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SCTA Tracer: A Distributed Environment for Standardized Awareness Support Assessments
Challenge

Appropriate **awareness support** has been an ongoing research issue for the past decades.

**Awareness**, in this context the knowledge about team members, their activities and their shared artefacts, is a vital part of cooperative work.

Two major **challenges**:

- Awareness is ephemeral by nature
- Awareness is a secondary task

Many **individual approaches** to assess the effectiveness of an awareness support system.. unfortunately **no standards**
SCTA Concept

**Hypothesis**: if somebody is aware of something then s/he can answer questions about quickly and with no error

**Building blocks** facing the two major challenges:
- Standardised task (letter counting)
- Measurement approach (freeze probe questionnaire)

**Organisation**:
- Assessment runs (same test persons)
- Assessment sessions (same system version)
- Assessment traces (same system)
SCTA Game

Assessment Run (15 min)

- Letter counting
- 1. Freeze probe
  - “Who counted D’s”?
- Letter counting
- 2. Freeze probe
- Letter counting
- 3. Freeze probe

Evaluation: Quick response times and low error rates indicate reasonable awareness support
SCTA Result

Four measures:
- Average response time
- Error rate
- Coordination errors
- Performance

The 4I-diagram:
- Illusive
- Ineffective
- Inefficient
- Ideal
SCTA Implementation

SCTATracer becomes either mediator or colleague depending on start-up.
The End

Thank you for your attention!!