



THE FACULTY IT LIAISON PROGRAM: USING PARTICIPATORY DESIGN TO BUILD POSSIBILITIES WITH TECHNOLOGY

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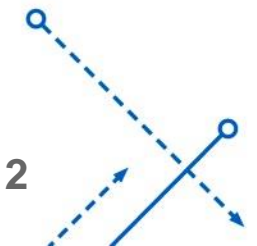
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Presentation Overview

The 4 W's

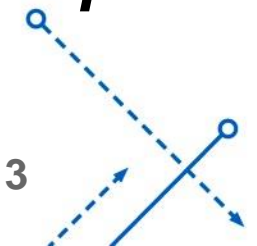
- WHAT *is* the Faculty IT Liaison Program?
- WHY use participatory design?
- WHO would benefit?
- W(How) could such a program be replicated?



What *is* the Faculty IT Liaison Project?

- Emerged from analysis of open-ended comments of the inaugural university-wide survey of IT practices of faculty [needs assessment]
 - Faculty are the users of the technologies and are experts in how they **need** them to work
 - IT professional staff are experts in how the technologies are **designed** to work

***Need for meaningful communication between these two disparate groups
But not another meeting or a training session!***

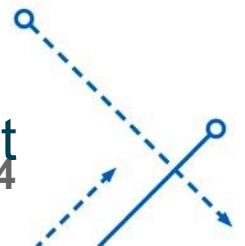


Why Use a Participatory Design Framework?

- Participatory design emerged from the idea/realization that workers were in the best position to decide how to improve their workplace
- Engaging way to tap into a valuable resource – users' minds
- Knowledge capture – tacit to explicit
- Can discover “technology hacks” used by technology users to have it work as they need it to
- Cost-effective to implement
- Fosters sense of belonging, empowerment, understanding

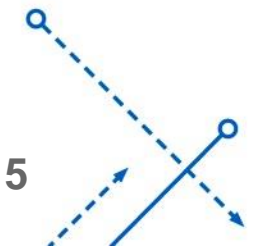
“It [Faculty IT Liaison Program] is a great idea.”

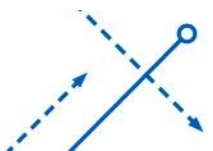
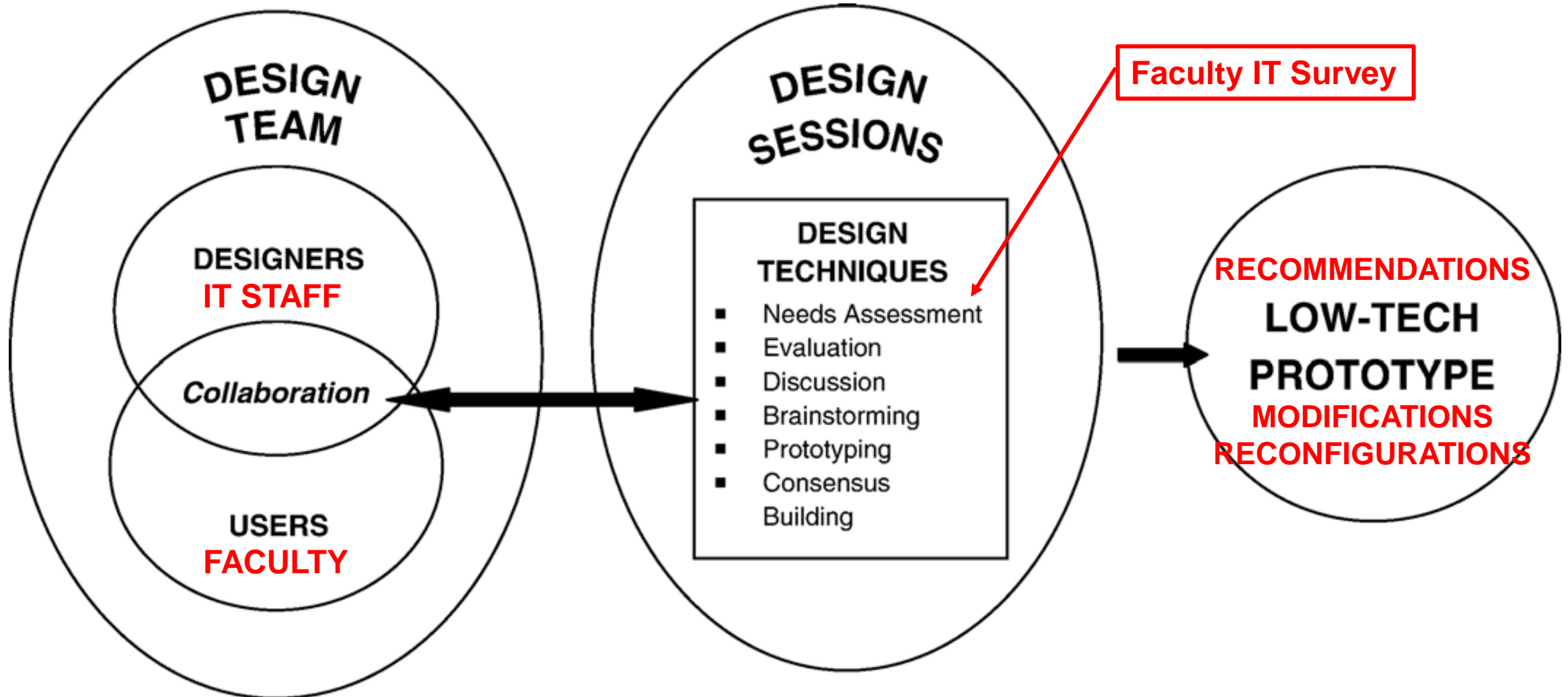
“I did enjoy the sessions and they took me directions I wasn't expecting. that was a good thing”



Why Bonded Design?

- Bonded Design developed through work with intergenerational teams
 - Two disparate groups (researchers and children) share expertise
 - Informed by needs assessment (faculty IT survey)
 - Flexible but finite schedule for design sessions
 - Explicit design techniques – inclusion of techniques from other methodologies
 - **Generation of ideas and innovations that would not be possible in a heterogeneous peer environment**





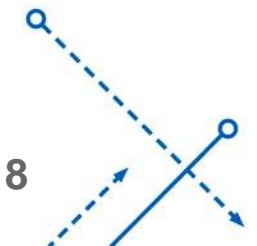
Who Can Benefit?

- Institutions of higher learning
- For-profit or non-for-profit organizations
- Any organization or institution that requires a “meeting of the minds” between two or more disparate groups



Where Can the Program Take Place?

Can be anywhere, but a friendly, collaborative space is recommended.



**AND...THE BIG
QUESTION...**

HOW?

Needs Assessment

- Mechanism to discover what the technology needs are of the various groups within the organization
 - Groups, not departments or units – e.g., administrative assistants, engineers
- Can take the form of a survey and/or focus groups
- Analysis of findings by representatives from various stakeholders
 - Provides multiple perspectives for more effective identification of gaps, overlaps



Recruitment

- Depends on the size of the organization and its governance
- A university tends to have a shared governance model meaning that such an initiative cannot be mandated
 - Therefore, relies on volunteers – need for incentives
 - In other organizations it can be incentivized in other ways
- Need for ‘controlled’ participation
 - Representation from two disparate groups

Recruitment – Application Form

- Requirements of participation
- Duties and responsibilities of participation
- Description of incentives for participating
- Explanation of limits in participation
 - E.g., need for diversity, limited spots available
- Demographic and contact info
- Scheduling availability
- Other – e.g., comfort level with technology
- [FITLP Application Form](#)

Planning / Informational Sessions

- Have at least one informational “get to know you” meeting with design group or groups before starting design sessions
 - Ice-breaking exercise
- Quick presentation by knowledge leaders as to what will be happening
 - Not a training exercise
 - Emphasize the aspects of mutual learning and design-by-doing
 - Everyone is an expert – sharing of expertise
 - Reinforces sense of belonging, empowerment
 - Knowledge leaders are participating in the teams as full design team members

Planning / Informational Sessions

- Number of sessions depends on the complexity and/or number of technologies to be investigated
- We looked at email, the course management system, and the new cloud storage system
- First meeting should be less structured and more about getting to know each other
- What does each team member want to get out of the sessions?

DESIGN SESSION STRUCTURE

Or...

Everything you wanted to know about
implementing participatory design
but were too exhausted to ask

Design Sessions – General

- Begin each session with brief review of previous progress
- Using Bonded Design techniques in the following order:
 - Brainstorming
 - Discussion – explanation and brainstorming
 - Individual evaluation
 - Brainstorming
 - Team evaluation leading to consensus

Design Session Structure: Individual

Brainstorming

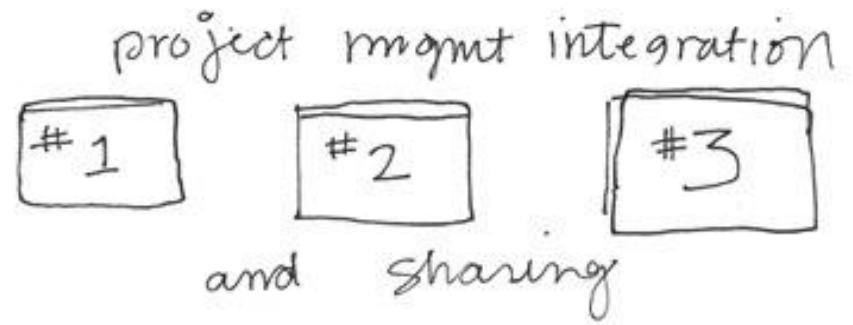
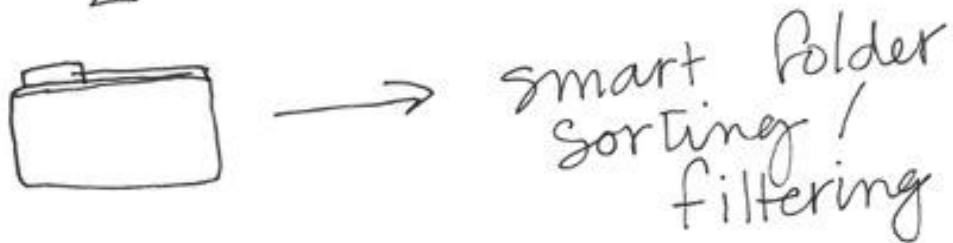
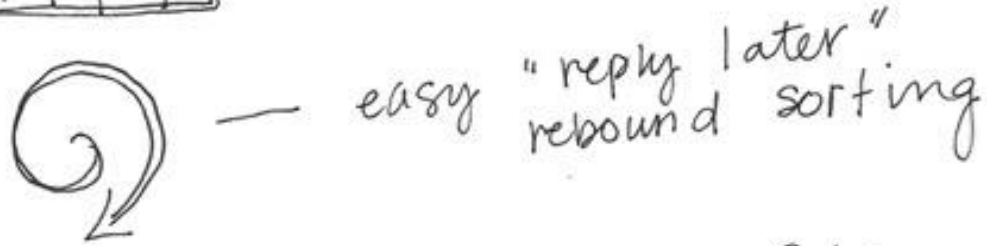
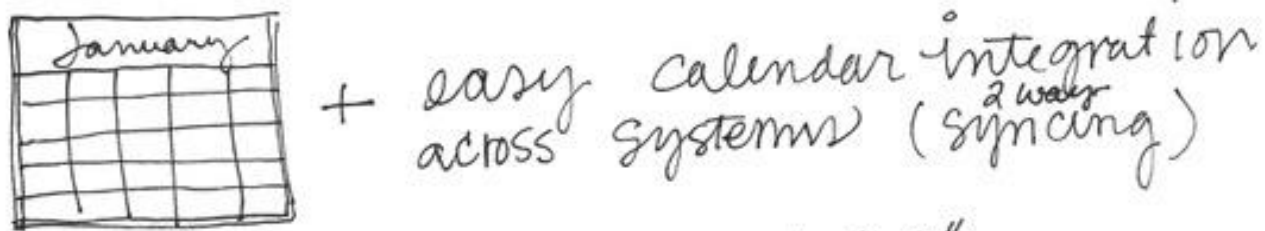
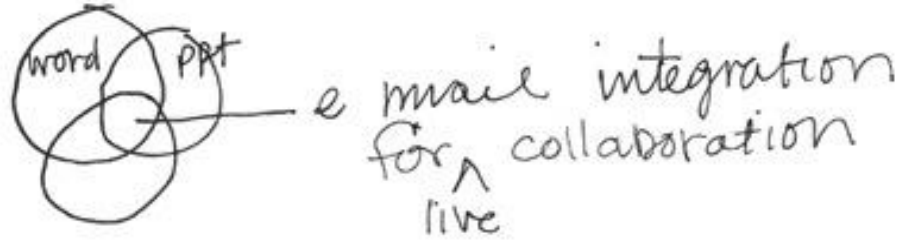
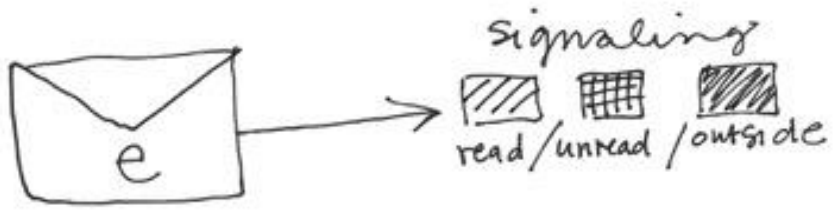
- Design Charrettes
 - Mental model of the **ideal** technology
 - 7 minutes using pencil and paper

Discussion

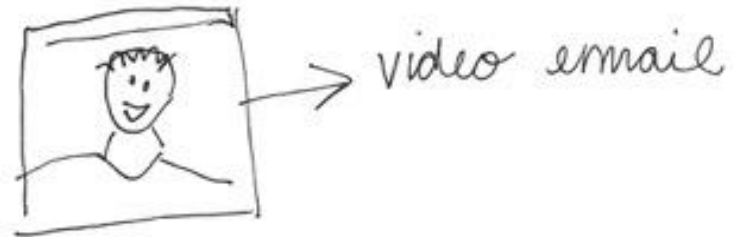
- Explanation of design charrettes

Evaluation

- “Top 3” sticky-note exercise

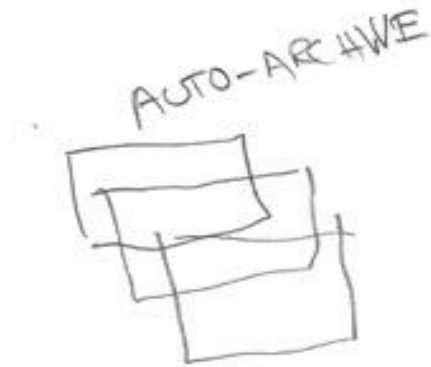
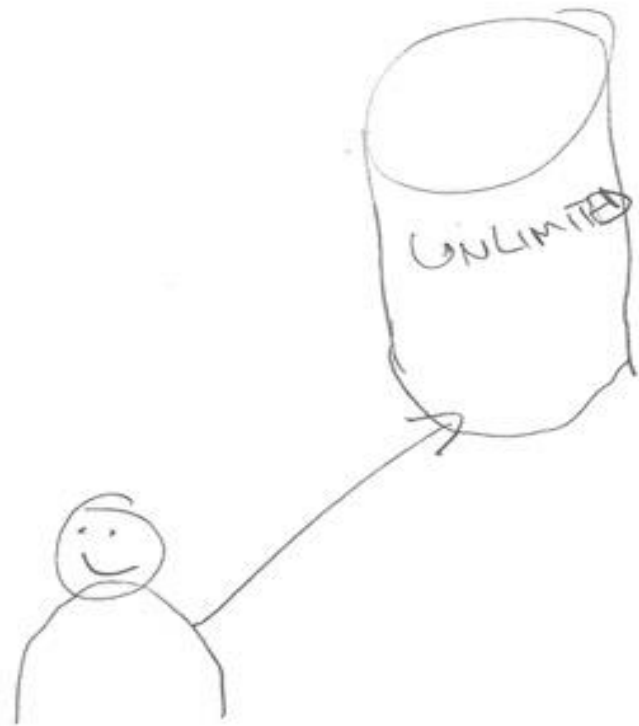


- Doodle feature..
- 1-2 Scheduling
 - 2-3
 - 3-4



Faculty Drawing "Ideal Email"

IT Professional Drawing "Ideal Email"



Design Session Structure: Team

Brainstorming

- Sticky-note categorization activity
- Team discusses each idea
- Explanation of elements and identification of duplicates

Discussion

- Re-categorization



FEATURES (e.g., FLAGGING)

- FLAGGING PRIORITY
 - DIFFERENT COLORS = DIFFERENT PRIOR
- AI FOR UB ACRONYMS
 - REPLACE FEATURE?
- INTEGRATED PROJECT MANAGEMENT
 - SYNC DEADLINES, PROJECTS
- AT END OF DAY - AUTOMATIC "TO DO LIST"
- REPLY ALL
 - DIFFERENT PROMPTS
- AUTO-FILL TOGGLE

Prioritization feature streamlined

FLAGS PRIORITY

Improved flagging for priority

AI for UB acronyms

Integrated Project Management

Follow up Tag

REPLY ALL Bcc?

CATEGORY EXPLANATION

BACK-END STUFF (INCLUDES INTEROPERABILITY)

- MULTIPLE LOGIN INTEGRATION ^{ADDRESS}
- SPAM FILTER
 - MORE CUSTOMIZATION
- INTEGRATE WITH OTHER UB TECHNOLOGIES
- AUTOMATIC GROUP GENERATION
- INTEROPERABILITY + CONNECTIVITY
 - MULTIPLE UB IT IDENTITIES
- FACULTY/STAFF/STUDENT - | SYSTEM
- ADAPTIVE RELEASE

Consistent User Interface not device dependent

SPAM FILTER

filter SPAM filters

Integrate with other technologies

integrate with skype, box, etc

Interoperability + connectivity

user-friendly / ease of use

easy send email at a specific time

Design Session Structure: Team

Evaluation

- Decisions on essential elements

Consensus

- Development of low-tech prototype or other deliverable

TEAM EVALUATION

Low-Tech Prototyping of Ideal Email System

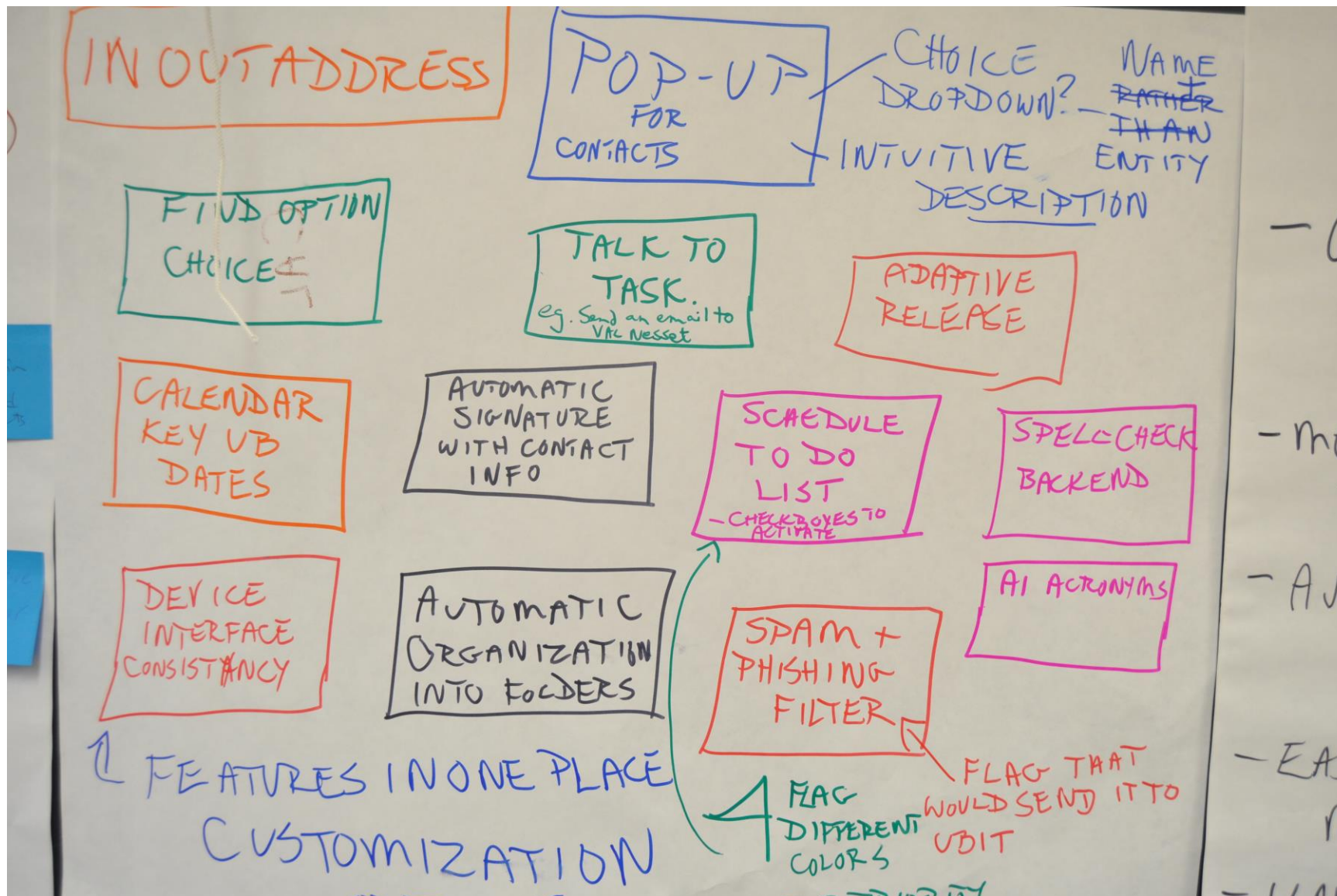
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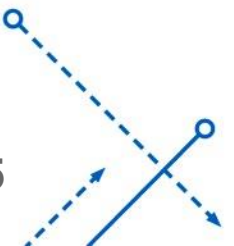
TEAM CONSENSUS

Low-Tech Prototype of Ideal Email System



Faculty IT Liaison Program: Results

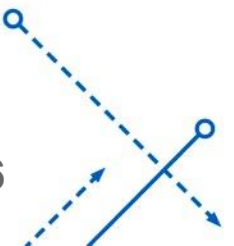
- When we strip away the supposed “limits” of the technology, something revelatory happens
 - Faculty are empowered to create their own solutions, which have been both creative and imminently possible
 - IT staff are listening
 - Walk away with a better understanding of how to refine services to suit the needs of faculty
 - Faculty took back to their colleagues a sense of optimism and confidence about what’s possible with technology



There is inspiration to be found in the creativity and perspective participants bring to this process



It's worth it!



THANK YOU!

QUESTIONS?

COMMENTS?

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