MGA 678 Computer Supported Collaborative Work (5 ECTS, 135h), fall 2017 (16 weeks)

Instructors: Dr. Christina Vasiliou – christina.vasiliou@idmaster.eu

Contact Details: Special online "office hours" will be set up for group and individual mentoring and those will be conducted through google hangout/chat. Otherwise, you can also send your requests/questions regarding this course to christina.vasiliou@idmaster.eu.

Course objectives:
The goal of this course is to provide the students with the theoretical knowledge and practical skills on understanding the social, cultural and organizational context of technologies, knowledge and skills that will help in the design and re-design of technologies in multi-participant settings.

Course content: Introduction; CSCW concepts: Awareness and Coordination; Participation & Communities; CSCW Theories: Activity Theory/ Distributed Cognition; Case Studies & Application Areas: Cooperative work, Infrastructure, Mobile work, Pervasive technology, Virtual work & Social Media, Home & Outdoors.

Learning Outcomes:
Upon successful completion of the course, students will be able to:
  (a) Observe and understand group behavior, culture and dynamics
  (b) Employ specific ethnographic research methods to understand collaborative behavior
  (c) Identify social and cultural factors that may influence the success of a system for collaborative work
  (d) Practice experimental fieldwork to assess the appropriateness of particular groupware technologies in a given setting/context
  (e) Understand the broad ideas and issues related to collaboration and coordination using technology.

Workload: In order to successfully conclude this course, students are required to do both individual and group-based activities. Theoretical topics are presented as short modules through google classroom and other forms of synchronous and asynchronous communication. Independent work is divided into three parts: work on individual assignments (approximately 15 hours), work on literature (approximately 35 hours), work on mini project (approximately 60 hours), and work in groups (25 hours).

Assessment: The exam grade consists of the following components: individual assignments (20%), mini project as individual assignment (50%); reflection workbook (20%), overall participation (10%).

Final mark will be on a 0-10 scale in increments of 0.5 points. Passing grade is 5 out of 10.

Expected individual work activities: Students will work individually on the given CSCW theme/topic each time. Students are expected to read all the provided lecture materials, participate in synchronous and asynchronous sessions/discussions, and complete practical assignments and project.

Expected group work activities:
In addition to the individual work, students will be required to engage in collaborative activities and online reflective group meetings, contribute with feedback and comments in other students' project work.

Late submissions are not accepted.

Assessment criteria: Grades will be based on these criteria:
91–100% of the work is done — excellent: outstanding work with only few minor errors.
81–90% of the work is done — very good: above average work but with some minor errors.
71–80% of the work is done — good: generally good work with a number of notable errors.
61–70% of the work is done — satisfactory: reasonable work but with significant shortcomings.
50–60% of the work is done — sufficient: passable performance meeting the minimum criteria.
49% or less of the work is done — fail: more work is required before the credit can be awarded.

Technology needed to perform this course: Basic knowledge of computers and use of Google Applications.

Synchronous activities: The delivery of the course will be primarily asynchronous with discussions taking place mainly through the google classroom platform. In addition though, there will be set times for short synchronous sessions (either text chat or voice chat through google hangouts). In each session we will discuss acquired knowledge, provide feedback and/or mentor students. The times and days of these synchronous sessions will be decided and announced early in the semester.

Sessions	Topic/Materials	Technology
Session 0: (28/08-03/09)	Induction session: Getting familiar with the course environments and technologies **Material**: Course pedagogical script	Google applications
Session 1: (04-17/09)	Introduction **Material**: Resources on google classroom	Google Hangout and classroom
Session 2: (18/09-01/10)	Major themes in CSCW **Material**: Resources on google classroom	Google Hangout and classroom
Session 3: (02-15/10)	Participation & Communities **Material**: Resources on google classroom	Google Hangout and classroom
Session 4: (16/10-29/10)	CSCW Theories: Activity Theory/ Distributed Cognition	Google Hangout and classroom
Reflection Week: (30/10-05/11)	Reading and Reflection Week Individual meetings and Group mentoring	
Session 5: (06-19/11)	Case Studies and Application Areas I – Cooperative work/ Infrastructure/ Mobile Work/ Pervasive Technology **Material**: Resources on google classroom	Google Hangout and classroom
Session 6: (20/11-03/12)	Case Studies and Application Areas II – Virtual Work and Social Media **Material**: Resources on google classroom	Google Hangout and classroom
Session 7: (04-17/12)	Case Studies and Application Areas III – Home & Outdoors **Material**: Resources on google classroom	Google Hangout and classroom
Session 8: (18-24/12)	Presentation of the final projects	Google presentation and documents