SIGHCI Newsletter

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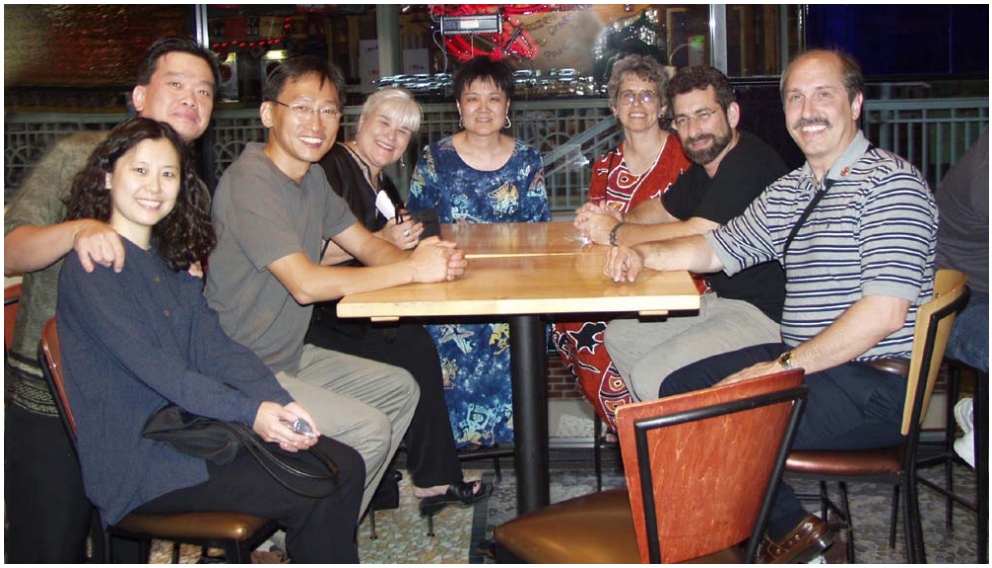
HCI at AMCIS 2003



Fiona Nah, Keng Siau, Jinwoo Kim, Jane Carey, Ping Zhang, Barbara Wildemuth, Dov Te'eni, and Dennis Galletta

Minitrack Summary: Human-Computer Interaction Studies in MIS AMCIS, Tampa, FL, Aug. 4-6, 2003

Fiona Fui-Hoon Nah & Ping Zhang

We thank all the participants for the strong support and participation in the HCI mini-track at AMCIS 2003. Your valuable help and support have contributed toward another very successful SIGHCI-sponsored event at AMCIS! The HCI mini-track was the largest at AMCIS 2003 and the sessions took up the entire duration of the conference - with 8 regular paper sessions, one HCI teaching panel chaired by Dr. Jane Carey, and one mentored roundtable chaired by Dr. Fred Davis.

All of the sessions were well attended. In fact, we were told that the HCI mini-track was indeed the most popular - with the large number of attendees at the sessions. The topics covered in the regular paper presentations ranged from web design and usability issues to social issues in HCI. We thank the session chairs for managing the sessions and facilitating very interesting discussions following each presentation.

We are particularly excited and fascinated by the very high level of interest expressed by participants. Many people have approached us to express their interest in the HCI area, their willingness to help out with SIG related activities, and their plans to submit papers to the pre-ICIS'03 HCI workshop. It is also exciting to see so many doctoral students at the HCI sessions.

We thank all of you again for the tremendous support and participation! We look forward to seeing you at the 2nd pre-ICIS HCI workshop in Seattle and future SIGHCI sponsored events!

Panel Summary: The Role of Human-Computer Interaction in MIS Curriculum

Building on last year's HCI research panel, the aim of this teaching panel is to raise awareness of HCI in the MIS curriculum and to provide a forum to discuss unique challenges IS professors face in teaching HCI subjects to their students. The panel was intended to achieve the following objectives: (1) raise awareness of the importance of HCI courses in MIS programs, (2) promote HCI course development, (3) exchange HCI teaching experiences, (4) prepare IS students with the knowledge and skills for HCI practice and consulting, and (5) provide strategies to incorporate HCI into existing IS courses or IS curriculum. Each panelist presented their views and shared their experiences on teaching HCI. The presentations were followed by interesting discussions including the relationships between HCI and other courses such as Systems Analysis & Design and Database Design. It is concluded that HCI is an important and integral part of IS curriculum, and should be incorporated into the core IS curriculum.

The presentation slides are available at the panel web page (http://melody.syr.edu/hci/amcis03_t_panel/). The panel discussion yields the following article that is currently under consideration by the Communications of the *Association for Information Systems* (CAIS): Jane Carey, Dennis Galletta, Jinwoo Kim, Dov Te'eni, Barbara Wildemuth, and Ping Zhang (2003), The Role of Human-Computer Interaction (HCI) in the Information Systems Curriculum: A Call to Action.

The panel chair: Jane Carey

The panelists: Dennis Galletta, Jinwoo Kim, Dov Te'eni, Barbara Wildemuth, and Ping Zhang

More Photos from the AMCIS'03 HCI Sessions

Fred Davis chairing the round table session

Questions from the audience

Workshop Preview: 2nd Annual Workshop on HCI Research in MIS

The 2nd Annual Workshop on HCI Research in MIS will be hold in Seattle, WA on Dec. 12-13, 2003. It will provide an open and constructive discussion forum of important HCI research in Information Systems. It will address the ways humans interact with information, technologies, and tasks -- especially in the business, managerial, organizational, social and cultural contexts by drawing upon theories and methodologies from all relevant reference disciplines.

The organizing committee is putting together an interesting and exciting workshop, and we would like to welcome participation from anyone who is interested. This year's workshop will feature two panels, 17 peer-reviewed research presentations, one reception, a best paper award, and a best reviewer award. For more details, please visit http://melody.syr.edu/hci/pre_icis03_wksp.

Panel 1: HCI Research Transfer to Practice: Better Together

This year's workshop will try to bridge the gaps between academic research and industry interests by providing a panel to discuss pressing topics and issues in HCI research that are relevant to practice but also meet academic standards. The discussion will bring practitioners and academia views on what HCI research should be and how to possibly collaborate between the practitioners and academia.

Panelists:

- Mary Czerwinski, Microsoft Research (moderator)
- Izak Benbasat, University of British Columbia
- Julie Ratner, Iterative Design Inc.
- Radhika Santhanam, University of Kentucky
- Peter Todd, University of Virginia

Panel 2: Finding Common Ground Among HCI Reference Disciplines

This panel will explore some general questions regarding the common ground of HCI issues, and will represent each panelist's fields (Psychology, Computer Science, Information Science, Information Systems, Computer-Human Interaction, and Management Information Systems) in a rare opportunity for such interaction. For example, what is unique or common about each source of knowledge? Are there overlaps? Are they synergistic and beneficial or redundant and contradictory?

Panelists:

- Dennis Galletta, University of Pittsburgh (moderator)
- Jonathan Lazar, Towson University
- Judy Olson, University of Michigan
- Dov Te'eni, Tel-Avi University
- Marilyn Tremaine, NJIT
- Jane Webster, Queen's University

Research Presentations:

The following 17 papers have been accepted from 42 submissions for presentation at the workshop:

Interface Design and Evaluation

1. Traci J. Hess, Mark A. Fuller and John Mathew. Gender and Personality in Media Rich Interfaces: Do Birds of a Feather Flock Together?
2. Brian M. Ashford and George M. Kasper. A Test of the Theory of DSS Design for User Calibration: The Effects of Expressiveness and Visibility on User Calibration.
3. Rita M. Vick and Brent Auernheimer. When information technology design favors form over function: Where is the value-added "tipping point"?
4. Catherine Arnott Smith, A Model Made of Paper: Clinicians Navigate the Electronic Health Record.
5. Andrea Everard and Dennis F. Galletta, Effect of Presentation Flaws on Users' Perception of Quality of On-Line Store's Web Sites: Is it Perception that Really Counts? (Best paper nominee)
6. Felix B Tan and Lai Lai Tung. Exploring Website Evaluation Criteria using the Repertory Grid Technique: A Web Designers' Perspective.
7. Andrew Gemino, Drew Parker and Adrienne Olnick Kutzschan. Is Relevance Relevant? Investigating Coherence in Knowledge Sharing Environments.
8. Dov Te'eni and Hadar Ronen. Interactivity and Control: the Case of Dynamic Maps for Navigation in Hypertext.

Social Aspects of HCI

9. E. Vance Wilson and Ying Lu, A Communication Goals Model of Online Persuasion.
10. Tom L. Roberts and Paul Benjamin Lowry, The "Voice Effect" in Groups.
11. Dennis F. Galletta and Peter Polak, An Empirical Investigation of Antecedents of Internet Abuse in the Workplace.

HCI in Database & Systems Analysis and Design

12. Liping Liu. Usability and Efficacy Reactions to Object-Orientation: The Impact of Prior Knowledge.
13. Hock Chuan Chan and Lian Xiang. Evaluation of the Impacts of Data Model and Query Language on Query Performance.
14. Paul L. Bowen, Fiona H. Rohde and Chiu Yueh Alice Wu, End User Query Performance: The Interaction of User Characteristics and Information Request Ambiguity.

HCI in Mobile Technology

15. Keng Siau, Hong Sheng and Fiona Nah, Development of a Framework for Trust in Mobile Commerce. (Best paper nominee)
16. Xiaowen Fang, Susy Chan, Jacek Brzezinski and Shuang Xu, A Study of Task Characteristics and User Intention to Use Handheld Devices for Mobile CommercE. (Best paper nominee)
17. Hoyoung Kim and Jinwoo Kim, Post-Adoption Behavior of Mobile Internet Users: A Model-Based Comparison between Continuers and Discontinuers. (Best paper nominee)

Future Activities: HCI Track & 6 Minitracks at AMCIS 2004

AMCIS'04 will be held in New York City August 5-8, 2004. This year, SIGHCI will host a track on HCI Studies in MIS. Inside this track, there will be six minitracks that cover specific issues or topics. Please consider submitting your papers to the HCI track and/or the relevant minitracks. For CFPs and other details on the track or any of the 6 minitracks, please visit the AMCIS'04 HCI Track website at http://melody.syr.edu/hci/amcis04.

Track on Human-Computer Interaction

Track Co-Chairs
Scott McCoy, College of William and Mary, scott.mccoy@business.wm.edu
Fiona Fui-Hoon Nah, University of Nebraska-Lincoln, fnah@unl.edu
Ping Zhang, Syracuse University, pzhang@syr.edu

The aim of the HCI track is consistent with the HCI in MIS minitrack in previous AMCIS, which is to provide a forum for AIS members to acknowledge each other's work, and to discuss, develop, and promote a range of issues related to the history, reference disciplines, theories, practice, methodologies and techniques, new development, and applications of the interaction between humans, information and information technology. In an effort to bridge academic research and industry practice, both research articles and experience reports are welcome. The track is open to all types of research methodologies (e.g., conceptualization, theorization, case study, action research, experimentation, survey, simulation). We also welcome visionary articles and research in progress.

Relationship with Other Potential HCI Related Minitracks

As a track for the HCI in MIS area, we want to make sure that any research article that does not fit into a specific HCI minitrack can be accepted to the HCI track. If a paper submitted to the HCI track can be a better fit in a specific minitrack, we will convince the author(s) to move the paper to that minitrack.

To continue the SIGHCI tradition, a high quality refereed academic journal is being worked on for a possible special issue based on the expansions of the best papers from the HCI track. We will discuss the possibility of collaborating with interested HCI minitracks to jointly participate in this special issue.

1. Minitrack on Emergency Response Information Systems

Co-Chairs
Chairs: Murray Turoff, turoff@njit.edu
Bartel Van de Walle, bartel@uvt.nl

Any aspect of the design, development, deployment, operation, or evaluation of emergency response systems are appropriate for this mini-track provided it focuses on the tools, functionality, and/or interface the system provides to human users involved with emergency and crisis response. Also papers that focus on requirements for this environment and/or the impact or relationship of such systems to the behavior of the individuals or organizations involved are equally welcome.
Papers that focus on the underlying technology or hardware of computers, networks, sensors, mobile devices and their improvements in such areas as throughput, accuracy, and security, should be directed to other appropriate sessions. An exception might be any special purpose input/output device for direct use by respondents to a crisis situation.
This mini-track is concerned with the functionality that Emergency Response Information System provides for those involved in:

- Training for a crisis situation
- Planning for the response to a crisis situation
- Responding to a crisis situation
- Evaluating the performance during and after the crises

2. Minitrack on Information Retrieval and Human Language Technologies

Co-Chairs
Praveen Pathak, praveen@ufl.edu
Dmitri Roussinov, dmitri.roussinov@asu.edu

This mini-track invites theoretical, experimental, or applied papers that are expected to advance this field. Possible topics include, but are not limited to the following:

- information retrieval, extraction, filtering and summarization
- text mining, semantic similarity discovery, maps, domain modeling and ontology-building
- www, network, hypertext -based information retrieval system
- natural language interfaces
- question answering systems
- topic detection and tracking
- evaluation and testing of knowledge management systems
- user interfaces for knowledge management systems, user models and profiling
- hypermedia/multimedia indexing and retrieval
- integrating knowledge sources and knowledge representation techniques
- integrating databases and text retrieval systems
- commercial applications of knowledge management systems, search engines
- security aspects of knowledge management systems, deception detection in communication

Future Activities: HCI Track & Minitracks at AMCIS 2004 (Cont'd)

3. Minitrack on IT Implementation and Use: Going Beyond Intentions and Perceptions

Co-Chairs
Andrew Schwarz, aschwarz@lsu.edu
Wynne W. Chin, wchin@uh.edu

This mini-track is devoted to examining different types of technology usage and perceptions as they link to individual and organizational performance. Some possible topics include:

- Studies that seek to define new measures and new types of productivity and usage, both at the individual and/or organizational levels.
- Research that examines the relationship between technology acceptance and different types of usage
- Investigations into technology diffusion and the organizational impact of the rate of diffusion

We are seeking contributions that make both a theoretical and methodological contribution to our understanding of technology acceptance. We encourage researchers to move beyond currently held paradigms and perspectives of acceptance and suggest new lenses for us to understand the phenomenon. By doing so, this track will help to allow researchers to begin to understand the link between individual IT usage and the bottom-line impacts of technology has upon organizations.

4. Minitrack on IT Systems Accessibility

Co-Chairs
Eleanor T. Loiacono-Mello, eloaicon@wpi.edu
Scott McCoy, Scott.McCoy@business.wm.edu
Nicholas C. Romano, Jr., Nicholas-Romano@MSTM.OKState.edu

Accessibility is the ability of persons, regardless of ability, to easily access information, regardless of form, structure, or presentation. Fifty-four million Americans—nearly one in five—live with some form of disability that makes accessing information difficult. There is still much to be done to accommodate those with special needs. Furthermore, increasing accessibility may in turn increase use of systems by users without disabilities as well.

A number of research perspectives are expected from such areas as Information Systems, Information Science, Library Science, Education, Computer Science, and Engineering. Potential topics and research questions includes but is not limited to:

- Accessibility
- Internet and Web Accessibility
- Assistive Technology
- Adaptive Technology
- Accessibility within Workforce
- Usability

5. Minitrack on Personalization Systems

Chair
Il Im, il.im@ njit.edu

Through this minitrack, we aim to examine technologies for personalization, the impacts of personalization, and better ways for personalizing products and services. We welcome empirical research through quantitative or qualitative methodologies including novel conceptualizations of information systems, analytical modeling approaches, case studies of implementations and experimental or prototyping-based studies.

The following topics are indicative of the areas that are of particular interest:

- Personalization technologies such as recommendation systems and intelligent software
- Theories and models for better understanding of personalization
- Applications of personalization technologies
- Impact of personalization systems on users' behavior
- The impacts of personalization systems on business
- Identifying and implementing users' various personalization needs
- Best practices of personalization
- Cross-cultural issues of personalization
- Metrics for personalization success

6. Minitrack on Pervasive Information Systems

Co-Chairs
Starr Roxanne Hiltz (primary contact), Hiltz@njit.edu
Quentin Jones, qgjones@acm.org

Pervasive information systems use increasingly ubiquitous and connected computing devices to allow people to work with information anywhere, at any time. These systems can be embedded in the environment, augment user's everyday experiences in a "contextualized" fashion, or be worn. Just as the PC transformed both business and personal life in the 1990s, a new generation of information appliances is transforming our lives including how we work, are entertained and study, manage our home environment, and are governed.

This Mini Track solicits papers on the social issues and impacts associated with any "pervasive" or "highly mobile" system. In particular, it calls for studies of pervasive information systems and:

- Privacy
- Community
- Commerce:

In Progress: SIGHCI Sponsored Journal Special Issues

1. JAIS Special Theme based on the 1st HCI/MIS (2002) Workshop Papers

Sirkka Jarvenpaa, Izak Benbasat, and Ping Zhang are the special Senior Editors of the special theme for the *Journal of Association for Information Systems*, the flagship research journal for the AIS. Six papers from the workshop were invited for expansions. Two papers are currently under the second review. Publication dates will vary.

2. JMIS Special Section based on the 2nd HCI/MIS (2003) Workshop Papers

Among the 17 accepted papers, nine of the complete research papers were invited for expansion and submission to the special section of the *Journal of Management Information Systems*, a top ranked MIS journal. The successful expansions of these papers will go through a rigorous review process that is consistent with JMIS' process and standard. The special section is co-edited by Izak Benbasat, Ping Zhang, and Fiona Nah. It is to be published in 2004.

3. BIT Special Issue based on AMCIS'03 HCI Minitrack

A special issue of *Behaviour & Information Technology,* a leading refereed academic HCI journal, is being worked on by Ping Zhang, Fiona Nah, and Jenny Preece. Twelve papers were invited for expansion and submission based on their AMCIS manuscripts. Among the eight submitted papers, four are currently under the second review. The special issue is scheduled for publication in Spring 2004.

Completed: SIGHCI Sponsored Journal Special Issue

International Journal of Human-Computer Studies
Special Issue on
HCI and MIS: Shared Concerns

Volume 59, Number 4, Oct. 2003

Guest Editors:
Ping Zhang, School of Information Studies, Syracuse University, pzhang@syr.edu
Andrew Dillon, Information School, The University of Texas at Austin, adillon@ischool.utexas.edu

The papers in this special issue are expansions of the best papers from the HCI minitrack at the 8th Americas Conference on Information Systems (AMCIS'02). After rigorous peer reviews, five papers have been accepted for the special issue. Full-length papers are available at http://melody.syr.edu/hci/ijhcs03.

Helpful URLs and Listserv Addresses

AIS SIGHCI Website:
http://melody.syr.edu/hci

AIS SIGHCEI Research Resources:
http://cte.rockhurst.edu/sighci/

AIS SIGHCI Newsletter:
http://melody.syr.edu/hci/newsletters/

AIS SIGHCI listserv webpage (how to subscribe to the list):
http://melody.syr.edu/hci/sig_listserv.cgi

AIS SIGHCI listserv:
ais_hci@listserv.syr.edu

AIS SIGHCI Member Directory:
http://melody.syr.edu/hci/sigdir/

AIS SIGHCI Photo Gallery:
http://melody.syr.edu/hci/sig_photos/

AIS Website: http://aisnet.org

ISWORLD website: http://www.isworld.org/

ISWORLD listserv webpage (how to subscribe to the list):
http://disc-nt.cba.uh.edu/isworldlist/index.htm

ISWORLD listserv:
isworld@lyris.isworld.org

Industry Voice

Usability Evaluation from Your Desktop

Joseph S. Dumas, PhD

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I was recently asked to conduct a usability test of a prototype of a financial budgeting and planning product. The users are financial analysts who work in corporate finance and who currently use a particular Oracle product. I had a list of names of Oracle customers who use this product, but none of them were near Boston, where I am. So I conducted a remote usability test with these people. I will describe it for you and tell you about the current state of the art in remote usability evaluation.

There are several advantages of remote evaluation: you have a larger population of users because you are not limited to the local area; its easier to get them to volunteer because they don't have to travel; they work at their desk in their own work environment; you don't need a usability lab; and often you don't have to compensate them (Perkins, 2001).

In the past, the technology to conduct such sessions was not good enough to allow usability specialists to get the information they need. But that is no longer true because of several improvements:

- The Internet has made it possible for usability specialists and participants to work together without the need to have special hardware and software installed on both computers.
- Collaboration software that works over the Internet makes it possible to share desktops and control of the cursor.
- Recording software makes it possible to store good quality video and sound in files that are not large by today's standards, less than 50M for the two-hour session.
- PC processors and RAM are fast enough to run the recording software and the application you are testing together. In addition, when participants are working at home, they often have broadband connections that allow them to talk on the phone while working on their computer.

For this study, I developed a screener and called the customers. I screened them and, if they qualified, had them open up a browser on their computer and go to the web site that contains the collaboration software. (A sign of the times – every person I have contacted for this and other studies has a computer with a browser on their desktop.) I wanted to make sure that they could get to the collaboration site and successfully join a meeting. Some companies have firewalls that don't allow this collaboration software to work. In my relatively small sampling of about 20 companies thus, this problem happens about five percent of the time.

While the collaboration software I used is an Oracle product called "iMeeting," there are several comparable products available on the market and most large companies have one. A product that meets the requirements for remote usability testing needs to:

- Be web based, so a participant can access it with just a PC and browser,
- Be capable of working outside yours and your participant's firewalls (an application such as NetMeeting only works within a firewall),
- Allow sharing of your desktop and your cursor
- Capture the interactions on the screen,
- Record the voice of you and the participant (The product I used works with a phone conferencing system. Because the voice is recorded from the phone, it is of much higher quality than if I used a mike.)

There are screen capture and recording products such as Camtasia (http://www.techsmith.com), which just do the recording. These products can be combined with collaboration software if it does not allow recording.

(to be continued on next page)

There is one more advantage to using collaborative software: It enables developers to join the meeting as observers. Watching a session on your desktop and hearing the audio over the phone provide much higher quality audio and video than traditional videotape does. I encouraged them to join the session as observers.

Once I had the participants lined up, I prepared for the session by putting the task scenarios into a slide presentation. Just prior to the session, I opened the presentation, opened the prototype of the product, and started the phone and video conferences. Then when the test participant called in to the 800 number of the phone conferencing system, I started the recording and explained the procedure. For the tasks, I showed the participant the scenario on the slide, then switched to the prototype and passed control of the cursor to them. They did the task while thinking out loud and I moderated as I would in a lab session. Occasionally the participant forgot the task or a detail of it, which required going back to the slide. For the debriefing at the end of the session, I put the rating scales of the usability of the product on a slide.

How well does this work? Remarkably well. In my view, it's almost as good as having the participant in the lab. Logistically, it's much easier to set up a session than it is to set up the lab, to direct the participant to my building, and wait for them to arrive.

Are there disadvantages? Yes:

- You can't see the participant, especially their facial expressions. I am sure I miss some subtleties. The only study I am aware of that is relevant here shows that usability specialists misjudge the severity of usability problems when they can't see the participant (Lesaigle & Biers, 2000). We are exploring using a web camera to capture and record facial expressions along with the screens.

- The cursor lags behind participants' hand movements. This seems to be an inevitable result of running over the web.

- When the software you are testing is on your machine, you can't see the lag, but the participant can. This has only been a minor annoyance in my testing thus far. It's noticeable to participants when they use a scroll bar or select from a pull-down list, but they have been able to ignore the lag.

- Playback, dubbing, and editing of the recordings is cumbersome. It still takes a long time to make a highlight recording from sessions, even though the playback allows fast forward and rewind.

- You need to get any consent or non-disclosure form to the participants so they can sign them before the session.

One more issue that could potentially be a problem for commercial products is that a participant could record the screen images without you being aware of it. We specifically ask participants not to do this.

The testing I have described here is synchronous, that is, the tester and the participant work together at the same time. There also have been advances in asynchronous testing in which the test participant performs tasks when they are ready by following instructions on a site with the application. Tullis, et al (2002) found that there was no difference in performance between participants who were in a traditional lab usability test and participants who did the same tasks in a browser without an administrator present. There was a large degree of overlap in the usability problems identified with the two methods. The subjective ratings were not reliable, but that may not be caused by the method. A major advantage of the remote sessions is the large number of participants who can run through the tasks. In the two Tullis, et al remote tests, they had 29 and 88 participants respectively.

Both of these testing methods make it possible to make testing more efficient and move it out of the laboratory setting with only minor losses in the quality of the data. I expect remote testing to grow in popularity.

References

1. Lesaigle, E. M., & Biers, D. W. (2000). Effect of type of information on real-time usability evaluation: Implications for remote usability testing. *Proceedings of the IEA 2000/HFES 2000 Congress*, 6, 585-588.
2. Perkins, R. (2001). Remote usability evaluation over the Internet. In R. Branaghan (Ed.), *Design by people for people: Essays on usability* (pp. 153-162). Chicago: Usability Professional's Association.
3. Tullis, T., Flieschman, S., McNulty, M., Cianchette, C., & Bergel, M. (2002), An empirical comparison of lab and remote usability testing of web sites, Presented at the *2002 Annual Meeting of the Usability Professionals' Association*

CFPs for Other HCI Related Conferences

1. Call for Paper for HCI Conference in Korea, 2004

The HCI conference in Korea will be held in Bokwang Korea from February 9th to February 12th, 2004. It is the major HCI event in Korea. More than a thousand of researchers and practitioners from various areas gather together once a year at the conference. This year's theme is "Beyond the Invisible". Although the official language for the conference is Korean, papers written in English have been accepted for several years.

Important dates.

Abstract Due: Nov. 14, 2003	Notification of Acceptance: Nov. 28, 2003
Final Full Paper Due: Dec. 31, 2003	Tutorial, Workshop, Panel, and Case Studies: Dec. 13, 2003

Anyone interested in HCI in Korea will be welcome to participate the HCI 2004 in Korea. Please visit www.hcikora.org/hci2004 or contact Jinwoo Kim (jinwoo@yonsei.ac.kr) for further information.

2. Call for Participation for the 11th International Conference on HCI, 2005

The 11th International Conference on Human-Computer Interaction will be held in Las Vegas, Nevada USA on July 22-27, 2005. Under the auspices of 7 distinguished international boards of 171 members from 25 countries, it will be held Jointly with

- Symposium on Human Interface (Japan) 2005
- 5th International Conference on Engineering Psychology & Cognitive Ergonomics
- 3rd International Conference on Universal Access in Human-Computer Interaction
- 1st International Conference on Virtual Reality
- 1st International Conference on Usability and Internationalization

You are cordially invited to participate in HCI International 2005 and the affiliated conferences which are jointly held under one management and one registration. The conference objective is to provide an international forum for the dissemination and exchange of scientific information on theoretical, generic, and applied areas of HCI, usability, internationalization, virtual reality, universal access and cognitive ergonomics. This will be accomplished through the following six modes of communication: plenary presentation, parallel session, demonstration and poster sessions, tutorials, exhibitions and meetings of special interest groups. All submitted abstracts will be peer-reviewed by three independent referees from the international program boards:

- ergonomics and health aspects of work with computers
- human interface and the management of information
- human computer interaction
- engineering psychology and cognitive ergonomics
- universal access in human-computer interaction
- virtual reality
- usability and internationalization

Summary of Submission Requirements & Deadlines

	Abstract Length	Deadline for Abstract Receipt	Notification of Review Outcome	Deadline for Receipt of Accepted Proposal
Paper presentations	800 words	1 Oct. 2004	20 Dec. 2004	1 Mar. 2004
Posters/demonstrations	300 words	1 Apr. 2005*	*	Not applicable
Special interest groups	800 words	20 Oct. 2004	20 Dec. 2004	1 Mar. 2004
Tutorials	300 words	20 Oct. 2004	20 Dec. 2004	1 Mar. 2004

Submit through the web: http://hcii2005.engr.wisc.edu

*Since frequently the intent of poster is to convey late-breaking scientific news and work in progress, they will be promptly peer reviewed as they are received.

For more details, please visit http://hcii2005.engr.wisc.edu.

Announcements

SIGHCI Research Resources Site Launched

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A HCI research resources site has been launched at http://cte.rockhurst.edu/sighci/ (it is linked from the AIS SIGHCI homepage). There you will find resources for research in Human-Computer Interaction including conference listings, academic and corporate research centers, funding resources, published research papers in HCI, and eventually a searchable web-based database bibliography for HCI. We encourage your feedback about the web site and hope you will return often to take advantage of new resources as they are added.

Call for Essays for the SIGHCI Newsletter

SIGHCI newsletter will add a new section: Essays and Opinions. Articles in the length of 1800 to 2700 words on any aspect of HCI studies or teaching are welcome. These articles will be editorial reviewed. For details on submitting articles, please refer to *Services to SIGHCI Members - Newsletter* Section, or contact Lina at nli@mailbox.syr.edu.

Uzilla: A Software Suite for Web Usability Testing

Andy Edmonds
Founder of Uzilla, LLC.
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Uzilla, LLC is dedicated to producing tools for user centered design with a focus on web applications. Two open source tools are available for use and extension. uzCardSort and uzReview are tools for card sorting and web-based heuristic review and work on Windows, Macintosh, and Linux through the use of the Mozilla browser as a UI Toolkit. Uzilla, LLC's commercial product for usability testing is available for computer classroom instructional exercises and a single class curriculum is available. Read more at http://www.uzilla.net. For information on the classroom exercise for teaching summative usability testing, see http://uzilla.net/uzilla/blog/curriculum/comparative/.

News from SIGHCI Members

Advances of Management Information Systems (AMIS): Two Coming Volumes

Ping Zhang, Syracuse University, pzhang@syr.edu
Dennis Galletta, University of Pittsburgh, galletta@katz.pitt.edu

Ping Zhang and Dennis Galletta have signed contracts with M. E. Sharpe Inc. publisher for co-editing two volumes of the *Advances of Management Information Systems (AMIS)* series. *AMIS* is intended to become a lasting record of both the knowledge about organizational information systems and of the methods for creating new knowledge in the domain. Consequently, the objective of *AMIS* is to serve in the continuing development of the field of Information Systems (IS). The edited volumes are expected to be the milestone for (each) given subfield for a decade to come. Dr. Vladimir Zwass is the edit-in-chief of the *AMIS* series. More details on *AMIS* can be found at http://mesharpe.com/amis.htm.

The titles of the two volumes are:

Volume I: Human-Computer Interaction in Management Information Systems: Foundations, edited by Ping Zhang and Dennis Galletta
Volume II: Human-Computer Interaction in Management Information Systems: Applications, edited by Dennis Galletta and Ping Zhang

The two volumes will reflect state-of-the-art original research by leading authors who investigate the broad HCI area or address broad HCI issues by gathering valuable contributions to serve as a milestone for this important subfield of MIS. More information about the two volumes can be found at http://melody.syr.edu/hci/amis. The two volumes are to be published in 2005.

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What is AIS SIGHCI

AIS SIGHCI is the Special Interest Group on Human-Computer Interaction (SIGHC) affiliated with the Association for Information Systems (AIS). It is one of the first six SIGs announced in ISWORLD in July 2001. Ping Zhang & Fiona Nah prepared the proposal that was approved by the AIS council in Spring 2001.

AIS SIGHCI is a forum for AIS members to discuss, develop, and promote a range of issues related to the history, reference disciplines, theories, practice, methodologies and techniques, new development, and applications of the interaction between humans, tasks, information, technologies, and contexts (organizational, cultural, etc.). Possible topics include, but are not limited to, the following:

- The behavioral, cognitive, motivational, and affective aspects of human/technology interaction
- User task analysis and modeling
- Digital documents/genres and human information seeking behavior
- User interface design and evaluation of the Web for B2B, B2C, C2C e-commerce, e-marketplace and supply chain management, group collaboration, negotiation and auction, enterprise systems, intranets, and extranets
- Integrated and/or innovative approaches, guidelines, and standards for analysis, design, and development of interactive devices and systems
- Design of computer interfaces for single-user or collaborative decision support, including design of standard computer interfaces, as well as design for small-screen mobile devices and pervasive computing
- Development and applications of multi-dimensional information visualizations
- Usability engineering metrics and methods for user interface assessment and evaluation
- Usability studies for end-user computing in work or non-work environments, especially in the Internet era
- Information technology acceptance and diffusion issues from cognitive, motivational, cultural, and user interface design perspectives
- The impact of interfaces/information technology on attitudes, behavior, performance, perception, and productivity
- Issues in software learning and training, including perceptual, cognitive, and motivational aspects of learning
- Gender and technology
- Issues related to the elderly, the young and special needs populations
- Issues in teaching HCI courses

The SIG's mission is twofold:

- To facilitate the exchange, development, communication, and dissemination of information among AIS members, and
- To promote research related to human-computer interaction within the business, managerial, and organizational contexts among AIS members and to the larger community of practitioners and scholars.

SIGHCI has started to provide some services to members (see Services to Members section of the newsletter). In addition, a number of activities have been organized and new ones are being planned (see details in the newsletter).

Any AIS member is welcome to join SIGHCI through the AIS website (http://aisnet.org). Currently the annual due is $10 for SIG, and $85/$50 (academic/student) for AIS. For more information about SIGHCI, contact Ping Zhang (pzhang@syr.edu), Fiona Nah (fnah@unl.edu) or any of the SIGHCI officers. .For questions about membership, contact VC Membership Tom Roberts (troberts@ku.edu).

Services to SIGHCI Members

SIGHCI Website (http://melody.syr.edu/hci)

Created on 10/15/2001, the website is the central data source for information related to the SIGHCI. It is updated frequently to reflect timely information that may be of interest to SIG members. You can find information about mission, membership, listserv, conferences, news, photo gallery, HCI related journals, research resources, teaching resources, other HCI associations, and SIG contacts on the site.

Research Resources (http://cte.rockhurst.edu/sighci/)

At this research resources site you will find resources for research in Human-Computer Interaction including conference listings, academic and corporate research centers, funding resources, published research papers in HCI, and eventually a searchable web-based database bibliography for HCI. We encourage your feedback about the web site and hope you will return often to take advantage of new resources as they are added.

Listserv (http://melody.syr.edu/hci/sig_listserv.cgi)

Please subscribe to our listserv if you would like to be informed of the latest relevant events, or to participate in any discussions related to the SIGHCI. Created in July 2001, the list currently has more than 270 subscribers (as of October 30, 2003). There is also an archive of past postings since January 2002, available on the SIGHCI Website. Information about how to subscribe and how to access the archive can also be found on the same site.

Member Directory (http://melody.syr.edu/hci/sigdir)

The AIS SIGHCI Member Directory contains members' contact information, academic record, teaching interests, research interests, on-going projects and publications. It is meant for members to get to know each other, exchange common interests in teaching and research, and to find possible collaborators. The contact and academic sections of the directory have been uploaded from the AIS member directory. The rest of the sections will need to be updated by the members themselves. The directory has been available since 12/4/2002 and is accessible from the SIGHCI Website. So far, there are 240 official SIGHCI members in our member directory.

Photo Gallery (http://melody.syr.edu/hci/sig_photos/)

To preserve the excitement and memory of SIGHCI activities (including get-togethers), this gallery collects the true moments captured by SIGHCI members. If any member has valuable pictures related to SIGHCI activities, please send them to Ping Zhang (pzhang@syr.edu) for inclusion in the gallery. The gallery was created on 9/28/2002.

Newsletter (http://melody.syr.edu/hci/newsletters/)

The first issue (v1. no.1) was published in 11/2002, and the second (v2. no.1) in July 2003. The current one (v2. no.2) is published in November 2003. There are two newsletters in each year/volume, one in July and one in November. Please send your items to the newsletter editor, Na (Lina) Li (nli@mailbox.syr.edu), by early June for the July/No.1 issue and early October for the November/No.2 issue.

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