

All Things Considered: Stories as Signals and Guides to Understand and Design for Unmet Needs

Problem

How do we define a *respectful technology space* to craft supportive, interventive and persuasive technologies to support under-served communities to tell their own stories in their own voice?

Motivation

- ❖ Every person has a story
- ❖ Every person can tell their story
- ❖ Stories reveal interesting patterns and needs that can guide technology design.

Approach

1. Let members of community tell their own stories in their voice
2. The stories they tell provide interesting insights about how to re-tell/amplify the stories
3. From lessons learned, we can design technology to support, intervene, and persuade communities in telling new stories

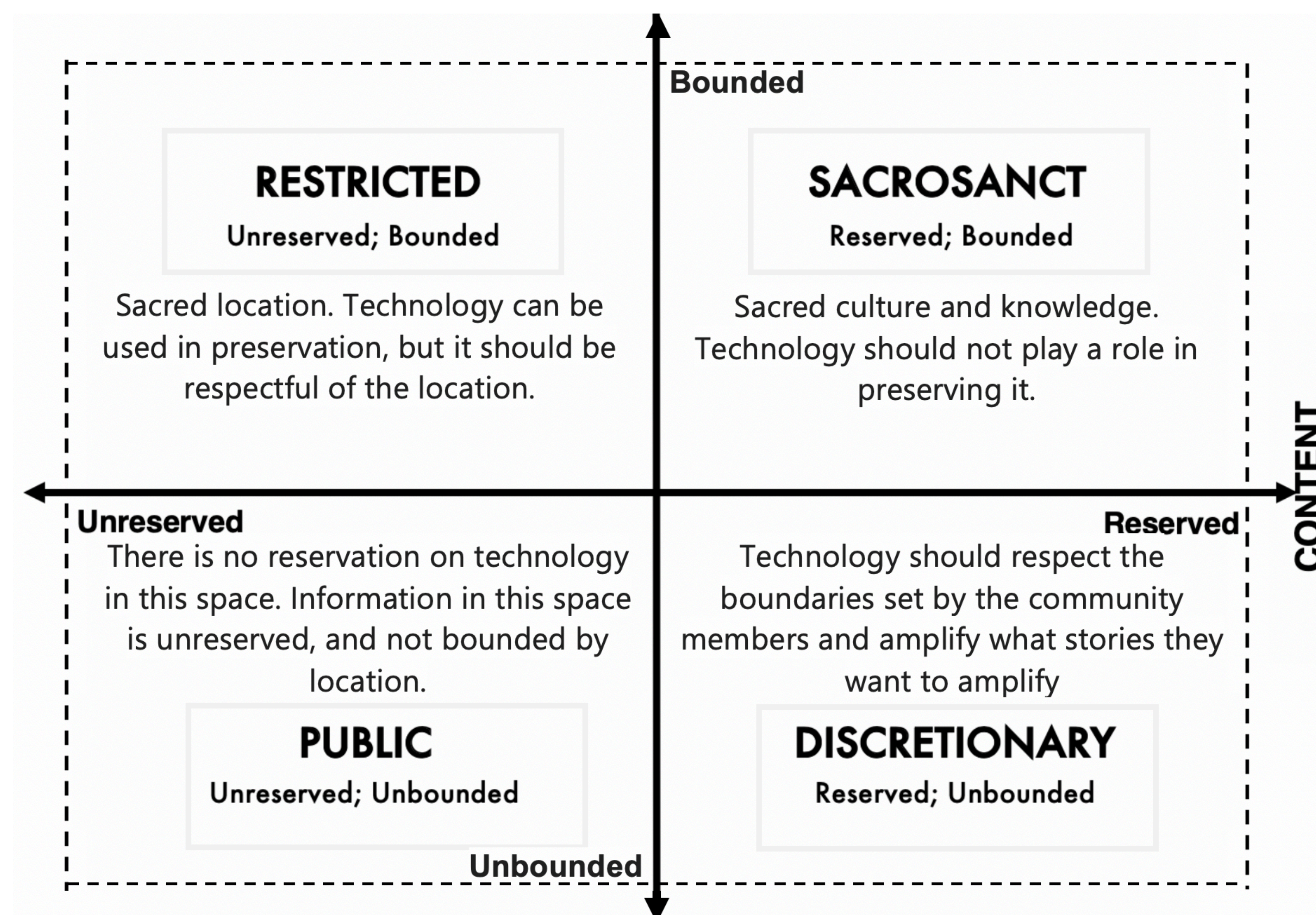
Application Areas

- I** Museum vs Community Stories
- II** Triple Crown Trails on Reddit
- III** Appalachian Trail Thru-Hikers
- IV** Politics and Privacy

I Role of Technology in Supporting Storytelling

RQ1: Who tells the story? Who *should* tell the story?

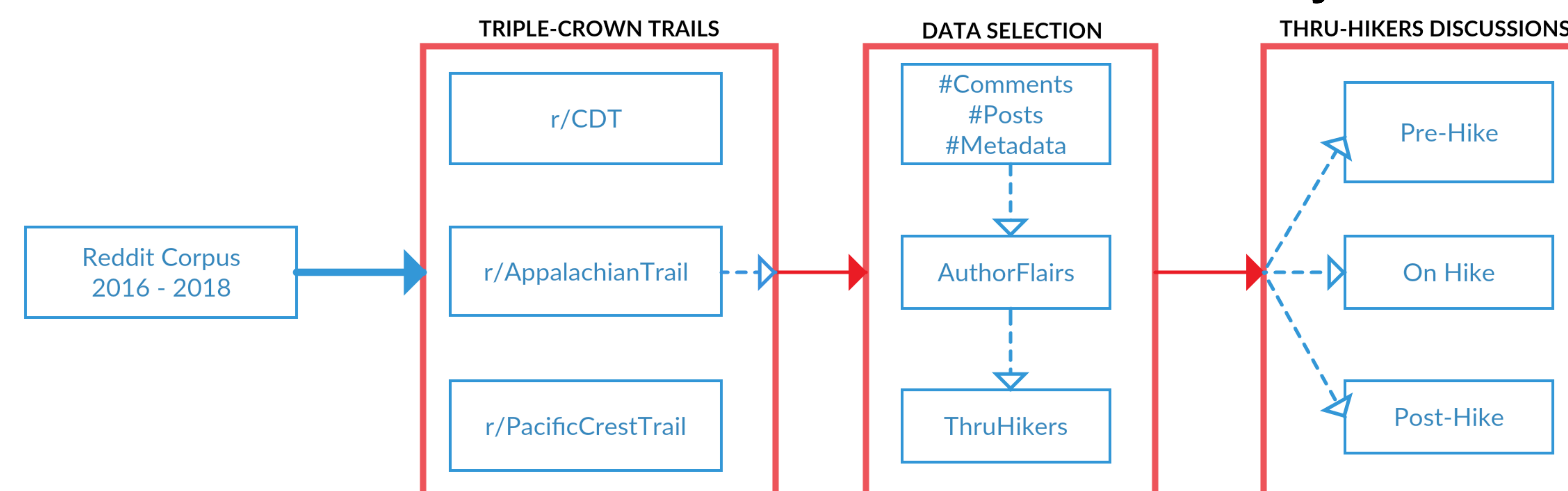
- ❖ Understand storytellers' roles and using this knowledge to define a *Respectful Technology Space* for tech design to support storytelling.
- ❖ Site/Application: Museums and Cultural/Historical sites



II Using Stories to Elicit Unsaid and Unmet Needs

RQ2: Why do people tell stories?

- ❖ Considering how Triple-Crown trail hikers express their stories online.
- ❖ Extending this to consider how other geographically-bounded communities find and manifest their **sense of community** online.



III Community Stories

RQ3: What makes a story compelling?

- ❖ We consider how do long-distance hikers craft the story of their hike experience.
- ❖ What makes their stories compelling? What is a measure of a successful story?
- ❖ We cluster the storyteller approaches to storytelling, towards understanding the audience, success, needs and deriving other insights

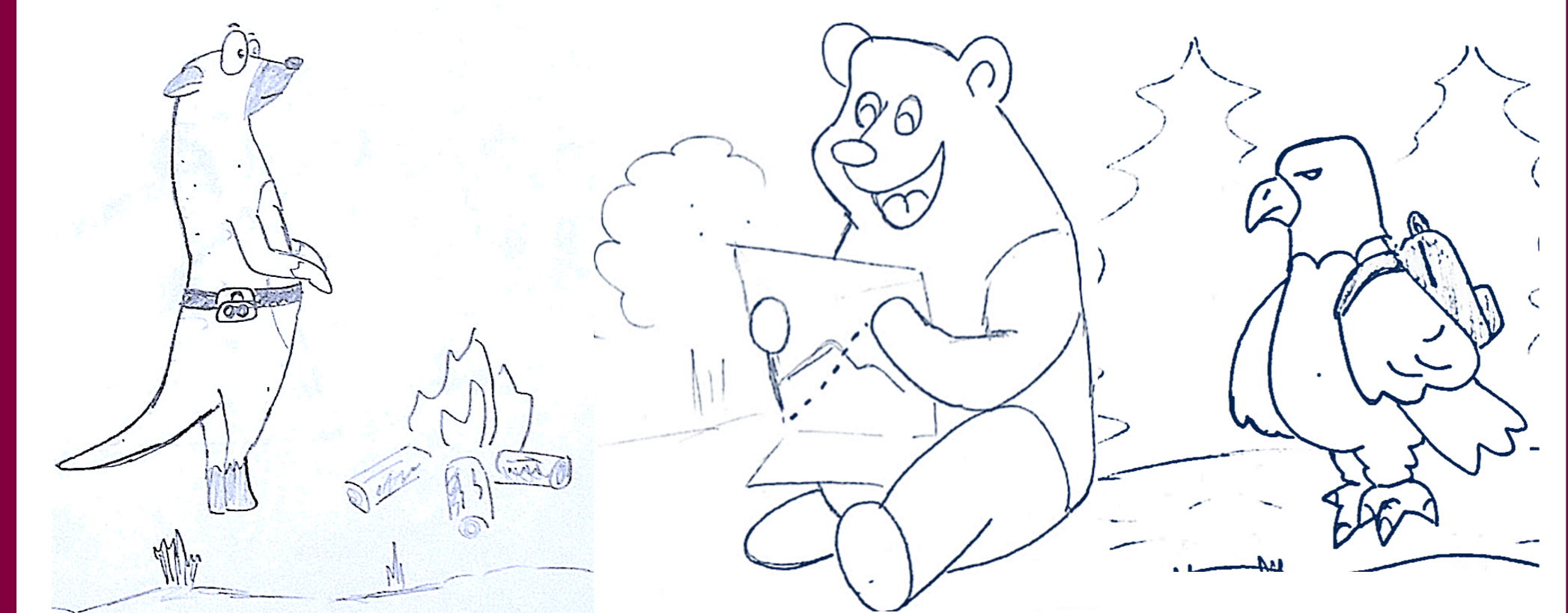


Figure: Storytellers representative personas

IV Supporting New Stories

RQ4: How do we tell and **support** and **sustain** new, and compelling stories?

New stories:

1. Politics: Designing to support political awareness
2. Designing for privacy awareness

Contact

Email: lkotut@vt.edu

Web: people.cs.vt.edu/lkotut/

