



CORNELL SIGCHI

distinguished lecturer series

PhD Candidate and Researcher at the
Swedish Institute of Computer Science

Petra Sundström

Wednesday, December 7

4:30 - 6:00 pm

Information Science Conference Room
301 College Ave.



“Wild evaluation of users’ emotional engagement”

In this talk I will present results from our final and “wild” evaluation of eMoto. eMoto is a mobile service for sending and receiving affective messages, with the explicit aim of addressing the inner experience of emotions. In eMoto a user first writes her text message and then finds a suitable affective graphical expression to add to the background of her text. To find these expressions, she navigates in a circular background of colors, shapes and animations through using a set of affective gestures. Following the “two-tiered evaluation model” we first verified that users understood and could interpret each of these parts of eMoto before we combined them and set up a user study where we looked for results on the overall goal, which was having users emotionally engaged in an “affective loop”.

To determine whether someone is emotionally engaged is however a very difficult task. In our final evaluation of eMoto we went for a combination of Isomuso and colleagues’ “following a friend method” and the “cultural probe method” first described by Gaver and colleagues. Both these methods contain aspects of letting users themselves become the researchers. In this final evaluation we wanted users to experience eMoto in the wild and not in the more staged lab environment where we believe it is hard for us to create a setting where users can become truly emotionally engaged, but also the wild, would not be that much wild, if we researchers came along. Instead we gave users material for them themselves document their experiences, but also we prepared a bag of material for them to give to a close friend of theirs. eMoto is very much inspired by emotional body language, a language in which friends understand each other better than we as outsiders understand them. Therefore we believed friends can be better than at least computer scientists in performing the task of analyzing users’ emotional engagement.

<http://sigchi.infosci.cornell.edu>