Informing Decision Making I: the Delphi Method

Ruben R. Puente-dura, Ph.D.
Wanted: the Relevant Information Space

Stage 1: Bringing in the Experts

[Diagram showing three overlapping circles labeled Expert A, Expert B, and Expert C]
Stage 2: Aggregating the Replies

Stage 3: Informing the Process
Stage 4: Selecting the Relevant Information Space

Things to Keep In Mind

- Change some, but not all, of your expert panel members each year:
  - Too much change leads to unstable recommendations, too little change leads to groupthink-like phenomena.

- Make sure you have a broad range of expertise and backgrounds in your expert panel:
  - Not everyone should be a technologist, or a faculty member, or an administrator.

- Make sure your panel has innovators, opinion leaders, and early majority members (cf. Rogers) on it:
  - Panels that only feature innovators tend to produce recommendations that are not representative of the needs of the institution as a whole.
Bibliography

• The Delphi Method:
  • Harold A. Linstone and Murray Turoff (Eds.) The Delphi Method: Techniques and Applications. Available online at:
    http://www.is.njit.edu/pubs/delphibook/
  • Laurence F. Johnson, Alan Levine, and Rachel S. Smith. The Horizon Report, 2008 Edition. Available online at:
    http://www.nmc.org/horizon/

• Diffusion of Innovations:

Hippasus

http://hippasus.com
rubenrp@hippasus.com

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