



# Computer Supported Meeting Rooms

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## ABSTRACT

This tutorial presents an overview of computer supported meeting rooms, covering what exists both commercially and in research groups.

## KEYWORDS

computer supported meeting rooms, CSCW, groupware, brainstorming, voting, organizational impact

## OBJECTIVES

Attendees taking this half day course will leave with a general understanding of the research and development in computer supported meeting rooms. They will learn how and why existing computer supported meeting rooms differ and the software programs and physical architecture that support each environment. They will obtain an understanding of the organizational impact of such environments, both based on research and experiential data. The tutorial will be taught as a lecture, illustrated by videotapes and software demonstrations.

## CONTENT

This tutorial surveys existing Computer Supported Meeting Rooms (CSMRs) and discusses the types of meetings they support and their underlying communication and distributed systems architecture solutions. User interface design issues are covered in depth along with the psychological and organizational issues associated with the use of software by groups. The tutorial presents what is known about how groups interact, make decisions, brainstorm, perform work, cooperate, negotiate, and are organized or facilitated while using a CSMR. Recent advances, such as videoconferencing, portable meeting rooms, and different time/different place meetings will be covered. The tutorial ends with a discussion of what are perceived to be the major hurdles in understanding how to design for and support groups. The medium of videotape is

used throughout to demonstrate the workings of different meeting rooms. The tutorial will also give a live demonstration of software that is available for computer supporting meetings which attendees will be able to try out.

## WHO SHOULD ATTEND

This is an introductory tutorial to Computer Supported Meeting Room research and development. Attendees are expected to have a basic understanding of computers. The sections of the tutorial that discuss user interface design and group dynamics will not assume background in experimental or social psychology. Managers considering the installation or use of a CSMR in their organization would benefit from attendance, as would research managers thinking of working in the area of meeting support software or systems developers and user interface designers faced with building a CSMR.

## ABOUT THE INSTRUCTOR

Lisa Neal is a senior research engineer at the EDS Center for Advanced Research, where she leads a project to develop strategic planning software for management teams. Her research centers on the organizational impact and productivity gains resulting from the use of computer supported meeting technology. Prior to joining EDS, Lisa completed a Ph.D. in Computer Science at Harvard University, where she also was a postdoctoral fellow. She is co-chair for Organization Overviews for CHI'94, and just completed a two-year term as secretary of SIGCHI. She presented a tutorial at CHI'91 on User Modeling, and presented tutorials on Computer Supported Meeting Rooms at GroupWare'92, CSCW'92, HCI International '93, and COOCS'93. Along with Marilyn Mantei, Lisa presented a full day tutorial on Computer Supported Meeting Environments at INTERCHI'93.

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