA*
Michael Muller, *IBM TJ Watson Research Center, USA*
David Millen, *IBM TJ Watson Research Center, USA*

We introduce Cattail, a social file sharing system for the enterprise. Through a 'Recent Events' stream, Cattail supports social navigation and exploratory search by inferring relevant social connections rather than relying on user-specified contacts. Through usage log analysis over an 8-month period, we show that Cattail's novel network inference and social navigation features enabled a net gain of clickthroughs, which led to increased discovery of relevant people and content.



Look Ma, No Email! Blogs and IRC as Primary and Preferred Communication Tools in a Distributed Firm

Aditya Johri, *Virginia Tech, USA*

The prevailing thinking is that email is irreplaceable in organizational communication. In this paper I challenge that assumption through a field study of a distributed firm that is highly successful in developing and delivering products without regular use of email in the workplace by leveraging group blogging and IRC for coordination and knowledge sharing.

Working Around Official Applications: Experiences from a Large Engineering Project

Mark J. Handel, *The Boeing Company, USA*
Steven Poltrock, *The Boeing Company, USA*

Based on work in a large engineering project, we find that significant applications almost invariably have a highly developed spreadsheet or database that the users spend significant time, effort, and occasionally money to develop. These are more than just work-arounds, and sometimes turn into a stand-alone application in their own right. We discuss some of the ways these tools begin, develop, and some of the pitfalls of not recognizing their existence.

Organizational Acculturation and Social Networking

Jennifer Thom-Santelli, *IBM T.J. Watson Research, USA*

David R. Millen, *IBM T.J. Watson Research, USA*

Darren Gergle, *Northwestern University, USA*

For large global enterprises, providing adequate resources for organizational acculturation, the process in which employees learn about an organization's culture, remains a challenge. We present results from a survey of 802 users from an enterprise social networking site that identifies two groups of employees (new to the company and geographically distant from headquarters) that perceive higher benefit from using a SNS to learn about the organization's values and beliefs.

Photo Sharing in Diverse Distributed Teams

Jennifer Marlow, *Carnegie Mellon University, USA*

Laura Dabbish, *Carnegie Mellon University, USA*

In an online experiment, we varied content and presentation of photos shared by a hypothetical team spanning two locations. We found similarity in shared photo content promoted pro-social behaviors towards team members regardless of location. Our results indicate that photo sharing can promote positive behavior towards distant others, which can inform the nature of photo sharing for team building.

Social Computing

Location: Ballroom II

Chair: Amy Voida, *University of California, Irvine, USA*

Increasing Commitment to Online Communities by Designing for Social Presence

Rosta Farzan, *Carnegie Mellon University, USA*

Laura A. Dabbish, *Carnegie Mellon University, USA*

Robert E. Kraut, *Carnegie Mellon University, USA*

Tom Postmes, *University of Groningen, the Netherlands*

This paper compares alternative ways of designing online sites to increase member commitment. We report the results of two experiments conducted within a Facebook game application. The results show that designs can increase commitment and retention of players either by visually highlighting individual members, or by emphasizing the community as a whole. These designs influence commitment through different routes.

Thanks and Tweets: Comparing Two Public Displays

Sean A. Munson, *University of Michigan, USA*

Emily Rosengren, *University of Michigan, USA*

Paul Resnick, *University of Michigan, USA*

Two public display systems, with different methods of posting, were deployed over several years. The Thank You Board was designed to give people an outlet specifically for publicly thanking and acknowledging others in the community. The SI Display showed any Twitter post directed to the display without any explicit usage guidelines. People preferred the flexibility of the latter, but ambiguity about its purpose and norms of usage persisted and made some people hesitant to post.

It's Not That I Don't Have Problems, I'm Just Not Putting Them on Facebook: Challenges and Opportunities in Using Online Social Networks for Health

Mark W. Newman, *University of Michigan, USA*
Debra Lauterbach, *University of Michigan, USA*
Sean A. Munson, *University of Michigan, USA*
Paul Resnick, *University of Michigan, USA*
Margaret E. Morris, *Intel Corporation, USA*

We interviewed fourteen people who participate in both online health communities and Facebook to understand the ways people think about with whom and how to share information regarding their health. Sharing is made challenging by the need to strike a balance between revealing one's needs and shortcomings and the desire to present a positive image to others. In addition, success is predicated upon the ability to build, shape, and selectively access an appropriate support network.



Forget Online Communities? Revisit Cooperative Work!

Yong Ming Kow, *University of California, Irvine, USA*
Bonnie Nardi, *University of California, Irvine, USA*

To what extent do standard premises of online community research apply in China? In our ethnographic studies of two Chinese websites, we found that small core teams organized and managed work, and were sustained by offline and behind the scenes interactions. We urge that research on online communities examine preconceptions that may overlook important realities, and that small close-knit groups may be relevant, in the original spirit of studies of cooperative work.

Peaks and Persistence: Modeling the Shape of Microblog Conversations

David A. Shamma, *Yahoo!, USA*
Lyndon Kennedy, *Yahoo!, USA*
Elizabeth F. Churchill, *Yahoo!, USA*

We present two methods of finding temporal topics within Twitter microblog streams. Using a normalized term frequency, we demonstrate how an effective table of contents can be extracted by finding localized "peaky topics". Second, we find "persistent conversations" which have a lower general salience but sustain and persist over the tweet corpus, in effect the whispering conversation that lingers in the background.

Identity and self-disclosure

Location: Ballroom III

Chair: Sara Kiesler, *Carnegie Mellon University*

Faceted Identity, Faceted Lives: Social and Technical Issues with Being Yourself Online

Shelly D. Farnham, *Yahoo!, USA*
Elizabeth F. Churchill, *Yahoo! Research, USA*

This paper explores key issues people experience managing personal boundaries within and across social technologies. We look in particular at email and online social networks. Through a questionnaire study we examine how people facet their identities and their lives, and how these facets are expressed through use of email and Facebook. We found a higher level of facet incompatibility was correlated with increased email usage and worry about sharing in the context of social networks.



SELECT * FROM USER: Infrastructure and Socio-technical Representation

Jed R. Brubaker, *University of California, Irvine, USA*
Gillian R. Hayes, *University of California, Irvine, USA*

As use of social media continue to grow, the systems of representation that underlie their use become increasingly influential. We present results from empirical studies of two online communities (Facebook and craigslist Missed Connections) that highlight the ways in which this underlying infrastructure and the user practices on these sites are inherently intertwined. Results highlight how representational systems do more than simply represent the physical world; they are deeply intertwined with the social and material practices of everyday life.

Network Properties and Social Sharing of Emotions in Social Awareness Streams

Funda Kivran-Swaine, *Rutgers University, USA*
Mor Naaman, *Rutgers University, USA*

In this exploratory study, we look at the relationship between social sharing of emotion and social network properties on Twitter. Our analysis suggests that expression of emotion can explain some of the variance in users' Twitter networks, and that the use of emotion in interactions between users is a strong explaining factor.

Me and My Avatar: Exploring Users' Comfort with Avatars for Workplace Communication

Kori M. Inkpen, *Microsoft Research, USA*
Mara Sedlins, *University of Washington, USA*

This paper describes results from a large-scale survey to explore users' comfort with different styles of avatars for workplace communication. Thirty-one avatars were evaluated based on users' ratings along several dimensions and grouped into clusters. The highest rated cluster was the set of formal, realistic avatars that users did not feel were creepy. These avatars were ranked comparatively with webcam photos, and users felt that they would be appropriate for work.



A Tale of Two Languages: Strategic Self-Disclosure via Language Selection on Facebook

Dai Tang, *Cornell University, USA*
Tina Chou, *Cornell University, USA*
Naomi Drucker, *Cornell University, USA*
Adi Robertson, *Cornell University, USA*
William C. Smith, *Cornell University, USA*
Jeffery T. Hancock, *Cornell University, USA*

We analyze how international Facebook users who had recently moved to the United States used different languages to selectively self-disclose to their old (native-language) and new (English-speaking) social circles. We found significantly more intimate self-disclosure, covering a broader range of cognitive and emotional topics, in native-language status updates compared to updates in English. These patterns support our hypotheses that users exploit language barriers to serve different self-presentational goals for different social circles.

With A Little Help From My Friends: Can Social Navigation Inform Interpersonal Privacy Preferences?

Sameer Patil, *University of California, Irvine, USA*
Xinru Page, *University of California, Irvine, USA*
Alfred Kobsa, *University of California, Irvine, USA*

Privacy management is often challenging for social media users. Maybe people could use a little help from their friends? Knowing how your friends manage privacy could help you set your privacy preferences. Our study tests how such "social navigation" cues affect IM users.

TUESDAY 17:00-20:00

Conference Banquet

Location: Zhiweiguan Restaurant, No.10-12 Yanggong causeway
(知味观: 杭州市西湖区杨公堤 10-12 号)

Join us for traditional Hangzhou food and a chance to mingle with the other conference attendees. We have arranged for boats to pick you up from Hubin Dock in front of the Hyatt and take you to the conference banquet at Sudi Park. Starting at **17:00** a boat will leave **every 5 minutes** until about **17:15**. Remember your banquet ticket!

WEDNESDAY

Technical Program

	Ballroom I	Ballroom II	Ballroom III
8:30-8:55		Madness	
9:00-10:30	Panel: Uncommon Culture? Resolving Local vs. Global	Inferring patterns from usage data in programming and search	Videos
10:30-11:00	Coffee Break <i>Sponsored by Microsoft Research</i>		
11:00-12:30	Horizon II: Reflection in/of CSCW	Shared Workspaces	Health Care (until 12:45)
12:30-14:30	Lunch on Your Own		
14:30-16:00	Showcase III	E-Science	Under the Hood
16:00-16:30	Coffee Break		
16:30-18:00		Conference Farewell Closing Keynote <i>by Genevieve Bell</i>	

WEDNESDAY 08:30-08:55

CSCW 2011 Madness

Location: Ballroom II

Presenters of papers, notes, panels, horizons, videos, and showcase papers 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, and as a guide to planning the sessions you attend on Wednesday.

WEDNESDAY 09:00-10:30

Panel: Uncommon Culture? Resolving Local vs. Global

Location: Ballroom I

Moderator:

Irene Greif, *BM Research, USA*

Panelists:

Joseph 'Jofish' Kaye, *Nokia Research Center, Palo Alto, USA*

James McGregor, *Author and Senior Counselor, APCO, China*

Carol Sormilic, *IBM CIO Office, China*

QianYing (Jane) Wang, *Lenovo Group, China*

Global businesses are constantly struggling with issues of culture -- inculcating corporate values into employees, training travelers how to behave in non-native cultures, sharing information across cultural boundaries. This panel will be about different ways to address trade-offs among corporate culture, national culture, internet culture. Can we simplify this by declaring a single corporate culture? Can a company succeed globally if most collaboration takes place in one country? Will an "internet" culture dominate across country and company?

Inferring Patterns from Usage Data in Programming and Search

Location: Ballroom II

Chair: Patrick Wagstrom, *IBM, USA*

"Not My Bug!" and Other Reasons for Software Bug Report Reassignments

Philip J. Guo, *Stanford University, USA*

Thomas Zimmermann, *Microsoft Research, USA*

Nachiappan Nagappan, *Microsoft Research, USA*

Brendan Murphy, *Microsoft Research, USA*

We present a large-scale quantitative and qualitative analysis of the bug reassignment process in the Microsoft Windows Vista operating system project. We found that reassignments are useful to determine the best person to fix a bug, contrary to the popular opinion that reassignments are always harmful. We discuss the five primary reasons for reassignments and make recommendations for the design of more socially-aware bug tracking systems.

Peer Interaction Effectively, Yet Infrequently, Enables Programmers to Discover New Tools

Emerson Murphy-Hill, *North Carolina State University, USA*

Gail C. Murphy, *University of British Columbia, Canada*

Computer users rely on software tools to work effectively and efficiently, but it is difficult for users to be aware of all the tools that might be useful to them. We explore social solutions, such as one user telling a peer about a tool. We describe a series of interviews with 18 programmers in industry that explore how tool discovery takes place.



Three Sequential Positions of Query Repair in Interactions with Internet Search Engines

Robert J. Moore, *Yahoo! Research, USA*

Elizabeth F. Churchill, *Yahoo! Research, USA*

Raj Gopal Prasad Kantamneni, *Yahoo!, USA*

Search engines' "understanding" of users' intent is not simply an automatic outcome but a joint interactional achievement between human and machine. We examine search-engine interactions using a novel approach we call "computer interaction analysis," which utilizes eye-tracking screen video and a distinctive notation scheme for transcribing it.

Video Session

Location: Ballroom III

Chairs: Jeremy Birnholtz, *Cornell University, USA*

Privacy and Sharing Information on Spherical and Large Flat Displays

John Bolton, *Queen's University, Canada*

Kibum Kim, *Queen's University, Canada*

Roel Vertegaal, *Queen's University, Canada*

SISO -- Simple Service Orchestration

Christian Doerner, *Carnegie Mellon University, USA*

Torben Wiedenhoefler, *University of Siegen, Germany*

Mary-Ann Sprenger, *University of Siegen, Germany*

Volkmar Pipek, *University of Siegen, Germany*

Communico: Overhearing Conversations in a Virtual Office

Kevin Dullemond, *Delft University of Technology, the Netherlands*

Ben van Gasteren, *Delft University of Technology, the Netherlands*

Cambiera: Collaborative Tabletop Visual Analytics

Petra Isenberg, *INRIA, France*

Danyel Fisher, *Microsoft Research, USA*

Intercultural Collaboration with the Language Grid Toolbox

Ari Hautasaari, *Kyoto University, Japan*

Nadia Bouz-Asal, *Kyoto University, Japan*

Rieko Inaba, *Kyoto University, Japan*

Toru Ishida, *Kyoto University, Japan*

SPARSH - Touch the Cloud

Pranav Mistry, *MIT Media Laboratory, USA*

Suranga Nanayakkara, *MIT Media Laboratory, USA*

Pattie Maes, *MIT Media Laboratory, USA*

A Real-Time Tweet Diffusion Advisor for #Twitter

Peyman Nasirifard, *National University of Ireland, Galway, Ireland*

Conor Hayes, *National University of Ireland, Galway, Ireland*

DIADEM: A System for Collaborative Environmental Monitoring

Andi Winterboer, *University of Amsterdam, the Netherlands*

Merijn A. Martens, *University of Amsterdam, the Netherlands*

Gregor Pavlin, *Thales Research, the Netherlands*

Frans C. A. Groen, *University of Amsterdam, the Netherlands*

Vanessa Evers, *University of Amsterdam, the Netherlands*

The Video of Xland: Two Core Use Cases of 3D Blog

Yufei Jiang, *Nanjing University, China*

Ruizhi Gao, *Nanjing University, China*

Yuan Huang, *Nanjing University, China*

WEDNESDAY 11:00-12:30

Horizon 2: Reflections in/on CSCW

Location: Ballroom I

Chairs: Jofish Kaye and Christine Satchell, *Nokia Research, USA*

Panelists

Elizabeth Churchill, *Yahoo! Research, USA*

Janet Vertesi, *Princeton University, USA*

Barry Brown, *University of California, San Diego, USA*

Social Desirability Bias in Reports of Motivation for US and India Workers on Mechanical Turk

Judd Antin, *Yahoo! Research, USA*

Aaron Shaw, *UC Berkeley, USA*

We examine social desirability bias in reports of motivation to do work on Amazon's Mechanical Turk. Comparing traditional agreement-statement questions with a survey technique called The List Experiment, we find significant social desirability effects among Turkers in both the US and India. Our results should sensitize researchers to potential biases of standard survey questions about motivation, and encourage us to look on past surveys about online motivation with a critical eye.

Rethinking Affordances

Ravi K. Vatrappu, *Copenhagen Business School, Denmark*

This paper offers prose and formal definitions of the notion of affordance based on the seminal contributions of Gibson, subsequent theoretical developments in ecological psychology and the on-going debate in HCI. Affordances are action-taking possibilities and meaning-making opportunities in a socio-technical system relative to actor competencies and system capabilities. A descriptive schematic of socio-technical community and a framework of affordance classes to inform the design of socio-technical environments are also presented.

REFLECT: Supporting Active Listening and Grounding on the Web through Restatement

Travis Kriplean, *University of Washington, USA*
Michael Toomim, *University of Washington, USA*
Jonathan T. Morgan, *University of Washington, USA*
Alan Borning, *University of Washington, USA*
Andrew J. Ko, *University of Washington, USA*

Does the Living Voters Guide only support a "hand-off" collaboration where people can come in and think through a measure, draw on others' opinions, maybe contribute, but not necessarily return to continue a collaborative relationship with others? In this study, we study the prevalence of people returning to the site, characterizing the activities in which they engage.

Shared Workspaces

Location: Ballroom II

Chair: John Tang, *Microsoft Research, USA*

Supporting Air Traffic Control Collaboration with a TableTop System

Stéphane Conversy, *ENAC - IRIT - University of Toulouse, France*

Hélène Gaspard-Boulinç, *ENAC - University of Toulouse, France*

Stéphane Chatty, *ENAC - IntuiLab - University of Toulouse, France*

Stéphane Valès, *IntuiLab, France*

Carole Dupré, *IntuiLab, France*

Claire Ollagnon, *Intactile Design, France*

Collaboration is key to safety and efficiency in Air Traffic Control. This paper presents a new multi-user, multi-touch system designed to support collaboration in ATC.



See What I'm Saying? Using Dyadic Mobile Eye Tracking to Study Collaborative Reference

Darren Gergle, *Northwestern University, USA*

Alan T. Clark, *Northwestern University, USA*

We developed a dyadic eye tracking methodology and metrics for studying reference, and applied these techniques in an experiment using a naturalistic conversation elicitation task. Our results demonstrate how in mobile environments referential form, gaze, and spatial context all play a critical role in successful reference, and we discuss how these findings can be used to enable the development of more natural collaborative user interfaces.

Using F-formations to analyse spatial patterns of interaction in physical environments

Paul Marshall, *University of Warwick, UK*
Yvonne Rogers, *The Open University, UK*
Nadia Pantidi, *The Open University, UK*

We describe how we used Adam Kendon's characterisation of the F-formation system of spatial organisation as a conceptual lens to analyse the social interactions between visitors and staff in a tourist information centre. We describe how the physical structures in the space encouraged and discouraged particular kinds of interactions and discuss how F-formations might be used to think about augmenting physical spaces.

Health Care

Location: Ballroom III

Chair: Pernille Bjørn, *IT University of Copenhagen, Denmark*

Note: This session is **11:00-12:45**

Activity Analysis -- Applying Activity Theory to Analyze Complex Work in Hospitals

Jakob Bardram, *IT University of Copenhagen, Denmark*
Afsaneh Doryab, *IT University of Copenhagen, Denmark*

This paper presents the Activity Analysis method, which can be used to make sense of complex qualitative data based on Activity Theory. The paper presents two studies of work in hospitals, but the method has a much wider use and may inspire other researchers doing similar qualitative studies.

Coordinating Time-Critical Work with Role-Tagging

Aleksandra Sarcevic, *Rutgers University, USA*
Leysia A. Palen, *University of Colorado at Boulder, USA*
Randall S. Burd, *Children's National Medical Center, USA*

We examine the effects of a role-tag--a wearable, self-adhesive paper tag indicating each member's role--introduced to achieve improved coordination in the trauma center of an urban, pediatric teaching hospital. The introduction of this low-tech artifact illuminates features of role-based coordination and suggests directions for computerized support of role identification in safety-critical work environments.

Improving Communication and Social Support for Caregivers of High-Risk Infants through Mobile Technologies

Leslie S. Liu, *University of California, Irvine, USA*
Sen H. Hirano, *University of California, Irvine, USA*
Monica Tentori, *University of California, Irvine, USA*
Karen G. Cheng, *Charles Drew University of Medicine and Science, USA*
Sheba George, *Charles Drew University of Medicine and Science, USA*
Sun Young Park, *University of California, Irvine, USA*
Gillian R. Hayes, *University of California, Irvine, USA*

Parents of high-risk infants experience a variety of challenges in providing care at home. We present results from a qualitative study and a prototype system generated based on design guidelines to understand the role of social interaction and information-sharing surrounding high-risk infants among both home caregivers and health professionals.

Health Information Use in Chronic Care Cycles

Yunan Chen, *Institute for Clinical and Translational Science, USA*

A qualitative field study was conducted to explore the use of health information in the chronic care process. The findings show that health information is organized and used based on what we called chronic care cycles - the repeated rotations of a routine medical visit with the subsequent homecare period. We suggest that future system design consider chronic care cycles to facilitate the use of health information in managing chronic diseases.

Showcase III

Location: Ballroom I

Chair: Michelle Zhou, *IBM Research, USA*

The Global Interaction Research Initiative at the IT University of Copenhagen, Denmark

Jakob E. Bardam, *IT University of Copenhagen, Denmark*

Pernille Bjørn, *IT University of Copenhagen, Denmark*

Arne John Glenstrup, *IT University of Copenhagen, Denmark*

Thomas Pederson, *IT University of Copenhagen, Denmark*

This paper presents a new open research initiative focusing on studying and designing technologies for large-scale global interaction.

The Multidisciplinary Design Group in Vienna

Ina Wagner, *Institute of Design and Assessment of Technology, Austria*

Hilda Tellioglu, *Institute of Design and Assessment of Technology, Austria*

This showcase paper describes the research of the Multidisciplinary Design Group, Vienna University of Technology, over the course of more than 20 years. This research is discussed under four headings: work practices in health care; studies of design practice and development of supporting technologies; coordination work and technologies; and gender studies.

Engaging with Practices: Design Case Studies as a Research Framework in CSCW

Volker Wulf, *University of Siegen & Fraunhofer-FIT, Germany*

Markus Rohde, *University of Siegen & International Institute for Socio Informatics (IISI), Germany*

Volkmar Pipek, *University of Siegen & International Institute for Socio Informatics (IISI), Germany*

Gunnar Stevens, *University of Siegen, Germany*

We describe the research framework used at the University of Siegen to engage with given practices, institutional arrangements, and technological infrastructures when designing innovative ICTs. It is based on a collection of design case studies in particular fields of practice and identifies cross-cutting issues to compare and aggregate insights

between these cases. To illustrate this framework, we describe our research activities and discuss three themes which became important in different design case studies.

E-Science

Location: Ballroom II

Chair: Louise Barkhuus, *University of California, San Diego, USA*

Scientific Software Production: Incentives and Collaboration

James Howison, *Carnegie Mellon University, USA*

James D. Herbsleb, *Carnegie Mellon University, USA*

We trace the software used to produce three scientific papers in different scientific fields through interviews, highlighting the incentives of those producing the software. We identify distinct software production systems and the ways in which incentives for software work in the context of the academic reputation economy are matched or mismatched with the needs of the science fields, especially with respect to collaboration.

Research Team Integration: What It Is and Why It Matters

Aruna D. Balakrishnan, *Carnegie Mellon University, USA*

Sara Kiesler, *Carnegie Mellon University, USA*

Jonathon N. Cummings, *Duke University, USA*

Reza Zadeh, *Carnegie Mellon University, USA*

Science policy across the world emphasizes the desirability of research teams that can integrate diverse perspectives and expertise into new knowledge, methods, and products. Based on retrospective interviews with 55 researchers from 52 diverse research projects, we categorized teams as co-acting (50%), coordinated (15%), and integrated (35%). We describe researchers' experiences and research climates that discouraged or encouraged integration.

The Value of Data: Considering the Context of Production in Data Economies

Janet Vertesi, *Princeton University, USA*

Paul Dourish, *University of California, Irvine, USA*

Why do different scientific collaborations share data differently? We compare two different NASA spacecraft teams to reveal how their different data sharing practices are related to the context of their data's production. Through attention to the context of production, the paper offers a new framework - data economies - for understanding data sharing practices.

Under the Hood

Location: Ballroom III

Chair: Steve Voida, *University of California, Irvine, USA*



Scheduling in Variable-Core Collaborative Systems

Sasa Junuzovic, *Microsoft Research, USA*

Prasun Dewan, *University of North Carolina at Chapel Hill, USA*

Have you ever been frustrated with poor response times in collaborative applications? Our work optimizes a collaborative system so that it more closely matches users' response time requirements. It does so by revisiting two classic computer science issues 'scheduling and parallel processing' in the context of collaborative applications.

ReConMUC - Adaptable Consistency Requirements for Efficient Large-scale Multi-user Chat

Pedro Alves, *INESC-ID / Technical University of Lisbon / Opensoft, Portugal*

Paulo Ferreira, *INESC-ID / Technical University of Lisbon, Portugal*

We propose a new approach to multi-user chat (MUC) message propagation based on an adaptable consistency model, where the server propagates some messages as soon as possible while others are postponed until certain conditions are met. We developed a prototype to test this model and the performance results show an effective reduction on server outbound bandwidth without significant increase in memory and CPU usage, thus improving scalability.

An Operational Transformation Based Synchronization Protocol for Web 2.0 Applications

Bin Shao, *Fudan University, China*

Du Li, *Nokia Research Center, USA*

Tun Lu, *Fudan University, China*

Ning Gu, *Fudan University, China*

Web 2.0 services such as Google Wave and Docs use operational transformation (OT) for consistency control. This paper adapts the latest OT results for Web applications that strictly follow the request/response style of HTTP. The proposed protocol, called TIPS, allows clients to sync with the server by independent time intervals and dynamically join/leave at any time.

WEDNESDAY 16:30-18:00

Closing Plenary and Keynote

Location: Ballroom II and III



Genevieve Bell,
Intel Fellow, Intel Labs

Bell joined Intel in 1998 as a researcher in Corporate Technology Group's People and Practices Research team — Intel's first social science oriented research team. She helped drive the company's first non-U.S. field studies to inform business group strategy and products and conducted groundbreaking work in urban Asia in the early 2000s. Bell has been the driving force behind Intel's emerging user-experience focus: over the last decade, she has fundamentally changed how Intel envisions, plans, and develops its platforms.

Bell currently leads an R&D team of social scientists, interaction designers, human factors engineers, and a range of technology researchers to create the next generation of compelling user experiences across a range of internet-connected devices, platforms, and services. She will drive user-centered experience and design across the compute continuum.

Reviewers

Jos Aarts, *Erasmus University Rotterdam, the Netherlands*

Joanna Abraham, *The Pennsylvania State University, USA*

Steve Abrams, *University of California, Irvine, USA*

Mark Ackerman, *University of Michigan, USA*

Piotr Adamczyk, *University of Illinois at Urbana-Champaign, USA*

Lada Adamic, *School of Information, University of Michigan, USA*

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Craig Anslow, *Victoria University of Wellington, New Zealand*

Judd Antin, *Yahoo! Research, USA*

Cecilia Aragon, *Lawrence Berkeley National Laboratory, USA*

Jorge Aranda, *University of Toronto, Canada*

Anne Archambault, *Microsoft Corporation, USA*

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Thomas Zimmermann, *Microsoft Research, USA*

Welcome to Hangzhou!

Hangzhou, the capital city as well as the political, economic and cultural center of Zhejiang province, has been flourishing even since ancient times. The well-known saying "Above there is heaven, below there are Hangzhou and Suzhou" is a bold portrayal demonstrating her incredible sceneries and peaceful life. Hangzhou is reputed for its outstanding scenery, precious historical sites, brilliant cultural relics and a profusion of native products.

The scenic heart of the city is the world famous West Lake (Xihu), whose charm survives the change of seasons in a year and of hours in a day. A walk along the edge of West Lake, just outside the Hyatt hotel will immerse you in its scenic beauty. The area offers different kinds of cultural experiences at different times of day: taiqi and other morning exercise in the early morning, water calligraphy on the sidewalk during the day if you're lucky, and dancing and impromptu performances of traditional arts during the evening. Shop at Wulin and Hubin trading areas to purchase your local goods. Chinese tea and silk can be found on Fengqi Road, Yan'an Road and Hushu Road. Try some of the local unique cuisine such as West Lake Sweet and Sour Fish, Dongpo Pork, Longjing Shrimp Meat, Jiasohuazi (beggar's) chicken. At night, meander through West Lake Park to enjoy a delicious meal of local delicacies, appreciate a Chinese-styled opera if you prefer traditional Chinese arts, or simply people-watch.

Drop by the hospitality desk (the CSCW information desk in the hotel lobby) for ideas and assistance in exploring Hangzhou and its surrounding areas. Lingyin Temple, one of the oldest temples in China, offers classic architecture and many Buddhist rock carvings. The picturesque Six Harmonies Pagoda offers great views of the surrounding mountains, the Qiantang River, and its many bridges. At the west of Hangzhou lies Xixi National Wetland Park. It is the only National Wetland Park that rolls urban wetland, farm wetland and cultural wetland into one.



Zhiweiguan Restaurant
知味观

Conference Meeting Rooms

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