

Optimizing Human– Computer Interaction With Emerging Technologies

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Chapter 12

Contextual Issues in Groupware Applications for Educational Support Groups

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ABSTRACT

The objective of this chapter was to identify a set of contextual issues in groupware applications used by educational support groups. The analysis was performed through a Needfindings study where 20 active members of three Mexican federal educational-support groups called USAER were recruited. The analysis considered both users and functional vantage point. The participants (from one USAER) provided feedback and insights from their daily activities related to communication with others and resources access helping to define and understand users' scenarios. This information was classified and distilled as design ideas in low fidelity prototypes constructed by participants themselves under guidance from authors. Finally, prototypes were evaluated by the members of the other two USAER group providing their perception as expert users. The study derived in a set of particular contextual issues that directly influence interactions in group applications. These findings could be take into account by designers as a reliable starting point for well-designed User Interfaces for groupware.

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