The Digital Companion Project

Daniel Drew Turner
Final Project, 2011
University of California, Berkeley
School of Information

Advisor: Yale Braunstein

Wednesday, May 11, 2011
Population and its Discontents

Demographic of users (from talks with UC Press): adults, out of school, “commuters, lifelong learners, the curious”

Unique concerns:
- self-direction
- no defined group/community
- serious trust issues

There are "scant studies concerning adult students" (Chu & Tsai, 2009, p 490) -- best cite ever
Field Research and Personas

Interviews
- in user contexts (cafés, bookstores, transit)
- asked about their reading habits
- asked about their habits in discussing the books they've read
- asked about their habits conversing online

Data
- like to share information (start conversations)
- much higher concern about "stranger danger" online (poor online behavior)
- "keeping up to date" on topics was desired
- people discussed books with friends, family

User Stories
- listens to KQED, hears Quest while at home, or work, or commuting
- she hears the topic (in this case, "big waves"), mentioned
- looks it up online, wants to read more
- purchases book and/or Digital Companion
- reads the book, wants to combine the information there with what she's looked up

"I'd like to share, but I need to feel secure in the others."

Tricia always enjoyed being in school but has not been in a classroom for over ten years since she received her masters degree. She's curious about the world around her, reads books (mostly non-fiction) when she can, but between her full-time job, spending time with her family, and keeping up with the news, she doesn't feel like she's current on the topics she cares about. She is motivated, but sometimes doesn't make the time for her reading the way she does for activities with other people.

When she reads, she often makes notes to herself about her interpretations or jots down questions. But as she's often reading while commuting, or in bed, she's doesn't always remember where in the book which note was, or sometimes forgets that she meant to look up something.

Sometimes she'd like to be able to discuss what she's reading, but she doesn't have time to join a book club -- and the one time she tried, she didn't like being surrounded by strangers and not knowing how they might behave. But she feels she'd be able to learn more if she were surrounded by others reading the same text and bringing their own experiences to it.

The Working Reader

Tricia

Age: 25-60s

Key Characteristics
- Busy with work and family
- Motivated to learn but has to be self-directed

Goals
- Have fun with the subject, be entertained
- Learn more about waves, especially related to surfing
- Be able to use the Companion anywhere
- Keep up to date on developments on the topic
- Find other opinions and/or state hers

Questions
- If I liked the TV/radio show, will I like this?
- Can I do everything I usually do with a book: take it places, make notes, place bookmarks?
- How can I trust the contributions of strangers?
- Will I be forced to show strangers my notes?
- What does this offer over a print book?

Pleasurable experience
- Con/comfort in KQED Quest brand
- Fun content and interactions
- Confidence in privacy policy
- Ability to fine-control privacy settings
- Being able to vet others personally and their contributions
- Ease of use
Use Cases

(all images Creative Commons)
User Testing

Three rounds: low fidelity, iteration of, high fidelity

Plus “mini-tasks”

One surprise from testing: the way users evaluated the trustworthiness of other users
KQED Quest
The Science of Big Waves

13 comments 6 links

link Julia Morgan
A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89XR

link Arup Gupta
The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89rew

link Arnie Pylith, Ph.D.
Here's a link to a paper I wrote on just this:
http://acad.en/ursmr68k

link Dina Sporer
NOAA's regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

link Able Baker

Wednesday, May 11, 2011
**2.1 Elements of Coasts**

- **3-hr Precipitation (0-15 mm)**
  - 12 AM Mean-Elu 03-hr Forecast Valid 0300Z 7-Jan-1999

- **When Shores are Soft**
  - Suspendisse consetetur, mi nec venenatis dabitus, enim erat eiusmod diam, nec ut antae. Sed scelerisque sit amet tortor. Nunc rutrum elit quis massa sed tortor. Integer accumsan viverra

- **Wind Waves**

---

**Julia Morgan**
A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89XR

**Arup Gupta**
The coastline Chamber of Commerce disputes negative changes:
http://bit.up/arw89rew

**Arnie Pylith, Ph.D.**
Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

**Dina Sporer**
NOAA's regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

---

**Able Baker**
Aliquet: rana bon
A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx
A photo series of the changes to the San Pismo coastline: http://frog.in/dsja89XR

The coastline Chamber of Commerce disputes negative changes: http://bit.up/are89ew

Here’s a link to a paper I wrote on just this: http://acad.en/ursmrt84

NOAA’s regular blog on coastline effects (updated daily!): http://voll.bl/spk32dmcx

A photo series of the changes to the San Pismo coastline: http://frog.in/dsja89XR

The coastline Chamber of Commerce disputes negative changes: http://bit.up/are89ew

Here’s a link to a paper I wrote on just this: http://acad.en/ursmrt84

NOAA’s regular blog on coastline effects (updated daily!): http://voll.bl/spk32dmcx

A photo series of the changes to the San Pismo coastline: http://frog.in/dsja89XR

The coastline Chamber of Commerce disputes negative changes: http://bit.up/are89ew

Here’s a link to a paper I wrote on just this: http://acad.en/ursmrt84

NOAA’s regular blog on coastline effects (updated daily!): http://voll.bl/spk32dmcx
Julia Morgan
A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

Arup Gupta
The coastline Chamber of Commerce disputes negative changes:

Arnie Pylith, Ph.D.
Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

Dina Sporer
NOAA's regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

Able Baker
KQED Quest
The Science of Big Waves

Chapter 2.1 Elements of Coasts

A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89XR

The coastline Chamber of Commerce disputes negative changes:

Julia Morgan
A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89XR

Arup Gupta
The coastline Chamber of Commerce disputes negative changes:

Arnie Pylith, Ph.D.
Here’s a link to a paper I wrote on just this:
http://acad.en/ursmrt84

Dina Sporer
NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

Able Baker
Julia Morgan
A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

Arup Gupta
The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Arnie Pylith, Ph.D.
Here’s a link to a paper I wrote on just this:
http://acad.en/ursmrt84

Dina Sporer
NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

Able Baker
Julia Morgan
A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89XR

Arup Gupta
The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Arnie Pylith, Ph.D.
Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

Dina Sporer
NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

Able Baker
leo lectus, molestie non, commodo id, dignissim sit amet, tortor
Julia Morgan
A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89XR

Arup Gupta
The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Arnie Pylith, Ph.D.
Here’s a link to a paper I wrote on just this:
http://acad.en/ursmrt84

Dina Sporer
NOAA’s regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

Able Baker

When Shores are Soft
Suspending connective, mi nec venenatis dapibus, enim erat euismod diam, nec ultrices nibb velit id nulla. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Pellentesque et nisi id turpis elementum aliquet. Nam malesuada malesuada lorem.

Wind Waves
A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

NOAA's regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

NOAA's regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx


When Shores are Soft
Suspendisse consetetur, mi nec venenatis dapibus, enim erat eismod diam, nec ultrices nibh velit id nulla. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Pellentesque et nisi id turpis elementum aliquet. Nam malesuada malesuada lorem.

Wind Waves

Rocky Shorebeds
Suspendisse consetetur, mi nec venenatis dapibus, enim erat...

Christine Ho, M.D.
<table>
<thead>
<tr>
<th><strong>Chapter 2.4</strong></th>
<th><strong>Chapter 1</strong></th>
<th><strong>Chapter 5</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Are there ways to look up the coastline composition of local beaches? They all seem different, going by the waves.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The tides are affected by long-term wobbles in the seasons... I think? Remember to look that up.</td>
<td></td>
<td>Aerial photos over time of the tsunami in Japan <a href="http://frog.in/d93sds8">http://frog.in/d93sds8</a></td>
</tr>
</tbody>
</table>

**Recently seen:**
A friend in NYC said he’s seen seals returning to the Hudson, just like in the recent New Yorker story [http://nyc.lnk/d32da](http://nyc.lnk/d32da)! He was actually out kayaking near one of the bridges (I forget which one). He said it had a lot to do with the cleanup of the water in the last few years. There’s more plankton, which means more fish, which brings the seals...

09:22, March 29, 2011
The Science of Big Waves

2.1

Julia Morgan
A photo series of the changes to the San Pismo coastline
http://frog.in/dsja89X8

Arup Gupta
The coastline Chamber of Commerce disputes negative changes:
http://bit.up/are89ew

Arnie Pylith, Ph.D.
Here's a link to a paper I wrote on just this:
http://acad.en/ursmrt84

Dina Sporer
NOAA's regular blog on coastline effects (updated daily!):
http://voll.bl/spk32dmcx

Wednesday, May 11, 2011
KQED Quest
The Science of Big Waves

Adjust
Sea Floor

Terrain
Brushes

Help
Reset

Wednesday, May 11, 2011
KQED Quest
The Science of Big Waves

Adjust Sea Floor
Terrain Brushes
Help
Reset
Currently, our system has no explicit moderation or editing tools

However, the uni-directional nature of the interactions should discourage trolls and bad behaviors
users have to follow other users
no direct user-to-user communications
each user gets one login/ID

These all remove incentives to trolling, spamming, flaming
“How will this help the world?”

If successfully implemented, our system could be adopted by a wide range of ebooks for general readerships.

Extend the idea of learning environments to that population -- get people in the habit of continuing to learn.

Especially with topics that continue to affect our lives.
Thanks

Yale Braunstein, Coye Cheshire, Ashwin Jacob Matthew, Niranjan Krishnamurthi, Lizzy Ha, Erik Wilde, Erin Reilly, Ljuba Miljkovic, Clark Kellog, Bjoern Hartmann and the audience