

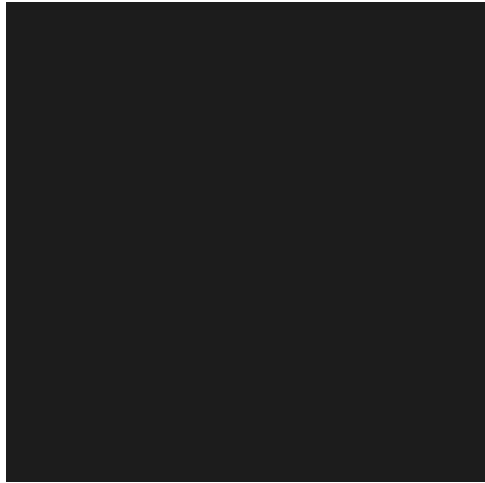
CSCW Evaluation

consistent

∪ 1+ methods
1+ study

Impact of technological support system on group.

	↑	↑	GDSS	GCSS
Depth of analysis.	↑	↑		
Participation.	↑	↓		
Consensus reaching.	↑	↑		
Time to reach decisions.	↓	↓		
Task-oriented communication.	↑	↑		
Domination by a few members.	↑	↓		
Quality of decision.	↑	↓		
Confidence of members in decision.				
Satisfaction of members with group decision process.				



Methods

- + enable - limit

- counteract flaws
w/multiple studies

Maximize

- generalizability
- precision
- realism

Questions¹

- base rate
- relational
 - correlational
 - comparison / difference

Impact of TSS on Group

Combines Results of many studies

Analysis showed 2 kinds of Group Support Systems

GDSS – Supporting Groups in Decision Meetings

GCSS – Group Communication Support Sys.

Some Inconsistencies

GCSS & GDSS improved "quality" of decisions

Only GDSS improved confidence in decisions (???)

Does "roomware" matter?

- DOLPHIN video

- WS

- LB

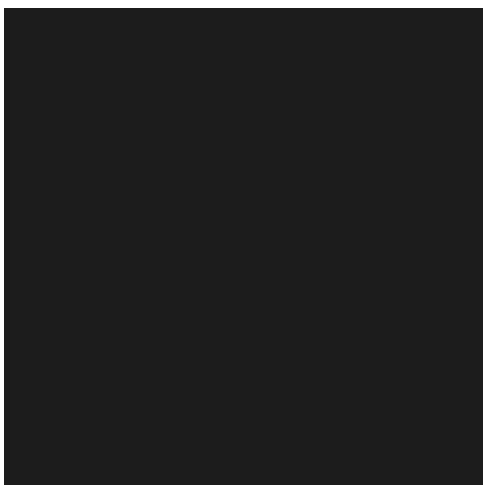
* WS + LB

FUN!!



She went beyond being there!

c



2 presenters, 9 others