

Supporting Transitions in Work:

Informing Large Display Application Design by Understanding Whiteboard Use



Anthony Tang, Joel Lanir, Saul Greenberg, and Sidney Fels

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	Collaborative
Time	Same (now)	“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”
	Different (later)	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