FROM WORKSHOPS TO WALKSHOPS

MATTHIAS KORN & PÄR-OLA ZANDER
IN SITU CO-DESIGN AND EVALUATION

- Observing use “in the wild”
- Observing sense-making processes of the users
- More severe differences with situated mobile use

- Walkshops enable the study of context paired with the micro-processes of sense-making

→ Walking as a tool for thinking & closer relation to the context of use

→ Complementary method for early on in the design process
AGENDA

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

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

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

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

Design artifacts:
- Scenarios
- Storyboards
- Paper mock-ups
- Functional prototypes
ISSUES WITH TRADITIONAL PD ACTIVITIES

› Limitations to user exploration
  › Limiting confines of the room
  › Location-dependant functionality staged

› Shortage of objects to interact with

› Not affording flexibility in discussions

› Formal meeting room atmosphere

› Time and stress constraints on the user unrealistic
WALKSHOPS

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

→ Bringing the evaluation into the context, rather than the user’s context into the evaluation situation
“THE RHYTHM OF WALKING GENERATES A RHYTHM OF THINKING”

(Solnit 2001 in Anderson 2004, p. 258)
WALKSHOP STUDY

› 3 walkshops at different stages
  › With 3 planners from the municipality: location-dependent notification of topics, topic details, map
  › With 4 individual citizens: re-design, also create topics (w/ photos), augmented reality view
  › With 6 planners and others from the municipality: more polished prototype, mood

› Integrated into user workshops
  › 45mins, ca. 1km in a 3-hour workshop
  › Short briefing and follow-up discussion
  › Researchers in the roles of facilitators, observers, and partners
NEW INSIGHTS AND STRENGTHS

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

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

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

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

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

→ Complementary method to other participator design activities
FROM WORKSHOPS TO WALKSHOPS

MATTHIAS KORN\textsuperscript{1} & PÅR-OLA ZANDER\textsuperscript{2}

\textsuperscript{1} AARHUS UNIVERSITY  \textsuperscript{2} AALBORG UNIVERSITY
MKORN@CS.AU.DK  POZ@HUM.AAU.DK

COLLABORATORS: MORTEN BOHØJ, NIKOLAJ GANDRUP BORCHORST & SUSANNE BØDKER