

Informatics 161 - Group 11
Values in Design 1
November 6th, 2014

Announcements:

- Group project ideas are due on Friday the 7th at 5PM
- Tuesday the 11th is Veterans Day. Enjoy your holiday!

So far we've been:

- Thinking about technology from a social analysis POV

We are now:

- Moving attention towards more design engagement
 - Imply how to go about building new technologies, application services, etc.
- Design owners, design engagements, etc.

Values in design

Thinking about tech design that want to foreground the info embedded in tech

Three questions:

- Does technology embed or reflect any particular values?
 - Is tech something in which we could embed values?
- Should we embed values in technology? Do we believe technology is a site in which we should be incorporating values of some sort?

READING: *Do Artifacts have Politics?*

- Written outside the context of Information Technology, but one of the foundational pieces of writing that inspires thinking about technology from the perspective of values
- Example used - bridges on the Long Island expressway
- Argument made that there is an unusual feature on the bridges – bridges are lower than what is normal/mandated
- Consequence – the bridges can accommodate private cars but not buses
 - This makes it more difficult for people who travel by public transit to visit beaches in Long Island

Uses this as an argument to say in which a piece of tech, outcome of a design project, becomes a political artifact

- Stratifies people: defines what people can do under economical circumstances
 - Reinforced the idea that only people of a certain socioeconomic status could access the beaches on Long Island
- Rich people with private cars can use the bridge, but not poor people who use the bus

In reality, this is not the case. However, this example is cited often because it is

interesting.

("That's Interesting" – what makes a theory interesting? It doesn't matter if the theory is right or wrong; there are many wrong ones but they are interesting because they contradict popular assumptions/are useful so we still talk about them)

This theory is interesting and is still being brought up because it contradicts an assumption we have – **technology is an entirely neutral player/actor in social/political movements.**

People can have political assumptions/opinions/assumptions, but not tech

Tech can be expressive, can embody technology and have positions

Do artifacts have politics? (Winner says "Yes")

Technologies have effects that are political

Values – positions that are important to us, properties that we think are desirable in our social/public/personal lives

Question: What are the positions between those and technology?

Values that could potentially be embedded in technology? (moral, normative)

- Affordability/cheapness
 - Access & equality of access, equality of experience
 - The value of access while maintaining a quality product. Making a product affordable without sacrificing its quality.
- Privacy
 - how does technology respect people's privacy?
 - The way things are built to be respectful of our or somebody's privacy. Maintaining security of the user's well-being.
- Usability, ease of use
 - Speed/efficiency
 - Accessibility - anywhere and anytime on different devices
- Compatibility (? - we are trying to distinguish between properties and values)
 - Universality
 - Consistency
- Aesthetic appeal/beauty
- Utility - does it provide some value to me
 - Different from usability. This is more asking, "is it useful?"
- Worklife balance
 - Disconnection - if tech promotes a division between personal and private life, that might be important to some people
- (Non)violence – games, virtual environments
- Individuality – ability for us to act with independent agency
 - Self-expression
- Cooperation
- Ownership

Technology reflects a series of expectations, tradeoffs, balances of people who put it together
Why is it hard for us to design a product that would help you with an evening stroll – get somewhere slowly/nowhere in particular?

- A GPS can give you the fastest route to somewhere you need to go, but it's difficult for tech to help you along in a journey that has no destination
 - Sometimes, there is no app for that
- Photobox (antique wooden box that randomly chooses 5 pictures from Flickr, Facebook, etc. and prints them)
 - Designed for slowness
 - No obvious functional purpose
 - Expresses the idea of introspection, mystery, randomness -> contradicts modern technology
 - Possibly even leads to anxiety since people are so used to the high speeds of digital cameras and sharing capabilities
 - Suggests that there is a form of engagement with technology that is not about speed, new upgrades, etc.
- Speed and efficiency is deeply ingrained into the culture of technology, therefore it is contradicting when technology is designed to help slow down our lives
- We can engage in technology that is not about frenetic performance, it can also be about slowness and calmness. Technology is about the unique user experience.

The starting point for understanding technology is what our values are and what they could potentially become