AIS SIGHCI Newsletter

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

Volume 5 Issue 2

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Inside

Summary of HCI track at AMCIS 2006

SIGHCI was pleased to sponsor the HCI track at AMCIS 2006 in Acapulco, Mexico, which included 10 mini-tracks. The 10 mini-tracks are listed below:

1. *HCI Education for IS Professionals* minitrack chaired by Mary Davidson, DePaul University.

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

3. *Human Cognition in Computing* minitrack chaired by Tom Stafford, University of Memphis.

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

5. *Personalization Systems* minitrack chaired by Il Im, Yonsei University.

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

SIGHCI Annual Meeting – Pictures taken by Traci Hess

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

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

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

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

These SIGHCI sponsored mini-tracks formed 14 paper sessions that spanned the entire conference program. There were a total of 42 papers presented within the HCI track at AMCIS 2006, making it one of the two largest tracks at AMCIS. Thank you to all authors, mini-track chairs, and reviewers for providing such a strong showing of HCI research.

SIGHCI Sessions – Pictures taken by Traci Hess

The following two papers from the HCI track received best paper awards at AMCIS 2006. Only eleven papers received a best paper award at AMCIS this year. Congratulations to these authors for their outstanding work!

"*Investigating the Role of Presence in Collaborative Online Shopping*", by Zhenhui Jiang, National University of Singapore, Izak Benbasat, University of British Columbia, and Lei Zhu, University of British Columbia

"*Using Relationship Theories for Web Site Design: Development of a Site-Communality Scale and Proposed Impact on Loyalty*", by Daniel Tomiuk, McGill University and Alain Pinsonneault, McGill University

Dinner – Picture taken by Fiona Nah

Authors of the best completed papers were invited to submit expanded versions of their papers for fast-tracking and publication consideration in a SIGHCI-sponsored special issue of the Information Systems Journal (ISJ). The special issue is expected to be published in 2007 and is co-edited by Matt Germonprez, Traci Hess, and Nancy Russo.

Thank you again to all participants for the success of the HCI track. We look forward to sponsoring the HCI track at AMCIS 2007 in Keystone, Colorado!

Lunch – Picture taken by Traci Hess

SIGHCI Annual Meeting – by Traci Hess

Preview: The 5th Annual Workshop on HCI Research in MIS

Workshop Co-Chairs

Traci Hess, Washington State University, thess@cbe.wsu.edu
Eleanor Loiacono, Worcester Polytechnic University, 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

Saturday, December 9, 2006 in Milwaukee, WI

The 5th Annual Pre-ICIS Workshop on HCI Research in MIS will be held in Milwaukee, WI on Saturday, December 9, 2006 from 8 am - 5:45 pm. The objective of the workshop is to provide a constructive discussion forum for human-computer interaction (HCI) research in management information systems. The one-day workshop will feature a keynote presentation by Joe Valacich on the "state of HCI research publications in premier IS journal outlets" and will include 13 HCI research paper presentations. Lunch is included in the workshop registration fee and the guest lunch speakers will be representatives from Microsoft discussing "HCI research funding opportunities". A reception will immediately follow the workshop.

The 40 members of the program committee provided high quality feedback on the submissions. While many good reviews were noted, the following six best reviewer nominees were selected based on the overall quality of their reviews: Gilbert Cockton, Mark Fuller, Richard Johnson, Fiona Nah, Robin Poston, and Keng Siau. The best reviewer award will be presented at the workshop.

The **SIGHCI Executive Meeting** is scheduled for Saturday, Dec. 9, 2006 from 6:30 pm – 7:30 pm in the Hilton Regency Ballroom in the Hilton Hotel, Milwaukee.

Keynote Speaker:

Joe Valacich, Washington State University: State of HCI Research Publications in Premier IS Journal Outlets

Lunch Speaker:

Microsoft Representatives: HCI Research Funding Opportunities

Research Presentations:

There were 26 submissions to the Pre-ICIS HCI workshop. After a rigorous review process, 13 papers were accepted, an acceptance rate of 50%.

Learning, Knowledge Transfer and Collaboration

Session Chair: Dianne Cyr, Simon Fraser University

1. *Examining the Role of the Communication Channel Interface and Recipient Characteristics on Knowledge Internalization* by Christopher L. Scott, Washington State University and Saonee Sarker, Washington State University (Best paper nominee)

2. *Slacking and the Internet in the Classroom: A Preliminary Investigation* by Pamela S Galluch, Clemson University and Jason Bennett Thatcher, Clemson University

3. *A Pattern Approach to Understand Group Collaboration in Hands-on and Remote Laboratories* by Jing Ma, Stevens Institute of Technology and Jeffrey V. Nickerson, Stevens Institute of Technology

Finding Information and Solving Problems

Session Chair: Christopher Scott, Washington State University

4. *Dissecting Query Performance in Logical Data Models: Parsimony vs Greater Ontological Clarity* by Ghalib Al Ma'mri, University of Queensland, Paul L. Bowen, Florida State University, Fiona H. Rohde, University of Queensland, and Laurel Yang, University of Queensland (Best paper nominee)

5. *Evaluating the Use of a Visual Approach to Business Stakeholder Analysis* by Wingyan Chung, University of Texas at El Paso

6. *Marshalling Support: How Computer Users Negotiate Technical Problems* by Hannah Rasmussen, Richard Ivey Business School, Nicole Haggerty, Richard Ivey Business School, and Deborah Compeau, Richard Ivey Business School

Design and IT Use

Session Chair: Jason Thatcher, Clemson University

7. *The Use of the Delphi Method to Determine the Benefits of the Personas Method – An Approach to Systems Design* by Tomasz Miaskiewicz, University of Colorado at Boulder and Kenneth Kozar, University of Colorado at Boulder

8. *Exploring Human Images in Website Design Across Cultures: A Multi-Method Approach* by Dianne Cyr, Simon Fraser University, Milena Head, McMaster University, Hector Larios, Simon Fraser University, and Bing Pan, College of Charleston (Best paper nominee)

9. *Shaping Consumer Perceptions to Motivate Online Shopping: A Prospect Theory Perspective* by Daniel Chen, Texas Christian University and Huigang Liang, Florida Atlantic University

10. *Adaptive IT Use: Conceptualization and Measurement* by Heshan Sun, Syracuse University and Ping Zhang, Syracuse University

Trust, Deception, and Privacy

Session Chair: Nicole Haggerty, Richard Ivey Business School

11. *An Empirical Study of Consumer Satisfaction with Online Health Information Retrieval* by Michael Bliemel, Dalhousie University and Khaled Hassanein, McMaster University

12. *Reducing the Perceived Deception of Product Recommendation Agents: The Impact of Perceived Verifiability and Perceived Similarity* by Bo Xiao, University of British Columbia and Chee-Wee Tan, University of British Columbia

13. *An Experimental Study on U-commerce Adoption: Impact of Personalization and Privacy Concerns* by Hong Sheng, University of Missouri-Rolla, Fiona Fui-Hoon Nah, University of Nebraska-Lincoln, and Keng Siau, University of Nebraska-Lincoln (Best paper nominee)

Studying Users in Their Habitats
– Incorporating the Customer in Product Design through Field Study

Dilip Chetan
Usability Engineer
Analytics User Experience, Oracle USA
dilip.chetan@oracle.com

Among the repertoire of techniques available at the disposal of a usability analyst, one of the most treasured is the ethnographic study at a user site, also known as Field Study, or in Oracle's case "Customer Site Visit". Other terms related to Field Study (and sometimes used synonymously with it) include Contextual Inquiry, Observational Study, and Participant observation (Burke and Kirk, 2001). The importance of ethnographic studies in product design is well established (Burke and Kirk, 2001; Hughes, King, Rodden, and Andersen, 1994; Hughes, King, Rodden, and Andersen 1995) and is not going to be elaborated on any further in the present article. The goal of this article instead, is to provide the reader with a brief look at how Oracle incorporates ethnographic studies in product design, along with some of the benefits of such studies to the Oracle User Experience team.

An Oracle site visit entails in-depth studies that are conducted at the site of some of Oracle's prominent customers. In a typical project, a small team of usability engineers and designers, (often accompanied by product, strategy or development team members) visits the customer site(s) and meets with a variety of Oracle product users at different organizational levels. A visit could typically last two-three days during which detailed studies are made on user behavior, work habits, task flows, and on how different people use software applications (including Oracle software) to accomplish their tasks. The study methods also incorporate techniques that range from one-on-one interviews and focus groups to "fly-on-the-wall" observations. The usability analyst is free to include any method that best suits the objectives of the visit. A typical site visit yields rich data that are both extensive and invaluable.

The benefits of observation at a customer site

In standardized lab tests, the usability engineer can bring only the customer to the lab, but cannot simulate the customer's environment. For instance, I conducted a usability evaluation on a product, the target audience of which comprised of cost-center managers. I was able to recruit cost center managers for my study, but what I was unable to do was to replicate the actual situation (the environment) that the managers were used to working in. In a regular work situation, these managers are quite likely to be working on a number of applications and tasks simultaneously. They may also be getting alerts and messages that may require the managers' immediate attention. The participants in my study were isolated from their regular working environment (some of them even turned off their cell phones) and were much more relaxed than they would normally have been. They were therefore able to explore different widgets around the application being tested in a much more thorough and comprehensive manner. The lack of environmental stresses that would normally confront a user could sometimes play a crucial role not only on the manner in which the user interacts with the product, but also in the user's satisfaction ratings of the product.

Sometimes the users may not be able to tell us about all the problems they face if we ask them directly to "list the problems". This could be because

a) Not many users can recall all of the problems that confront them, and

b) Sometimes, the users may not think that some of these problems are relevant or important to us. For instance, during one site visit, a participant from a customer's organization mentioned to us in passing that he would like one of our products to enable him to get large spreadsheet-like printouts. He did not give us any more information regarding his reporting requirements. It was only when we actually saw the size of a previous printout that he had obtained using another software application that we realized exactly what he meant by "large" (see figure 1).

Figure 1. A spreadsheet printout mounted on a Styrofoam backing - photographed at a customer site

Site visits also help us in building user personas and profiles. It provides an opportunity to study and understand the user as a complete person (and not just in a product context). It helps us build a better picture of what our users really are and what their issues are.

An important inter-organizational advantage of conducting a site visit is that if we get the "buy-in" of the product, strategy, and development teams, we can actually take some of the members of these teams along with us to the site visit, and we may even be able to train them to conduct some of the customer interviews and the observations themselves. It is fairly easy to train people in interview and observation techniques, as opposed to providing training in lab-based methods. The big advantage here is that the members of other teams get to appreciate what goes into obtaining user input. Since they are there as first hand observers, they get a first hand look at what the customer is really talking about. They also get to ask some of their own questions. I have seen that this exercise has been very useful in not only bringing different teams together, but also in giving a much better picture of the customer to the members of other teams. This is also one of the few opportunities that members of other teams get in interacting directly with customers and, in my experience, I've seen that they really appreciate it.

So what does it take to go on a site visit?

At Oracle, going on a site visit takes a lot of resources and a lot of planning – sometimes even months of planning. There may be non-disclosure agreements that the customers may need to sign. Getting large organizations to sign non-disclosure agreements can sometimes become a major undertaking in itself, because of legal concerns regarding the safeguarding of intellectual property and other forms of confidential information on both sides.

Protecting customer interests
We need to make sure that the organization we are visiting is agreeable with the following:

- Our presence in its premises for an extended period of time
- The use of video cameras and other recording equipment so we can record our observations and interviews at the customer site.
- Sometimes, we may need to bring back some of the deliverables that the customers may be using, such as reports, forms, and screenshots of different applications. This is done to give us an idea of the customer's requirements and their pain points (for instance, the customer could be producing reports in a specific format and maybe we could tailor our reporting software to enable the customer to produce these reports easier and faster).

Also, we will be observing customer employees doing actual work. They may be handling sensitive information and the customer may be rightly concerned about protection of its intellectual property and some of its business records.

There are times when some of our customers are not comfortable with some or all of the above issues. In such cases, we have either dropped the site visit entirely, or have gone ahead after making the necessary changes to our methodology of collecting information, so that the customer is satisfied.

Protecting our interests
We may also be showing the customers designs of future versions of our products to get their feedback on them and we need to make sure that our intellectual property as well designs for future versions are protected (we also need to make sure that Oracle is agreeable with showing the customer these designs).

Logistics
A site visit requires a significant expenditure of time and monetary resources, usually limiting most visits to a two-three day time period. We will need to make sure that all the key customer contacts we need to talk to (along with appropriate conferencing facilities) are available when we go out on the site visit. Scheduling a group of people at various levels of an organization in a two-three day time frame can be quite a daunting task and could require weeks of advance planning. Also, getting a cross-functional team ready within Oracle itself could take time. Plus, in the case of international site visits, there could always be issues of obtaining visas and these may take some time as well.

Conclusion

A comprehensive customer site visit is not something that one can do as part of every design exercise. Sometimes, resource constraints could force the usability engineer to choose other methods, including shortened versions of the ethnographic study (Burke and Kirk, 2001) depending on the objectives to be met. But if the objective is to prepare a product roadmap, and to spell out overarching goals on what the product needs to address, a site visit definitely goes a long way.

References

- Burke, J., & Kirk, J. (2001). Ethnographic Methods. Retrieved November 1, 2006, from http://www.otal.umd.edu/hci-rm/ethno.html
- Hughes, J., King, V., Rodden, T., & Andersen, H. (1994). Moving out from the control room: ethnography in system design. *Proceedings of the 1994 ACM conference on Computer supported cooperative work*, 429 - 439
- Hughes, J., King, V., Rodden, T., & Andersen, H. (1995). The role of ethnography in interactive systems design. *Interactions* 2 (2), 56 – 65.

Announcement: SIGHCI Executive Meeting

There will be an AIS **SIGHCI Executive Meeting** at ICIS 2006. The meeting is scheduled for Saturday, Dec. 9, 2006, after the 5th Annual Workshop, from 6:30 pm – 7:30 pm in the Hilton Regency Ballroom at the Hilton Hotel in Milwaukee, WI.

Current 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

For a preview of the workshop, please refer to pages 3-4 of this issue or visit http://sigs.aisnet.org/SIGHCI/icis06_wksp/.

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, kytam@ust.hk
Ping Zhang, Syracuse University, pzhang@syr.edu

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

Future Activities Sponsored by AIS SIGHCI

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 Co-Chairs

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

Please visit http://sigs.aisnet.org/sighci/hicss07/ or http://www.hicss.hawaii.edu/hicss_40/apahome40.htm for more details.

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

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

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

Track on Human-Computer Interaction Studies in MIS
The 13th Americas Conference on Information Systems (AMCIS) 2007

Keystone, Colorado, August 9-12, 2007

Track Co-Chairs
Matt Germonprez, University of Wisconsin - Eau Claire, germonr@uwec.edu
Traci Hess, Washington State University, thess@cbe.wsu.edu
Peter Tarasewich, Northeastern University, tarase@ccs.neu.edu

Minitracks and Chairs:

1. *Hedonic Information Technologies: Online Games, Interactive Entertainment, and Lifestyle Computing* by Paul Benjamin Lowry, Brigham Young University, Greg Moody, University of Pittsburg, Taylor Wells, Indiana University and Ian MacInnes, Syracuse University.

2. *Emerging Computer-Mediated Communication Tools/Technologies for Web-based Service* by Shu Schiller, Wright State University.

3. *Personalization Systems* by Il Im, Yonsei University and Hong Sheng, University of Missouri-Rolla.

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

5. *HCI Issues in Healthcare IT* by Vance Wilson, University of Wisconsin-Milwaukee, Nina McGarry, Marymount University, and Ann Fruhling, University of Nebraska at Omaha. Co-sponsored by SIGHCI and SIGHealth.

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

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

8. *HCI and Competitive Advantage* by Marilyn Tremaine, Rutgers, the State University and Jan Marco Leimeister, Technische Universität München.

9. *Interface Design, Evaluation, and Impact* by Matt Germonprez, University of Wisconsin – Eau Claire and Traci Hess, Washington State University.

For more information about the HCI track at AMCIS'07, please refer to http://sigs.aisnet.org/sighci/amcis07/ or http://www.biz.colostate.edu/amcis07/.

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, http://www.icis2007.org/

Traci Co-Chairs
Ji-Ye Mao, Renmin University of China, jymao@ruc.edu.cn
Mun Yi, University of South Carolina, myi@moore.sc.edu
Jane Webster, Queen's University, jwebster@business.queensu.ca

Past 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

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

For a summary of the HCI track at AMCIS'06, please refer to pages 1-3 of this issue or visit http://sigs.aisnet.org/sighci/amcis06/ or http://amcis2006.aisnet.org/.

In Progress: SIGHCI Sponsored Journal Special Issues

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

Four 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. Two papers have been accepted. One is in a second round of review. And one is being revised by the authors.

Accepted and published:
"Causal Relationships between Perceived Enjoyment and Perceived Ease of Use: An Alternative Approach". by Heshan Sun and Ping Zhang. Volume 7 Issue 9 Article 24 September, 2006

Conditionally Accepted:
"The Role of Design Characteristics in Shaping Perceptions of Similarity: The Case of Online Shopping Assistants". by Sameh Al-Natour, Izak Benbasat, and Ronald T. Cenfetelli. Authors are making some very slight editorial changes for final publication.

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 were invited to participate in a special issue of the Information Systems Journal (ISJ). The guest editors for this special issue are Matt Germonprez, Traci Hess, and Nancy Russo. Eight papers are currently undergoing the review process for this special issue.

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.

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.

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Bronze Sponsors

- ✧ Katz Graduate School of Business and College of Business Administration, University of Pittsburgh
- ✧ School of Information Studies, Syracuse University

News about SIGHCI Members

Two papers on the topic of design and HCI are in press. The citations are:

Cyr, D., Head, M. and Ivanov, A. (2006-in press). *Design Aesthetics Leading to M-loyalty in Mobile Commerce*. Information and Management.

Cyr, D., Hassanein, K., Head, M. and Ivanov, A. (2006-in press). *The Role of Social Presence in Establishing Loyalty in e-Service Environments. Interacting with Computers*. Special Issue on "Moving Face-to-Face Communication to Web-based Communication", Interacting with Computers.

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

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

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

Vice Chair for Membership
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    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 2007
    Hock Hai Teo
    National University of Singapore, teohh@comp.nus.edu.sg

Conference Planning Chair for AMCIS 2007
    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, dhanila@wsu.edu

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

Call for Items: AIS SIGHCI Newsletter Volume 6, Issue 1

The coming issue of AIS SIGHCI newsletter (Volume 6, Issue 1) is to be published in July 2007. You are invited to contribute items to this issue. All items will be editorial reviewed. Please send your pieces to the newsletter editor Na (Lina) Li (nli@syr.edu) by June 15, 2007. 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/.

Helpful URLs

AIS website: http://aisnet.org

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

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

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://sigs.aisnet.org/sighci/index.html#membership

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

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

Save the Dates

SIGHCI-Sponsored Activities & Events	
SIGHCI Pre-ICIS Workshop, Milwaukee, WI	12/9/06
SIGHCI Executive Meeting at HCI Workshop (6:30-7:30pm)	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
Submissions due - AMCIS'07, Keystone, CO	3/5/07
Submissions due - ICIS'07, Montreal, Quebec	5/4/07
PACIS'07 – HCI Track, Auckland, New Zealand	7/4//07 - 7/6/07
HCII'07 – HCI in MIS Theme Sessions, Beijing, China	7/22/07 - 7/27/07
AMCIS'07 - HCI Track, Keystone, Colorado	8/9/07-8/12/07
SIGHCI Pre-ICIS Workshop, Montreal, Quebec	12/8/07
ICIS'07 - HCI Track, Montreal, Quebec	12/9/07-12/12/07

Acknowledgement