

Expertise Sharing

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Socio-technical Design

iSchools

architecture :: civil engineering :: materials engineering

?? :: software/software engineering :: computer science

?? :: ?? :: computer science

Expertise sharing

- Many new variants
 - Within education
 - With informal knowledge
 - New possibilities: practitioner networks, practice networks, life-long learning
- A response to “social computing”?

Bell Labs, 1966



A brief transfer of information about information transfer

- Shannon – Weaver assumes perfect understanding of a message, limited by bandwidth
- Simon and Newell assumes same, but extends this to a larger search space
- Daft and Lengel (media richness theory) take this and assume that somehow understanding is completely dependent on the bandwidth



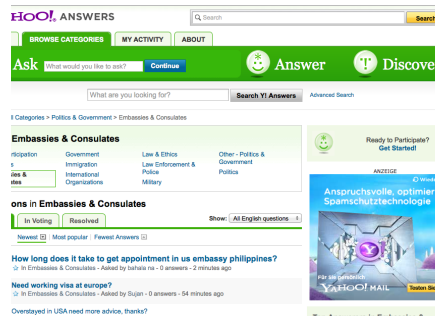
“Traditional” knowledge environments



craft to constructionist



Informal knowledge environments



Lada A. Adamic, Jun Zhang, Eytan Bakshy, and Mark S. Ackerman. Knowledge sharing and yahoo answers: everyone knows something. In *Proceedings of the WWW '08*

Informal knowledge environments

- Kevin Kyung Nam, Mark S. Ackerman, and Lada A. Adamic. 2009. Questions in, knowledge in?: a study of naver's question answering community. In *Proceedings of the 27th international conference on Human factors in computing systems (CHI '09)*.
- Jiang Yang, Mark S. Ackerman, and Lada A. Adamic. 2011. Virtual gifts and guanxi: supporting social exchange in a chinese online community. In *Proceedings of the ACM 2011 conference on Computer supported cooperative work (CSCW '11)*.
- Jina Huh, Mark W. Newman, and Mark S. Ackerman. 2011. Supporting collaborative help for individualized use. In *Proceedings of the 2011 annual conference on Human factors in computing systems (CHI '11)*.

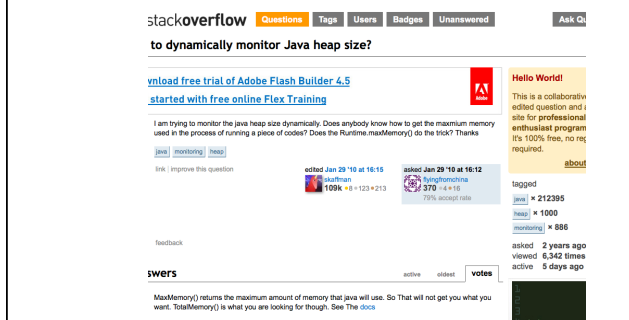
Informal knowledge environments



Informal knowledge environments



StackOverflow



PatientsLikeMe



Scratch (remix)



http://scratch.mit.edu/

Scratch (remix)

iSchool movement in the US

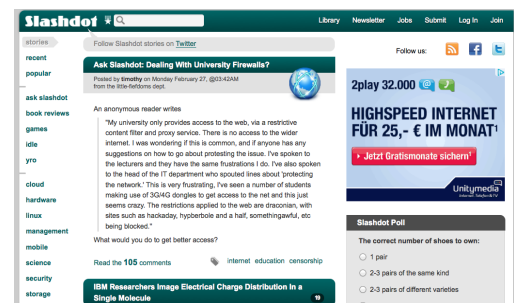
Towards a more radical agenda: creating new networks of knowledge



Informal knowledge environments

- For us
not so much so

Knowledge sharing



Knowledge sharing

Article Talk Read Edit View history Search

Computer-supported cooperative work

From Wikipedia, the free encyclopedia
(Redirected from CSCW)

The term **computer-supported cooperative work** (CSCW) was first coined by Irene Greif and Paul M. Cast 1984, at a workshop attended by individuals interested in using technology to support people in their work.^[1] this same time, in 1987 Dr. Charles Findley presented the concept of Collaborative Learning-Work.^[2] Accord Carstensen and Schmidt.^[3] CSCW addresses "how collaborative activities and their coordination can be sup means of computer systems." On the one hand, many authors consider that CSCW and groupware are syno the other hand, different authors claim that while groupware refers to real computer-based systems, CSCW i the study of tools and techniques of groupware as well as their psychological, social, and organizational effe definition of Wilson (1991)^[4] expresses the difference between these two concepts:

CSCW [s] a generic term, which combines the understanding of the way people work in groups with the enabling technologies of computer networking, and associated hardware, software, services and techniques.

Contents [hide]

- 1 Central concerns of CSCW
- 2 CSCW Matrix
- 2.1 Same time/same place

ConsiderIT

Collect your thoughts on 1096, one point at a time.

Pros	Cons
<p>the property into home- top up with payments.</p> <p>cost estimated error doesn't up gains. the westhead on.</p> <p>power locality is and efficient of the prior traffic class.</p> <p>via tax only area of Yes.</p>	<p>in 1988 This will permit on more and the wide switch to tax revenue expected by adding into regional taxes.</p> <p>in 1988 why do people say switch and how many to control the cost of very, this may mean will and the people most support the house & job</p> <p>in 1988 1988 second lower property taxes for occupants under class families.</p> <p>in 1988 The state legislature may repeal the income tax in the middle class in two years.</p> <p>in 1988 Since the majority of residents support this, it is likely the legislature will be able to pass the law to lower the money in short.</p> <p>in 1988 Theoretically, this tax could have a negative effect on investment.</p>

Update your stance, if it has changed.

Support neutral Oppose

Supporting Reflective Public Thought with ConsiderIT.
Kriplean, T., Morgan, J. T., Freelon, D., Boring, A., and Bennett, W. L.
CSCW 2012: ACM Conference on Computer Supported Cooperative Work.

Expertise sharing

iSchool movement in the US
CSCW-Classic response to social computing
Towards a more radical agenda: creating new networks of knowledge

- New possibilities: practitioner networks, practice networks, life-long learning

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- How to hook in industrial and governmental partners into networks of practice and research
 - It's really too hard – can this be easier? Why is it hard?

Expertise sharing

iSchool movement in the US

CSCW-Classic response to social computing

Towards a more radical agenda: creating new networks of knowledge

- ❑ New possibilities: practitioner networks, practice networks, life-long learning
- ❑ How to hook in industrial and governmental partners into networks of practice and research
 - It's really too hard – can this be easier? Why is it hard?
- ❑ Are we *really* ready?
 - Is there a level of infrastructure and infrastructuring that is not yet present?