

CS160 Practice Final #2

Prepared by Matthew Kam for discussion sections. Some parts were adapted from this semester's lecture quizzes.

1. What is responsible for the mere presence effect? How does the mere presence effect influence the speed of well-learned tasks? Why is this bad for difficult tasks?
2. The mere presence effect increases learning. Give one way in which you could design a collaborative e-learning application (e.g. Livenotes, chatrooms, etc.) to take advantage of this finding.
3. What is attribution theory?
4. According to the actor-observer effect, how does one's explanation of her own behavior differ from her explanation of others' behavior?
5. Give one way in which you could take the actor-observer effect into consideration when designing a collaborative application?
6. In social comparison, what is the behavior of others used for? How do the three rules of perception (i.e. limitation, organization, and meaning) explain the need for social comparisons?
7. What is a reference group? What is it used for in social comparison?
8. In an online activity like movie recommendations, one possible reference group would be fellow movie recommenders with similar preferences. Name a personalization technique that enables these individuals having similar tastes (i.e. the reference group) to be identified.
9. Collaborative applications are valuable because groups perform certain functions. What are the three needs that a group satisfies?
10. What are two ways in which groups increase motivation?
11. From the task-centered perspective, why are short-term goals better than long-term goals? What then are long-term goals useful for?
12. Between short-term and long-term goals, which comes closer to specific performance goals as discussed in *The Discipline of Teams*, and why?
13. How does previous experience affect goal setting? A design implication is that groupware could be used to preserve organizational memory. Briefly describe a system that you could design for this purpose.

14. Distinguish between synchronous and asynchronous groupware. Name three types of each.
15. Describe two problems associated with the use of video in videoconferencing.
16. What are two problems associated with using sound for distributed meeting groupware? Give a situation in which sound makes a good medium for groupware?
17. Why is breakdown in group communication a less serious issue when it is carried out face-to-face vs. electronically?
18. In terms of the mere presence effect, how is face-to-face communication better than electronically-mediated communication? How is the latter better?
19. Give three results from the Kiesler and Sproull comparison of face-to-face communication with email.
20. Briefly explain the eight challenges to collaborative systems as identified by Grudin:
 - i. Disparity between those who benefit from the application, and those who have to work on it.
 - ii. Critical mass, Prisoner's Dilemma
 - iii. Disruption of social processes
 - iv. Exception handling
 - v. Unobtrusive accessibility
 - vi. Difficulty of evaluation
 - vii. Failure of intuition
 - viii. The adoption process
21. How did the Coordinator attempt to assist cooperative work beyond communication? Why wasn't it a widespread success?
22. Briefly explain these three models of computer-supported collaborative learning:
 - i. Tutored Video Instruction (TVI) / Distributed TVI
 - ii. Peer instruction
 - iii. Problem-Based Learning