Background

“We’re of an age where we sit in the middle of all forms of technology, we can dabble with perhaps texting, you know at the peripherals, we still do letters up to a point, but I think we only send letters to certain people”

(DA, male, Group A)

Dedication

“I have a reputation for writing funny letters, so they look forward to them, it’s pure and simple, just day to day bits and I see if I can get a laugh out of them”

(MO, male, Group C)

Availability

“It’s a sort of mad modern mania that you need to be in touch all the time, I think you know why do we need all this communication for God’s sake”

(PL, male, Group C)

Personalisation

“I might email a friend briefly, but if I really want to communicate with them, I’ll telephone, and it’s a bit like handwriting, when you take a letter and it’s handwritten it’s very personal, and someone’s voice is personal”

(DI, female, Group A)
Reciprocity

“Nearly all of these things are based on the fact you’re going to have either a mobile phone with a camera, or you have got a digital camera which you know how to use. [...] a lot of people don’t have that [...] you’re always going to be just a receiver, you’re never going to be the giver, so it’s got more ramifications than just sitting looking thinking, ‘Ooh that’s nice’ [...] because you want to give back again”

(CL, female, Group A)

Reflection

“If you get a handwritten letter you’re not necessarily expected to sit down immediately and send it back by return, whereas in email there’s an expectation to immediately respond as soon as it comes up on the screen, there’s an expectation on you as a person who receives it, oh and a text as well, requires a more immediate response”

(TR, female, Group A)

Ease

“Whatever we say about how good letters were and everything, I actually think email, even if it’s not the same, it’s actually made me communicate with so many more people, it’s actually increased how much I communicate”

(DI, female, Group A)

Implications

Dedication
Non-intrusiveness
Personalisation
Reciprocity
Reflection

A Field Study of Wayve

An Extended Family

- Husband, wife and teenage children, living in a remote village
- Grandparents living independently about 100 miles away
- Uncle, living in the same village as the grandparents
Lighter Touches

Display of Images

“‘It shows you’ve put a bit more thought into the message, rather than just a random, you need this information and you need it now, in a very sort of sterile environment, there’s a bit more fun to it about using it’"

Direct Contact with Teens

“A Closed Network

“It’s a more personal thing, I think, than the internet, [...] I think from the point of view [...] you knew the net you were in that could receive stuff and see what you were trying to put over”

Initial Values

Dedication
Non-intrusiveness
Personalisation
Reciprocity
Reflection
Interface Features

Pen input combined with photography
Nine-colour palette, broad pen
Small screen size

Contextual Boundaries

Situated in the home
Displayed to a known audience
Restricted circle of users

The Role of Constraints

• Provide simple disinhibiting tools
• Display in a known context
• Supporting connectivity
• Creating new modes of contact

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