

‘...guidance and evaluation methods from arts, design and the humanities.’

Bill Gaver
Interaction Research Studio
Goldsmiths, University of London

Who we are



The Interaction Research Studio

est. 2005



Design as a means of research into people and technology.

Photostroller



Prayer Companion



Plane Tracker



Local Barometer



Drift Table



Design as a means of research into people and technology.

Photostroller



Prayer Companion



Drift Table



Local Barometer



Plane Tracker



Design as a means of research into people and technology.

Design as research

ontology of the natural sciences is no more useful for understanding design than it is for understanding human experience. The problem lies, according to Dewey, in the fact that the natural sciences are backward looking in as much as they seek to describe the way the world is, whereas **the problem is to create an understanding of the way we might want the world to be. So instead of objective description it is necessary to place creative imagination and ways of seeing at the centre of our approach.**”

– Wright & McCarthy (2005)

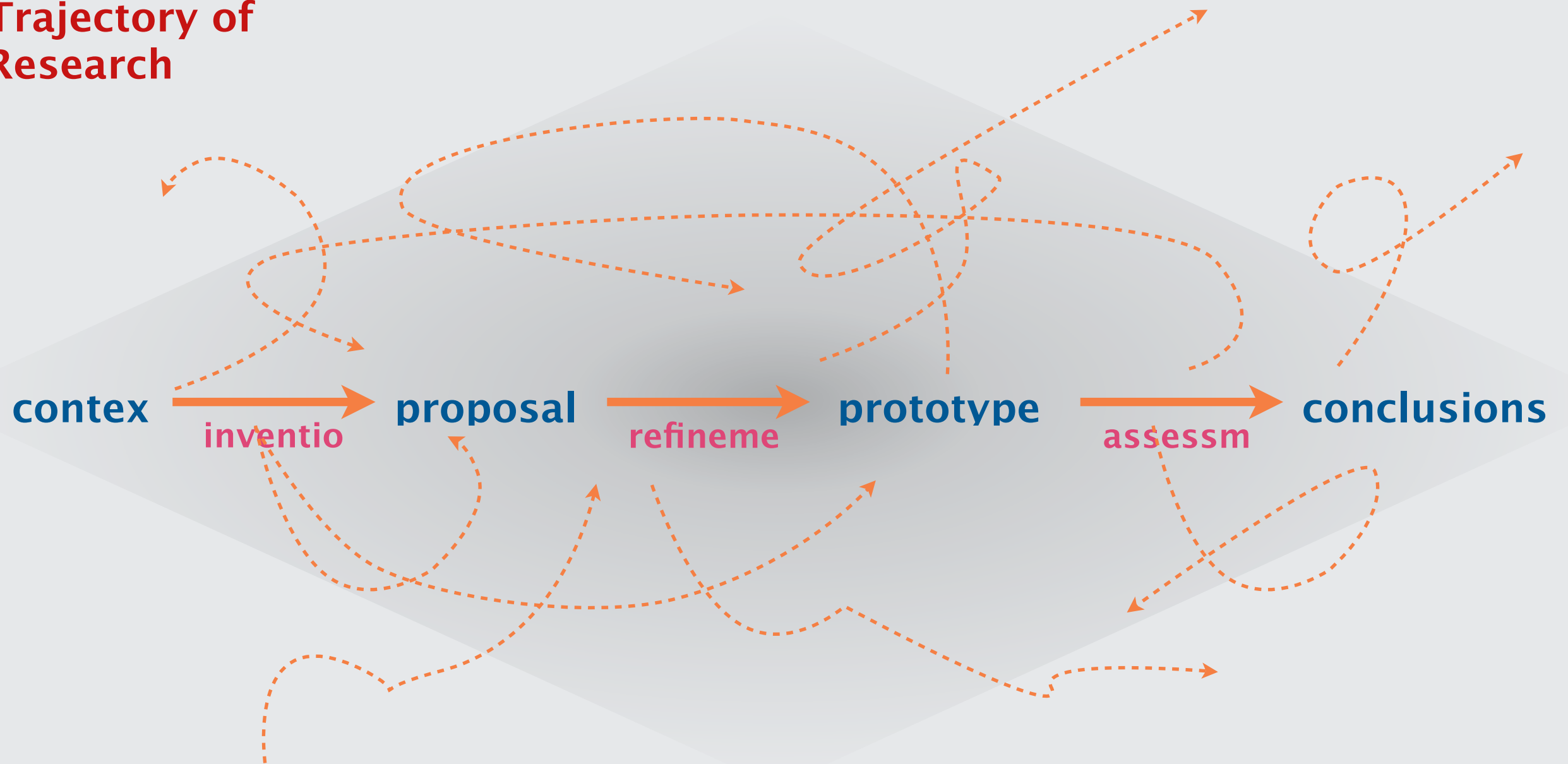
Design as a means of research into people and technology.

Trajectory of Research



Design as a means of research into people and technology.

Trajectory of Research



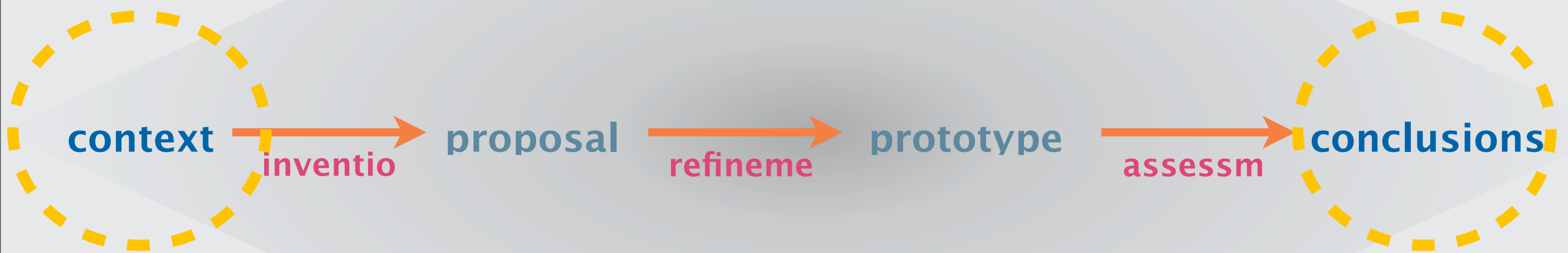
Design as a means of research into people and technology.

Trajectory of Research



Design as a means of research into people and technology.

Trajectory of Research



Design as a means of research into people and technology.

Guidance

Case for Support

Part 2: The proposed research

Introduction

This project will use the design of technologies intended to promote older people's engagement with their physical and social environments as a way to encourage new forms of interaction with younger people and the wider community. An overt focus on matters of mutual concern will allow us to create situations that undermine age-based stereotyping and encourage participants to reflect on growing old and growing up. In an expanding series of case studies, we will use participatory design methods to shape a variety of new technologies around which we will develop cross-generational communities and dialogues. Analysis of people's use of our technologies will provide a rich source of information about people's experience of ageing and the design of future innovative technologies and services. It will also help specify best practice for involving older people in design.

Much existing work on how new digital technologies might benefit older people has concerned devices to ensure people's safety to support 'ageing in place'. The Aware Home Research Initiative at Georgia Tech, for example, has projects devoted to activity monitoring and location tracking (so as to raise an alarm in the event of a fall, say), memory aids and advanced remote controllers. Such work is valuable, but runs the risk of casting older people narrowly in terms of frailty and need, and of overlooking potential privacy intrusions in a concern for security. Projects also exist to support older people's sociality with others through new technologies, but these overwhelmingly concern family members and carers again with an emphasis on the support of vulnerable individuals (e.g. Mynatt et al's (2001) digital family portrait).

In contrast, we developed the ongoing Net Neighbours scheme in York in which local volunteers shop online for older people, creating an occasion for intergenerational friendship through the provision of a clear service (Blythe and Monk 2005). This was developed through a participatory design process with Age Concern York to be both a befriending and shopping assistance scheme and has been running successfully for the last two years. It is an example of design for older people which seeks to offer not only a useful service but also an

Guidance: framing projects

Finding domains likely to raise issues of topical and



Guidance: Cultural Probes

Tasks to elicit inspiring



Guidance: Cultural Probes

Tasks to elicit inspiring



Guidance: Storybook Probes

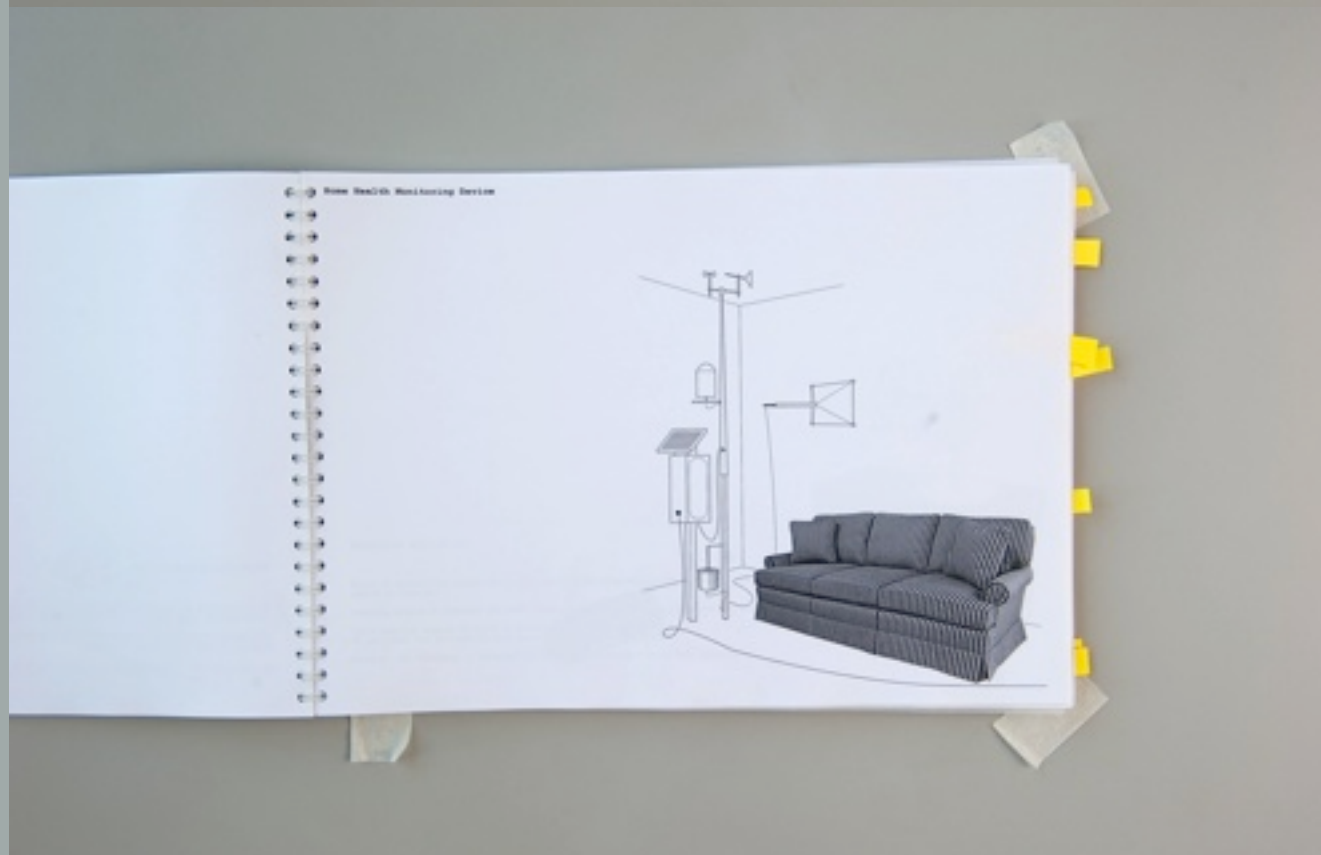
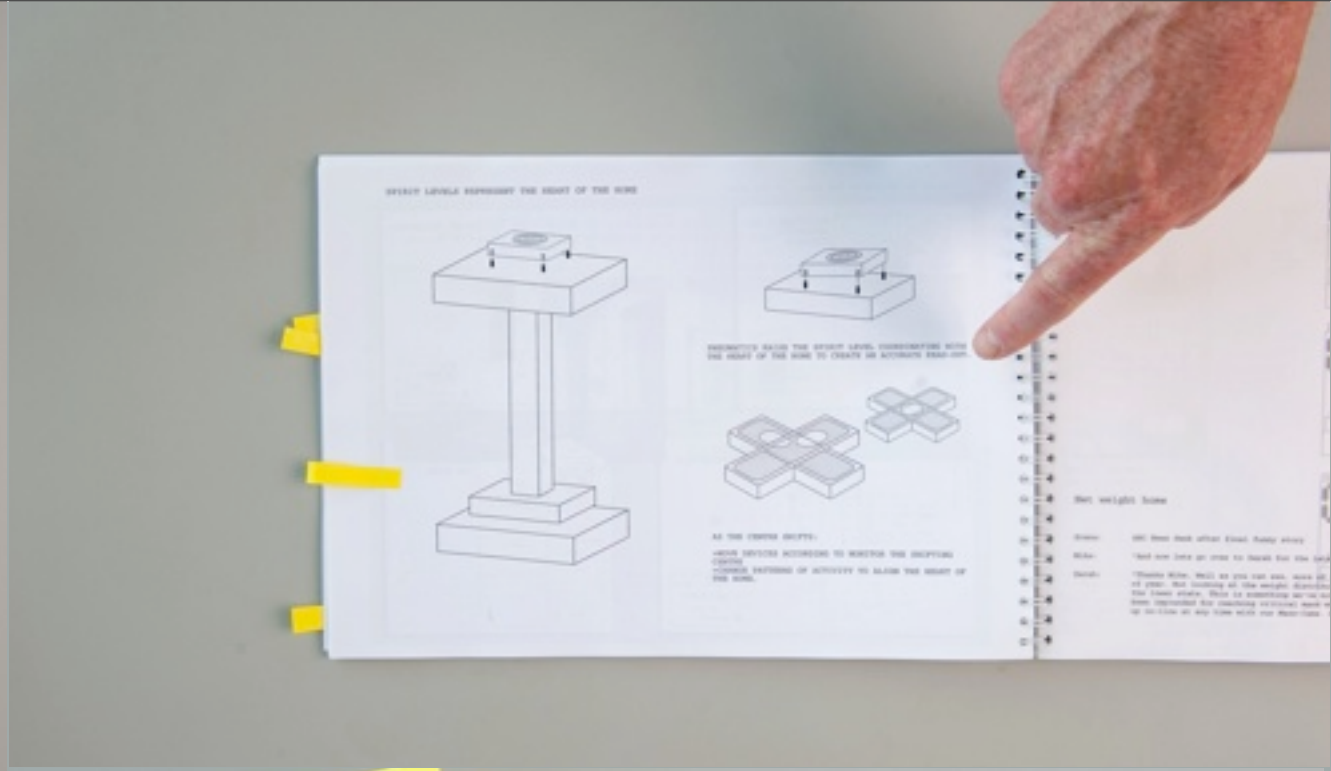
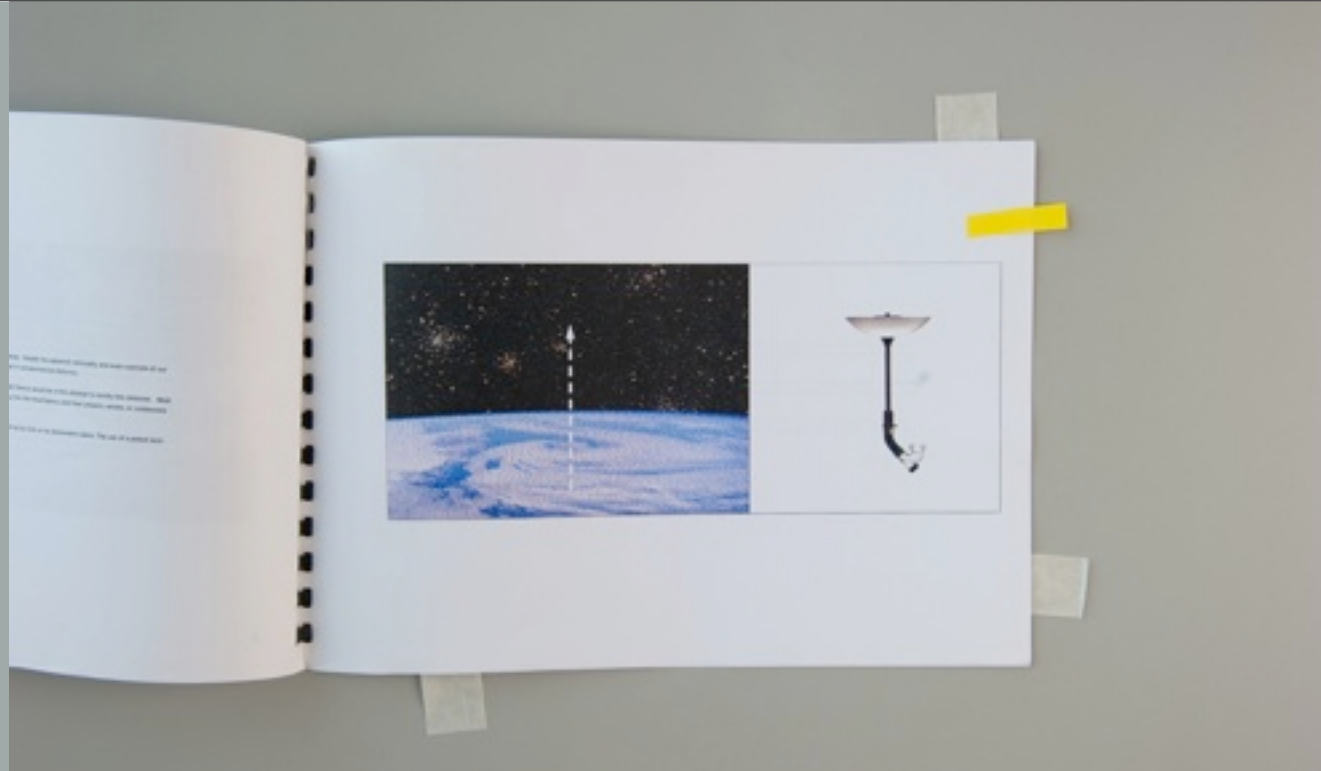
‘You’ve been shrunk to the size of a pea...’

Inspiration not information!

or:

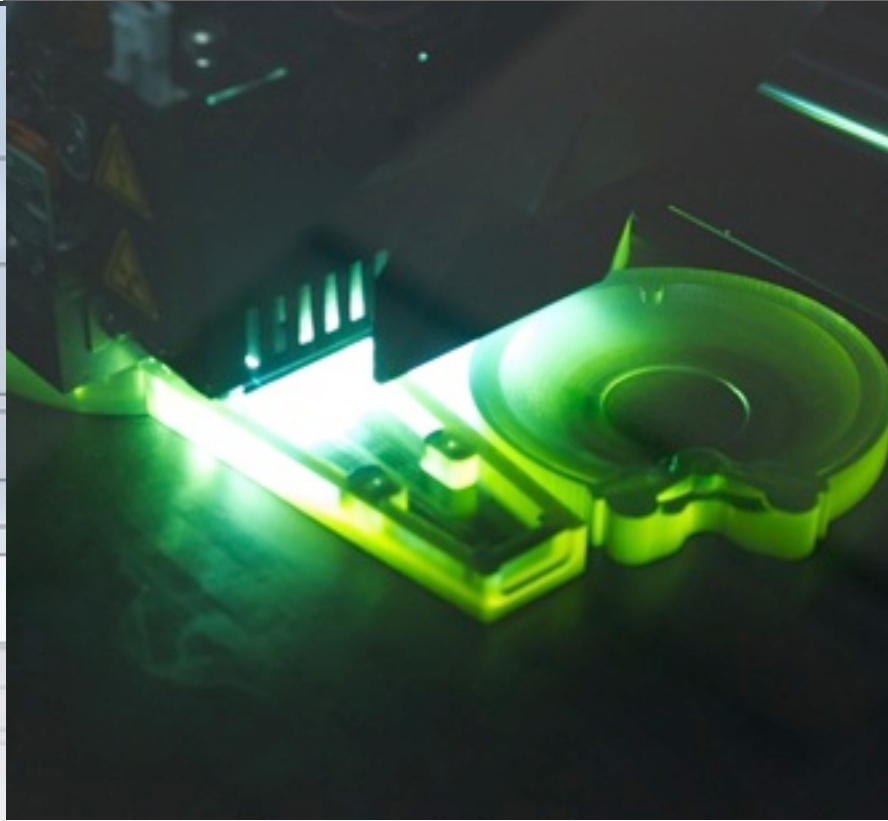
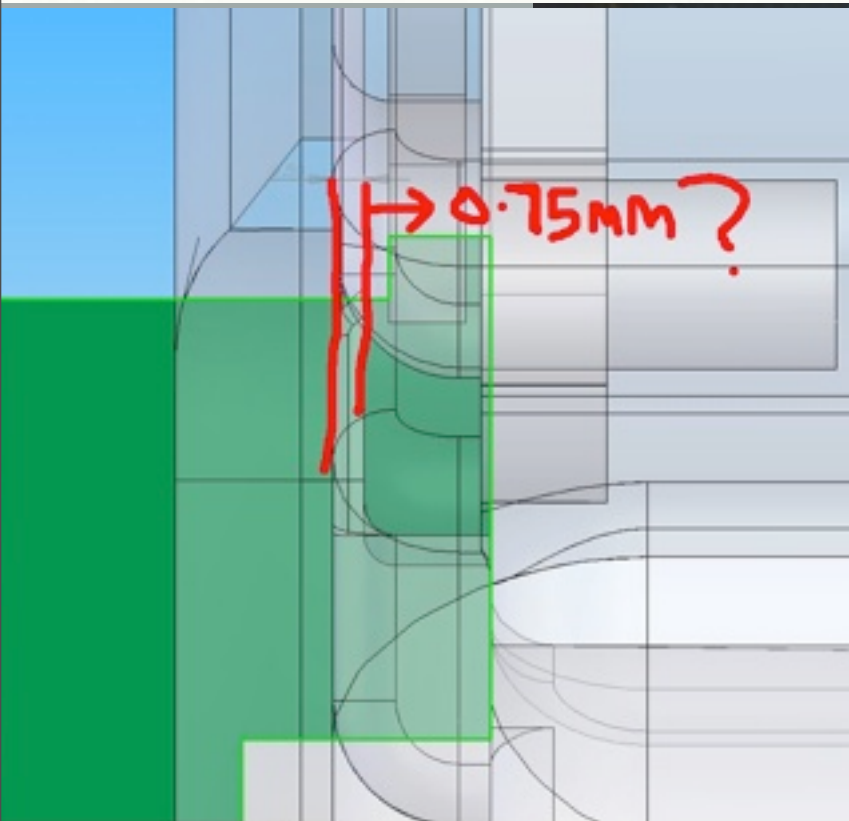
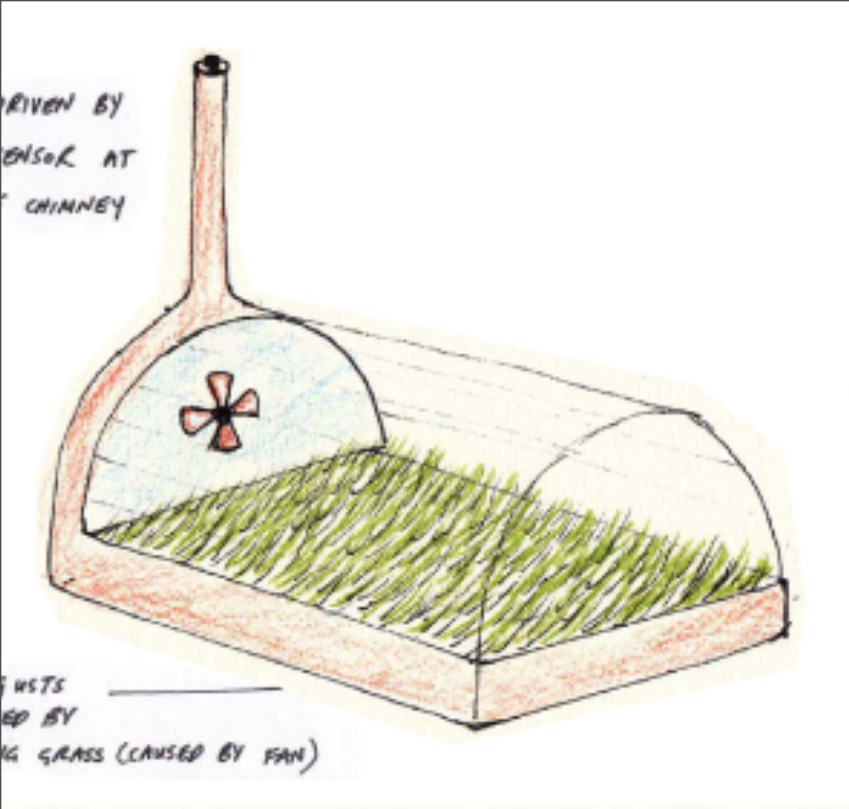
We explore the context of our designs in order to sensitise
ourselves,
to find empathy, and to generate new design ideas, not to
develop
complete or comprehensive accounts of the domain.

Invention & refinement



Invention: design workbooks

Experience-oriented, technically suggestive, open



Making: 1000 decisions

aesthetic, technical, and functional tuning: finding

Evaluation



Evaluation: Long-term
field trials

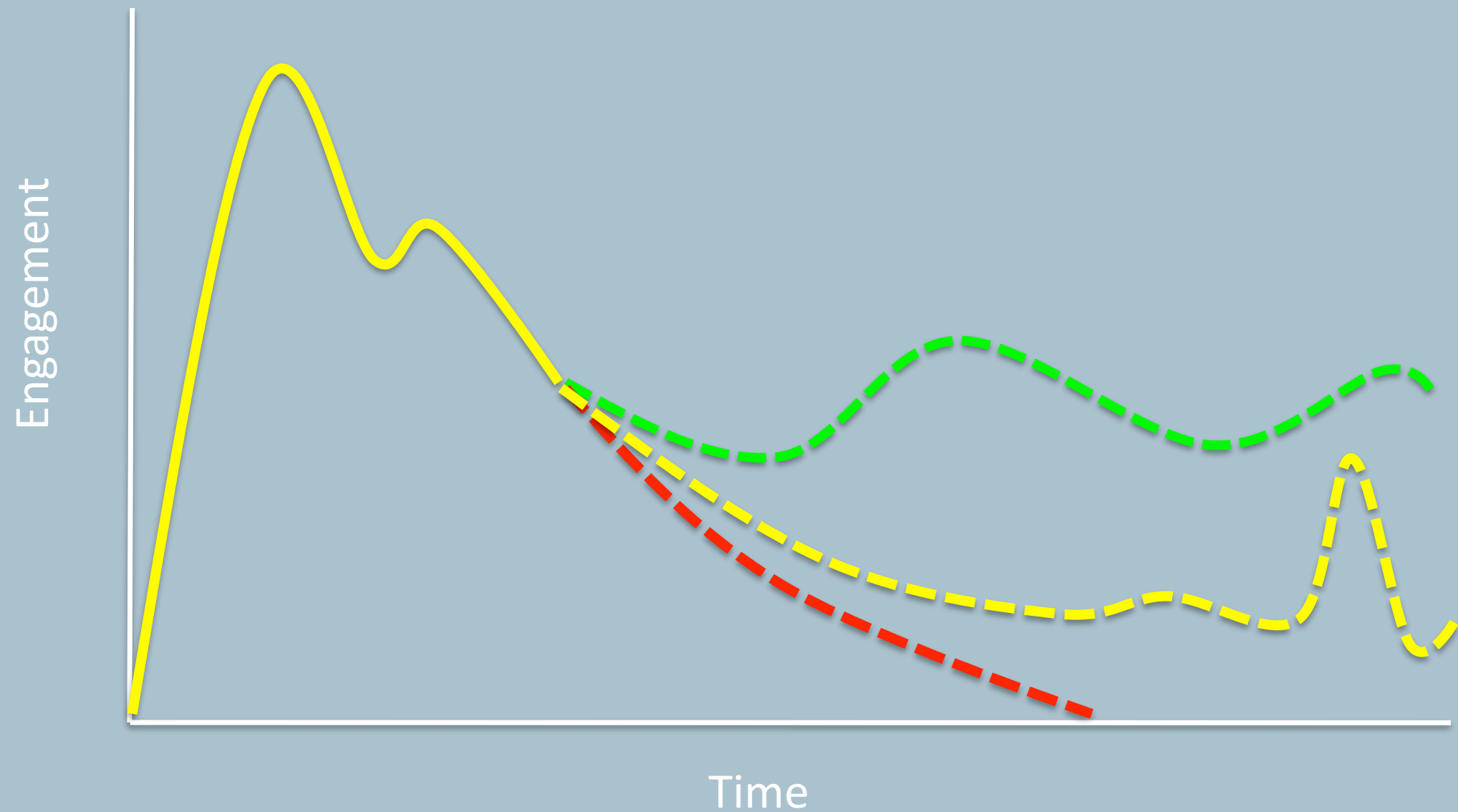
Recruiting from a wide(ish)



Evaluation: Deployment

Presentation, expectation setting, subsidiary materials

Trajectory of appreciation?



Evaluation (1): Engagement

Basic threshold of success



Evaluation (2): Ethnography

Hanging out, interviews and
emergent thematic narratives

Evaluation (2): Cultural Commentators

Documentary Film

4644 for more details

HOUSEHOLDS WANTED for design research. Our college team will use innovative methods to understand your home life, and design electronic devices for you to try. Interested volunteers call 020 759* 4292/4296

Evaluation (2): Cultural Commentators

Documentary Film

CATHERINE PEPINSTER

News of the world

As young people interested in a calling to the religious life prepare to attend Invocation 2010 this weekend, a community of enclosed nuns is learning to live with new forms of contact with the outside world. In York, the Poor Clares have combined their traditional, contemplative approach with innovative technology

It is midday in the monastery of St Joseph and the sound rising from the chapel is a timeless one: the voices of nuns singing the office of the day. On the day that I visit the enclosure of the Poor Clares in York, they sing a verse of Psalm 118 that sums up their lives:

Lies I hate and detest
But your law is my love
Seven times a day I praise you
For your just decrees.

There is little in the monastery to distract the contemplatives from praise and prayer. The monastery, founded 145 years ago, is plainly decorated, with paint peeling from the chapel walls. Simplicity is all: the lives of the nuns who have taken vows of poverty, chastity and obedience centre around prayer and manual work, including keeping house and distributing Communion wafers to 400 parishes. They eat a vegetarian diet – peanut butter is a particular treat – enjoy a glorious, six-acre garden for exercise and recreation, and have a small guard dog who joins the nuns at prayer in the chapel. The Poor Clares, being enclosed, only leave the convent for special reasons, such as a visit to the doctor; they all used postal votes for the last election.

by email – a computer is a recent addition to the house. And then there is another, intriguing sign of the sisters' connection to the outside world – something that at first glance looks like a Franciscan Tau cross, the one without the upper vertical element.

But this foot-high, brown plastic table-top device is no cross. It is a piece of electronic equipment created in one of the most up-to-the-minute design labs in Britain, in the college that gave the world Gillian Wearing and Damien Hirst. And when I walk up to the device, running across its electronic top are messages from the outside world: "Two German aid workers kidnapped in Sudan; Yorkshire soldier killed in Helmand; EU condemns Darfur ambush." When the Poor Clares see streamed messages like this, they pray for the people they read about: the sick, the dying, the frightened and the oppressed.

The device was invented by the Interaction Design Studio at Goldsmiths College, University of London, as part of its Landscapes of Ageing project. This is, in turn, linked to New Dynamics of Ageing, the largest multidisciplinary research programme on ageing ever set up in Britain. Nuns interest researchers: they live long lives, usually without many of the debilitating illnesses that beset other elderly people. Indeed, the oldest



Sr Paul with Goldie, the 'prayer companion'

the project and and who lived near the nuns, getting to know them. Ideas about how technology could help them evolved until the Goldsmiths team came up with what they call a "prayer companion" and the nuns nicknamed "Goldie".

The name, which links to Goldsmiths, and to the architect of their home, who was called Goldie, has made the device seem much more part of the monastery furniture. That it looks like a Franciscan Tau cross – and of course, the Poor Clares are part of the Franciscan family, founded by Sts Francis and Clare of Assisi in 1212 – was not intended by the designers but was fortuitous in helping to convince the nuns that the prayer companion would be unobtrusive.

Today, a year on from Goldie being installed, the prayer companion, with its rolling headlines, has become integral to the life of the community. It is placed near the entrance to

Evaluation (2): Cultural Commentators

Journalism

What do you think of the snow?

Surely, in the past, I'd have been able to capture it:
this snowy afternoon, with a clear view of its falling –
a day night in succession – through the window.

Seldom is it this continuous, the whiteness.
Seldom does it get this far. When will it be over,
we ask, knowing better, but hoping none the less

for this gradual covering-over to continue, for it to
go on, undefeated. She slept with one arm over the edge
of the chair. Outside, slowly, things were changing –

one fleck settled on another, to lend it some cold.

The branches became two-tone. The garden furniture
had heaps on its seats. What are you looking at?

For a while, one is content just to stare. But it feels dangerous, doesn't it, to be stopped here,
with a pleasant sleepiness drawing in, and the world

through the window growing more and more indistinct.

The significance of this whiteness (because it is so
significant) was that it represented, not a disguise,

but a kind of takeover: the snow overwhelmed things,

Evaluation (2): Cultural Commentators

Poetry

Learning

constraint
and
openess

device as threshold
to surrounding
world



Photostroller



Prayer Companion

reframing
online content



Plane Tracker



Local Baremeter

form design for
everyday settings



Drift Table

influencing
autonomous drift

Learning: Annotated Portfolios

Interactional qualities

constraint
and
openess



resourcing social
interaction



assembling
resources for
engagement and
interpretation



play and
provisional
tasks

passive and active
engagement

Learning: Annotated Portfolios

Forms of engagement