#### **Online Communication**

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#### Intelligent Physical Systems

#### **Online Communication – why?**

Make your work count!

- Refer back to them when you build new systems
- Public repositories
- Refer back to them when you interview
- (and it's part of your grade!)

Lecture format

- How to make high-impact websites?
- How to target your audience?
- How to convey information concisely?

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#### How important is a website?

(how do you get to the top of the list in the search engine?)

#### Google's base line algorithm is called **Page Rank**

- It counts the *number and quality of links* to a page to determine its importance
- (important websites are likely to receive more links from other websites)

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The importance of a site is equal to the probability that the surfer ends up at that site.

$$PR(A)= \left( rac{PR(B)}{L(B)} + rac{PR(C)}{L(C)} + rac{PR(D)}{L(D)} + \cdots 
ight).$$



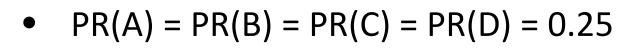
B

- PR(A) = PR(B) = PR(C) = PR(D) = 0.25
- L(A), L(B), L(C), L(D) = ?
- PR(A) = ?
  - A is a sink

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The importance of a site is equal to the probability that the surfer ends up at that site.

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ight).$$



- L(A), L(B), L(C), L(D) = ?
- PR(A) = ?
- PR(D) = ?
  - etc...

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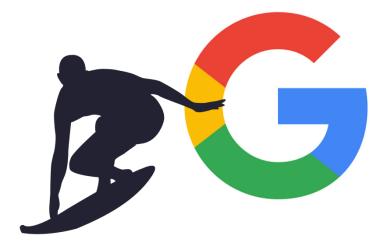


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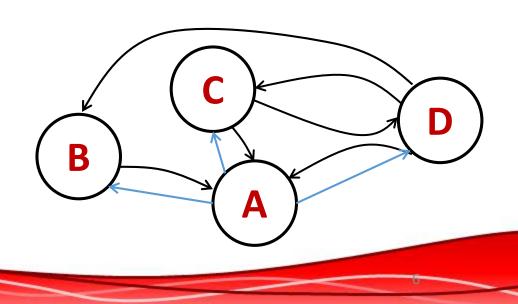
The importance of a site is equal to the probability that the surfer ends up at that site.

$$PR(A) = \underbrace{\frac{1-d}{N} + d}_{\text{Damping factor}} \frac{PR(B)}{L(B)} + \frac{PR(C)}{L(C)} + \frac{PR(D)}{L(D)} + \cdots \right).$$



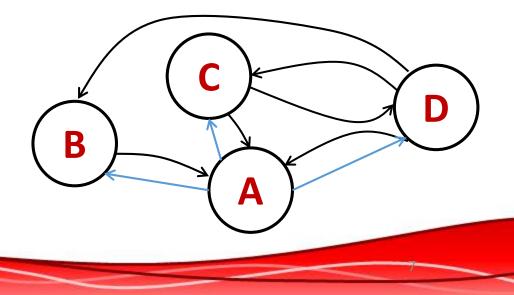
- PR(A) = PR(B) = PR(C) = PR(D) = 0.25
- L(A), L(B), L(C), L(D) = ?
- PR(A) = ?
- PR(D) = ?
  - etc...

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$$PR(p_i) = rac{1-d}{N} + d\sum_{p_j \in M(p_i)} rac{PR(p_j)}{L(p_j)}$$

\*plus a whole lot of proprietary magic...



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#### **Cultural Differences Online**

Hofstede's Cultural Dimensions Theory:

- Power Distance
- Individualism vs. collectivism
- Masculinity vs. Femininity
- Uncertainty Avoidance
- Long-term vs. Short term orientation

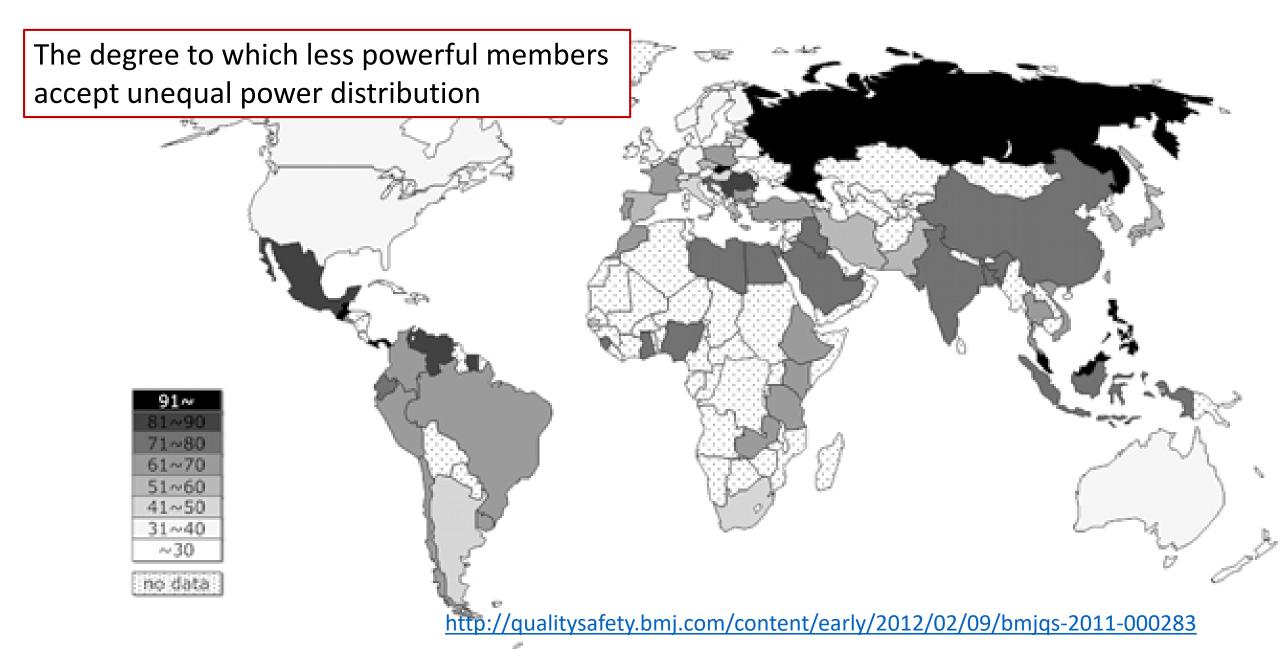
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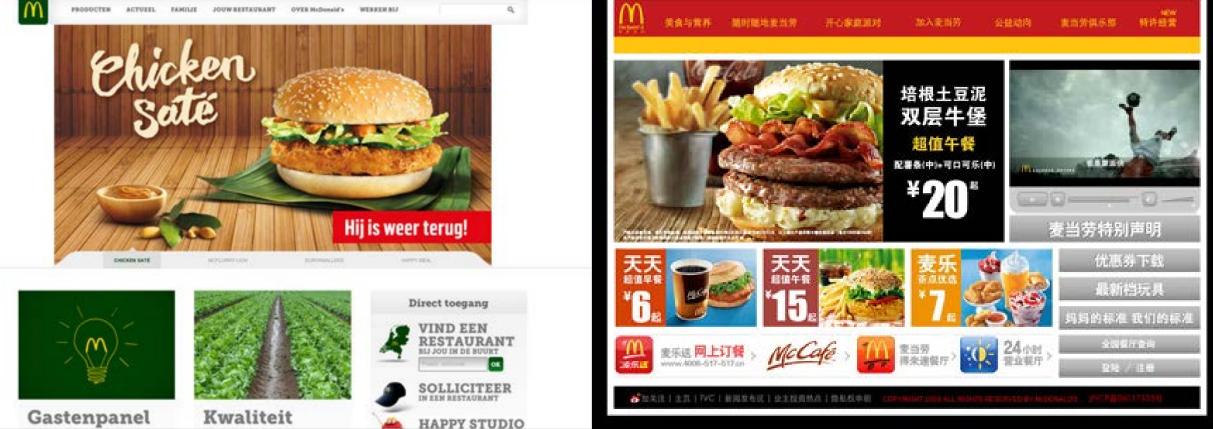
<u>http://corporate.mcdonalds.com/mcd/country/map.html</u> Source: <u>http://blog.usabilla.com/designing-for-a-cross-cultural-user-experience-part1/</u>

#### Cultural Differences Online – Power Distance



## Cultural Differences Online – Power Distance





• Small power distance

• High power distance

## Cultural Differences Online – Power Distance



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**出出劳供乐部**。

特許出来

开心家庭测对



#### 培根土豆泥 双层牛堡 超值午餐 配套条(中)。可口可乐(中 复当劳特别声明 优惠券下朝 最新档玩! 妈的标准 我们的标准 全部展开会选 麦乐远 网上订餐 雯当劳 得來遺餐厅 1235 11-00 ●加米注十主言(FVC)新闻业布试)法主投资站点

- Small power distance
- Minimalistic, professional design
- Objective, detailed information
- Any action appears to be on the users initiative

- High power distance
- Packed and commercial

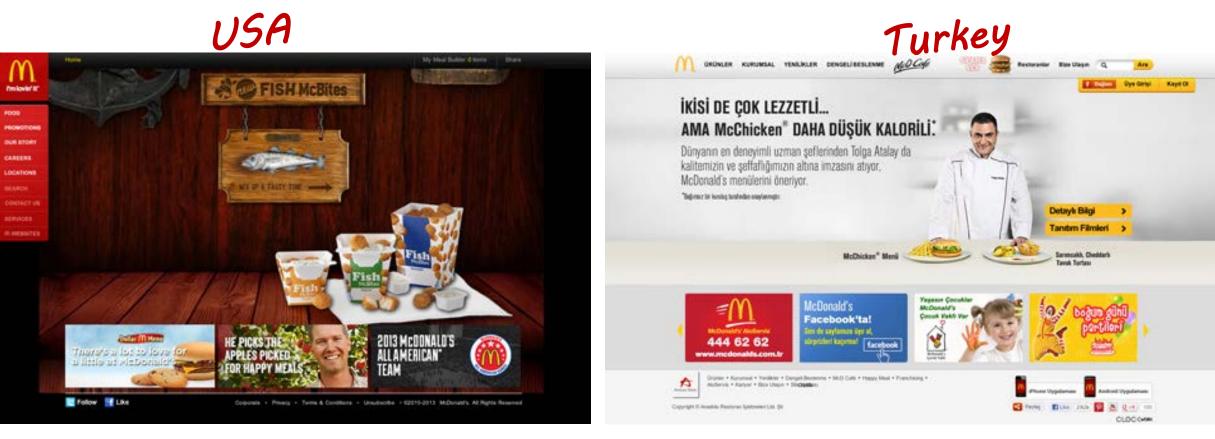
國政(國法)部 出版

- Colorful, high contrast
- Product focus

#### Cultural Differences Online – Individualism vs Collectivism



#### Cultural Differences Online – Individualism vs Collectivism

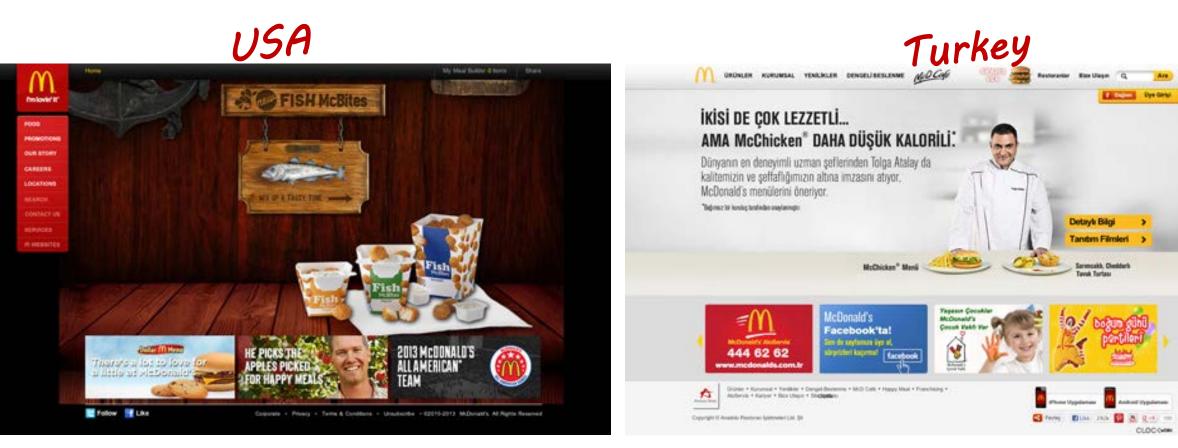


Collectivist culture

• Individualistic culture

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#### Cultural Differences Online – Individualism vs Collectivism



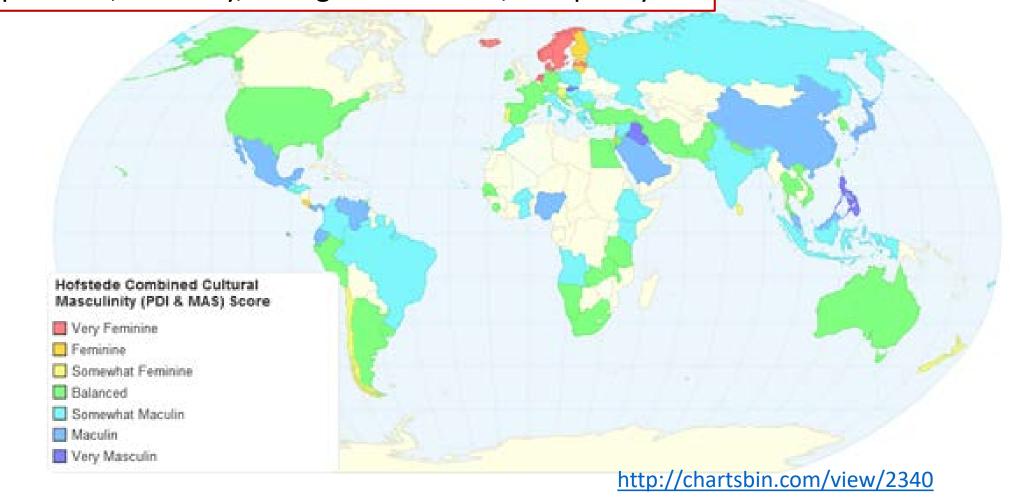
- Individualistic culture
- Simple design
- Focus is on the benefit of the visitor
- Lots of calls for personal action
- Personal connections

- Collectivist culture
- Actions are in the interest of the group
- Several links to social media
- And mobile apps for feedback
- The chef acts as a common reference point <sup>15</sup>

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#### Cultural Differences Online – Masculinity vs Femininity

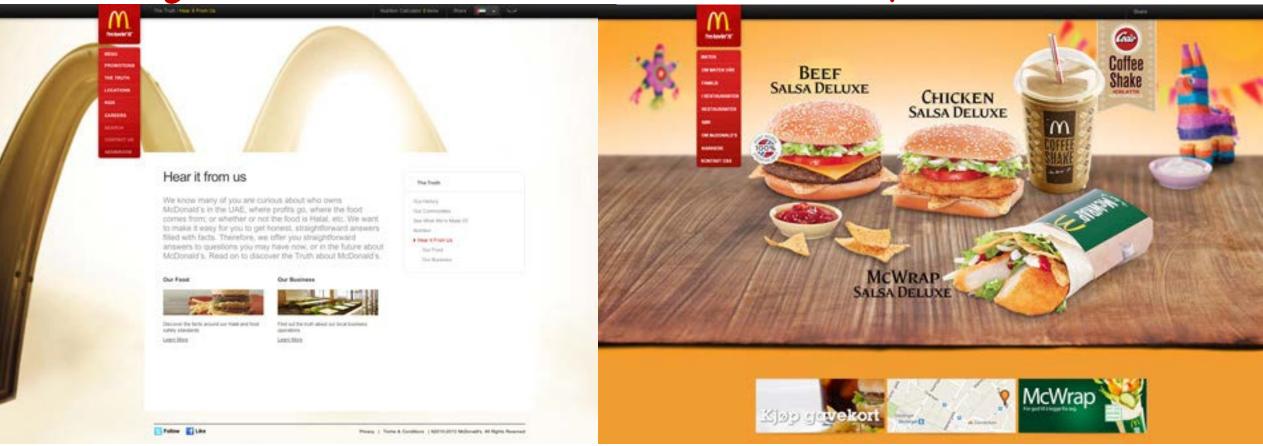
Motivations and core values of society. "Masculine": competitive, heroism, assertive, materialistic "Feminine": cooperation, modesty, caring for the week, life quality



#### Cultural Differences Online – Masculinity vs Femininity

#### Saudi Arabia

Norway



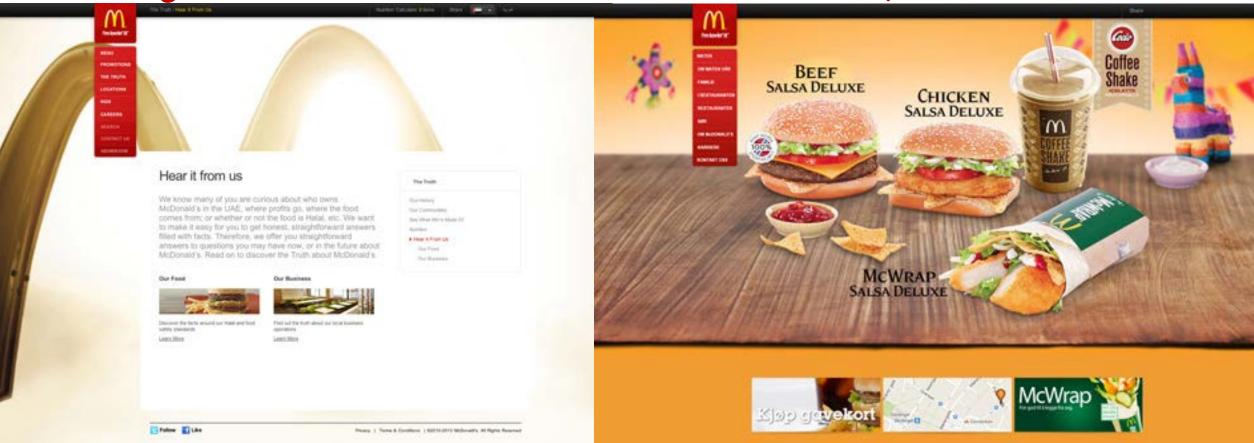
• Masculine

• Feminine

### Cultural Differences Online – Masculinity vs Femininity

#### <u>Saudi</u> Arabia

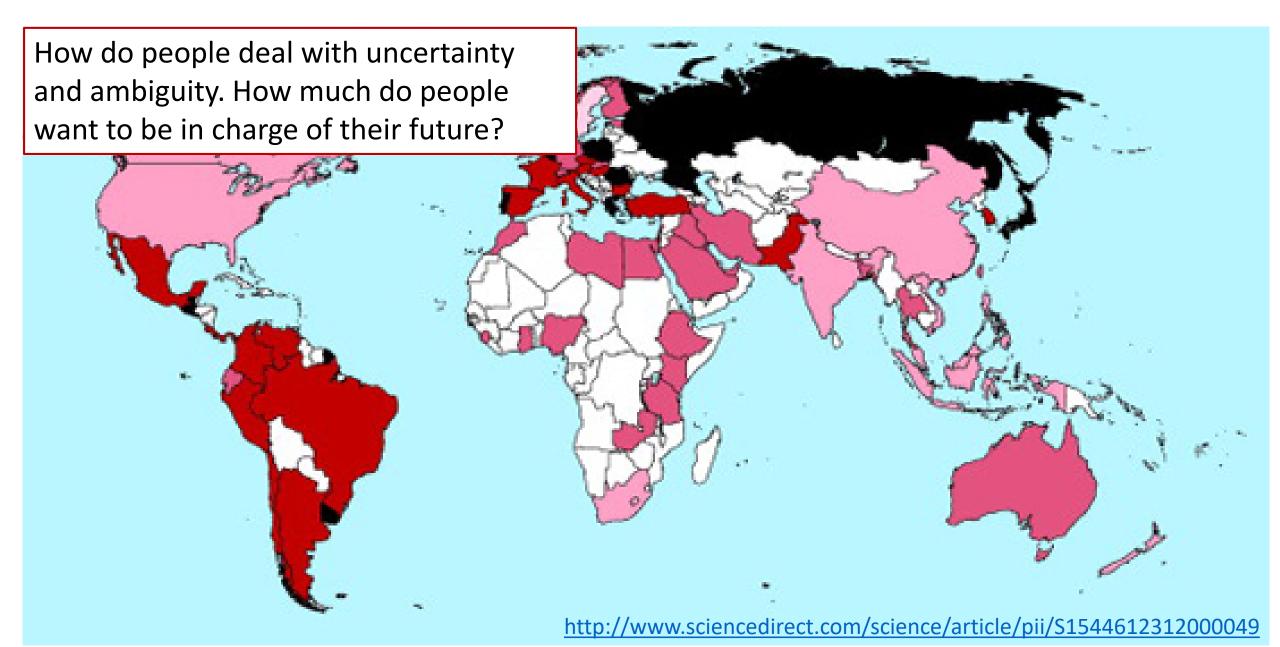
Norway



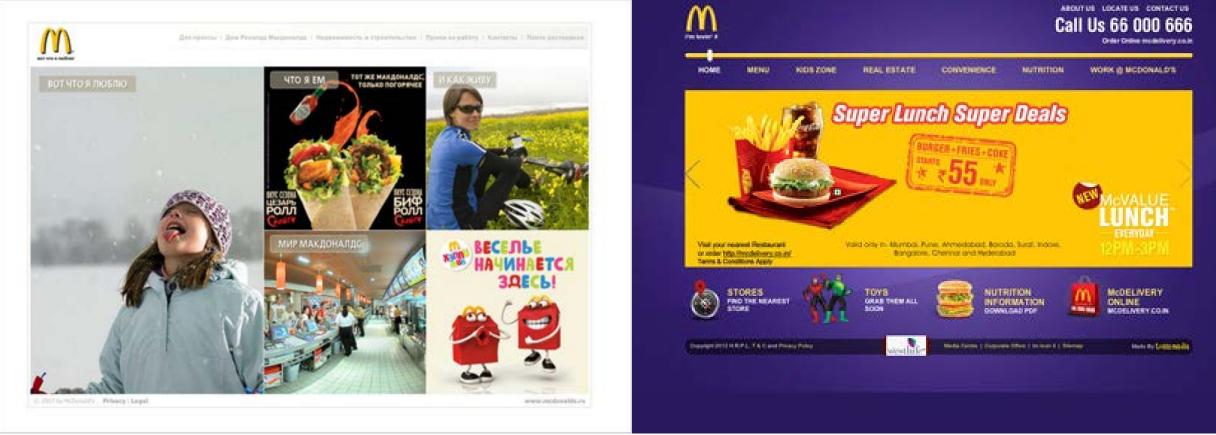
- Masculine
- Directly point out their expertise
- Truth category: where does profit go, owner info, etc.
- Feminine
- Engaging and entertaining
- Playful design, great food
- Direct link to comprehensive "contact us"

18

#### Cultural Differences Online – Uncertainty Avoidance



#### Cultural Differences Online – Uncertainty Avoidance Russia



• High uncertainty avoidance

• Low uncertainty avoidance

#### Cultural Differences Online – Uncertainty Avoidance Russia



- High uncertainty avoidance
- Clear, classic design
- Comprehensive top navigation bar
- Positive, safe, trustworthy feeling

- Low uncertainty avoidance
- Fun additional features
- Slider on top
- Choice of different color schemes

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#### Cultural Differences Online – Long-term/Short-term orientation

Societies with a short-term orientation are normative in their thinking. Long-term oriented societies believe that truth depends on situation, context, and time.



#### Cultural Differences Online – Long-term/Short-term orientation Germany Hong Kong



• Short-term oriented people

• Long-term oriented people

#### Cultural Differences Online – Long-term/Short-term orientation Germany Hong Kong



- Short-term oriented people
- Modern, clear design
- Yet familiar: currywurst
- Family values, sustainability

- Long-term oriented people
- Options for long term planning
- Here's what is good for you, healthy living
- No pressure into immediate actions

#### Cultural Differences Online - Cultural differences

What is your target group? Makers (of all ages)

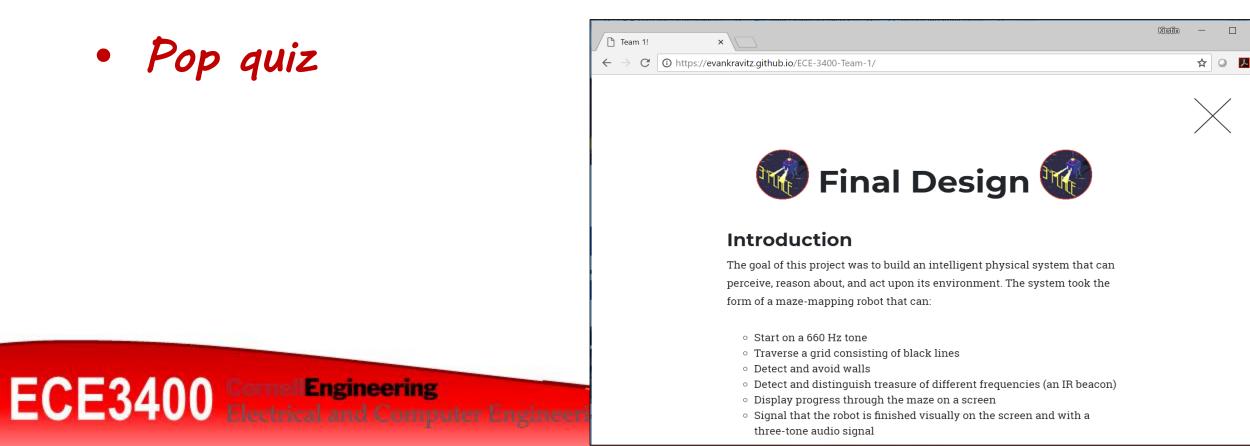
#### **Maker Culture**

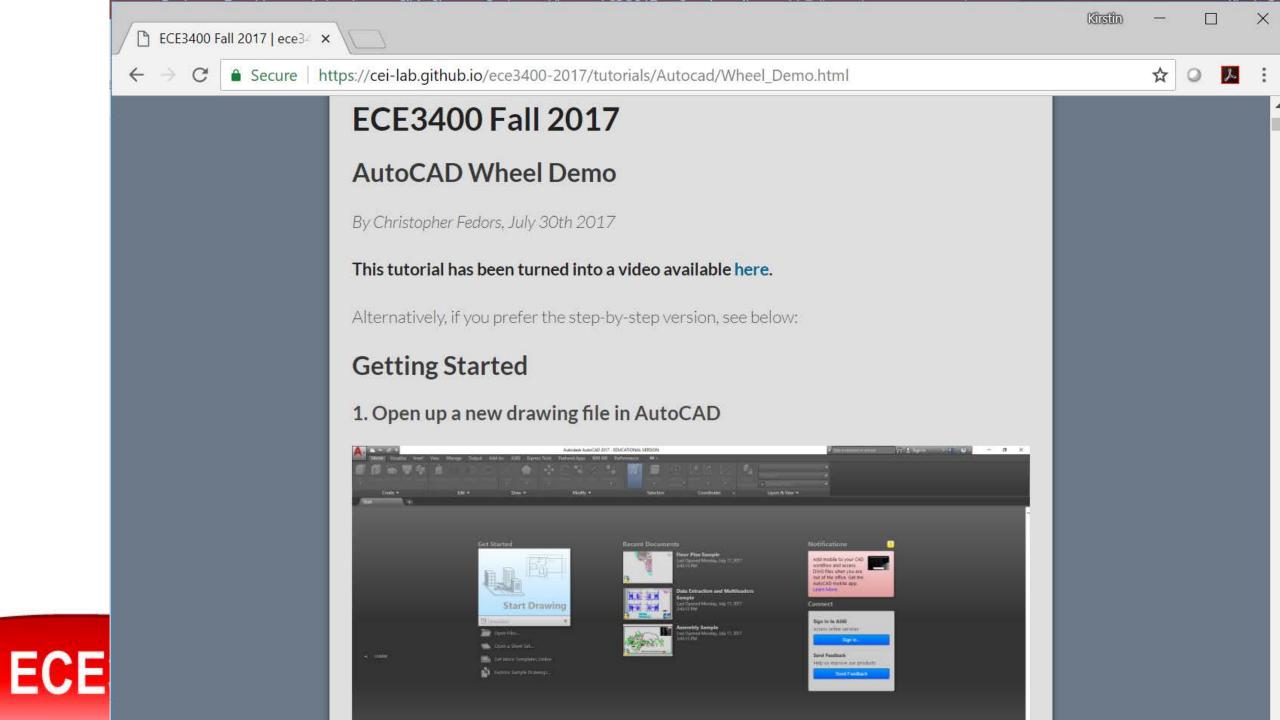
#### • What are the characteristics of Makers?

- Attracted to graphics (movies, photos, etc)
- Repulsed by long boring text
- Step-by-step guidance
- Access to raw files
- Up-to-date info / activity
- etc...
- What are bad habits of website design?
  - Too much text
  - Poor structure (no links to navigate the website)
  - Uncompressed photos

#### **Technical Writing**

- Who is your audience?
- What are they looking for?
- What is the main point you want to get across?
- Is this best explained in a figure/text/video/combination?





#### **Practical Information**

- Friday Sept 7<sup>th</sup>
  - The websites will be graded for contents on lab 1.
    - Check the grading rubrics!
    - Here's an example of a webpage that got full points last year:
      - The Flying Rabbits (team 6)
- Sunday Sept 9<sup>th</sup>
  - Fill out the *team assessment* form.
    - Every two weeks from now on
    - All assessments add up to 15 points (out of 200 towards your final grade)
    - Goal is to give everyone an option to improve
- Please be patient regarding feedback

# Go Build Robots!