

2013/2014 Seminar Series

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Social Feedback: Designing Systems that use Social Interaction History for Learning and Behaviour Change

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Because many of our daily tasks rely on pre-existing knowledge, skills, and experience to be completed efficiently, most often we are not as successful as we could be. This is partly because the software we use every day, such as web browsers or development environments, do not yet do a good job of providing us with opportunities to develop our skills and to learn how we can get things done in better ways. But there is a potential big data source that could help us: interaction history -- the usage data people create as they work with their everyday software tools. By displaying interaction history the choices, experiences and expertise of many people can be made visible, allowing us to learn how to be more successful in our everyday tasks. In this talk, I will present several of my past research projects in the broad discipline of HCI, and describe how they have informed my current focus on social feedback -- providing visualizations of social interaction history for learning and promoting desirable behaviour. I will describe the main theoretical construct, social learning theory, and how I am using it to guide the design of social feedback systems. I will then describe two projects that demonstrate two different ways in which social feedback systems can provide support: 1) in acquiring successful behaviour, and 2) in learning how to get common tasks done more efficiently. I will then outline some of my current projects that will further advance the understanding and use of social feedback to support people in their everyday tasks.

**Wednesday, November 13th @ 2:30pm
Information Technology Centre, ITC317**