humanitarianHCI

community: digital humanitarians are global volunteers who specialize in rapid, 24/7 online support for time- and safety-critical mass emergencies

focus: temporal social coordination tools for globally distributed teams

methods:

online ethnography
case study
interviews
content analysis
inductive qualitative coding
semi-automated coding
computational social science
distributed participatory design
applied research

digital humanitarian coordination
key findings
- temporal coordination is not well supported in CSCW globally distributed teams
- developed a pluritemporal analytical framework to understand how temporal coordination takes place through discourse
- teams establish shared temporal orders (and disorders) to orient around time
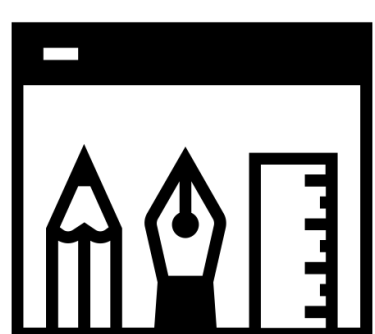
digital humanitarian interviews
work in progress
- individual focus on temporal coordination
- semi-structured interviews with digital humanitarians re: 2017 Hurricane Maria
- study relationship between work practice, time perspectives, and polychronic values

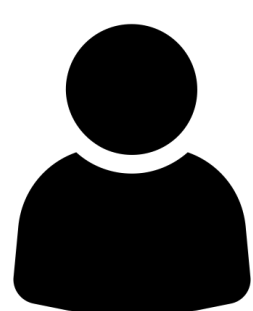### postcolonial design fiction
design implications
- speculative crisis ICT project
- participatory design with fictional high-risk island on Ring of Fire
- design respects community needs, e.g., low tech/SMS, indigenous culture

exploring work + tech of digital humanitarians

sociotemporal design workshops
work in progress
- focus on temporal coordination problems for digital humanitarian teams
- distributed participatory design
- synchronous workshops conducted on Slack + MURAL + Trello

refugee metaphor analysis
initial findings: 12k news articles + 7.5m tweets
- significant use of natural disaster metaphors to describe 2015 European refugee crisis in mainstream news
- temporal element to metaphor use; rise/fall with external events, e.g., terrorist attack or refugee deaths/suffering

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