

AAC in the Wild: Exploring and Charting Authentic Social Interactions

Higginbotham, Blackstone, Hunt-Berg

Part II

Communication Behavior

What is an Utterance?

- * An utterance consists of one or more observable communicative acts that participants within the interaction perceive as being intentional and meaningful.



C & B: Collaborating on an Utterance

- * Focus on mutual understanding
- * Coordination through time and sequence
- * Use of multiple communication modalities
- * One species of interaction



There is order in mundane interaction

(Psathas, 1995)

- * Human
- * Ubiquitous
- * Sequentially organized in time
- * Local, situated
- * Shaped by:
 - * Participants
 - * Purpose
 - * Media
 - * Context

What they were doing was carrying out actions that were meaningful and consequential for them in that immediate context (p. 17)

Similarities in Interaction

<p>Talking on the phone (Goldberg, 1975)</p> <p>C: But anyway give me your name. L: Alright, it's Louise. C: Louise. L: A-anduh my last name is pretty long. C: Okay. L: B-I-I C: B-I-I L: e-z C: e-z L: i-k C: i-k L: j-i-a-n C: j-i-l-a-n. L: That's right. C: Okay.</p>	<p>Conversation using communication board (Higginbotham and Caves, 2002)</p> <p>L: What did he do? D: AND L: and D: HE L: he D: DID L: did D: /mazhizhma/ L: I don't understand, you'll have to do it again.</p>
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Utterances are Jointly Inter-Acted in Real-Time

- * Each individual's actions are coordinated with their partner's
- * Participants choose the right communication tool (modalities, strategies) for particular purposes.
 - * Accommodating temporal demands
 - * Getting it "right"
 - * Meeting partner needs & expectations
 - * Meeting own needs (e.g., comprehension)



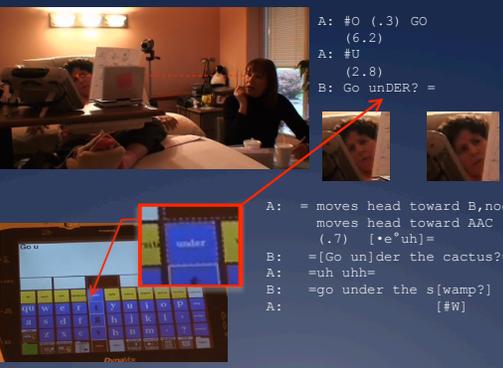
Utterances are Multimodal

- * Verbal
- * Vocal
- * Gesture
- * External Tools
 - * AAC device
 - * Manipulatables
 - * Context
 - * Other people



Communication is Distributed

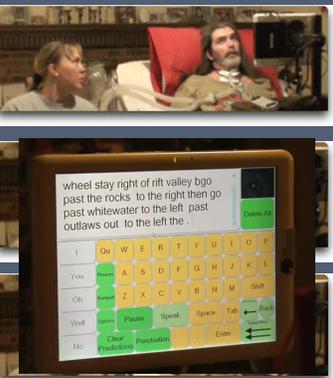
- * Across People, Artifacts, Contexts
- * Interdependent layers of media, no single layer is coherent by itself (Goodwin, 2000)
- * We coordinate multi-media displays with our partners



A: #0 (.3) GO
(6.2)
A: #U
(2.8)
B: Go unDER? =

A: = moves head toward B, nod,
moves head toward AAC
(.7) [e*uh]=
B: =[Go un]der the cactus?=
A: =uh uhh=
B: =go under the s[wamp?]
A: [#W]

“Monitoring” Gaze



D: ((eyes up))
(.8)
E: You done?
(1.1)

D: ((eyes down))
(.2)
E: (is it) your head?
(.3)
D: ((eyes up))
(1.2)
E: (the) cameras?
(1.4)
D: ((eyes still up))

E: light?
(.1)
D: ((eyes down))
(.6)
E: ((looks up to light))

Utterances ARE NOT Sentences



There are communication costs associated with the media chosen

Advice for Practitioners



- * Recognize the constraints and affordances for each modality
- * Teach flexible multimodal strategies
- * Appreciate
 - * Sequential order
 - * time and timing



Advice for Developers



- * Communication is *Inter-action*
- * Quickfires
- * Voice controls
- * Participant displays
- * Provide task specific tools
- * Design for use with other communication modalities