AIS SIGHCI Newsletter

Association for Information Systems
Special Interest Group on Human-Computer Interaction

SIGHCI New Chair Remarks – Dr. Traci Hess

Dear fellow SIGHCI members,

I am very pleased to serve as incoming chair of AIS SIGHCI. Over the past few years I have watched SIGHCI grow and succeed under the guidance of Ping Zhang, Fiona Fui-Hoon Nah, Scott McCoy, the advisory committee, an outstanding team of officers, and many active members. As I begin my term as chair, I feel fortunate to have the opportunity to work with such an exceptional group of individuals in our efforts to develop and advance HCI-related research and teaching within the IS community.

SIGHCI now participates in AMCIS, ECIS, HCII, HICSS, ICIS, and PACIS, and organizes the Pre-ICIS HCI/MIS Workshop. We continue to be one of the largest and most active AIS SIGs in membership, outreach, and in our strong presence at IS conferences. SIGHCI members drive these activities by serving as track and minitrack chairs, submitting papers, reviewing, and attending conference presentations. SIGHCI officers and advisors handle the many administrative tasks that support and communicate HCI conference events. These activities would not be possible without the contributions and participation of many individuals. We sincerely appreciate the dedication and constant support of the SIGHCI membership.

It has been a pleasure to work with and learn from the previous chair, Scott McCoy, as I prepared for this new role. While serving as chair, I will be dedicated to supporting SIGHCI's current initiatives and working with our advisors, officers, and members to develop new ones. Expanding the SIGHCI membership will continue to be a primary focus as this growth is essential for continuing our many successful activities and for developing editors, reviewers, and leaders within the HCI community.

If you have suggestions on current or future SIGHCI activities, please do not hesitate to contact me (thess@wsu.edu) or any of our officers. We are always looking for ways to advance SIGHCI and better serve our members. If you are not a current member of SIGHCI, please join or renew your membership today! Lastly, please consult the SIGHCI web site frequently for updates on our various activities (http://sigs.aisnet.org/sighci/). Thank you for your continued support!

Best wishes,

Traci Hess

AIS SIGHCI Chair

AIS SIGHCI One-Year Report: 7/2005 - 6/2006

by Scott McCoy, SIGHCI Chair (2005-2006)

with the Assistance of SIGHCI Advisors and Officers

July 1, 2006

http://sigs.aisnet.org/sighci

SIGHCI is the Special Interest Group on Human-Computer Interaction affiliated with the Association for Information Systems (AIS).

1. MISSION & TOPICS

SIGHCI provides 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 developments, and applications of the interaction between humans, information, technologies, and tasks, especially in the business, managerial, organizational, and cultural contexts.

SIGHCI's mission is twofold:

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

To fulfill our mission, SIGHCI is involved in several conferences and workshops. In the past year, SIGHCI has held an HCI track at HCII, AMCIS, the pre-ICIS workshop, ICIS, ECIS, and PACIS. The SIG has also been approved to have an HCI minitrack at HICSS2007.

2. OFFICERS, GOVERNANCE, AND BYLAWS

The office from July 2005 to June 2006 was as follows:

Advisory Board

Izak Benbasat, University of British Columbia

Jane Carey, Arizona State University West

Dennis Galletta, University of Pittsburgh

Sirkka Jarvenpaa, University of Texas-Austin

Joe Valacich, Washington State University

Jane Webster, Queen's University

Ping Zhang, Syracuse University

Chair

Scott McCoy, College of William & Mary

Past Chair

Fiona Fui-Hoon Nah, Univ. of Nebraska-Lincoln

Chair-Elect

Traci Hess, Washington State University

Secretary and Treasurer

Matt Germonprez, U. of Wisconsin - Eau Claire

Vice Chair for Membership

Susan Lippert, Drexel University

Vice Chair for Research Resources

Richard Downing, Rockhurst University

Vice Chair for Sponsorship

Tom Roberts, University of Kansas

Vice Chair for Teaching Resources

Jinwoo Kim, Yonsei University

Newsletter Editor

Na (Lina) Li, Syracuse University

Conf. Planning Chair: pre-ICIS HCI Workshop 2006

Traci Hess, Washington State University

Conf. Planning Chair: ECIS 2006

Scott McCoy, College of William and Mary

Conf. Planning Chair: PACIS 2006

Mun Yi, University of South Carolina

Conf. Planning Chair: AMCIS 2006

Matt Germonprez, U. of Wisconsin - Eau Claire

Conf. Planning Chairs for HICSS 2007

Joe Valacich, Washington State University

John Wells, Washington State University

Conf. Planning Chair: HCII 2007

Fiona Fui-Hoon Nah, Univ. of Nebraska-Lincoln

Webmaster

Veena Parboteeah, Washington State University

Listserv Manager

Ping Zhang, Syracuse University

3. ACTIVITIES & ACCOMPLISHMENTS

Thanks to the high level of interest and support from enthusiastic SIG members, and the hard work of the organizing team, SIGHCI continues to be one of the largest and most active SIGs. In this limited space, we report the activities and accomplishments over the past year (July 2005 to June 2006).

3.1. Identity and Community Building

In keeping with the reporting manner of previous reports, our membership has grown to 458 members since the SIG's inception. However, only 153 of those members have current membership with AIS. In order to continue the success this SIG has experienced, it is important that all non-active members renew as soon as possible. The membership has a global impact representing over 30 countries and six continents. Our discussion listserv is also open to non-members and has 500+ subscribers (as of June 2006) from across the world.

3.2. Communications and Outreach and SIGHCI Sponsored Conferences/Meetings

In the past year, we have continued to promote the awareness of SIGHCI, to extend the identity and reputation of SIGHCI, and to promote dialogs with the MIS community and other related external parties. These activities were carried out using four levels of communications (see last year's report for more info): SIG-wide communication, promotion of HCI in the MIS community, dialog with other HCI associations, and connections with industry. For a summary of the meetings sponsored by SIGHCI, see table 1.

Table 1 summarizes these conferences/meetings.

Table 1. Summary of Meetings	
Pre-ICIS 2005, Las Vegas, NV	
Format	Workshop (1 day)
Chairs	McCoy, Hess
Program Chairs	Yi, Houston, Lowry
Local Committee	Jones, Hong
Advisors	Benbasat, Carey, Galletta, Jarvenpaa, Nah, Zhang, Zwass
# PC/reviewers	72
# Submissions	42
# Accepted	14
Acceptance Rate	33%
# Participants	70
Special events	Best paper and best reviewer awards, lunch & reception
Pre-ICIS 2006, Milwaukee, WI (under planning)	
Format	Workshop (1 day)
Chairs	Hess, Loiacono
Program Chairs	Lowry, Saeed, Wiedenbeck

Table 1. Summary of Meetings	
Pre-ICIS 2006, Milwaukee, WI (under planning)	
Local Committee	Jones, Germonprez
Advisors	Benbasat, Galletta, Lyytinen, McCoy, Nah, Valacich, Zhang,
# PC/reviewers	70
# Submissions	TBA
# Accepted	TBA
Acceptance Rate	TBA
# Participants	TBA
Special events	Best paper and best reviewer awards, lunch & reception
AMCIS 2005, Omaha, NE	
Format	Track with 7 minitracks (the main minitrack was the 2nd largest at AMCIS)
Chairs	McCoy, Nah, Yi
# Submissions	56
Acceptance Rate	~67% as required by AMCIS
# Final Sessions	13
Special events	Business meeting
AMCIS 2006, Acapulco, Mexico	
Format	Track with 10 minitracks
Chairs	Germonprez, Hess, McCoy
# Submissions	71
Acceptance Rate	~60% as required by AMCIS
# Final Sessions	14
Special events	Business meeting/reception
PACIS 2006, Kuala Lumpur, Malaysia	
Format	Track
Chairs	Kim, Yi
# Submissions	16
Acceptance Rate	31%
# Accepted	5
HCII 2005, Las Vegas, NV	
Format	2 Sessions
Chairs	Nah, McCoy
# Accepted	13

3.3. Special Issues of Refereed Academic Journals

We are continuing the tradition of fast-tracking best completed research papers presented at SIGHCI sponsored meetings to top IS and HCI academic journals. The authors of best completed research papers were invited to submit expanded versions of their papers for consideration in these special issues. Papers that had successfully undergone the rigorous review process were selected for inclusion in these special issues.

AIS SIGHCI One-Year Report: 7/2005 - 6/2006

Table 2 shows the journals and special issues completed, in progress, or under planning over the past year.

Table 2. Summary of Journal Special Issues

Journal	Based on	Editors	Status
IJHCS	AMCIS 2005, PACIS 2005	Nah, Zhang, McCoy, Yi	Complete, September 2006
ISJ	AMCIS 2006, ECIS 2006, PACIS 2006	Russo, Germonprez, Hess, McCoy	In progress
JAIS	Pre-ICIS 2005	Galletta	In progress

3.4. Third Election of SIGHCI

Jane Carey, Dennis Galletta and Ping Zhang were appointed as the nominating/election committee by SIGHCI Chair, Scott McCoy, to help administer the third SIGHCI election for the position of SIG Chair-Elect. The election was completed in time for the third SIGHCI office to take effect on July 1, 2006. Weiyin Hong was elected as the new Chair-elect. Traci Hess became Chair for the new term.

4. SERVICES TO MEMBERS & COMMUNITIES

SIGHCI provides a range of services to its members (see http://sigs.aisnet.org/sighci for these services). In addition, the website has information about every aspect of SIGHCI, including the mission, bylaws, membership, listserv, conferences, newsletters, photo gallery, HCI related journals, research resources, teaching resources, other HCI associations, and SIG officers and contacts.

A special note about membership should be made. In a continued effort to expand our global reach, SIGHCI has established free membership for all PhD students and AIS members from non-rich countries. See the SIG website for more details.

5. SPECIAL ACKNOWLEDGEMENT & LOOKING FORWARD

It has been five years since the inception of SIGHCI. Due to the support of so many people, SIGHCI continues to be successful.

A special thanks to everyone who has contributed to SIGHCI in various ways, especially the officers and advisory board members. Under the leadership of Traci Hess and Weiyin Hong, SIGHCI will continue to provide excellent service to its members. We look forward to having more people come forward to contribute and increase their level of participation in the SIG.

Welcome New Officers and Advisors

Please welcome Fiona Fui-Hoon Nah as a new member of the SIGHCI Advisory Board, Weiyin Hong as Chair-Elect, and Robin Poston as Vice Chair for Sponsorship. Fiona assumes a position on the advisory board after five years of dedicated, outstanding service to SIGHCI. Both Weiyin and Robin have been actively involved with SIGHCI and will bring experience and enthusiasm to their new positions.

For a list of AIS SIGHCI officers and advisors, please see page 19 or visit http://sigs.aisnet.org/sighci/sig_officers/.

Special Acknowledgement

We are very grateful to Fiona Fui-Hoon Nah and Tom Roberts for their service to SIGHCI as they step down from their positions of Past-Chair and Vice Chair for Sponsorship, respectively.

Fiona co-founded SIGHCI in 2001 and has been instrumental in planning and implementing many SIGHCI events and activities for the past five years. She has served in the following positions: Executive Vice-Chair 2001-2004, Chair 2004-2005, AMCIS HCI Track Co-Chair 2004-2006, Program Co-Chair of the HCI/MIS workshop 2002-2004, organizer of the first SIGHCI sessions at HCII (2005), and co-editor of numerous SIGHCI sponsored special issues. Fiona continues to serve SIGHCI as member of the Advisory Board and as Conference Planning Chair for the HCI sessions at HCII 2007 to be held in Beijing, China. We thank you Fiona for your many contributions to SIGHCI and are very pleased that you will continue to serve as a SIGHCI leader.

Tom served as Vice Chair for Sponsorship from 2005-2006, and prior to holding this position he served as Vice Chair for Membership from 2003-2005. As Vice Chair for Sponsorship, Tom recruited several new sponsors for the SIGHCI workshop, securing increased financial support for the workshop and other SIGHCI activities. We have been fortunate to have Tom serving in these specific officer roles and as an active member and enthusiast for SIGHCI.

Traci Hess

On behalf of SIGHCI

Workshop Co-Chairs: Scott McCoy and Traci Hess

Program Co-Chairs: Mun Yi, Andrea Houston, and Paul Benjamin Lowry

December 10, 2005 in Las Vegas

The Fourth Annual Workshop on HCI Research in MIS showcased high quality HCI research and attracted a large number of participants. Over 70 people participated in the one day workshop, held in Las Vegas, Nevada. The workshop attracted 42 submissions: 32 completed research papers and 10 research-in-progress papers. After a rigorous review process, 14 papers were accepted for presentation at the workshop. The 33% acceptance rate represents the lowest number in the history of the workshop.

The workshop included a key note speech by Dr. Dennis Galletta, AIS Fellow and Professor of Business Administration at the Joseph M. Katz Graduate School of Business at the University of Pittsburgh, on publishing HCI research in top IS journals and managing an academic career. In addition to the paper presentations and key note speech, workshop participants also enjoyed continental breakfast, lunch at Valentino's restaurant, an award presentation (best paper, best reviewer, and outstanding service), and a reception at the conclusion of the workshop.

The program committee, which consisted of 72 experts in HCI/MIS, made outstanding contributions to the success of the workshop by providing high quality feedback on the submissions. The five paper sessions covered a range of interesting HCI topics including cultural issues in interface design, mobile commerce, technology acceptance, online decision-making, and multitasking. Extensions of the best completed research papers from the workshop were invited to participate in a fast-tracking opportunity with the *Journal of the Association for Information Systems*.

This year's best paper award winner was determined through a rigorous review process. Of the 14 accepted submissions, four papers were selected as best paper candidates based on overall review scores, best paper nominations, and input from each of the Program Co-Chairs. A best paper award committee was then formed and each member was asked to independently rank the four best paper candidates. The committee included Andrew Gemino, David Green, Srinivasan (Chino) Rao, Fiona H. Rohde, and Khawaja Saeed. The best paper award went to "The Role of Similarity in e-Commerce Interactions: The Case of Online Shopping Assistants", by Sameh Al-Natour, Izak Benbasat, and Ronald T. Cenfetelli, University of British Columbia.

The best reviewer award was determined by the Program Co-Chairs based on the following criteria: thoroughness of the reviews, helpfulness of the suggestions and feedback, clarity and organization of reviews, timeliness in returning the reviews. The best reviewer award went to Khawaja Saeed.

Fiona Fui-Hoon Nah received an outstanding service award for her efforts with SIGHCI. She was a co-founder of SIGHCI in 2001 and served in the following positions: executive vice-chair 2001-2004, chair 2004-2005, program co-chair of HCI/MIS workshop 2002-2004, organizer of first SIGHCI sessions at HCII (2005), and co-editor of numerous SIGHCI sponsored special issues.

We would like to thank the following individuals and parties who greatly contributed to the success of the workshop:
- Our sponsors:
    - Information Systems Department, University of Arkansas
    - Management Information Systems Department, University of Central Florida
    - College of Information Science and Technology, Drexel University

Mun Yi, Workshop Program Co-chair, presented the Best Paper Award to Izak Benbasat

Mun Yi, Workshop Program Co-chair, presented the Best Reviewer Award to Khawaja Saeed

Scott McCoy, SIGHCI Chair, presented the Outstanding Service Award to Fiona Nah

- o Accounting and Information Systems, University of Kansas
- o School of Information, University of Michigan
- o Moore School of Business, University of South Carolina
- o College of Business and Administration, Southern Illinois University Carbondale
- o School of Information Studies, Syracuse University
- o Department of Information Systems, Washington State University
- o The Information School, University of Washington
- o School of Business, College of William & Mary

- Members of the Workshop Advisory Committee: Izak Benbasat, Jane Carey, Dennis Galletta, Sirkka Jarvenpaa, Fiona Nah, Ping Zhang, and Vladimir Zwass, who provided support and suggestions for the workshop.

- Kalle Lyytinen, editor-in-chief of the *Journal of the Association for Information Systems* (JAIS), provided his support by fast-tracking the best papers from the workshop.

- Dennis Galletta for providing an informative and interesting keynote speech.

- The 72 program committee members played an important role in shaping the content of the workshop and greatly aided the advancement of HCI research in Information systems by providing high quality feedback on the submissions.

- The local organizing committee members, Brian Jones and Weiyin Hong, managed the lunch arrangements, student volunteers, and on-site logistics for the workshop.

- The best paper selection committee, Andrew Gemino, David Green, Srinivasan (Chino) Rao, Fiona H. Rohde, and Khawaja Saeed worked diligently to evaluate the best papers submitted to the workshop.

- The doctoral student volunteers, Damon Campbell, Na Li, Hong Sheng, Heshan Sun, and Shu Zou, helped out with various aspects of the workshop onsite.

- The AIS headquarters office handled the registration for the workshop, workshop reimbursements, and provided timely information on registrations. Special thanks go to Pete Tinsley, Rhonda Williams, and A. Kantasuk.

- The AIS meeting management consultant, Kim Forbes, worked diligently and efficiently to take care of the facility needs and arrangements.

- And, finally, the participants who demonstrated their confidence and support for the workshop and SIGHCI, and their tremendous interest and enthusiasm in HCI research in MIS.

The Fourth Annual SIGHCI workshop provided HCI researchers from around the world with an opportunity to gather and exchange ideas. The continued success of this workshop reflects the importance of HCI research in the MIS discipline and is possible only through the cooperation and collaboration of many people. The enthusiastic support, advice, and long hours of hard work from many individuals enabled us to put together a high quality workshop program. We look forward to your continued interest, support, and involvement in future AIS SIGHCI organized meetings!

Report: Conference on Human Factors in Computing Systems (CHI) 2006

CHI 2006 Meeting
on "Producing Human-Centered, Usability-Sensitive, and HCI-Competent Managers, CIOs, and CEOs"

Montreal, Quebec, Canada, April 22-27, 2006

Summarized by Ping Zhang and Dennis Galletta

The Association of Information Systems (AIS) Special Interest Group on Human-Computer Interaction (SIGHCI) organized a meeting at CHI 2006, entitled "Producing Human-Centered, Usability-Sensitive, and HCI-Competent Managers, CIOs, and CEOs." The key idea is to take a collaborative and multi-disciplinary perspective to discuss issues and opportunities in college education so that our future managers, CIOs, and CEOs are inherently and intrinsically human-centered, usability-sensitive, and HCI-competent. Prior to the meeting, a group of nine university professors from a number of fields and seven industry leaders showed interest, participated in brainstorming, and committed to finalizing a CHI proceedings paper. These people include the following in reverse alphabetical order. Due to traveling constraints, only some of these people attended the meeting.

- Ping Zhang, Associate Professor, School of Information Studies, Syracuse University
- Misha Vaughan, Manager, Applications User Interfaces, Oracle Corporation
- Joe Valacich, Professor, College of Business and Economics, Washington State University
- Judy Olson, Professor, School of Information, Business School and Department of Psychology, University of Michigan
- Scott McCoy, Assistant Professor, School of Business, College of William and Mary
- Jinwoo Kim, Professor, School of Business Administration, HCI Lab, Yonsei University
- Harold Hambrose, Chief Executive Officer, Electronic Ink
- Jonathan Grudin, Senior Researcher, Adaptive Systems and Interaction Group, Microsoft Research

- Dennis Galletta, Professor, Katz Graduate School of Business, University of Pittsburgh
- Andrew Dillon, Dean and Professor, School of Information, The University of Texas at Austin
- Mark Detweiler, Director, User Experience design and Research Methodology, SAP Labs
- Catherine Courage, Usability Program Manager, Salesforce.com
- Fred Collopy, Professor, Weatherhead School of Management, Case Western Reserve University
- Jane Carey, Associate Professor, School of Global Management and Leadership, Arizona State University
- Kelly Braun, Senior Manager, PayPal User Experience Research, eBay, Inc.
- Jeremy Ashley, VP, Applications User Experience, Oracle Corporation

The meeting attracted 30+ participants on April 24, 2006, the first day at CHI 07. The discussions were very active and generated a number of themes. The participants represented a wide range of academic disciplines and industries, including Oracle, Salesforce.com, SAP Labs, Pitney Bowes, IBM UK, Samsung Design America, eBay, TNO User Research Institute, Philips Research, Schneider Electronic, Microsoft, Intuitive Design, PayPal, Synopsys, Case Western Reserve University, University of Texas at Austin, University of Pittsburgh, State University of New York at Oswego, Technical University Eindhoven, Humboldt – University Berlin, Ben-Gurion University, Syracuse University, University of Washington, and Rochester Institute of Technology.

Acknowledgement

The Changing Face of Enterprise Applications

Lynn Rampoldi-Hnilo, Ph.D.
Supply Chain Management User Experience Manager
Oracle Corporation, lynn.rampoldi-hnilo@oracle.com

Enterprise software companies develop business applications for a wide range of industries. We provide the software that allows organizations to manage their business, including human resources, supply chain management, and financials. To do that, a great deal of flexibility is built-in to the software. The expectation is that customers will change the software delivered to them to accommodate their specific business processes, terminology, and user needs. Designing for software that will be configurable, customizable, and personalized based on companies' business needs is difficult as the software user interface (UI) will be different with each company and user group that uses it. Labels, fields, features, and functionality may or may not be included in the final roll out to users. Toward that end, how do user experience (UE) teams approach design knowing that each implementation may vary dramatically?

Four Ways that the User Interface Varies by Customers and Users

There are four variables that can have significant impact on the final user interface of enterprise applications. It is important that as software designers we understand these variables so that we consider the options and variations that can and will be portrayed to an end user. The variables that a customer may or may not change based on their business needs and user groups include:

- Software Customizations. Customers may: a) make changes in the text, layout, and behavior of delivered features; b) remove features from the UI; and c) build new functionality. For example, customers may move data from a secondary page to a primary page. This changes the UI on not one, but two pages. Customization is defined as changes a customer is making to the given software. This is new code or changing code that is not supported during upgrades.

- System Configuration. During set-up, customers configure the software to perform in different ways, depending on the options and features they select to either be on or off. For example, a customer installing procurement software may choose to perform line-level approvals for requisitions of any kind (approval is needed at each line of a requisition) versus header-level approvals (the requisition as a whole is approved). This is an option that must be decided during setup. This choice will result in a different functionality set which results in a different user experience. Software companies build these options in so as to minimize the amount of customizing a customer would have to do.

- User Configuration. Each end user is associated with one or more "roles" that define their level of access to applications, features, and data. Individual users access a subset of the overall functionality based on their role(s). For example, a "novice" role may only allow users to create requests for goods and services, whereas an "approver" role will have access to creating requests, managing requests, and approving/denying requests.

- Personalization - Enterprise software has options that allow end users to select their preferences as to how attributes and content are displayed in the interface. For example, users can decide which fields are displayed and the order in which they are presented.

Table 1. Sources of UI Modifications across Customers and Software Users

	Sources of UI Modifications			
	Customization	**System Configuration**	**User Configuration**	**Personalization**
Team or Individuals Responsible	Information Technology group or Implementation team (consultants)	Business Analyst, Information Technology group or Implementation team	Business Analyst or Information Technology group	End User
Coding Involved?	Yes	No or very little	No	No
Modification Location	Anywhere in the software system	In the back-end (i.e., non UI code) during set-up	Set-up pages (i.e., installation and maintenance pages)	In the end user interface

There are three states of an application – out-of-the-box, configured/personalized, and customized – that affect the usability of the product. As UE professionals, we are responsible for both the out-of-the-box and configured/personalized application states because these are delivered as part of the solution set to the customer.

Flexible Software Benefits to Customers

Configurable software allows customers a lower total cost of ownership. Some key benefits to purchasing out-of-the-box software that is easily configurable and personalizable are:
- It enables customers to purchase general solutions.
- Customers can implement the product and be up and running relatively quickly.
- Companies have the ability to conform the software to their internal business processes and terminology.
- Best practices are designed into the software. This allows customers to see an elegant user interface, where designers have placed components and widgets on the screens and built in flows to optimize task completion.

- Buying is often less expensive than building an in-house system.
- Configurable enterprise software also allows for graceful upgrades.

Flexible Software Concerns for Usability Professionals

Designing flexible software is not an easy task. There are many facets that need to be considered. For example, designers need to support both the ideal out-of-the-box solution and the many different configuration arrangements that may be implemented. Regarding enterprise application UI design, key concerns for usability professionals include:

- Feature requests from multiple industries leading to a UI over/loaded with functions.
- Difficulty in identifying primary users. There are many different audiences: business analysts, information technologist, and end users. Each group has different configuration needs and requirements.
- Out-of-the-box products often do not match customers' business needs.
- Multiple versions of the software implantation results in too many combinations to test economically.

Strategies for Design Success

Out-of-the-Box Solution

No matter how much configurability is allowed, we still need an out-of-the-box solution that works and is usable. The features and functions in the out-of-the-box product need to be displayed in a way that utilize best design practices and follow intuitive user task flows. Customers need this to understand the potentials of what the software can do. Furthermore, this solution gives them a template of sorts for when they make configurations and customizations to the basic layout. It is imperative that quality design attention is given to the out-of-the-box solution as it sets the stage for the entire user experience.

User Centered Design a Must

The user centered design (UCD) process is crucial to the success of configurable software. Understanding who you are designing for is good practice in typical consumer products, but it is an absolute must for enterprise applications. The enterprise space contains many different industries that have very unique needs. This denotes to a large number of users who vary in their domain expertise, application knowledge, and job roles. Therefore, it is recommended that key user types be identified across industries and be incorporated into all of the design phases from requirements gathering (e.g. site visits with customers to understand day-to-day tasks) to iterative feedback on the design creation (e.g. end user reviews of mock-ups) to testing and validating final design with end users (e.g. usability test). At a minimum, this should be done with primary users completing the task in the application for this group will be the most affected by the end design. It is highly encouraged to include secondary users (e.g., users who complete minor tasks or use the application less frequently) in the UCD process as this will yield the most robust design.

Design Patterns

Design patterns are proven design solutions that can be applied systematically and repetitively to common design problems. Pattern libraries are being created at many software companies to improve design quality and consistency (Tidwell, 2005; Yahoo!, 2005). Enterprise software development can benefit from the reuse of such patterns to enhance consistency and predictability of the user experience. Furthermore, they are a real asset to designing configurable software. They allow for a framework to be in place while still giving designers the freedom to group and arrange features as needed to complete a task. As customers configure the software, the framework remains, providing a UI consistency that would not be there without it. In addition, the availability of 'open source' design patterns provides UI guidance to customers who choose to customize their enterprise applications.

Extending User Experience to Our Customers

The user experience effort needs to be extended to our customers. Currently, UI design happens on the front-end of development, however, the future lies with our tools, best practices, and knowledge being available directly to our customers. If we think about the lifecycle of a product through the eyes of a customer, we'll see that their first experience is with the out-of-the-box, or uncustomized and unconfigured, product. The product will then be configured, and perhaps customized, to meet business requirements. Next, end users can personalize different elements on their pages within the application. The customer phase of the process is ongoing, and continual changes and updates are made to their purchased applications. Given this lifecycle, how can customers uptake a product that can go through such modification yet still be usable and elegant?

The simple answer is for software companies to share their tools, best practices, and advice with customers. If we allow customers to use our design patterns, then when they create new pages to interact with our applications, the user experience will be seamless. By providing an elegant out-of-the-box solution, we show best design practices that can be emulated by our customers when they make modifications. Lastly, if we extend our implementation services to include a user experience evaluation, we enable our customers to provide a great UI to their end users. And, believe me, end users notice.

Conclusion

Enterprise software designers are responsible for the out-of-the-box solution and for the configured/personalized variations of that solution. The out-of-the-box product needs to reflect a general business solution and best design practices. A user centered design approach should be practiced to account for the multitude of end user roles and to streamline core tasks needed to complete day-to-day business. Design pattern creation and usage will improve overall design quality and consistency. Lastly, software design is only the beginning of a good configurable design. User experience teams should extend their tools (e.g. design patterns and guidelines), best practices, and advice to customers to ensure a quality end solution.

References

Tidwell, J. *Designing Interfaces: Patterns for Effective Interaction Design*. O'Reilly, Sebastopol, CA (2005).

Yahoo! Design Pattern Web site. Retrieved May 8, 2006, from http://developer.yahoo.com/ypatterns/index.php/ (2006).

Human Computer Interaction: Developing Effective Organizational Information Systems

Authored by Dr. Dov Te'eni, Dr. Jane Carey, and Dr. Ping Zhang

Reviewed by Dr. Charles ("Chuck") Kacmar
Information Systems, Statistics, and Management Science
University of Alabama, ckacmar@ua.edu

Human Computer Interaction: Developing Effective Organizational Information Systems by Dov Te'eni (Tel-Aviv University, teeni@tau.ac.il), Jane Carey (Arizona State University West, jane.carey@asu.edu), and Ping Zhang (Syracuse University, pzhang@syr.edu) is a newly released textbook from John Wiley & Sons, copyright 2007. The text offers a detailed and human-centered understanding of human computer interaction (HCI) throughout the development, deployment, and usage of organizational information systems. An encouraging and complimentary foreword by Dr. Izak Benbasat prepares the reader for this unique perspective. Also noteworthy is the fact that the book was developed and tested by the authors in undergraduate and graduate classes, and reviewed by several prominent researchers in the fields of HCI, Psychology, and MIS, all of which are very well-known throughout the IS conferences, journals, and disciplines.

The authors organize the study of HCI along for major dimensions: context, foundation, application, and extensions. These four dimensions comprise fourteen chapters that cover topics such as: understanding the organizational and business context; user involvement; the understanding and application of HCI principles in terms of task, semantic, syntactic, and lexical levels of IT and HCI; social and global issues; and the consideration and evaluation of alternative designs.

The presentation begins with an understanding of the various roles and responsibilities that individuals and managers assume within organizations and how information systems add value and help organizations achieve goals by supporting individuals and groups in their work activities. Viewing the employees and managers as partners, the text explores various task scenarios and work outcomes for which IT systems are appropriate. This "lens" considers issues such as type of task, intentions, communication, performance, and accuracy as some of the many important factors that necessitate HCI. The text offers many examples of organizational information system designs for which HCI issues were utilized, as well as examples of systems where HCI was ignored or improperly applied. This perspective covers the gamut from individual-to-individual, business-to-business, and business-to-consumer systems.

Another unique aspect of the text is how the information is delivered. The flavor of the text is research-oriented. Each chapter begins with an overview, list of learning objectives, discussion of relationships and ties to prior chapters and content, chapter content, summary, key terms, literature references, situational homework/study problems related to an ongoing case study for an Internet-based gourmet foods vendor, and general homework/thought exercises that relate to chapter specifics. Most important is that the chapter's content is delivered in a very readable, but yet research flavored manner, even for an undergraduate. This means that as concepts are presented, supporting references to the academic literature are also provided, which by the way are abundant and up-to-date. This makes the text usable in undergraduate, masters, and Ph.D. level courses, with the appropriate adjustments made to match the learning objectives of the audience. This also makes the text a valuable reference for those that want to learn about the field, explore issues in more detail by going to the academic literature, or possibly conduct research in the field of HCI.

Of course, the text covers much of the traditional content you would find in other HCI textbooks, and is inimitable in that the book openly credits and acknowledges HCI books written by others. However, the book's target remains HCI in the context of organizational information systems. Thus, issues peripheral to employee, managerial, or organizational needs are identified and briefly discussed, providing room for those issues that are more critical and strategic to enhancing IT usage and acceptance within the organization. For example, theories such as GOMS and Fitt's are covered in a few pages whereas theories and strategies such as TAM, social identity, cultural differentiation, communication, knowledge gathering, knowledge sharing, e-commerce, standards, and the challenges of applying HCI principles within development methodologies are investigated in detail and in multiple chapters. This philosophy of reinforcing important concepts by presenting them again in different contexts enhances one's understanding and retention of the material.

Supplements are of two types: internal and external. Internal supplements (provided in appendices to specific chapters) include sample HCI reports and deliverables such as an example of a Common Industry Format (CIF) for Usability Test Report and a report that details HCI activities throughout each phase of an HCI-centered development lifecycle – referred to as the Human Centered Systems Development Life Cycle (HCSDLC). External supplements include an instructor resource kit that consists of prepared and extensively tested PowerPoint lecture/presentations, exercise solutions, syllabi, pedagogical strategies, and a companion web site.

Having taught undergraduate and graduate-level classes in human computer interaction, systems analysis and design, and systems development, I find that the text by Te'eni, Carey, and Zhang would have been a valuable resource in many of them. Its presentation of HCI issues throughout all phases of development for organizational IT systems clearly demonstrates that HCI is a preeminent factor to the success or failure of today's systems. From this text students will understand how organizations rely on IT systems, how employee and management task goals differ, appreciate individual

Book Review (Cont'd)

differences, understand how and why task analysis and decomposition into tenable units are important, and how HCI principles are applied and evaluated to enhance employee productivity and information management. Graduate students, whether they are seeking an industry or academic career, will come to appreciate the work that HCI researchers have done to develop and test principles, theories, guidelines and evaluation instruments that can be used to enhance the usability and business value of IT systems.

Reference:

Te'eni, Dov, Carey, Jane, and Zhang, Ping. 2007. *Human Computer Interaction: Developing Effective Organizational Information Systems.* John Wiley & Sons, Inc., ISBN 0-471-67765-5.

Table of Contents
[annotated and shortened for this review]

Announcement: AIS SIGHCI Business Meeting at AMCIS'06

SIGHCI will be holding its annual business meeting on Friday, August 4th, from 6-8 pm at AMCIS'06 in Acapulco, Mexico. The meeting will last approximately 1 hour and will be followed by a reception. SIGHCI members and all interested parties are welcome to attend. The meeting will be held in Pyramid 3 at the Fairmont Acapulco Princess (the conference hotel).

Completed: SIGHCI Sponsored Journal Special Issue

IJHCS Special Section based on AMCIS 2005 and PACIS 2005 HCI Tracks

The three papers (and editorial) included in the special section of International Journal of Human-Computer Studies (IJHCS) are:

- Editorial Issue editors: Fiona Fui-Hoon Nah, Ping Zhang, Scott McCoy and Mun Yi

- *Weblog Success: Exploring the Role of Technology*
  Helen S. Du

- *The Effects of Post-Adoption Beliefs on the Expectation-Confirmation Model for Information Technology Continuance*
  James Y.L. Thong , Se-Joon Hong , and Kar Yan Tam

- *Studying Information Seeking on the Non-English Web: An Experiment on a Spanish Business Web Portal*
  Wingyan Chung

In Progress: SIGHCI Sponsored Journal Special Issues

1. JAIS Special Theme Papers based on the 4th pre-ICIS HCI/MIS Workshop (2005)

Three best completed research papers from the 2005 HCI/MIS workshop were invited to participate in a fast-tracking opportunity with the Journal of the Association for Information Systems (JAIS). The guest senior editor is Dennis Galletta. One paper was accepted with revisions, and two were invited to revise and resubmit.

2. ISJ Special Issue based on AMCIS'06, ECIS'06, and PACIS'06

The best completed research papers from the HCI tracks at ECIS'06, PACIS'06 and AMCIS'06 will be invited to participate in a special issue of the Information Systems Journal (ISJ). The guest editors for this special issue will be Nancy Russo, Matt Germonprez, Traci Hess, and Scott McCoy.

3. JAIS Special Theme Papers based on the 5th pre-ICIS HCI/MIS Workshop, ICIS'06, and HICSS-40

The best completed research papers from the 5th pre-ICIS Workshop (2006), the HCI track at ICIS'06, and the Human-Computer Interaction (HCI) minitrack (offered as part of the Collaboration Systems Track) at HICSS-40 (2007) will be forwarded for publication consideration at the Journal of the Association for Information Systems (JAIS). Guest editors will be selected from the JAIS editorial board and the conference program chairs.

Journal Special Issue Related to HCI

Behaviour & Information Technology Special Issue on "Empirical Studies of the User Experience"

Guest Editors: Marc Hassenzahl and Noam Tractinsky

Volume 25, Number 2, March-April 2006

The Special Issue includes seven articles that represent diverse aspects of the user experience.

- *User experience – a research agenda*. Hassenzahl, M. and Tractinsky, N.

- *User interfaces and consumer perceptions of online stores: The role of telepresence*. Suh, K-S. and Chang, S.

- *Attention web designers: You have 50 milliseconds to make a good first impression!* Lindgaard, G., Fernandes, G., Dudek, C., and Browñ, J.

- *Interdisciplinary criticism: analysing the experience of riot! a location-sensitive digital narrative*. Blythe, M., Reid, J., Wright, P., and Geelhoed, E.

- *Using psychophysiological techniques to measure user experience with entertainment technologies*. Mandryk, R.L., Inkpen, K.M., and Calvert, T.W.

- *Affectemes and allaffects: a novel approach to coding user emotional expression during interactive experiences*. Axelrod, L. and Hone, K.S.:

- *Adding method to meaning: a technique for exploring peoples' experience with technology*. Light, A.

- *Usability beyond the website: an empirically-grounded e-commerce evaluation instrument for the total customer experience*. Petre, M., Minocha, S., and Roberts, D.

Call for Papers: The 5th Annual Pre-ICIS Workshop on HCI Research in MIS

Workshop Co-Chairs: Traci Hess & Eleanor T. Loiacono

Program Co-Chairs: Paul Benjamin Lowry, Khawaja Saeed, & Susan Wiedenbeck

Saturday, December 9, 2006 in Milwaukee, WI

The objective of the workshop is to provide an open and constructive discussion forum of important HCI research in Information Systems that addresses the ways humans interact with information, technologies, and tasks – especially in the business, managerial, organizational, social and/or cultural contexts. HCI in MIS is concerned with the macro level (versus the micro level) of Human-Computer Interaction analysis. The purpose of the workshop is to identify important HCI/MIS problems and innovative research approaches.

The organizing committee is looking for interesting and novel research ideas as well as studies that address important HCI problems in today's organizations by drawing upon theories and/or methodologies from all relevant reference disciplines.

Keynote Speech:
In this year's keynote presentation, Dr. Joe Valacich will report on the state of HCI research publications in premier IS journal outlets. The presentation will integrate and extend recent research on this topic by Valacich, Fuller, Schneider, and Dennis (ISR 2006), Zhang and Li (JAIS 2005), and Dennis, Valacich, Fuller, and Schneider (MISQ 2006). Publication opportunities for IS research in general and HCI research in particular will be reported. The characteristics of HCI research published in premier journals over the past five years (2000-2005) will be discussed. In addition, the keynote speech will address the potential impact of these publication opportunities on promotion and tenure for HCI academics.

Topics:
- The perceptual, behavioral, cognitive, motivational, and affective/emotional aspects of human and their interaction with IT
- User task analysis and modeling
- Digital documents/genres and human information seeking behavior
- Informed user interface design and evaluation for all types of business and organizational applications such as:
  - B2B, B2C, C2C E-Commerce
  - E-marketplace and supply chain management
  - Group collaboration
  - Negotiation and auction
  - Enterprise systems
  - Intranets and Extranets
  - Small-screen mobile devices and pervasive computing
  - Multi-dimensional information visualizations
- Integrated or innovative approaches and guidelines for analysis, design, and development of interactive devices and systems
- Usability engineering, metrics, and methods for user interface assessment
- Evaluation of end-user computing in a work or non-work environment
- Information technology acceptance and diffusion issues from cognitive, behavioral, affective, 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
- Gender and technology
- Issues related to the elderly, the young and special needs populations
- Other human factors issues related to human interaction with technologies

Submissions:
Authors are encouraged to submit high quality research papers (completed or research in progress papers) that are original. The submissions should not be currently under review elsewhere and the papers should have not appeared elsewhere.

Formatting: All submissions must be formatted for 8½ x 11 inch paper (1 inch = 2.5 cm) and have 1 inch margins all around. Please use Times New Roman 12-point font with double spacing for the body of the paper.

File Formats: Only Word file formats will be accepted.
Maximum length: 10,000 words for completed research and 5,000 words for research-in-progress. These word counts include all titles, abstracts, figures, tables, and references.
Title page: The first page of the manuscript should have a title, the type of the submission (complete research or research in progress), total word count of the submission, an abstract of 150 words or less, and a list of 5-6 keywords.

Submissions will undergo a double-blind review process. Authors should agree to provide timely reviews of at most two other submissions, if requested. Manuscripts should be in MS Word format and be submitted as email attachments to the workshop program co-chairs: Paul Benjamin Lowry (paul.lowry@byu.edu), Khawaja Saeed (khawaja.saeed@wichita.edu), and Susan Wiedenbeck (susan.wiedenbeck@ischool.drexel.edu) with the subject heading "HCI/MIS workshop submission."

Publication:
Extended abstracts of all accepted papers will be published in the workshop proceedings. This inclusion should not affect full versions of the papers to be published later in journals.

Special Theme Papers of JAIS:
Dr. Kalle Lyytinen, editor-in-chief of the Journal of the Association for Information Systems (JAIS) (http://jais.isworld.org/), has agreed to fast track the best completed-research papers from the workshop for publication consideration at JAIS.

Key Dates:
*Submissions due***:** August 25, 2006
*Acceptance Notification***:** October 9, 2006
*Extended abstracts due for proceedings***:** October 23, 2006
Online Registration: through November 27, 2006
Onsite Registration: after November 28, 2006
*Workshop***:** December 9, 2006

For more details please visit: http://sigs.aisnet.org/SIGHCI/icis06_wksp/.

"HCI in MIS" Paper Sessions

Sponsored by AIS SIGHCI – http://sigs.aisnet.org/sighci/

Beijing International Convention Center, Beijing, China, 22-27 July, 2007

The Great Wall of China, built over 2,000 years ago, stretches across the mountains of northern China, winding north and northwest of Beijing

The Temple of Heaven

AIS SIGHCI (Association for Information Systems Special Interest Group on Human-Computer Interaction – http://sigs.aisnet.org/sighci/) sponsors 'HCI in MIS' sessions at HCII'07. The objective is to promote research related to HCI within business, managerial, and organizational contexts among AIS members and to the larger community of practitioners and scholars. Research papers and papers that help to bridge academic research and industry practice are welcome.

Topics for papers include, but are not limited to:

- The perceptual, behavioral, cognitive, motivational, and affective/emotional aspects of human and their interaction with information technology
- User task analysis and modeling
- Digital documents/genres and human information seeking behavior
- Informed user interface design and evaluation for business and organizational applications including:
  o B2B, B2C, C2C e-commerce, m-commerce and u-commerce
  o E-marketplace and supply chain management
  o Group collaboration
  o Negotiation and auction
  o Enterprise systems
  o Customer relationship management
  o Pervasive computing using small-screen mobile devices
  o Multi-dimensional information visualizations
- Integrated or innovative approaches and guidelines for analysis, design, and development of interactive devices and systems
- Usability engineering, metrics, and methods for user interface assessment
- Usability studies for end-user computing in work and non-work environments
- Information technology acceptance and diffusion issues from cognitive, behavioral, affective, motivational, cultural, and user interface design perspectives
- Impact of interfaces/information technology on attitudes, behavior, performance, perception, and productivity
- Issues in software learning and training
- Gender and technology

- Issues related to the elderly, the young and special needs populations
- Other human factors issues related to human interaction with technologies

Submissions:
Authors should assure that their submissions are not currently under review elsewhere.
Formatting: Use Times New Roman 12-point font with double-spacing.
Maximum length: 20 pages (double-spaced) excluding the abstract and references.
Submissions will undergo a double-blind review process. Authors should agree to provide timely reviews of at most two other submissions, if requested. Manuscripts should be in MS Word format and be submitted as email attachments to: Fiona Nah (fnah@unl.edu), Ping Zhang (pzhang@syr.edu) and Scott McCoy (scott.mccoy@mason.wm.edu) with the subject heading "HCII'07 submission" by October 16, 2006. Authors can use the body of the email as the cover letter for the submission and should ensure that their identities do not appear in any part of the manuscript.

Journal Fast-tracking Opportunity:
Julie Jacko and Gavriel Salvendy, editors-in-chief of the International Journal of Human-Computer Interaction (IJHCI), have agreed to fast track successful expansions of the best, completed research papers from the 'HCI in MIS' sessions at HCII'07 for publication in a special issue of IJHCI. The guest editors for the special issue will be Fiona Nah, Ping Zhang, and Scott McCoy.

Important Dates:
Deadline for paper submission: Oct. 16, 2006
Notification of review outcome: Dec. 1, 2006
Deadline for receipt of final papers: Feb. 1, 2007

Questions?
If you have any questions, please feel free to contact Fiona Nah (fnah@unl.edu), Ping Zhang (pzhang@syr.edu) or Scott McCoy (scott.mccoy@mason.wm.edu).

CFP: Hawaii International Conference on Systems Sciences (HICSS) 2007

Mini-Track: Human-Computer Interaction (HCI)
(Offered as part of the Human and Computer Collaboration Technologies Track)

Hilton Waikoloa Village, Big Island, Hawaii, January 3-6, 2007

Mini-Track Chairs

Joe Valacich, Washington State University, jsv@wsu.edu

John Wells, Washington State University, wellsjd@wsu.edu

The aim of this mini-track is to provide a forum for HCI researchers to exchange a broad and comprehensive range of issues related to the design, development, and assessment of human-computer interaction. Appropriate papers for the HCI mini-track will draw on the broadest range of research methodologies including developmental, conceptualization, theorization, case study, hermeneutic, action research, experimentation, survey, simulation, and so on. Given the diverse goals of this mini-track, there are a plethora of appropriate topics for papers; possible topics include, but are not limited to:

- The behavioral, cognitive, and motivational aspects of human/computer interaction
- User task analysis and modeling
- The analysis, design, development, evaluation, and use of information systems
- Guidelines and standards for interface design
- User interface design and evaluation of the Web for B2B, B2C, C2C e-commerce, group collaboration, and negotiation and auction
- Design and evaluation issues for small screen devices and M-Commerce
- Interface issues in the development of other new interaction technologies
- Information system usability engineering
- The impact of interfaces/information technology on attitudes, behavior, performance, perception, and productivity
- Implications and consequences of technological change on individuals, groups, society, and socio-technical units

- Issues related to the elderly, the young, and special needs populations
- Issues in teaching HCI courses
- Other human factors issues related to HCI
- Interface design for group and other collaborative environments
- User/Developer experiences with particular interfaces, design environments, or devices

Submission Guidelines.
- Authors may submit an abstract to the mini-track chairs at anytime for guidance and indication of appropriate content.
- Final papers will be submitted via the HICSS Review System, deadline is June 15, 2006.
- See the HICSS-40 conference website at http://www.hicss.hawaii.edu/hicss_40/apahome40.htm for more details regarding paper submission procedures as well as general conference information.

Important Dates
- June 15, 2006: Deadline to submit full papers
- August 15, 2006: Authors receive decisions regarding paper acceptances.
- September 15, 2006: All Authors submit the final version of their accepted papers for publication. At least one author of each paper must register to attend the conference by this date. Early registration fee $545 applies until this date.
- October 15, 2006: General registration fee $595 applies until December 15.

For more details, please visit http://sigs.aisnet.org/sighci/hicss07/.

Call for items: AIS SIGHCI Newsletter Volume 5, Issue 2

The coming issue of AIS SIGHCI newsletter (Volume 5, Issue 2) is to be published in November 2006. You are invited to contribute items to this issue. All items will be editorial reviewed. Please make sure to send your pieces to the newsletter editor Na (Lina) Li (nli@syr.edu) by October 10, 2006. Your input will be highly appreciated! Possible topics include, but are not limited to, the following:

1. Short essays/opinions/research studies (about 900 – 2700 words)
2. HCI Book review (about 900 – 1800 words). Please feel free to contact Na (Lina) Li beforehand if you intend to review a book or if you wish your own book to be reviewed.
3. Industry voice (about 900 – 1800 words). We welcome HCI related essays from industry professionals.
4. News about SIGHCI Members (up to 300 words for each item): honors and awards, professional activities, new appointments, interesting projects, new books or publications, etc.

5. Brief introduction of interesting HCI journals and/or special issues, including citation information, brief description, table of content (for special issues), etc.
6. CFP for HCI related journals or conferences.
7. Teaching HCI (up to 1800 words): teaching ideas or cases, sample syllabus, etc. It could be a one or two-paragraph description, or a well-developed essay/complete syllabus.
8. Any other announcements (up to 300 words for each item).

For previous issues, Please refer to http://sigs.aisnet.org/sighci/newsletters/.

Current Activities Sponsored by AIS SIGHCI

Human-Computer Interaction Track
The 14th European Conference on Information Systems (ECIS 2006)

Göteborg, Sweden, June 12-14, 2006

Track Co-chairs

Scott McCoy, College of William and Mary, scott.mccoy@mason.wm.edu
Hans Van Der Heijden, University of Surrey, h.vanderheijden@surrey.ac.uk

The HCI track held five sessions, Attitudes, Usability, Issues in HCI, Performance Studies, and Online Behavior.
The best paper award of ECIS'06 was given to a paper in the HCI track: Michel Avital and Dov Te'eni. *From Generative Fit to Generative Capacity: Exploring an Emerging Dimension of Information Systems Fit and Task Performance*.

For more information, please refer to http://www.ecis2006.se/02_conferencetracks/hci/ or http://sigs.aisnet.org/sighci/ecis06/.

Human-Computer Interaction Track
The 10th Pacific Asia Conference on Information Systems (PACIS 2006)

Kuala Lumpur, Malaysia, July 6-9, 2006

Track Co-Chairs

Jinwoo Kim, Yonsei University, South Korea, jinwoo@base.yonsei.ac.kr
Mun Yi, University of South Carolina, United States, myi@moore.sc.edu

For more information, please visit http://www.pacis2006.com.my/ or http://sigs.aisnet.org/sighci/pacis06/.

Track on Human-Computer Interaction Studies in MIS
The 12th Americas Conference on Information Systems (AMCIS) 2006

Acapulco, México, August 4-6, 2006

Track Co-Chairs

Matt Germonprez, University of Wisconsin - Eau Claire, germonr@uwec.edu
Traci Hess, Washington State University, thess@cbe.wsu.edu
Scott McCoy, College of William and Mary, scott.mccoy@business.wm.edu
Fiona Fui-Hoon Nah, University of Nebraska-Lincoln, fnah@unl.edu

Minitracks and Chairs:

1. HCI Education for IS Professionals
    Mary Jo Davidson, DePaul University

2. HCI Models and Issues in Information Seeking Engines
    Ricard (Rick) E. Downing, Rockhurst University

3. Human Cognition in Computing
    Tom Stafford, University of Memphis

4. IT/Systems Accessibility
    Eleanor T. Loiacono, Worcester Polytechnic Institute,
    Scott McCoy, College of William and Mary
    Deborah Fels, Ryerson University

5. Personalization Systems
    Il Im, Yonsei University

6. Emergency Response Information Systems
    Tung Bui, University of Hawaii
    Murray Turoff, New Jersey Institute of Technology
    Bartel Van de Walle, Tilburg University, Belgium
    *Co-sponsored by SIGHCI and SIGDSS

7. HCI Issues in Healthcare IT
    Vance Wilson, University of Wisconsin-Milwaukee
    *Co-sponsored by SIGHCI and SIGHealth

8. HCI with Mobile Devices
    Fiona Fui-Hoon Nah, University of Nebraska-Lincoln
    Peter Tarasewich, Northeastern University
    *Co-sponsored by SIGHCI and SIGE-BIZ

9. Information Visualization and Decision Support
    Ozgur Turetken and David Schuff, Temple University
    *Co-sponsored by SIGHCI and SIGDSS

10. Interface Design, Evaluation, and Impact
    Matt Germonprez, University of Wisconsin – Eau Claire
    Traci Hess, Washington State University
    Scott McCoy, College of William and Mary

For more information about the HCI track at AMCIS'06, please refer to http://sigs.aisnet.org/sighci/amcis06/ or http://amcis2006.aisnet.org/.

Future Activities Sponsored by AIS SIGHCI

The 5th Annual Pre-ICIS Workshop on HCI Research in MIS

Milwaukee, Wisconsin, USA, Saturday, December 9, 2006

Workshop Co-Chairs

Traci Hess, Washington State University, thess@wsu.edu
Eleanor T. Loiacono, Worcester Polytechnic Institute, eloiacon@wpi.edu

Program Co-Chairs

Paul Benjamin Lowry, Brigham Young University, paul.lowry@byu.edu
Khawaja Saeed, Wichita State University, Khawaja.Saeed@wichita.edu
Susan Wiedenbeck, Drexel University, susan.wiedenbeck@ischool.drexel.edu

Please see page 13 or visit http://sigs.aisnet.org/sighci/icis06_wksp/ for more details.

Human-Computer Interaction Track

The International Conference on Information Systems (ICIS) 2006

Milwaukee, Wisconsin, USA, December 10-13, 2006

Track Co-Chairs

Kar Yan Tam, Hong Kong University of Science and Technology, China, kytam@ust.hk
Ping Zhang, Syracuse University, pzhang@syr.edu

Please visit http://www.icis2006.org/track06.htm for more details.

Human-Computer Interaction Mini-Track

Hawaii International Conference on Systems Sciences (HICSS) 2007
(Offered as part of the Human and Computer Collaboration Technologies Track)

Hilton Waikoloa Village, Big Island, Hawaii, January 3-6, 2007

Mini-Track Chairs

Joe Valacich, Washington State University, jsv@wsu.edu
John Wells, Washington State University, wellsjd@wsu.edu

Please see page 15 or http://sigs.aisnet.org/sighci/hicss07/ for more details. The HICSS'07 website is available at http://www.hicss.hawaii.edu/hicss_40/apahome40.htm.

Human-Computer Interaction Track

The 11th Pacific Asia Conference on Information Systems (PACIS 2007)

Auckland, New Zealand, July 4-6, 2006

Paper submission deadline   March 3, 2007

Track Co-Chairs

Hock Hai Teo, National University of Singapore, teohh@comp.nus.edu.sg
Kil-Soo Suh, Yonsei University, kssuh@base.yonsei.ac.kr

Please visit http://www.pacis2007.com for more details.

Future Activities Sponsored by AIS SIGHCI

Human-Computer Interaction in MIS Sessions

The 12th International Conference on Human-Computer Interaction (HCII 2007)

Beijing, China, July 22-27, 2007

Please see page 14 or http://sigs.aisnet.org/sighci/hcii07/ for more details. The HCII'07 website is available at http://www.hcii2007.org/.

Human-Computer Interaction Track

The 13th Americas Conference on Information Systems (AMCIS) 2007

Keystone, Colorado, August 9-12, 2007

The 6th Annual Pre-ICIS Workshop on HCI Research in MIS

Montreal, Quebec, Canada, December 8, 2007

Human-Computer Interaction Track

The International Conference on Information Systems (ICIS) 2007

Montreal, Quebec, Canada, December 9-12, 2007

Past Activities

The 4th Annual Workshop on HCI Research in MIS

Las Vegas, NV, USA, December 10, 2005

Workshop Co-Chairs

Scott McCoy, College of William and Mary, scott.mccoy@mason.wm.edu
Traci Hess, Washington State University, thess@wsu.edu

For more details, please visit http://sigs.aisnet.org/sighci/icis05/Workshop/.

Track on HCI Studies in MIS

The International Conference on Information Systems (ICIS) 2005

Las Vegas, NV, USA, December 11-14, 2005

Track Co-Chairs

Kar Yan Tam, Hong Kong University of Science and Technology, China, kytam@ust.hk
Jane Webster, Queens University, Canada, jwebster@business.queensu.ca

For more information, please visit http://icis2005.unlv.edu/track11.htm or http://sigs.aisnet.org/sighci/icis05/Main/.

SIGHCI Advisory Board

Izak Benbasat
University of British Columbia, benbasat@commerce.ubc.ca

Jane Carey
Arizona State University West, jcarey@asu.edu

Dennis Galletta
University of Pittsburgh, galletta@katz.pitt.edu

Sirkka Jarvenpaa
University of Texas at Austin,
Sirkka.Jarvenpaa@mccombs.utexas.edu

Fiona Fui-Hoon Nah
University of Nebraska-Lincoln, fnah@unl.edu

Joe Valacich
Washington State University, jsv@wsu.edu

Jane Webster
Queen's University, jwebster@business.queensu.ca

Ping Zhang
Syracuse University, pzhang@syr.edu

SIGHCI Officers

Chair
    Traci Hess
    Washington State University, thess@cbe.wsu.edu

Chair-Elect
    Weiyin Hong
    University of Nevada - Las Vegas
    whong@unlv.nevada.edu

Past Chair
    Scott McCoy
    College of William & Mary
    Scott.McCoy@mason.wm.edu

Secretary and Treasurer
    Matt Germonprez
    University of Wisconsin - Eau Claire
    germonr@uwec.edu

Vice Chair for Membership
    Susan Lippert
    Drexel University, lippert@drexel.edu

Vice Chair for Research Resources
    Richard Downing
    Rockhurst Univesity, rick.downing@rockhurst.edu

Vice Chair for Sponsorship
    Robin Poston
    University of Memphis, rposton@memphis.edu

Vice Chair for Teaching Resources
    Jinwoo Kim
    Yonsei University, jinwoo@base.yonsei.ac.kr

Newsletter Editor
    Na (Lina) Li
    Syracuse University, nli@syr.edu

Conference Planning Chair for pre-ICIS HCI Workshop 2006
    Traci Hess
    Washington State University, thess@cbe.wsu.edu

Conference Planning Chair for PACIS 2006
    Mun Yi
    University of South Carolina, myi@moore.sc.edu

Conference Planning Chair for AMCIS 2006
    Matt Germonprez
    University of Wisconsin - Eau Claire, germonr@uwec.edu

Conference Planning Chairs for HICSS 2007
    Joe Valacich
    Washington State University, jsv@wsu.edu
    John Wells
    Washington State University, wellsjd@wsu.edu

Conference Planning Chair for HCII 2007
    Fiona Fui-Hoon Nah
    University of Nebraska-Lincoln, fnah@unl.edu

Webmaster
    Veena Parboteeah
    Washington State University, veena@cbe.wsu.edu

Listserv Manager
    Ping Zhang
    Syracuse University, pzhang@syr.edu

SIGHCI Sponsors

SIGHCI would like to express its sincere appreciation to the following sponsors. The many past and future SIGHCI activities would not be possible without their generous support.

- Information Systems Department, *University of Arkansas*
- Management Information Systems Department, *University of Central Florida*
- College of Information Science and Technology, *Drexel University*
- Accounting and Information Systems, *University of Kansas*
- School of Information, *University of Michigan*
- Moore School of Business, *University of South Carolina*
- College of Business and Administration, *Southern Illinois University Carbondale*
- School of Information Studies, *Syracuse University*
- The Information School, *University of Washington*
- Department of Information Systems, *Washington State University*
- School of Business, *College of William & Mary*
- Department of Management, *Worcester Polytechnic Institute*

Helpful URLs

AIS website:
http://aisnet.org

AIS SIGHCI website:
http://sigs.aisnet.org/sighci/

AIS SIGHCI listserv webpage:
http://sigs.aisnet.org/sighci/sig_listserv.html

AIS SIGHCI listserv:
ais_hci@listserv.syr.edu

AIS SIGHCI Research Resources site:
http://sigs.aisnet.org/sighci/Research/

AIS SIGHCI Teaching Resources site:
http://ysb.yonsei.ac.kr/aishci/

AIS SIGHCI Membership site:
http://www2.business.ku.edu/sighci/

AIS SIGHCI Newsletter:
http://sigs.aisnet.org/sighci/newsletters/

AIS SIGHCI Photo Gallery:
http://sigs.aisnet.org/sighci/pictures/

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

Save the Dates

SIGHCI-Sponsored Activities & Events	
AMCIS'06 - HCI Track, Acapulco, Mexico	8/4/06 - 8/6/06
SIGHCI Annual Meeting at AMCIS'06 (6-8pm)	8/4/06
Submissions due - SIGHCI Pre-ICIS Workshop, Milwaukee, WI	8/25/06
Submissions due - SIGHCI sessions in HCII'07, Beijing, China	10/16/06
SIGHCI Pre-ICIS Workshop, Milwaukee, WI	12/9/06
ICIS'06 – HCI Track, Milwaukee, WI	12/10-12/12/06
HICSS'07 – HCI minitracks, Waikoloa, HI	1/3/07 - 1/6/07
Submissions due - PACIS'07, Auckland, New Zealand	3/3/07
PACIS'07 – HCI Track, Auckland, New Zealand	7/4//07 - 7/6/07
AMCIS'07, Keystone, Colorado	8/9/07-8/12/07
SIGHCI Pre-ICIS Workshop, Montreal, Quebec	12/8/07
ICIS'07, Montreal, Quebec	12/9/07-12/12/07