

TC598: Human Expertise

Day 1 Activities

Name: _____

Task 1a: Free Recall

In a free recall task, a participant is asked to review an artifact (e.g., chess board, architectural design, etc.) for a specified period of time. The artifact is then removed and the participant is asked to write down everything that he/she can recall about the artifact.

The focus of this free recall task is the email included below. You will have two minutes to review the email. After that point, the email will be removed and you will be asked to write down everything that you can remember about the email.

Hi all -

I am writing to let you all know that our NSF proposal has been declined. That is the not so good news.

The good news is that reviews were generally positive (3 positive, 1 ambivalent, 1 negative) and that the reviewers collectively had several complementary things to say about the proposal! Below, I have included a sample of review comments. Please let me know if you would like a copy of the reviews themselves, and I will send you a copy (hard copy, I do not have them in electronic form). Additionally, we were encouraged to consider the reviewers comments and revise and resubmit during the next funding cycle (April 2002).

Thank you for the hard work and the genuine enthusiasm that each of you contributed to the proposal and the proposed work. The relative success of this proposal is certainly of result of the contributions that everyone made :-).

In closing -- it seems like the ideas were good and that we should keep on talking about them.

Thanks again,

Xxx

Positive comments included:

- "the PI's did a good job in describing the need, including an excellent section containing various scenarios describing their target audience."
- "The approach/methodology describing in this proposal (along with the timeline) show that the PIs have thought carefully about the scope of work."
- "their approach to building this digital library is innovative. The so-called user-centered, research-informed, rapid-prototyping approach will ensure that their deliverable meets the needs of their target audience."
- "It's a strong team with much relevant experience. they are aware of difficult issues...Their plan of using feedback from one phase while moving forward into the next is good."

Drawbacks included

- "sustainability not well demonstrated."
- "lack of information about continuation beyond grant period"

Task 1b: Free Recall

Think about the email that you just finished looking at. In the space below, please list any details of that email that you can recall.

Task 2a: Retrospective Protocol

Imagine that you are the leader of a work team distributed across the United States. The team has been working together for approximately 3 months. Throughout this period, the team has used email to exchange files. At this point, one member has convinced you that the team will be better off by adopting a web-based tool for sharing files - SHAREIT.

Your current task is to prepare an email that informs everyone of your decision that the team use SHAREIT. You worry about how some of the team members will react to the decision.

Please compose an email that would be appropriate given the scenario described above. Record the text of your email below. You will have 5 minutes for this task.

Task 2b: Retrospective Protocol

In a retrospective recall task, a participant is asked to reflect on a task that they have completed and then to describe, in as much detail as possible, the process that they used to complete the task.

Please reflect on the email composition task that you just completed. In the space below, please describe the process that you used to compose the email.

Task 3: Word Association

In a word association task, a participant is given a probe (i.e., word or phrase) and asked to list all words or phrases that come to mind when thinking about the probe. For example, if the participant were presented with the probe – *French fry* – their list might include: potato, fried, fattening, ketchup, waffle, skinny, McDonalds, tastes good, etc. As this example list indicates, the items in a word association list can include nouns, adjectives, phrases, proper names and could even include verbs and adverbs.

In this word association task, the probe is **expert**. You will now have two minutes to write down all words or phrases that come to mind when thinking of the term **expert**.

Task 4: Why Study Expertise

Why study expertise? In the space below, please record your thoughts on this question: