

The person in the loop: some reflections on the role of ethnographic user studies in computer science

Antonietta Grasso

Naver Labs Europe, Meylan, France

Abstract

The DISCo lab led by Professor Giorgio De Michelis has been a pioneer in promoting the use of ethnographic user studies in the design of novel technologies. In this talk I will review new methodological challenges coming from the advances of automation and networking, while arguing for an increased need for this approach.