Supporting Transitions in Work:

Informing Large Display Application Design by Understanding Whiteboard Use

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Problem: What applications will suit these displays?

Question: What role should they take on in our everyday

work?



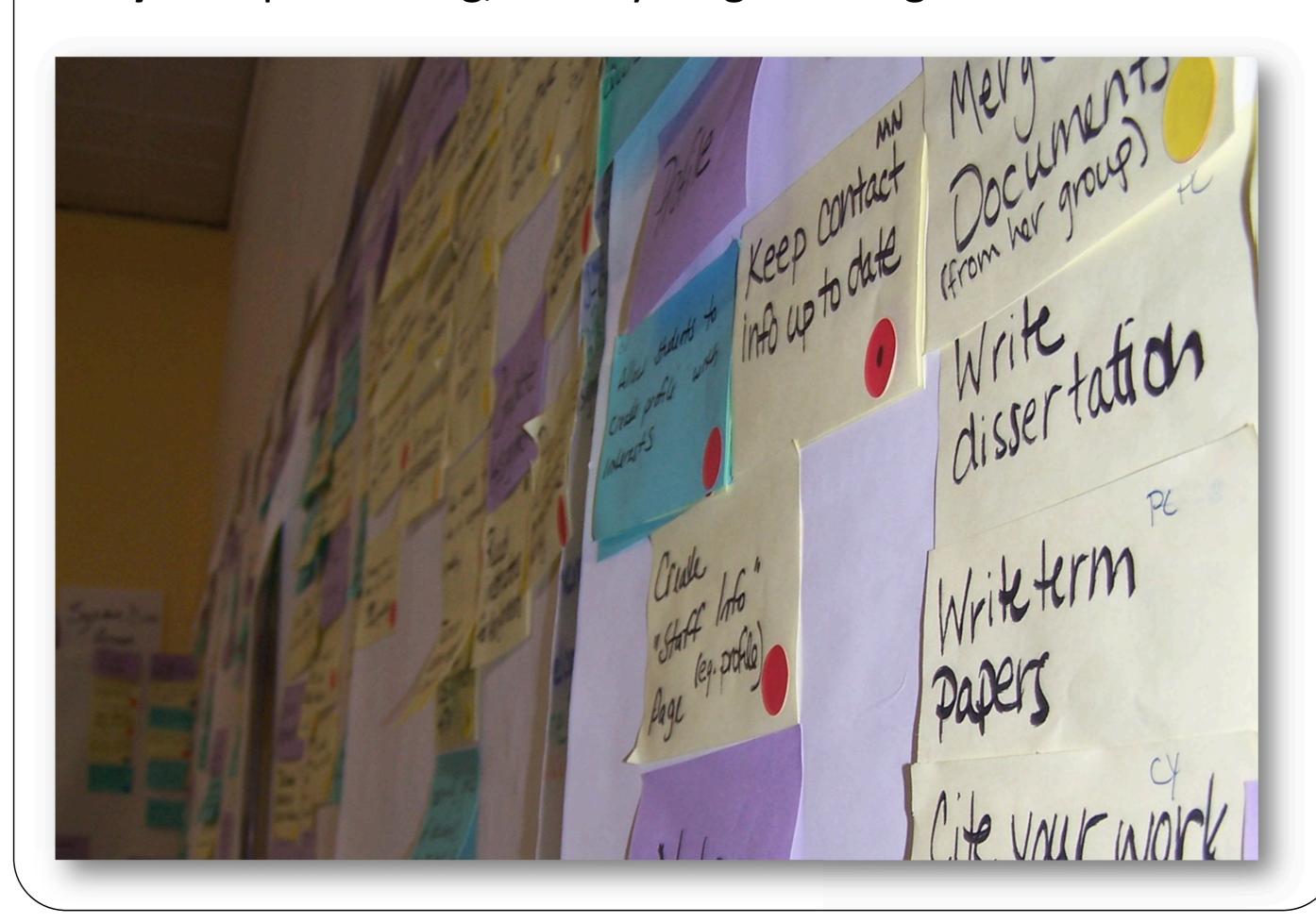
Approach: Consider what role traditional surfaces already play in our everyday work.



Study: Questionnaires and contextual interviews

Data: 12 interviews, 135 survey responses, 250 whiteboards

Analysis: Open coding, affinity diagramming



Outcome: 2x2 matrix of whiteboard use

Degree of Coupling

Independent

"Worker" Uses

-"Flow (boxes and arrows) of a presentation I am about to give"

Real-time Collaboration

-"Two different design diagrams, drawn by me to illustrate points for coworkers"

Collaborative

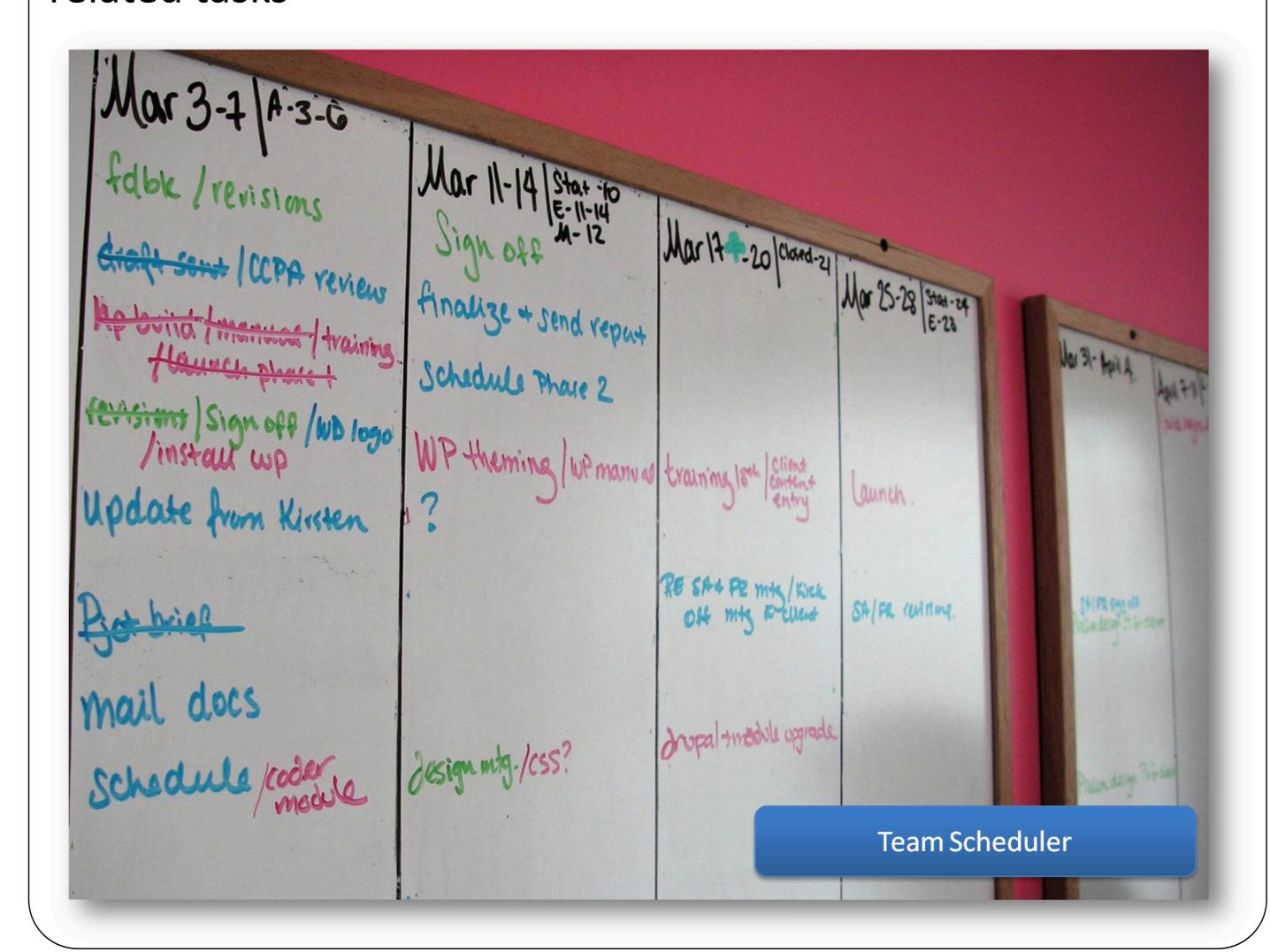
Personal Information Management

- "Six different to-do lists, for each project I'm working on ... with ideas or sketches I don't want to forget, on the to-do list for that project"

Coordination/Awareness

-"All active projects and their schedules"

Understand: Whiteboards support fluid transitions between related tasks



Opportunities for design: Understanding affordances of whiteboards that enable transitions

Container for information

» reliably persistent (explicit removal), modifiable structure

Visible and modifiable

» visible without action, editable without overhead

Contextually located

» location commutes meaning

Representations used across activities

» flexible medium for evolving representations