# Designing for Deliberation

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# "Deliberation"

"thoughtful, careful, or lengthy consideration" by individuals

"formal discussion and debate" in groups

### Models of online deliberation

- Citizen dialogue formation of public opinion
- Public consultation citizen input as part of an official process online
- Collective decision making group democracy, egalitarian power
- Community organizing loose group with shared interests, guided by organizers
- Managed, cooperative work deliberation as an aspect of business/formal organizations
- Group learning educational settings

### "Online deliberation"

A common theme:

The challenge of using electronic media in a way that deepens thinking and improves mutual understanding.

See also:

http://www.online-deliberation.net

### PIECE

### Partnership for

- Internet Equity and
- Community Engagement

#### between...

- the East Palo Alto Community Network and
- the Symbolic Systems Program at Stanford

## Ideals of the PIECE approach

Community-based

Participant-observation

Problem-driven

# A Problem-Driven Design Process

- Problems Identified
- Other Observations and Assumptions
- Available Approaches
- Principles
- Consequences
- Initial design and feedback
- Re-design

QuickTime and a H.263 decompressor are needed to see this picture.

# Participant observations in East Palo Alto (2002-2003)

Problems posed by reliance on f2f meetings for community decision making:

- Low attendance and representation
- Insufficient meeting duration and frequency
- Not enough communication between meetings
- Not enough information available during meetings
- Not enough communication between groups
- Insufficient (access to) group records
- Streamlined decision procedures
- Lack of transparency for those unable to attend
- Present in all communities, but of amplified importance in underserved communities

# Other Observations and Assumptions

- Email use universal in some, technology-oriented groups (e.g. TechCollab)
- Other tools being used: Yahoo! Groups, Zoomerang
- Many residents in non-tech oriented groups did not use email
- Community Network making Internet access nearly universal, with training opportunities
- Language and literacy barriers can be overcome through representation
- Decision making thought to require face-to-face meetings

### Available Approaches

- Making more effective use of existing asynchronous tools for threaded text conversation (email, message boards, blogs, wikis)
- Synchronous tools (e.g. voice chat software used by Fishkin/Luskin), combined with email
- Better publicity for and public records of f2f meetings
- New asynchronous tool for deliberation tailored to target groups

### Principles:

Supportiveness. The platform should support the group overall, so that there is either an improvement or no decline in the ability of the group to meet the needs of its members or stakeholders.

### Principles:

- Supportiveness
- Comprehensiveness. The platform should allow the group to accomplish, in an online environment, all of the usual deliberative tasks associated with face-to-face meetings.

### Principles:

- Supportiveness
- Comprehensiveness
- Participation. The platform should maximize the number of desired participants in the group's deliberations, and minimize barriers to their participation.

### Principles:

- Supportiveness
- Comprehensiveness
- Participation
- Quality. The platform should facilitate a subjective quality of interaction and decision making that meets or exceeds what the group achieves in face-to-face meetings

# Principle 1: Supporting the Group

- Sovereign control
- Free and open source
- Integrate with existing practices (e.g. decision procedures, email list, other tools)
- Responsiveness of designers

# Principle 2: Comprehensive Deliberation

- Discussion focused on agenda items
- Shared display (WYSIWIS)
- Flexible polls and decisions
- In-text comments in documents
- Document revision
- Project management tool integrated with discussion
- Customizable group website/archive
- Flexible integration with email
- Multiple meeting areas per group space
- Ability to share meeting areas across groups

# Principle 3: Maximizing Desired Participants

- Asynchronous (different times/places)
- Compatible and interoperable
- Familiar features
- Simple, intuitive design
- Accessibility to those with special needs
- Fast, robust, secure

# Principle 4: High Quality Deliberation

- Built-in feedback
- Proven structures for discussion
- Tutorials/models of practice
- Features that encourage directed discussion rather than paraphrasing

## Present version of Deme (v0.5)

Live Demo....

(see at groupspace.org)

















Logged in as todd A logout | my groups

#### **Demo Group**

DEME version is 0.5.0

This is the description of the group, which can be edited by anyone with access to the group. In this case, you are in the Demo Group, which is meant as an interactive introduction to Deme and its features.

[Edit this summary]

Welcome, todd :::my settings :::logout :::my groups

#### **Meeting Areas**

- Learn Deme Here
- Sandbox
- Deme Discussion
- mymeetingname
- RM Players
- testi testi
- Discussion
- · Members assembly
- Eureka!
- Puppu
- The Cybernetics of on-line deliberation

Create new meeting area...

#### Announcements

- Jan-14: test
- Dec-29: Test2
- Nov-29: This is a short announcement.
- Sep-17: Test
- Mar-15: Welcome to the Demo Group! Click the "Learn Deme Here" meeting area link on the left to get an introduction to meeting area features.

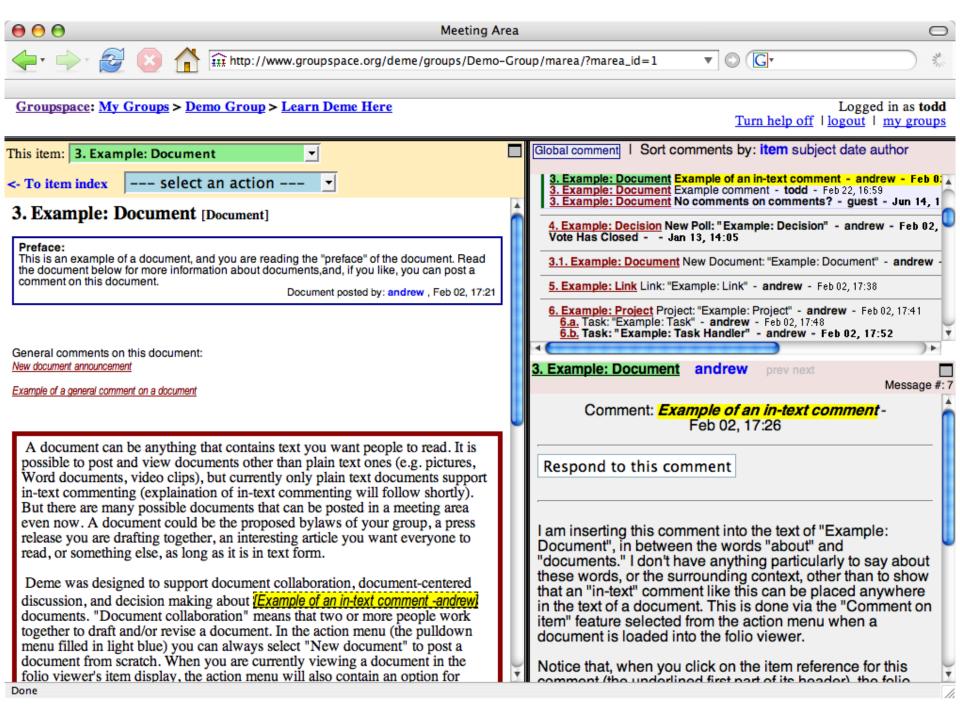
View all announcements

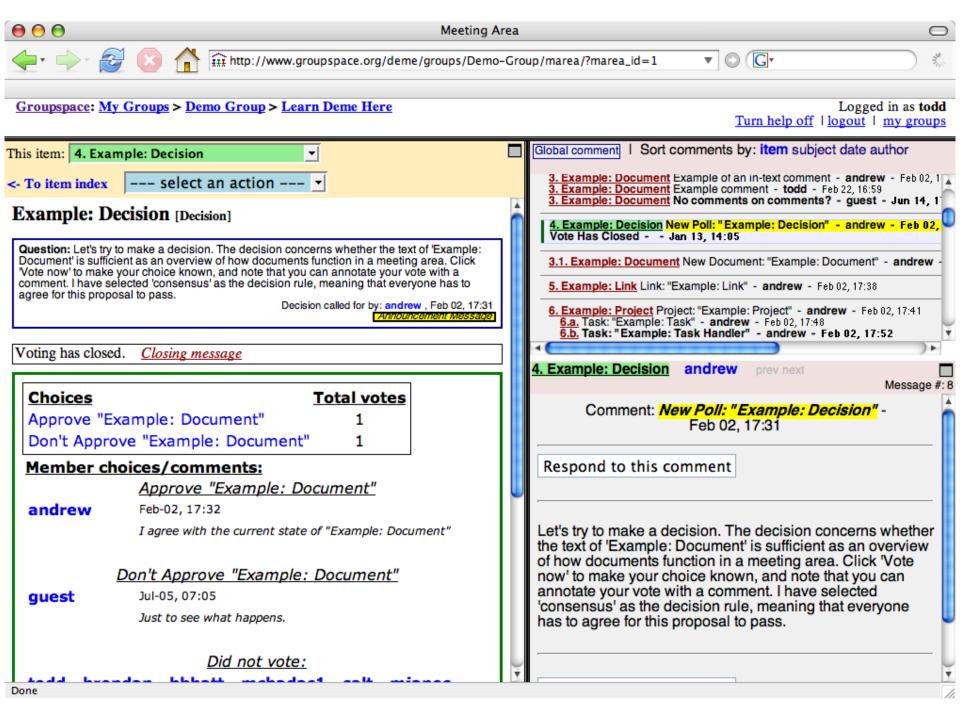
Add new announcement

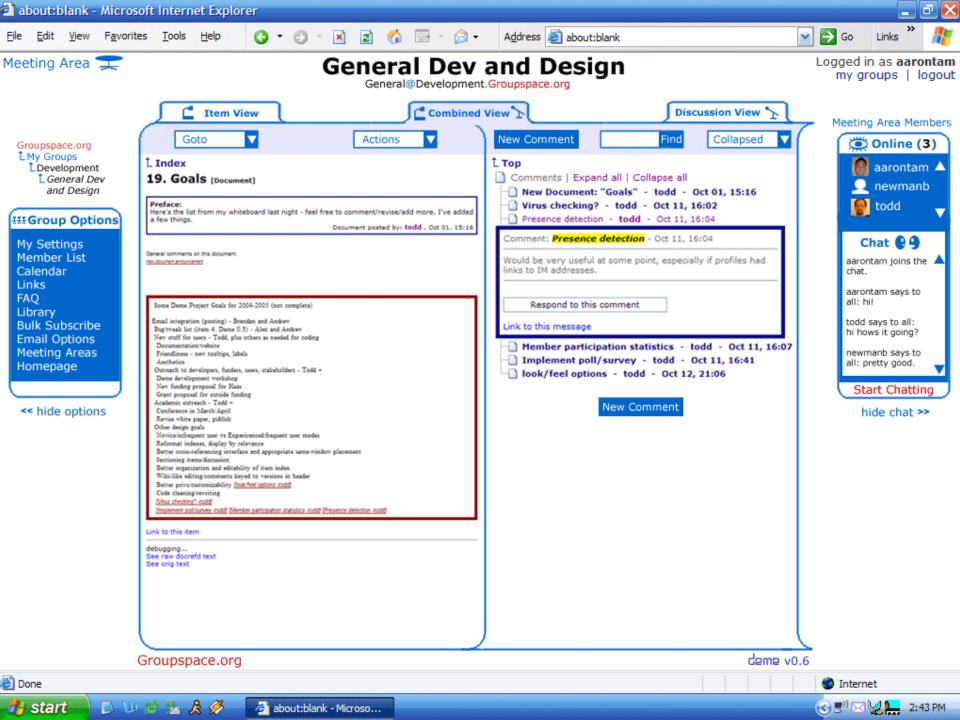
#### **General Options**

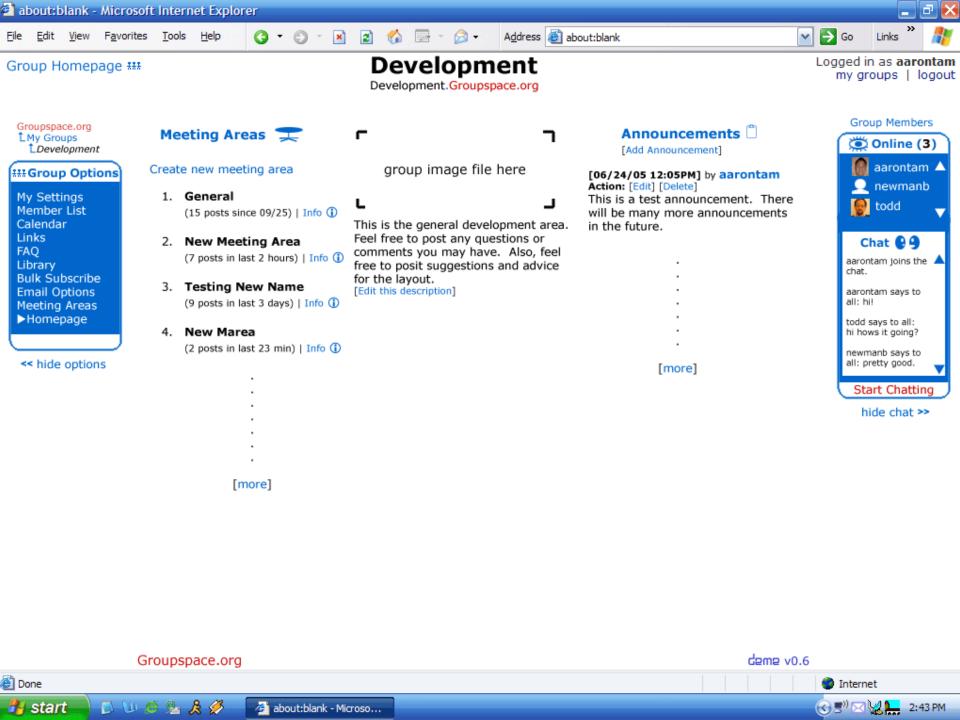
- My profile
- Member List
- Calendar
- Links
- Library
- FAQ (Frequently Asked Questions)
- Search
- Chat
- Leave this group

This site uses DEME software.









### Groups that could benefit...

- Volunteer advisory boards
- Neighborhood associations
- Consortia of nonprofits
- Grassroots activist groups
- Labor union chapters and caucuses
- Clubs and religious congregations
- University-based groups
- Ad-hoc citizen groups (e.g. for community planning)

## PIECE Contributors (2002-)

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### For more info...

#### On this project...

- www.groupspace.org (Deme host) see FAQ
- http://piece.stanford.edu (PIECE project)

#### HCI Background:

- Stefik et al., "Beyond the Chalkboard" (1987) -- WYSIWIS
- Holland & Stornetta, "Beyond Being There" (1992) f2f not necessarily gold standard
- Grudin, "Groupware and Social Dynamics: Eight Challenges for Developers" (1994)
- Mashayekhi et al., "AISA" (1995) visual indicators of focus
- Kruger & Cross, "Modeling Cognitive Strategies in Creative Design"
   (2001) problem-driven vs solution-driven design