Special Interest Group on Human-Computer Interaction

http://melody.syr.edu/hci

THREE-YEAR REPORT: 7/2001- 6/2004

Ping Zhang
Founding Chair

with the assistance of
SIGHCI advisors and officers

June 30, 2004

AIS SIGHCI THREE-YEAR REPORT

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

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

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 two fold:

- 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.

Possible topics include, but are not limited to, the following:

- The behavioral, cognitive, motivational, and affective aspects of human/technology interaction
- User task analysis and modeling
- Digital documents/genres and human information seeking behavior
- User interface design and evaluation for B2B, B2C, C2C commerce, mobile commerce, e-marketplace and supply chain management, group collaboration, negotiation and auction, enterprise systems, intranets, and extranets
- Integrated and/or innovative approaches, guidelines, and standards for analysis, design, and development of interactive devices and systems
- Design of computer interfaces for single-user or collaborative decision support, including design of standard computer interfaces, as well as design for small-screen mobile devices and pervasive computing
- Development and applications of multi-dimensional information visualizations

- Usability engineering metrics and methods for user interface assessment and evaluation
- Usability studies for end-user computing in work or non-work environment, especially in the Internet era
- Information technology acceptance and diffusion issues from cognitive, 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, including perceptual, cognitive, and motivational aspects of learning
- Gender and technology
- Issues (such as accessibility) related to the elderly, young, and special needs populations
- Issues in teaching HCI courses

2. GOVERNANCE & OFFICERS

During the initial stage of establishment (July 2001 to December 2003), the chair and executive vice chair governed SIGHCI with the assistance of the other officers and under the guidance of the advisory board. The bylaws, approved by AIS council in December 2003, guide the operation of SIGHCI starting January 2004. The following is the first SIGHCI office and the appointment duration. The second (new) office follows and is in place in July 2004.

First SIGHCI Office (July 2001-June 2004)

Advisory Board (formed 10/02)
    Izak Benbasat, UBC (10/02-6/04)
    Jane Carey, ASU, West (10/02-6/04)
    Fred Davis, U. Arkansas (10/02-6/04)
    Dennis Galletta, U. Pittsburgh (10/02-6/04)
    Sirkka Jarvenpaa, U. Texas, Austin (6/03-6/04)
    Diane Strong, WPI (10/02-6/04)
Chair
    Ping Zhang, Syracuse U. (7/01-6/04)
Executive Vice Chair & Secretary
    Fiona Fui-Hoon Nah, Nebraska-Lincoln (7/01-6/04)
Treasurer
    Diana Gant, Syracuse U. (1/03-1/04)
Vice Chair for Conference Planning
    Scott McCoy, College. William & Mary (7/03-6/04)
Vice Chair for Membership
    Tom Roberts, Kansas U. (8/03-6/04)
Vice Chair for Research Resources
    Richard Downing, Rockhurst U. (6/03-6/04)
Vice Chair for Teaching Resources
    Jinwoo Kim, Yonsei U. (6/03-6/04)
Newsletter Editor
    Na (Lina) Li, Syracuse U. (5/03-6/04)

Second SIGHCI Office (July 2004-June 2005)

Advisory Board
    Izak Benbasat, UBC
    Jane Carey, ASU, West
    Fred Davis, U. Arkansas
    Dennis Galletta, U. Pittsburgh
    Sirkka Jarvenpaa, U. Texas, Austin
    Diane Strong, WPI
    Jane Webster, Queen's U.
Chair
    Fiona Fui-Hoon Nah, Nebraska-Lincoln
Past Chair
    Ping Zhang, Syracuse U.
Chair-Elect
    Scott McCoy, College of William & Mary
Conference Planning Chair
    Mun Yi, U. South Carolina
Conference Planning Chair-Elect
    Andrea Houston, Louisiana State U.
Secretary and Treasurer
    Matt Germonprez, Case Western Reserve U.
Vice Chair for Membership
    Tom Roberts, Kansas U.
Vice Chair for Research Resources
    Richard Downing, Rockhurst U.
Vice Chair for Teaching Resources
    Jinwoo Kim, Yonsei U.
Newsletter Editor
    Na (Lina) Li, Syracuse U.

3. ACTIVITIES & ACCOMPLISHMENTS

Since its inception in July 2001, SIGHCI has undergone significant and steady development, which is made possible by the collaborative efforts of many individuals – specifically, the guidance and support from a number of senior MIS scholars, the high level of interest and support from enthusiastic SIG members, and the hard work of the organizing team. In this limited space, we report a condensed version of some activities and accomplishments (up to June 2004).

3.1. Identity and Community Building

In the proposal for establishing SIGHCI, we stated that one of the motivations for establishing the SIG on HCI within AIS was to build a community of scholars who can share common interests and appreciate each other's work. Our membership has grown rapidly over a period of less than two years (AIS opened the SIG memberships in 2002). Here is a series of snapshots of the membership data over the years: 64 by Nov. 2002, 73 by Feb. 2003, 186 by June 2003, and 292 by May 2004. Members represent academic (faculty and doctoral students) and a variety of industry and service sectors. The membership has a global impact representing over 30 countries and

six continents. Our discussion listserv is open to non-members as well and has 370+ subscribers (as of June 2004) from all over the world.

3.2. Communications and Outreach

In order 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, four levels of communications have been rigorously designed and implemented: SIG-wide communication, promotion of HCI in the MIS community, dialog with other HCI associations, and connections with industry.

(i) Establish SIG-wide communication on areas of mutual interests including research, teaching, community building, and other related discussions. This includes providing specific services such as listserv, newsletters, and conference meetings. The rest of the report provides more details on these services.

(ii) Promote HCI as an important sub-discipline within the MIS discipline. Specific methods are conference minitracks, tracks, panels, tutorials, and workshops at AMCIS and ICIS, and theme articles and journal special issues in top ranked IS journals. Details of these events are presented later.

(iii) Dialog with other global HCI associations and communities. Efforts include (1) sending information about SIGHCI to related listservs, organizations, websites, magazines, etc., (2) helping disseminate information about other related associations to our members via SIGHCI newsletters, website, and listserv, (3) publishing special issues in journals that have high visibility to these associations (such as IJHCS – International Journal of Human Computer Studies, BIT – Behaviour & Information Technology, IJHCI – International Journal of Human Computer Interaction, whose readership includes the ACM SIGCHI community), and (4) organizing panels that involve people from closely related disciplines (e.g., the panel on "Finding Common Ground on HCI Research in Multiple Disciplines" at the 2nd pre-ICIS workshop). Two primary associations we have been targeting are ACM (mainly SIGCHI) and the American Society for Information Science and Technology (ASIS&T) which is the international society for scholars in Information Science, Library Science, and Information Studies. One of the goals of the Common Ground panel at the 2nd workshop was to establish a greater level of communication with other associations and disciplines to develop greater synergy. Panelists represented a variety of views from different disciplines and associations including Psychology, Information Science, Computer Science, SIGCHI, Information Systems in an Engineering school, and MIS in B-Schools.

(iv) Establish connection with people in the industry. A number of measures have been set to achieve this goal. (1) The "Industry Voice" section in our newsletter has published two voices in the past three newsletter issues. (2) The second panel at the 2nd annual workshop strived to bridge academia and industry research interests in HCI where academia and industry people share their views and perspectives, and explore collaboration opportunities. (3) The workshops and minitrack/tracks have benefited from the industry's perspectives by having reviewers from the industry.

3.3. SIGHCI Sponsored Conferences/Meetings

SIGHCI currently participates in two main conferences on a regular basis, AMCIS (Americas Conferences on Information Systems) and ICIS (International Conferences on Information Systems), both of which are organized and sponsored by AIS. The characteristics of these SIGHCI-organized meetings are consistent with those of AMCIS and ICIS. At AMCIS, the HCI track facilitates broad participation, and strives to be encouraging and inclusive; thus it has a relatively lenient acceptance rate around 67%. At pre-ICIS workshops, we solicit rigorous research studies that are theoretically sound and methodologically solid, thus the acceptance rate is much lower. So far, these meetings included peer reviewed research papers, panel debates/discussions, tutorials, and invited speakers. Starting from 2003, the pre-ICIS HCI workshops award one best paper and one best reviewer at each meeting. Table 1 summarizes these conferences/meetings.

Table 1. Summary of Meetings	
AMCIS 2002, Dallas, TX	
Format	Minitrack (2nd largest at AMCIS)
Chairs	Zhang, Nah, S. Davis
# Submissions	27
# Accepted	18
Acceptance Rate	67%
# of Final Sessions	6
Special event	1 Panel
AMCIS 2003, Tampa, FL.	
Format	Minitrack (largest)
Chairs	Nah, Zhang
# Submissions	40
# Accepted	24 regulars, 3 round tables
Acceptance Rate	68%
# of Final Sessions	10
Special event(s)	1 panel, 1 round table
AMCIS 2004, New York City, NY	
Format	Track with 7 minitracks
Chairs	McCoy, Nah, Zhang
Acceptance Rate	~67% as required by

Table 1. Summary of Meetings	
	AMCIS
# of Final Sessions	16
Special events	1 tutorial, business meeting
Pre-ICIS 2002, Barcelona, Spain	
Format	Workshop (1 day)
Chair	Zhang
Program Chairs	Nah, S. Davis
Local Committee	Juristo, Ferre
Advisors	Benbasat, Carey, F. Davis, Galletta, Strong, Whinston
# Program Committee (PC)	25
# Submissions	16
# Accepted	8
Acceptance Rate	50%
# Participants	42
Special event	4 invited presentations
Pre-ICIS 2003, Seattle, WA	
Format	Workshop (2 days)
Chairs	Zhang, Lazar, McCoy
Program Chair	Nah
Local Committee	Hess, Jeff Kim
Advisors	Benbasat, F. Davis, Galletta, Jarvenpaa, Webster, Zwass
# PC/reviewers	60
# Submissions	42
# Accepted	17
Acceptance Rate	40%
# Participants	80
Special events	1 best paper award, 1 best reviewer award, 2 panels, 1 reception, SIG executive meeting
Pre-ICIS 2004, Washington, DC	
Format	Workshop (2 days)
Chairs	McCoy, Hess
Program Chairs	Nah, Yi, Houston
Local Committee	Everard, Jones
Advisors	Benbasat, Carey, Galletta, Jarvenpaa, Zhang, Zwass
# PC/reviewers	TBA
# Submissions	TBA
# Accepted	TBA
Acceptance Rate	TBA
# Participants	TBA
Special events	1 best paper award, 1 best reviewer award, 1 panel, 1 reception

3.4. Special Issues of Refereed Academic Journals

To date, SIGHCI has sponsored six special issues of top IS and HCI academic journals based on expansions of the best complete research papers from six SIGHCI sponsored meetings. We hope to make this a tradition for all SIGHCI meetings. Table 2 is a list of the journals and special issues generated since the first SIGHCI meeting in 2002.

Table 2. Summary of Journal Special Issues			
Journal	Based on	Editors	Status
IJHCS	AMCIS 2002	Zhang, Dillon	Oct. 2003
BIT	AMCIS 2003	Zhang, Nah, Preece	May-June, 2004
IJHCI	AMCIS 2004	Nah, Zhang, McCoy	In progress
JAIS	Pre-ICIS 2002	Benbasat, Jarvenpaa, Zhang	Jan. & March, 2004
JMIS	Pre-ICIS 2003	Benbasat, Zhang, Nah	In progress
JAIS	Pre-ICIS 2004		Planning

3.5. HCI Panels, Round Table, Tutorial and Papers

SIGHCI has organized five panels, one round table, and one tutorial at the six meetings. Table 3 summarizes the events, chairs (underlined) and corresponding papers generated (marked with *).

Table 3. Panels, Round Tables, Tutorial		
Event		Key Participants
Panel: "The Role of HCI Research in the MIS Discipline" *	AMCIS 2002	Zhang, Benbasat, Carey, F. Davis, Galletta, Strong
Panel: "The Role of HCI in the IS Curricula" **	AMCIS 2003	Carey, Galletta, Kim, Te'eni, Wildermuth, Zhang
Round Table for doctoral papers	AMCIS 2003	F. Davis, Guo, Sun, Zhou
Tutorial: "Integrating HCI Development into SDLC: A Methodology" ***	AMCIS 2004	Zhang, Carey, Te'eni, Tremaine
Panel: "HCI Research Transfer to Practice: Better Together"	Pre-ICIS 2003	Czerwinski, Ratner, Benbasat, Santhanam, Todd
Panel: "Finding Common Ground Among HCI Reference Disciplines"	Pre-ICIS 2003	Galletta, Lazar, Olson, Te'eni, Tremaine, Webster
Panel: "Publishing HCI Research in IS	Pre-ICIS	Galletta, Benbasat (JAIS),

Table 3. Panels, Round Tables, Tutorial		
Event		Key Participants
Journals"	2004	Kemerer (ISR), Weber (MISQ), Zwass (JMIS)
* Published in CAIS 02; ** Published in CAIS 04; *** To be submitted to CAIS		

3.6. Establishment of the Bylaws

The Bylaws of AIS SIGHCI were developed during Fall 2003. They were approved by the SIGHCI advisory board and the SIGHCI officers on December 12, 2003, and approved by the AIS council on December 17, 2003. They became effective January 2004.

3.7. First Election of SIGHCI

Dennis Galletta and Jane Carey were appointed as the nominating/election committee by SIGHCI Chair Ping Zhang to help administer the first SIGHCI election for the positions of SIG Chair-Elect, Conference Planning Chair, and Conference Planning Chair-Elect. The election was completed in time for the new SIGHCI office to take effect on July 1, 2004. Vice-Chair Fiona Nah becomes the Chair for the new term. The Chair-Elect this year will be Chair for the next term. The new office (July 1, 2004–June 30, 2005) is listed in Section 2.

4. SERVICES TO MEMBERS & COMMUNITIES

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

Created on 10/15/2001 by Ping Zhang, the website is the hub for information related to SIGHCI. It is updated frequently to reflect timely information that may be of interest to SIG members, scholars and practitioners at large. One can find information about every aspect of SIGHCI, including the mission, bylaws, membership, listserv, conferences, news, photo gallery, HCI related journals, research resources, teaching resources, other HCI associations, and SIG officers and contacts.

4.2. Listserv

Established in July 2001 at Syracuse University, the list is used for SIGHCI members and other interested people to exchange information and discuss interesting issues. An archive of past postings was set up in January 2002. A policy of list use was established in December 2002 by Ping Zhang and Fiona Nah, and is available from the listserv page.

4.3. Member Directory

The AIS SIGHCI Member Directory contains members' contact information, academic record, teaching interests,

research interests, on-going projects and publications. It is meant for members to get to know one another, exchange common interests in teaching and research, and to find possible collaborators. Murali Mohan Katna Munuswamy, a graduate student in Information Management major at School of Information Studies, Syracuse University, implemented the first directory under the supervision of Ping Zhang. It had been available online since 12/4/2002. A team under the supervision of VC for Membership, Tom Roberts, has developed the 2nd version of the member directory that has been running since June 2004

4.4. Newsletters

The 1st newsletter (v1n1) was published in November 2002 and was designed by Ping Zhang. Na (Lina) Li was appointed as the newsletter editor in May 2003 and edited the 2nd newsletter (v2n1) in July 2003, the 3rd (v2n2) in November 2003, and 4th (v3n1) in July 2004. There are two newsletter issues in each year/volume, published in July (before AMCIS in August) and November (before ICIS in December) respectively. Starting from the July 2004 issue (v3n1), a new section is created to publish short essays/ opinions/research studies. These papers will be editorial reviewed. Newsletter items should be sent to the newsletter editor by early June for the July/no.1 issue and early October for the November/no.2 issue.

4.5. Photo Gallery

To preserve the excitement and memory of SIGHCI activities (including meetings and other social events), this gallery website collects and stores the true moments captured by SIGHCI members. Ping Zhang set up the gallery on 9/28/2002 and edited photo pages for AMCIS 02, 03, and pre-ICIS 02. Traci Hess from Washington State University contributed to the organization of the gallery pages for the pre-ICIS 03 workshop.

4.6. Research Resources Website

Rick Downing, VC for Research, launched the website on 7/15/2003. The website provides information on Internet resources, relevant conferences, research centers, funding sources, SIG sponsored journal issues and papers, HCI journals, and other HCI associations.

4.7. Teaching Resources Website

Jinwoo Kim, VC for Teaching, announced the website of teaching resources on 1/13/2004. It includes syllabi, cases project materials, textbooks, and other related teaching materials. It also has a search function to facilitate easy retrieval of information from the website.

5. FINANCIAL MATTERS

AIS office maintains all accounting information of SIGHCI. The main incomes and expenses are listed in Table 4. Over the last three years, SIGHCI has made a surplus of $7,656. We are grateful to our sponsors, Syracuse University School of Information Studies and University of Washington Information School for the last two workshops.

Table 4. Financial Data				
	Yr 1 7/01-4/02	**Yr 2** 5/02-4/03	**Yr 3** 5/03-4/04	**Total**
Income				
Startup Fund	4,000			**4,000**
Membership		1,528	1,920	**3,448**
Workshop Regis.		3,175	9,315	**12,490**
Sponsorship		4,154	2,000	**6,154**
Expenses				
Newsletters		591	2,246	**2,837**
Workshop Cost		7,071	7,964	**15,034**
Workshop Regis. Fee		250	315	**565**
Balance	**4,000**	**945**	**2,711**	**7,656**

6. LOOKING FORWARD

It has been three exciting and rewarding years since the inception of SIGHCI. On behalf of the entire SIGHCI office, I want to thank everyone who contributed to SIGHCI in various ways. SIGHCI would not be where it is now without the advisors' strong support and guidance, officers' creative and diligent work, members' enthusiastic reaction and participation, AIS office's cooperation and support, journal editors' strong beliefs in us, many individuals' candid assistance in reviewing, sponsoring, and several other capacities.

SIGHCI is well on its way to be a great intellectual forum for scholars with broad interest in human interaction with technologies. With continuity and new blood in the new SIGHCI office and under the leadership of Fiona, I firmly believe that SIGHCI will be even better and more exciting in the future. I enthusiastically call more people to join us and play important roles in SIGHCI related activities and events.