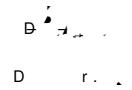
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# Practices of Collaboration in Writing and Their Support

**Eevi Elisabeth Beck** 

**University of Sussex** 



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#### **ACKNOWLEDGMENTS**

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#### **CHAPTER 1. INTRODUCTION TO THESIS**

# 1.1. Collaborative writing in academia and its computer support

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#### 1.2.1. Approach

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#### 1.3.1. Methodological contribution

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#### Conventions of presentation

#### CHAPTER 2. BACKGROUND

#### 2.1. Introduction

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#### 2.1.1. Concerns of fields contributing to CSCW

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#### 2.1.3. Overview of chapter

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## 2.3. Thesis central issue: how can we support practises of distributed collaborative writing?

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#### 2.3.1. In what sense can technology provide 'support'?

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#### Collaboration as purpose

Collaboration as learning; thought and writing as inherently social acts

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#### Collaboration as awareness and overview

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### Collaboration as a nonpredictable process

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#### Authoring as articulation work

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#### Authoring as cognitive activity

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#### Authoring as an observable phenomenon

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#### Distance as distributed authoring

# 2.5. Research on collaborative writing

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## 2.5.4. Collaborative writing studies in social psychology

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#### Distinct roles

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#### Distinct strategies

## 2.6.2. Implemented CSCWriting systems

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# 2.8. Summary of chapter 2

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# CHAPTER 3. METHOD

# 3.1. Introduction

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# 3.3. How can distributed collaboration in writing groups be studied?

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## 3.3.3. Ethnomethodology

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#### 3.4.1. Which coauthors to study

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#### 3.4.2. Overview of thesis investigations

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a Junar Zuaono

3.5.	Summary	of	chapter	3

# CHAPTER 4. A SEARCH FOR STRUCTURE: PRELIMINARY INVESTIGATIONS

## 4.1. Introduction

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#### 4.2. Joint annotation of a book

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.n, po, n, r, w. pЗт, pЗn, Zar - Za, yr, Za-no, n Za U —

# 4.3. Stories of writing in collaboration: semi-structured interviews

Fo<sup>u</sup>r, n<sub>+</sub>r, w w r<sub>+</sub> on r r ro <sub>+</sub>, rwr<sub>+</sub>n<sub>+</sub> ro<sup>u</sup>p, n<sub>+</sub>r, w n<sup>u</sup> r<sub>-</sub> - 2n ro 2n r

## A ST rost ot ntrv r spons s

(Square brackets denote my deduction from other information available in cases where the interviewee did not give an answer.)

Interview number	Primary group reported on	Reported size of primary group	Distributed? (yes/no): no. of sites	No. of other joint writing proj's (size, distr?:number	Participant observation?	Comments
1	A	4	yes : 2	of sites) 3 (?, yes : 3) (?, yes : 4) (?, no)	[no]	distance adds difficulty
2	A	4	? [2]	1 (2, no)	[no]	
3	В	2	yes:2	1 (?, ?)	[no]	started as joke

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C  $a_n$  o  $r_{\perp}$  ,  $n_{\perp}$  p r p  $p_{\perp}$  on o  $p_{\perp}$  w  $r_{\perp}$  w  $p_{\perp}$  p  $p_{\perp}$  o  $p_{\perp}$  w  $p_{\perp}$  o  $p_{\perp}$  and  $p_{$ 

Zt no, p , Zu , o 40 W,,

o<sup>u</sup>r <sup>u</sup>rr ng owag orag wrgng a - Forg ng rpr agon og r pr g o para o<sup>u</sup>ng

#### Resource distribution and use

#### The group as one organism

L, u o, or an apor,

# CHAPTER 5. ASKING

i q<sup>u</sup> \_on w r o \_ı rZa ı--Zaro<sup>u</sup>n--- , <sup>u</sup> rZa ı---n \_ rZa wor pr n\_ı----n  $\overline{a}_{p,r}$ ,  $a_{p,r}$ ,  $a_{p,r$ nq<sup>u</sup> \_on Zao<sup>u</sup>\_ o\_ Zaon prp\_on o <sup>u</sup> \_ Zo-prp\_on o o*u*ZaorZa wr\_n\_− , u o pazanna waa or pro a za o zwer n za ur \_ n \_ za o zwen o س كل على على على الكلام كل على الكلام كل الكلام كا o عرص B y n on , n معروب علام o a oragor r por معرب عرص o a on B y n on on , n معرب علام o a oragor r por معرب Zar\_rop , we'o yZa,n , Uow , rp⊿Zan Zak⊷,n Zak⊸Zan , nak⊸Zan ouow -- or no, wou -- r or or qur r or - p o n, 2, 2, w n p. 2n 3r Za—Zan—Za\_r, Za o /Zarw r, p√Zann → Za, , oo p√Za or no, – ' U puZannn wZa n \_ ur کوست n \_ r o u \_ o qu \_ on Za ou \_ o o o o qu \_ on Za ou \_ o o o o o o o o o o o o o o o o o w n ro, ro<sup>u</sup>p or - - <sup>u</sup>rn an - - a, rwr, r - n, a o roı - a o w Za, "AZarpro / w Za no<sup>u</sup>n r /— w Za, po , / o n<sup>u</sup> r Za po n "Zaro/  $\mathbf{w}_{\perp} \circ \mathbf{u}_{\perp} \operatorname{pr} \mathbf{u}_{ppo} = \mathbf{n}_{\perp} \cdot \mathbf{r} \times \mathbf{n} - \mathbf{n} \circ \mathbf{a} \cdot \mathbf{a} \circ \mathbf{a} \circ$ - o w w \_ Z , - - n , r z ur Z - n or - n or - n Z Z Z - - w , r or n o 1 2 - p Fur r on u o qu o qu o a - 20 ou  $\mathbb{Z}_{r_0}$  or pon,  $\mathbb{Z}_{r_0}$  n,  $\mathbb{Z}_{r_0}$  wr,  $\mathbb{Z}_{r_0}$  roup,  $\mathbb{Z}_{r_0}$  r p  $\mathbb{Z}_{r_0}$  or  $\mathbb{Z}_{r_0}$  or  $\mathbb{Z}_{r_0}$  or  $\mathbb{Z}_{r_0}$ wa o a wa n المسلم n a ur \_ o no qu \_ on a ou\_ a wa n المسلم ra qu on wra a -aou ap o ragon p w noad or an -aou worn on مِا مِا po n Zauri Zan n r o pro مِا مِا o ur r on عِلَا a v كي o po n Zauri Zan n r o pro مِا م n\_wa المحادث n\_wa n\_wr\_n

o o \_\_\_\_\_\_a\_ n\_w r \_n\_ n مُعَمِّمِي عَمِهِ عَمِهِ عَمِهِ عَمِّهِ مِهِ مَعِهِ عَمْلِهِ مَعِهِ مِهِ مَعِهِ مَهِ م po \_\_\_\_\_\_a or مِنْهُ r n\_\_ap \_\_ o ap no non o ap ur مِنْهُ عَمْلِهِ مَا مَعْهُ مَا مَعْهُ مَا مَعْهُ مِنْهُ مَ or on \_\_\_ n \_\_\_ ana\_\_ \_\_

<sup>— .</sup> pu o or no no and all rna wa o and no paranny w n qu onnar and on and an and no qu on an and no qu on a wor no no qu owado on nan and no qu no no na qu no na qu no na qu no no na qu na qu no na qu na qu

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<sup>U</sup> \_on or **፭** w r

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o, Za, n<sup>u</sup> rorpon Zanwrn Zan p Zaru Zaru on Zaron on norza za ou or o quon o w, Zarzan ro 1 Za, por Zan o o por Zan on o u zaru Za 1 n, rpr za Za 2 1 1 20 1 n pon - n, Za 1 1 1 20 1 n rorpon n or Za Za n,

#### 5.3.1. Document

#### Document purpose and current state

pon--n wr Za -- u,p, o qu on on purpo o la u n purpo wza y rnza pu za za - , e -- , - n n za - , purpo wza y rnza pu za za - o o za pzap r or za z u purpo o n r n or za ournza, ... e -- or , ... wo, , wr o o za oo za oo za oo r wo r pon--n o o r -- wo

#### **Audience**

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o un a a ... p r... an ... a ... por an ... a ... n was \_\_ n ra pu ... r wa a o a o a o a r n on r , w r o \_ ... a u n \_ , n \_ por an \_ ... o \_ \_ a n o \_ o u o u \_ o \_ a \_ o \_ p , r u \_ a \_ n u r o r pon \_ n \_ , n \_ \_ a \_ wa zo w or \_ w o u ur \_ \_

r v o nt u n

(1=least important; 7=most important)

Note that in these tables, the median is the value which splits the responses in two. The range refers to

#### Discussions on document content and structure

port s uss ons on ont nt n stru tur o t on nt

(1=very infrequently; 7=very frequently)

Statement median range i.q.r. N

r, r, o, r pon-n, r, r pon-n, o u r, u, on, r n ra, r, n wr, n a on a ou, a, r pon-n, a, n - a, n, r, n wr, n a on a ou, a, r pon-n, a, n - a, a, n, r n wr, n a on a ou, a, r pon-n, a, n - a, a

r nstono or t nt outors

(1=very infrequently; 7=very frequently)

Statement	median	range	i.q.r.	N
We discussed organisation of work before starting writing.	5	1-7	4.25	21

We discussed organisation of work before starting writing.

We discussed organisation of work while writing the document.

orr Agon, n \_ 4-2, 2pro-4 2 / 21/2 on 2 o \_ n 2 o \_ n 2 o or r pon \_ 20/4 2 2 2 2 2 0 or . Tagon, n \_ 4-2, 2pro-4 2 / 21/2 2 on 2 on \_ 21/2 r 24-1

#### Sharing the responsibilities

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#### **Group sizes**

#### Changing group membership

rwr Zao, n - Zaon o r Zan, n - ro<sup>u</sup>p r, p. n Za <sup>u</sup> , p o q<sup>u</sup> , on, Y o Don, now, r pon - n , w r Za - - o, n - Za w r, r w r Zan Zan , n n ro p ron , n , ro w r, n ro<sup>u</sup>p w , w r w r, n , - w r w r, n , - e u n F, rp, - - Y , ow - r , ow -

pon--n, worp, a--Y o , r, qu , on wr & a--o, n-- 2 , n2ur o ...

Zo ronoxo, 2a , n , nu r o r, n , r roup pon--n, wr

Zo a--o, n-- 2 on a--n 2 2ar 2 2ar --- p2 ur o r rp 2an 2 oun, y

rpor, wr o 2an --- o o rpor, a-- 2an , n r, pwr on a-- r2a --- '

Ds uss ons on t r tons ps t n o ut ors n t roup

(1=very infrequently; 7=very frequently)

Statement	median	range	i.q.r.	N
At the time, I felt that our discussions on the relationships in our	4	1-7	4.25	21
group were adequate.				
With the benefit of hindsight, I now think our discussions on the	4	1-7	5.25	21
relationships in our group were adequate.				
We discussed the relationships between group members after	1	1-7	2	22
finishing writing the document.				
There were in group-wide discussions about the relationships	1	1-7	3	22
between group members.				
We discussed the relationships between group members before	1	1-7	3	22
starting writing.				
There were discussions in sub-groups about the relationships	1	1-7	3	19
between us co-authors.				
We discussed the relationships between group members while	1	1-7	4	22
writing.				



F ur r v qu o s uss ons on o ut or nt rr, t ons

Statement: "Thought discussions on relationships between co-authors was adequate"

#### General progress of the collaboration

r pt ons o t pro r ss o t or

(1=very infrequently; 7=very frequently)

Statement	median	range	i.q.r.	N
That I (personally) was doing too much	2	1-7	4	23
That others were contributing too much		1-5	1	23
We (the whole group) were doing too little		1-6	1	23
I (personally) was contributing too little		1-6	2	23
That others were contributing too little	1	1-7	4	23

#### Purpose of the writing group

r v r son or st . s nt o rt n roup

(1=least important; 7=most important)

Statement	median	range	i.q.r.	N
To get this paper written	7	1-7	2	23
To work together	5	1-7	3.25	21
To enhance or maintain among the co-writers st n co-	4	1-7	4	19
operation or relationships <b>not</b> relating to the subject of the paper				
To enhance or maintain among the co-writers st n co-	4	1-7	4.25	21
operation or relationships relating to the subject of the paper				
To create among the co-writers <b>n</b> co-operation relating to the	3	1-7	3.75	19
subject of the paper				
To obtain funding for another project	2	1-7	4.75	19
To create among the co-writers <b>n</b> co-operation <b>not</b> relating to	1	1-4	1.5	20
the subject of the paper				

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#### Perceptions of success

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#### 5.4. Discussion of results

#### 5.4.1. Group discussions

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or rqu n on n on n on war or rqu n on or rqu n o

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orr Agon oun we nor we require of an agon and reporting a gon we will on a so not a gon a gon a gon we reporting a gon we report of a gon we report of a gon we report of a gon a go

#### 5.4.2. Organisation of work

r ou roupr pon, r pon, r pon, r runn n para w r por r pon, r pon r pon, r pon,

#### 5.4.3. General satisfaction

ro<sup>u</sup>p wor, n w w o \_ \_ r \_ or - or - on \_ n \_ r \_ T \_ Zan \_ o p r Za - n \_ Za \_ / , or y Za pr \_ ro<sup>u</sup>p wo<sup>u</sup>p wo<sup>u</sup>p wo<sup>u</sup>p \_ ro \_ n \_ n \_ r \_ Zan \_ o p r Za - n \_ Za \_ / , or

wr round are a son o on a rate w rrate o now or on pro in round or or a nor or on a son or a nor a son or a son

#### 5.4.4. What is success?

quano wa on u oo owa ora wrn noo, o aua o an wro o quono wa on u oo owa ora wrn u oun on ur ora ar or wr and u o wrn pro — or wr o an o ou n or n on or n pro u o wrn pro a par A no a no or n n w wor or pra razon p and a par A no a no or n n w wor or pra razon p and o own par a par A no a no an apar a a oun a a par a a oun a a par a o o own par a par a

our at printer in an o ou a ora, al, orn r portion, r portion, wr a o y l, late. wr\_n\_ ror \_ - no\_n Zr\_n nrZ \_o ouZaorZ wr\_n n nrZ obno ّ ur Zan بريان n rw r pro المنظمة no آ no آ ur Zan بريان on For y Za p بريان o η ο μα-r ZnZa – F<sup>u</sup>r, r or , r w r po , μ or , <sup>u</sup>n--r Zn--η aou w rrpon--n wryp مناسب n a ما n-p n-n, r pon-n, wr 1, n on n a n, n oua ora  $Z_{\perp}^{\perp}$  or n - r, no on  $A_{\leftarrow}$ , n, on o out or  $Z_{\perp}^{\perp}$  or N w,  $Z_{\perp}^{\perp}$  or Norr \_on\_ For ya pu un or-an-fi-, \_\_\_n \_\_u-\_\_\_n \_ap\_+- \_\_\_on ,. — on, o, r 2004— 26— 264—1 , on wr, n wr, n n 26 roup on 2004—2004 n,ra,n,w,o,r,4,4,rn,, wr,n, pro on, o,4.20,40,230,4-26,4 rn, ur or  $_{\perp}$  pr  $\overline{a}$  n o o $_{\mu}\overline{a}$  or  $\overline{a}$   $_{\perp}$  wr $_{\perp}$   $_{\parallel}$   $_{\perp}$  n  $_{\perp}$  pro  $_{\perp}$  on  $_{\perp}$   $\overline{a}$  r por  $_{\perp}$   $_{\perp}$   $\overline{a}$  o  $_{\perp}$  For  $_{\perp}$   $_{\parallel}$   $_{\parallel}$   $_{\parallel}$   $_{\parallel}$  rpo  $o = Ur \quad r \quad por \quad a \leftarrow n$   $pro \quad o \quad a \leftarrow n$   $pro \quad o \quad a \leftarrow n$  $a_{n} = a_{n} + a_{n} + a_{n} + a_{n} = a_{n} + a_{n$ <sup>U</sup>r waa *i aa i ia ii ii - aa -*

n n ur o luzin roup r p za n luzin o n o roup p z za n n ron n n w ozd or z yp wor z z o wor z z z o wor z z z z roup w z o ou por n o n o ozd or or o r z o yp z z z n o p u u u o o ozd or or o po n o z n o z n o p u u u o o z n

# 5.5.2. Turning the question round: Implications for the proposed framework

Enw Zur Zuzzzz on Urnzzou o zz u o or prono on rn o ozu or rwr r z zz n nw z nz o on rn r ponz n on nu wz przo o on rn r ponz n o o ozu orzą zw r z w wr ponz n ur zano z u z o p z o o oza orzą zw r z wor no n nz z zonza on w n r r ponz n o oza orzą zwor no n nz z zonza on w n r r ponz n o o z z u z o n n n w n r r ponz n o o z z u z o n n n w n r r wo o o z z n z o roup z n z z o n n n w n n r wo n n n z z z o z o pro z z u z o r n r w o rou z n r r z o z o z o z n z uzz z o r n r r r r r r n roup n n n

wo, n  $\overline{a}$ n o wor,  $\overline{n}$  w r r roup  $\overline{a}$   $\overline{a}$ 

ZnwrwZn , n r n Fur r or n ou Z Za z roupn
w w oun zaz r ur w or r pon n w r o on u z or
on rn ou n pro n w r Zn o z or w r , o Z z z z or
on rn ou n pro z n n ow Z Zn n pr Z w z p Zon
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o Zaver u Zaqu on Zan under Zanen o w Za Zapp n w n p opu wr, o r, n deren u or dez Zan zan w Za oude pro de de n Za ur n Za zaneon e ur zappro Za w Zan r or Za Zaneon de n Zaouro Za ur o do o r Zaono Za w wr, n roup, n Zan zurza, n za o on rn u or de Za, or, r za ur w za za pr n de n zap r zanez

#### 5.6. Summary of chapter 5

n ra - o no a - ur ra - u o - - na - ru ur o wr ng roup - a - a a a a on pra - o o o a ora wr ng - . n o - r o ya n w r , a a a on orn o u

# CHAPTER 6. TURNING TO CASE STUDIES: AN INITIAL ANALYSIS

### 6.1. Introduction

EZA ro Zaur roup Za pr, on o Zau-o op 4-72 o n on on ozau pronzano Zau-o un Zaon w n ozau or n on ozau ro n ozau on un n ozau or n n ozau ro n oza

#### 6.3.1. Group (i)

#### Context, document and members

#### Communication and use of technology

2 20-Fon 2 2- 2 20 2 r 20 on or wring r 20 22 - Uno  $\mathbf{w}$  ,  $\mathbf{w}$  ,  $\mathbf{r}$  ,  $\mathbf{n}$  ,  $\mathbf{v}$  ,  $\mathbf$ Zannio o <sup>u</sup>n Zajon w r <sup>r</sup>i jron, Zai, <u>Zai</u> Zan—jipon Zai— <u>Z</u>ai y Zag wr -- Zau k pon Zawr -- prw -- Prw -- W -- Bo -- $\mathbf{Z}_{+}^{\mathsf{U}}$  or  $\mathbf{U}_{-}^{\mathsf{U}}$  op  $\mathbf{Z}_{-}^{\mathsf{U}}$  $n = p + q^{u} = p + q^{u} = q^{u} =$ n, سر استان المال n\_wor --wor \_Za\_on- ' , woul--nor Za n Za\_n \_Za\_ Za ou Za--wZa --on \_ \_ ozu or o zwor- y za wou or n , on \_r \_, n—2a, \_\_rpr,o—a Bo\_, 2al\_, or 2ac—2a \_, opr,n\_r 2a\_, ,rown ,\_ 2ac  $o^{U}_{A}$ -pr, n,  $o^{U}_{A}$ ,  $o^{U}_{A$  $\mathbf{W}_{r,+}^{r}$  o  $\mathbf{n}_{r}^{r}$  on  $\mathbf{n}_{r,+}^{r}$  on  $\mathbf{n}_{r,+}^{r}$ pro-vor / ad-n up.o.n.a u , on ra o wr.n wor wa are o. \_\_بلار ميار ميار ro<sup>u</sup>p o par ميار o, r wo ه

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rn پہلے ہے۔ ro<sup>u</sup>p on ی<sup>u</sup>n,q<sup>u</sup>n o ہے pap r nownaa , , 'ء

#### Communication and use of technology

ror o pārām prnou o wordou nwr rān rrdu w n w n w - n o n awa, or or an uur Dādeo a op o w on ade \_ A on ade \_ A r

 $2a^{\frac{1}{2}}$   $urr n_{\mu} n o wor u_{\mu} no_{\mu} ro <math>a_{\mu} = a_{\mu} a_{\mu} n o u_{\mu} a_{\mu} a_$ 

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#### 6.4.4. Resource use

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 $wo^{u}$   $n_{u}$   $n_{$ 

# CHAPTER 7. LOOKING AT THE DETAIL: A FURTHER ANALYSIS OF THE CASE STUDIES

#### 7.1. Introduction

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#### 7.2. Document creation and evolution

#### 7.2.1. Creation

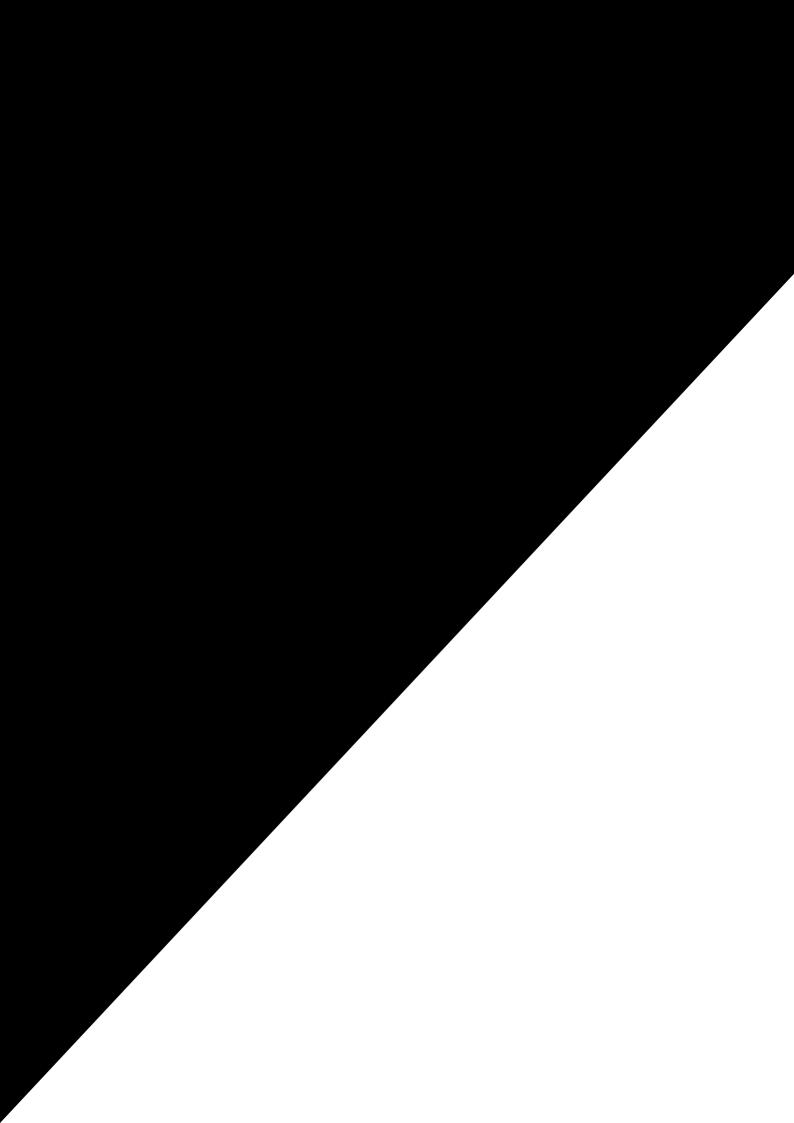
#### 7.2.2. Evolution

For roup, wa an o on a o process or ron o ron o

A , 10 2 , w2 , un, un, 2

## 7.3. Managing document access

.n **Z**ap<sub>...</sub> r....



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#### 7.4.2. Making changes visible

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## 7.6. Summary of chapter 7

# CHAPTER 8. INFORMED OPPORTUNISM, AND DOCUMENTING CHANGES

### 8.1. Introduction

## 8.3. Changing documents/documenting changes

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Za\_on Zar Unpri-\_Za\_ Zar ZaonZa/

# CHAPTER 9. DISCUSSION: SUPPORTING AN UNPREDICTABLE PROCESS?

### 9.1. Introduction

## 9.2. Supporting a varying, unpredictable process

### 9.2.1. Indexicality vs. structure

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# 9.4. What might it mean to support distributed collaboration in writing?

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#### 9.4.2. General implications

#### **Flexibility**

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#### 9.4.3. Some tentative, specific implications

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#### Fluctuating group membership

#### Integration with standard platforms

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#### **Formatting**

#### Grounding communication in the document

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#### **Author information**

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#### History information

#### Planning and status information

## 9.5. Limitations of the thesis findings

#### 9.5.1. How appropriate was the problem definition?

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## 9.6. Summary of chapter 9

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## **CHAPTER 10. CONCLUSIONS**

## 10.1. Summary of thesis

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#### Further understanding of collaborative writing

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## **BIBLIOGRAPHY**

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- pp . \_ 7
- rparaono ann re-Laon Au-o rparaon o an ara a pnnr D - n r o u x n r-.-
- r Zaw , . Cow Za or Za , r , n r Za , Za r , n uppor , no zo , . n , r o . pp . —

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  - Za-BZnnon , . Za, n C C, r, o<sup>u</sup> / <sup>u</sup>ppor, n Ar, <sup>u</sup>/Za, on or - C C or ne pp 7\_\_-
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## LIST OF APPENDICES

#### A. Further detail on empirical work:

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#### Appendix B. Publications drawn on in thesis:

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B. – B — or, o , n — C  $\overline{a}$ n, n Do  $^{U}$  n, n C  $\overline{a}$ n , n Co  $p^{U}$ , r or Cou $\overline{a}$  or  $\overline{a}$  , r, n , r D,  $\overline{a}$ n — a .