



# COMMUNICATE AND COLLABORATE USING TEAM CHAT

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*August 2019 ATI - Science 3106*





# SLACKING OFF

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*August 2019 ATI - Science 3106*





*Hi, I'm Bob Martens!*





Our other HECOM IT governance changes. Successful and transformative open source usage requires a compatible culture.

**Future Research Opportunities**

- How effective is HECOM in driving effective decision making?
- Which criteria are most important for effective decisions?
- Is model usefulness affected by institution size?
- Does HECOM work better with specific governance models?

**Conclusion**

- Higher education is facing many challenges today as it pertains to administrative computing usage.
- OSS is a viable option, in many instances, to meet those challenges.
- HECOM helps decision makers to choose correct OSS for implementation on campus.
- change is almost certainly required.





# TEAM CHAT

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*What is it? What can we do with it?*



**WHAT IS TEAM CHAT?**



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Team Chat platforms combine aspects of many different types of chat and instant messaging applications.

*-Me*



# WHAT IS TEAM CHAT?

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- Usually centralized
- Can be both hosted/cloud-based and self-hosted
- Both open source and proprietary
- Usually includes access from many different platforms (mobile, desktop, etc.)
- Many different models for organization of topics and discussions
- Meant to increase the collaboration and communication opportunities
- Often includes a programmable layer for bots or other integrations (e.g. ChatOps)
- It's complicated ...



**WHAT CAN YOU DO?**





# WHAT CAN YOU DO?

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- Communicate and collaborate!
- Organize around topics to discuss, organizational hierarchy, projects, etc.
- Can integrate other applications and software products for notifications, actions, embedding media, etc.
- Split off discussions from endless email threads
- Search for past discussions ... from anywhere!
- Did I mention communicating and collaborating?



**EXAMPLES**



# BASECAMP

*basecamp.com*

## Campfire

just so he knows what phone number I'm going to give the kidnappers requests

Wailin Wong 9:43am  
Who at Basecamp do you think would make the best hostage negotiator

Shaun Hildner 9:45am  
Jeremy

wait, this should be a KYC question

Wailin Wong 9:47am  
I'll submit it!

Shaun Hildner 9:47am  
thank you!

Wailin Wong 9:48am  
Okay, done.

I almost submitted it as a Wednesday question by mistake.

Joan Stewart 9:54am  
lololol

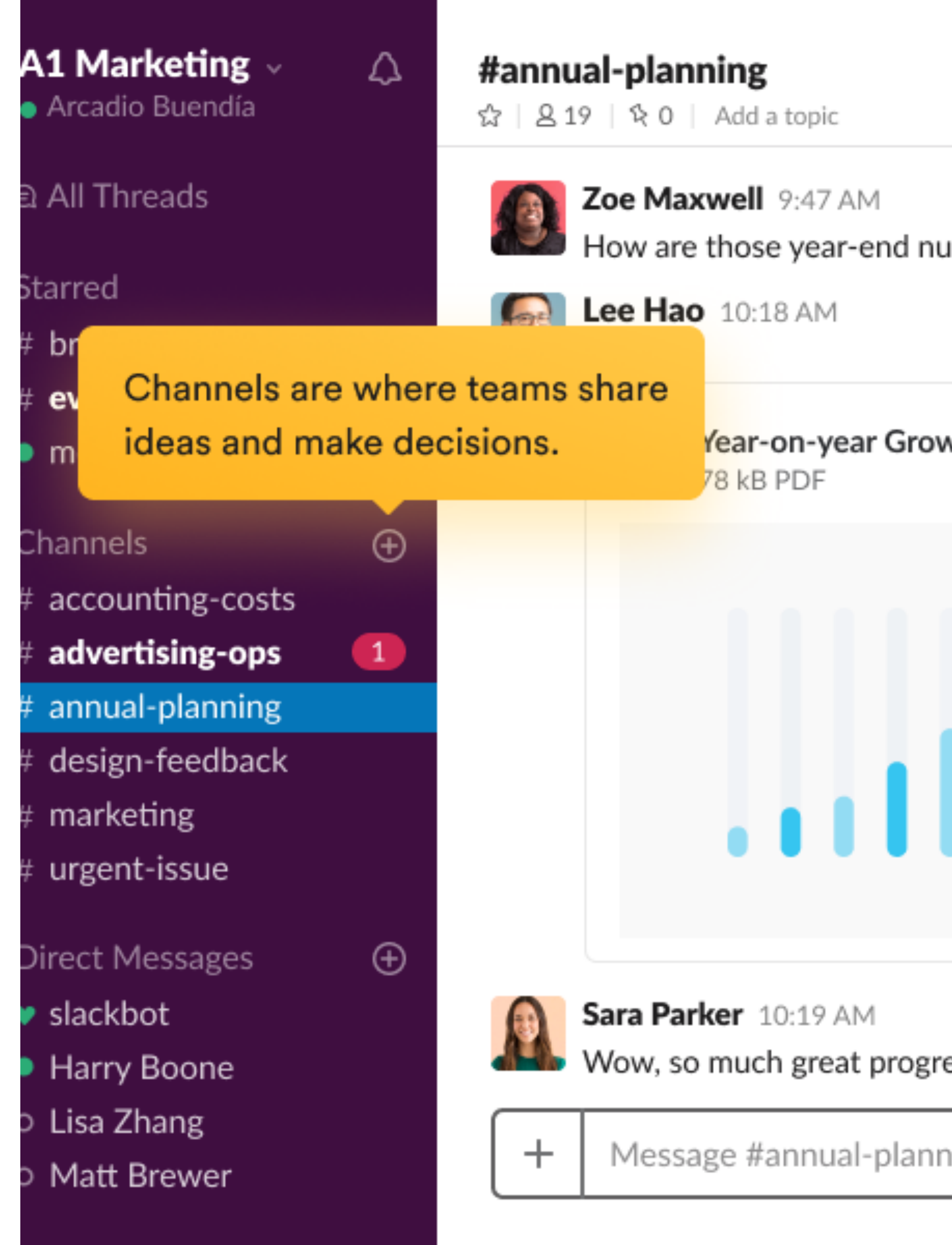
Shaun Hildner 10:02am  
hi 🌐 Joan, welcome back to NapChat

Type a message...



# SLACK

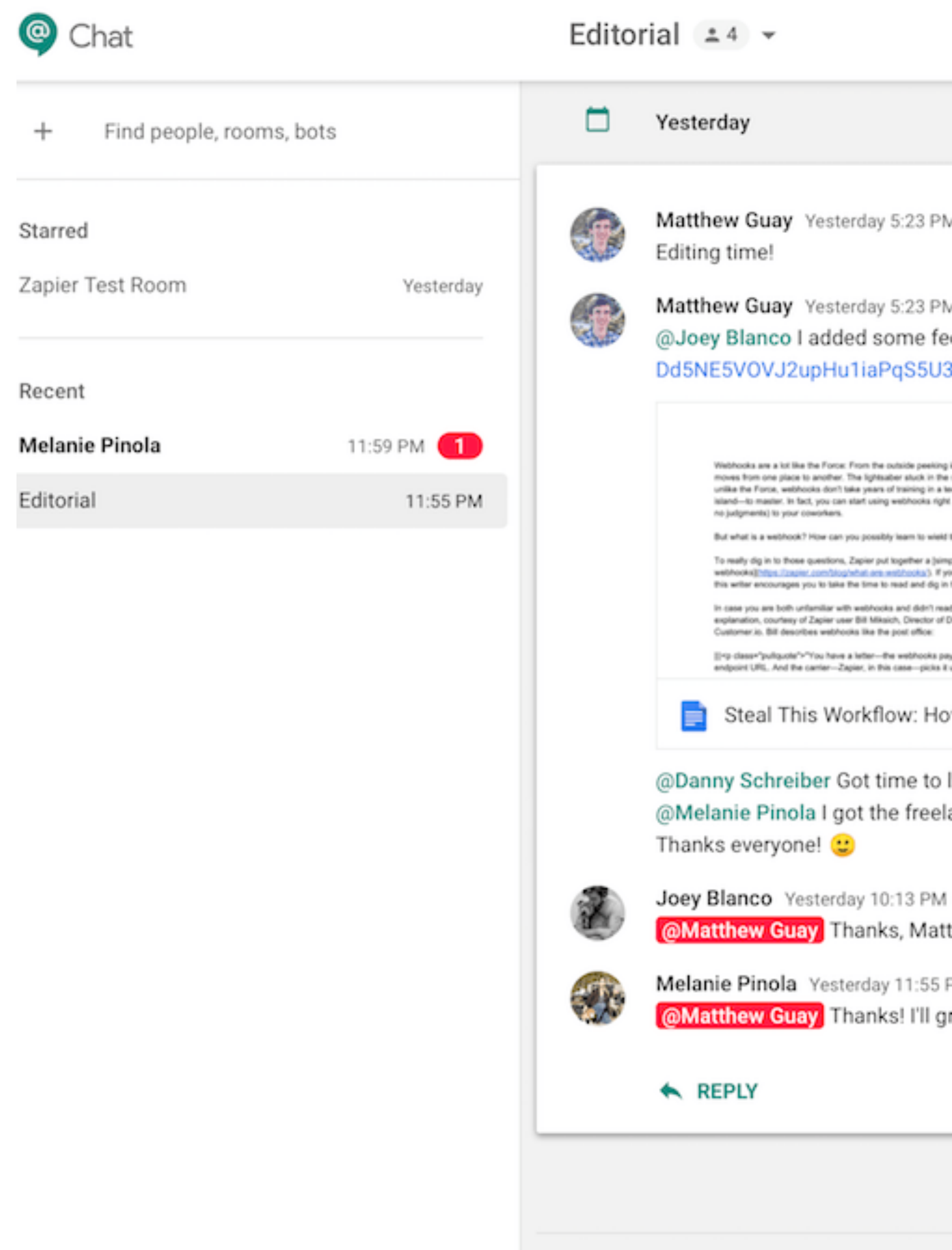
[slack.com](https://slack.com)





# GOOGLE HANGOUTS CHAT

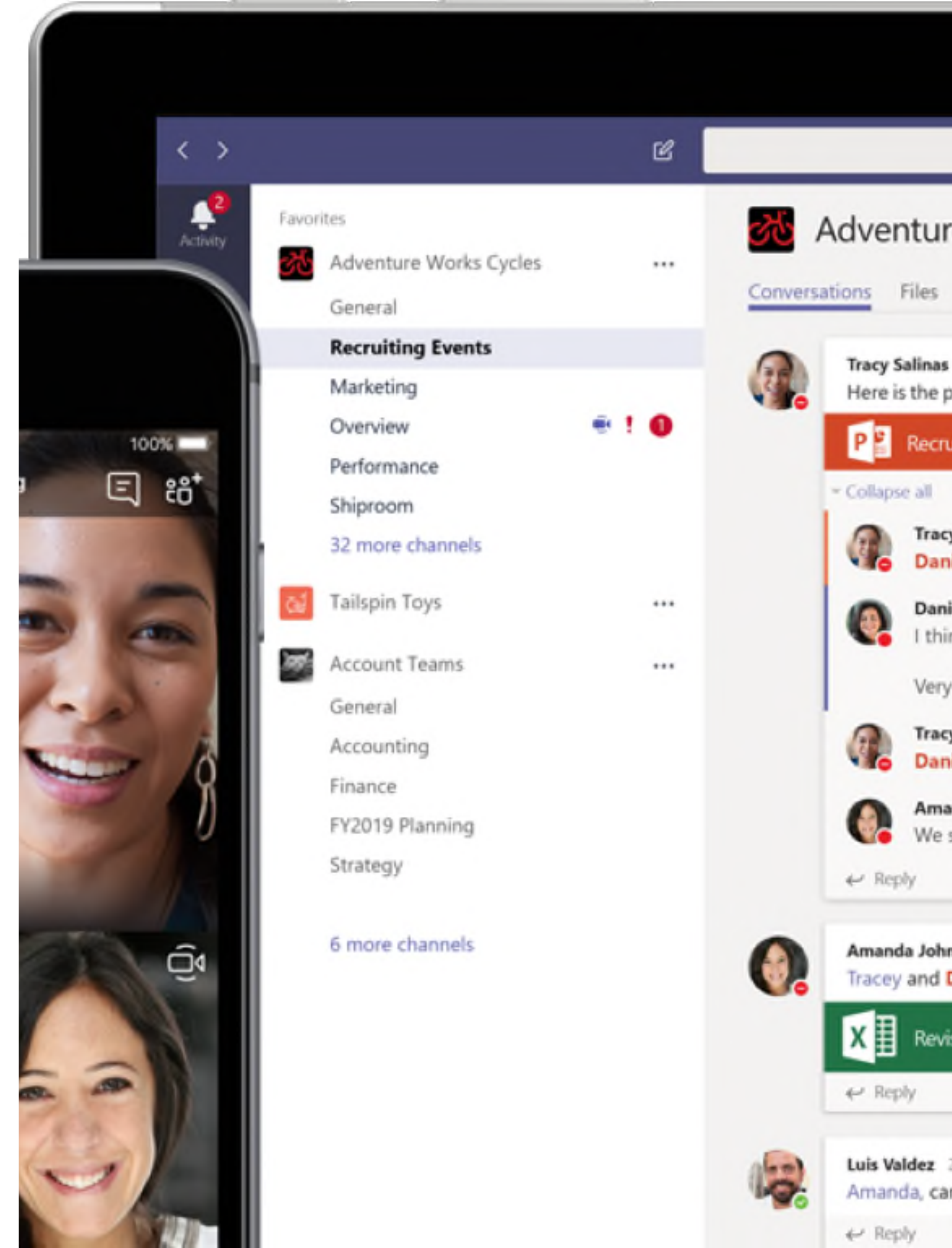
*chat.google.com*





# MICROSOFT TEAMS


[teams.microsoft.com](https://teams.microsoft.com)





# ROCKET.CHAT

rocket.chat



Channels

D

# Design

12:39

Matilda: Guys, please let me know wh...

5

D

# Development

Apr 19

You: A Discount Toner Cartridge Is B...

2

I

# Ideas

19:06

Melissa: WordPress Version 2.0.3

Q

# QA

1w

You: A Discount Toner Cartridge Is B...

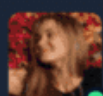
B

# Bureaucracy

1w

Hattie: Dealing With Technical Suppo...


People



louisa.fields

2h

Matilda: Marie, please let me know w...




don.carlson

12:39

Hattie: Dealing With Technical Support


1



callie.underwood

19:06


Julian: WordPress Version 2.0.3



logan.copeland

Apr 19

You: A Discount Toner Cartridge Is B...




barbara.cole

12:39

You: Microwave Cooking Is The Wav...


1



callie.underwood

19:06


Callie: Maui Hotel Or Maui Condo



logan.copeland

Apr 19


You: Philosophy As A Science



@louisa.fields

Available


30 Dec 2018



@marie.rowe 08:27 am

The button size could be a bit smaller. Maybe r

Also, the copy needs to be short and easy to re




@louisa.fields 08:32 am

Yes, I agree.

I have a meeting now but I'll work on this again

@marie.rowe I'll have new updates later this af


1



@marie.rowe 08:54 am

@louisa.fields Other thing: What do you think

[http://significa.pt/drops/2017-04-25\\_22-13-28](http://significa.pt/drops/2017-04-25_22-13-28)



Marie, please let me know when you updates. T

@louisa.fields is typing

Message @louisa.fields

B

i

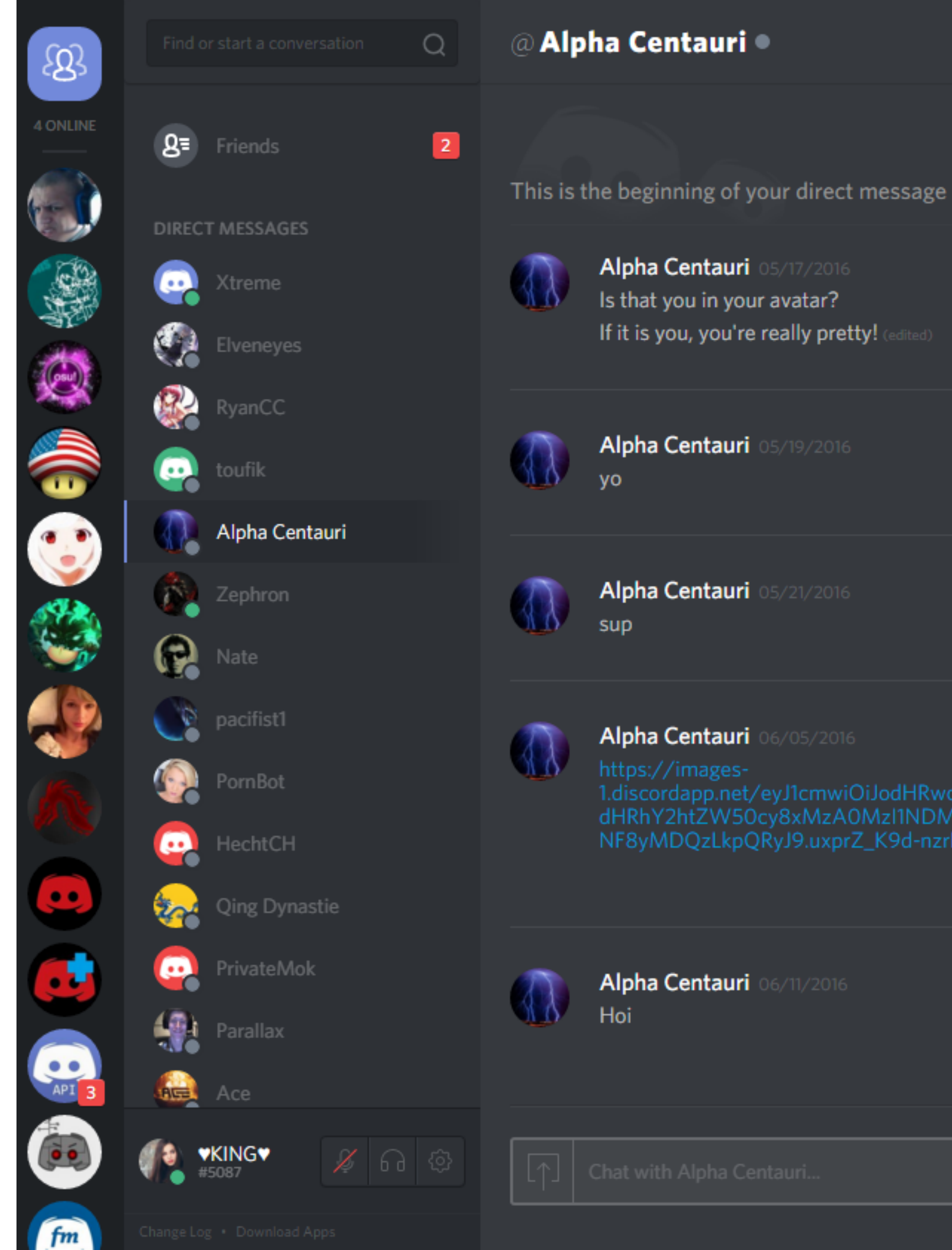
U

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# DISCORD

*discordapp.com*





**LET'S GO FOR A SPIN**







**TRIALS**



# TRIALS

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- Announcement-type messages
- Questions and answers
- Supplemental resources and discussions
- “Just checking in”
- Mid-week pings
- Reminders
- Group work
- Longitudinal groups
- Committee work
- Conference “back channels”



**"THE OTHER SIDE"**



# “THE OTHER SIDE”

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- Can encourage being too connected
- Fear of missing out
- Another account to keep track of
- Another app to keep on top of (more notifications)
- A lot of “churn” in the industry
- Need for more training
- Can be not-great for in-depth conversations
- Can get off topic (hope you like memes)
- Requires setup



# LET'S TALK

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