AIS SIGHCI Newsletter

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

Volume 4 Issue 1   **July 2005**

Inside

SIGHCI New Chair Remarks – Dr. Scott McCoy

Dear Fellow SIGHCI members,

It is a great honor for me to begin my term as Chair of AIS SIGHCI. My term follows that of current Past Chair, Fiona Nah. I would like to take this opportunity to thank Fiona for her leadership over the past year. I would also like to thank all of the SIG officers and the advisory board members for their service.

During my tenure as Chair of SIGHCI, I would like to concentrate on expanding our membership, both in terms of total members and in reaching more of an international base. If you are not a SIGHCI member yet, please be sure to join us! I would also like to focus on expanding our reach for conferences and workshops. The SIG currently participates at AMCIS, ICIS, PACIS, ECIS, and HCII. In addition to continuing our presence at these conferences/workshops, I would also like to expand our presence into other venues.

I look forward to working with SIGHCI officers, advisors, and members over the next year. If you have comments or suggestions for SIGHCI, please feel free to email me (scott.mccoy@business.wm.edu). I appreciate your continued support and participation in SIGHCI.

Best regards,

Scott McCoy
Chair, AIS SIGHCI

Welcome New Officers and Advisors

We welcome Joe Valacich and Ping Zhang as new advisors of AIS SIGHCI. We also welcome three new officers of SIGHCI. They are Traci Hess - Chair-Elect, Susan Lippert - Vice Chair for Membership, and Veena Parboteeah - Webmaster. It is worth noting that they have been actively involved in SIGHCI activities together with other SIGHCI advisors, officers and members during the last several years. Here we would like to recognize their new roles!

For a complete list of AIS SIGHCI advisors and officers, please see page 24 or visit http://sigs.aisnet.org/sighci/sighci/sig_officers/sig_officers.html.

Transition of Term for AIS SIGHCI – from Dr. Fiona Nah

Dear AIS SIGHCI members:

I have completed my term as Chair of SIGHCI and would like to welcome Scott McCoy as the new Chair of SIGHCI. Starting July 1, 2005, Scott will be serving his 1-year term as SIGHCI Chair, assisted by Chair-elect, Traci Hess. Scott and Traci have been actively involved in many aspects of SIGHCI during the last few years, and, together with the rest of the SIGHCI officers, will continue the efforts and leadership to serve the SIGHCI community.

I would like to thank all of you for your support and participation in SIGHCI. It has been a very pleasant experience working with all of you. I would also like to thank the SIGHCI Advisory Board members, Izak Benbasat, Jane Carey, Fred Davis, Dennis Galletta, Sirkka Jarvenpaa, Diane Strong, and Jane Webster, for their service during the last one year, and the officers of SIGHCI for their assistance and enthusiasm.

Specifically, I thank the following individuals who have served SIGHCI distinctively during my term:

- Scott McCoy and Traci Hess for assisting with various aspects of SIGHCI activities, especially for their tremendous efforts in organizing the main workshop of SIGHCI, Pre-ICIS HCI/MIS'04 workshop (http://sigs.aisnet.org/sighci/icis04_wksp/),
- Mun Yi and Andrea Houston for serving as conference planning chair and conference planning chair-elect, both of whom spent a lot of time and attention in managing the review process for the Pre-ICIS HCI/MIS'04 workshop and in finalizing the program for the workshop,
- Ping Zhang for her enthusiastic and ongoing support of SIGHCI, and for maintaining the SIGHCI listserv,
- Dennis Galletta and Jane Carey for serving as the nominating committee for the past two annual elections,
- Matt Germonprez, SIGHCI secretary/treasurer, for handling SIGHCI finance and record-keeping, especially for his talent in taking notes at an unbeatable speed,
- Rick Downing, Vice Chair of Research, for maintaining and updating the SIGHCI Research resources,
- Jinwoo Kim, Vice Chair of Teaching, for maintaining and updating the SIGHCI Teaching resources,
- Tom Roberts, Vice Chair of Membership, for providing the membership directory service on the SIGHCI website, for promoting the services of SIGHCI to members, and for his recruiting efforts for SIGHCI,
- Na (Lina) Li, newsletter editor, for her devotion and outstanding efforts in editing the bi-annual newsletters to share the news and activities of SIGHCI with members,
- Buraj Patrakosol (webmaster, Feb-Jun'05) for doing an excellent job in completing the transition of SIGHCI website to the AIS server space and for maintaining the website during his term,
- Gilbert Karuga (webmaster, Jul'04-Jan'05) and Veena Parboteeah (current webmaster) for maintaining the SIGHCI website.

We look forward to seeing SIGHCI continue to flourish under the leadership of Scott and Traci. We also invite you to visit the SIGHCI website at http://sigs.aisnet.org/sighci to stay updated with the many activities sponsored and organized by SIGHCI.

Cheers,
Fiona Nah
Past Chair, AIS SIGHCI
July 1, 2005

Special Acknowledgement

We thank all SIGHCI officers and advisors for their service during the last few years. We would like to express our sincere appreciation for the services of **Fred Davis**, **Diane Strong**, and **Tom Roberts** whose term has just ended. All three of them have contributed to SIGHCI in many ways. Fred Davis and Diane Strong served on the advisory board of SIGHCI from October 2002 to June 2005, and Tom Roberts served as the Vice Chair of Membership from August 2003 to June 2005.

Fred Davis and Diane Strong have both helped to shape HCI research in MIS. Both of them participated in the first SIGHCI-sponsored panel on "The Role of HCI Research in MIS Discipline" at AMCIS 2002. The panel attracted more than 45 attendees, and the diverse viewpoints raised by the panelists stirred very interesting and intriguing discussions. More information about this panel is available at http://sigs.aisnet.org/sighci/amcis02_panel/amcis02_panel.html. Fred Davis also served as mentor for a HCI roundtable at AMCIS 2003 where he provided valuable comments and feedback to three doctoral students on their research.

Snapshots of the roundtable session are available at:

http://sigs.aisnet.org/sighci/pictures/amcis03/roundtable/.

Diane Strong participated in pre-ICIS HCI'02 workshop by giving an invited presentation on "A Unified Model of IT Use Choices: Contributions from TAM, TTF, and CSE" where she discussed how these three important theoretical perspectives can be combined to provide a unified model of IT use. Her invited presentation at the workshop is available at: http://sigs.aisnet.org/sighci/icis02_wksp/pres/03_Strong.ppt.

Tom Roberts served as Vice Chair of Membership for SIGHCI during the last two years. He provided the membership directory service on the SIGHCI website, promoted the services of SIGHCI to members, and played a key role in the recruiting efforts of SIGHCI. He has been a very active member of SIGHCI and has always been enthusiastic about every aspect of SIGHCI activities. We thank Tom Roberts for his unique contributions to SIGHCI.

Fiona Nah
On behalf of SIGHCI

Workshop Co-Chairs: Scott McCoy and Traci Hess

Program Co-Chairs: Mun Yi, Andrea Houston, and Fiona Fui-Hoon Nah

Washington, D.C. Dec. 10-11, 2004

The Third Annual Workshop on HCI Research in MIS was well attended and continued the successful tradition of the 2002 and 2003 workshops. Over eighty people participated in the 2-day workshop. The workshop received 28 high quality paper submissions and after a rigorous review process accepted 17 papers for presentation at the workshop. Of these papers, 6 were invited to participate in a fast-tracking opportunity with the Journal of the Association for Information Systems (JAIS). The Program Committee increased in size by 69% over last year (88 vs. 52), and provided extensive and insightful reviews. The workshop also included a high profile panel, an evening reception, a best paper award, a best reviewer award, and an outstanding service award. The coffee breaks and the reception provided opportunities for SIGHCI members to catch up with old friends and meet new ones. Please visit the photo gallery for additional pictures of the workshop (http://sigs.aisnet.org/SIGHCI/pictures/icis04_wksp/).

Fiona Nah, SIGHCI Chair, presented the Outstanding Service Award to Ping Zhang

The theme of the 2004 workshop panel was "Publishing HCI Research in MIS Journals," and was organized by Dennis Galletta, who served as panel chair and moderator. The editors-in-chief of three premier IS journals, Chris Kemerer (Information Systems Research), Ron Weber (MIS Quarterly), and Vladimir Zwass (Journal of MIS) served as panelists. The panelists first provided an overview of their respective journals and then responded to participants' questions on the publication of HCI research in these journals. The questions and responses, as moderated by Dennis Galletta, provided workshop participants with guidance on how to prepare and target their HCI manuscripts for publication.

The six sessions of research paper presentations covered a wide range of topics from interface design to mobile commerce. Each presentation stimulated much discussion that benefited not only the authors but also the participants who showed tremendous interest and enthusiasm in the presentations. Of the 17 papers presented, 5 papers were nominated for the best paper award based on the reviewers' comments.

Andrea Houston, Workshop Program Co-chair, presented the Best Paper Award to Heshan Sun and Ping Zhang

The best paper award was determined by an independent committee comprising Weiyin Hong, Susan Lippert, Paul Lowry, and Nicholas Romano, and was given to the paper "An Empirical Study on the Roles of Affective Variables in User Adoption of Search Engines," co-authored by Heshan Sun and Ping Zhang, both from Syracuse University. The best reviewer was selected by Mun Yi and Andrea Houston, program committee co-chairs, and the award went to Susan Wiedenbeck from Drexel University. An outstanding service award was presented to Ping Zhang, from Syracuse University, for her dedication, untiring effort, and years of service as a co-founder, chair, and workshop advisory board member for SIGHCI.

We would like to thank the following individuals and parties who contributed to the success of the workshop:

- o The deans of 7 Information Schools who very generously sponsored the workshop. SIGHCI would not be able to host the workshop without the support of these sponsors.
    - o David E. Fenske, Dean of the College of Information Science and Technology at *Drexel University*
    - o John L. King, Dean of the School of Information at the *University of Michigan*
    - o José-Marie Griffiths, Dean of the School of Information and Library Science at the *University of North Carolina at Chapel Hill*
    - o Ronald L. Larsen, Dean of the School of Information Sciences at the *University of Pittsburgh*
    - o Raymond von Dran, Dean of the School of Information Studies at *Syracuse University*
    - o Andrew Dillon, Dean of the School of Information at the *University of Texas at Austin*
    - o Michael Eisenberg, Dean of the Information School at the *University of Washington*
- o Members of the Workshop Advisory Committee: Izak Benbasat, Jane Carey, Dennis Galletta, Sirkka Jarvenpaa, Ping Zhang, and Vladimir Zwass who provided support and suggestions for the workshop.
- o Dennis Galletta (panel chair), and the three panelists: Chris Kemerer, Ron Weber, and Vladimr Zwass, who made the panel discussions on publishing HCI research in MIS journals very interesting and useful to workshop participants.
- o Sirkka Jarvenpaa, editor-in-chief of the Journal of the Association for Information Systems (JAIS), provided support by fast tracking the best papers from the workshop.
- o The 88 program committee members played an important role in shaping the content of the workshop and greatly aided the advancement of HCI research by providing high quality feedback on the submissions. Their outstanding review efforts have truly aided the advancement of HCI research in MIS.
- o The local organizing committee members, Andrea Everard and Brian Jones, managed the video equipment and videotaping, photo taking, lunch information, and some logistics of the workshop.
- o The best paper selection committee, Weiyin Hong, Susan Lippert, Paul Lowry, and Nicholas Romano worked diligently to assess and evaluate the best papers submitted to the workshop.
- o The student volunteers, Jeannette Kelley, Na Li, Hong Sheng, Heshan Sun, and Shu Zou, helped out with various aspects at the workshop site.
- o The AIS headquarters office handled the registration for the workshop and provided timely information on registrations. Special thanks go to Samantha Spears, Taliah Givens, and Allison Bennett.
- o The ICIS meeting management consultant, Kim Forbes, worked diligently and efficiently, as always, to take care of facility needs and arrangements both prior to the workshop and onsite.
- o And, the workshop participants who demonstrated their interest and enthusiasm in HCI research in MIS by attending and being actively involved in the workshop.

The Third 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. The participation of HCI researchers in the workshop enables the program to influence HCI research, teaching, and practice in industry. We are very grateful to all SIGHCI members and supporters. We look forward to your continued interest, support, and involvement in future AIS SIGHCI organized meetings!

by Fiona Fui-Hoon Nah, SIGHCI Chair (2004-2005)

with the Assistance of SIGHCI Advisors and Officers

July 1, 2005

http://sigs.aisnet.org/sighci

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 for the SIG 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 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.

2. OFFICERS, GOVERNANCE, AND BYLAWS

The office from July 2004 to June 2005 was as follows:

Advisory Board
    Izak Benbasat, UBC
    Jane Carey, ASU West
    Fred Davis, Univ. of Arkansas
    Dennis Galletta, Univ. of Pittsburgh
    Sirkka Jarvenpaa, Univ. of Texas-Austin
    Diane Strong, WPI
    Jane Webster, Queen's Univ.
Chair
    Fiona Fui-Hoon Nah, Univ. of Nebraska-Lincoln
Past Chair
    Ping Zhang, Syracuse Univ.
Chair-Elect
    Scott McCoy, College of William & Mary
Conference Planning Chair
    Mun Yi, Univ. of South Carolina
Conference Planning Chair-Elect
    Andrea Houston, Louisiana State Univ.
Secretary and Treasurer
    Matt Germonprez, Univ. of Wisconsin - Eau Claire
Vice Chair for Membership
    Tom Roberts, Kansas Univ.
Vice Chair for Research Resources
    Richard Downing, Rockhurst Univ.

Vice Chair for Teaching Resources
    Jinwoo Kim, Yonsei Univ.
Newsletter Editor
    Na (Lina) Li, Syracuse Univ.
Webmaster
    Gilbert Karuga, Kansas Univ. (7/04-1/05)
    Buraj Patrakosol, U. Nebraska-Lincoln (2/05-6/05)
Listserv Manager
    Ping Zhang, Syracuse Univ.

2.1. New Bylaws in Place as of May 2005

The first 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 by the AIS council on December 17, 2003. They became effective January 2004.

After the first annual election in 2004, we received feedback from advisory board members and officers concerning proposed changes to the bylaws. The two main proposed changes were to extend the term of Chair from 1-year to 2-year, and to have the conference planning chairs appointed rather than elected. Extending the term of Chair will provide future Chairs with greater opportunities to carry out longer-term planning and to contribute their services to SIGHCI. Having Conference Planning Chairs appointed (i.e., one for each conference/ workshop) rather than elected (i.e., one for all meetings) will not only allow more flexibility in conference organizing but also provide the opportunity for more people to be involved in these activities. The proposed changes were approved by the AIS council on May 15, 2005 and by SIGHCI membership (via an electronic ballot) on May 28, 2005. The new bylaws are available at
http://sigs.aisnet.org/sighci/AIS_SIGHCI_Bylaws_2005.pdf.

3. ACTIVITIES & ACCOMPLISHMENTS

Since the inception of SIGHCI in July 2001, its membership has been continually growing. This 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 the activities and accomplishments over the past year (July 2004 to June 2005).

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 share common interests and who can appreciate and help develop each other's work. We have continued to advance this goal. Our membership has grown from 292 in May 2004 to 376 by May 2005. 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 also open to non-members and has 500+ subscribers (as of June 2005) from across the world.

3.2. Communications and Outreach

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.

As part of our efforts to promote HCI within the MIS community, we participated in organizing a HCI track at PACIS'05 and are in the process of planning and organizing a HCI track at ECIS (more information is presented later).

We also participated in two major activities during the past year to promote dialogs with other HCI associations:

(1) Dennis Galletta, Ping Zhang, and Fiona Nah represented SIGHCI at the development consortium and/or in the panel on "Meeting the Needs of the Multidisciplinary Professional and of the Multiple Professional Associations and Events of Importance to Them" at CHI in April 2005. The purpose of the consortium is to develop mechanisms to facilitate sharing of resources and knowledge among the growing number of professional associations in the User Experience field. The associations represented at the consortium include ACM SIGCHI, ACM SIGGRAPH, AIGA, AIS SIGHCI, HFES, IDSA, IIID, IxDG, STC, and UPA (please refer to http://uxnet.org/devcon for more about the development consortium, panel, and these associations). This represents a joint effort and collaboration with other related associations to build a synergistic User Experience community (http://uxnet.org/) involving academic and industry associations.

(2) At the 2005 HCI International Conference (http://www.hci-international.org/), Fiona Nah and Scott McCoy organized 2 sessions comprising 13 HCI papers in MIS.

3.3. SIGHCI Sponsored Conferences/Meetings

SIGHCI sponsors and organizes a main workshop on an annual basis since 2002. This workshop is held prior to ICIS every year. In 2004, SIGHCI organized the Third Annual Pre-ICIS Workshop on HCI Research in MIS (or HCI/MIS'03 Workshop for short), which attracted 80 participants – the highest participation since the first workshop. SIGHCI also participates in organizing the HCI track at AMCIS (Americas Conferences on Information Systems) since 2002, PACIS (Pacific-Asia Conferences on Information Systems) starting 2005, ECIS (European Conferences on Information Systems) starting 2006, and ICIS (International Conferences on Information Systems) since 2004. In addition, SIGHCI participates in organizing paper presentation sessions at HCII (HCI International Conference) in 2005.

Table 1 summarizes these conferences/meetings.

Table 1. Summary of Meetings	
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	88
# Submissions	28
# Accepted	17
Acceptance Rate	61%
# Participants	80
Special events	1 best paper award, 1 best reviewer award, 1 panel, 1 reception
Pre-ICIS 2005, Las Vegas, NV (under planning)	
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	TBA
# Submissions	TBA
# Accepted	TBA
Acceptance Rate	TBA
# Participants	TBA
Special events	1 best paper award, 1 best reviewer award, and TBA
AMCIS 2004, New York City, NY	
Format	Track with 7 minitracks (the main minitrack was the 3rd largest at AMCIS)
Chairs	McCoy, Nah, Zhang
# Submissions	83
Acceptance Rate	~67% as required by AMCIS
# Final Sessions	16
Special events	1 tutorial, business meeting
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

Table 1. Summary of Meetings	
PACIS 2005, Bangkok, Thailand	
Format	Track
Chairs	Zhang, Chan
# Submissions	18
Acceptance Rate	30%
# Final Sessions	2
ICIS 2004, Washington, DC	
Format	Track
Chairs	Te'eni, Lim
# Accepted	13
# Final Sessions	6.5
ICIS 2005, Las Vegas, NV (under planning)	
Format	Track
Chairs	Tam, Webster
# Accepted	TBA
# Final Sessions	TBA
HCII 2005, Las Vegas, NV	
Format	2 Sessions
Chairs	Nah, McCoy
# Accepted	13

3.4. 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.

To date, SIGHCI has sponsored a total of eight special issues. 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
IJHCI	AMCIS 2004	Nah, Zhang, McCoy	Forthcoming, Fall 2005
IJHCS	AMCIS 2005, PACIS 2005	Nah, Zhang, McCoy, Yi	In progress
JMIS	Pre-ICIS 2003	Zhang, Nah, Benbasat	Forthcoming
JAIS	Pre-ICIS 2004	Jarvenpaa, Benbasat	In progress
JAIS	Pre-ICIS 2005	Zhang, Galletta, Benbasat	Planning

3.5. HCI Panel, Tutorial, and Paper

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

Table 3. Tutorial and Panel		
Event		Key Participants
Tutorial: "Integrating HCI Development into SDLC: A Methodology" *	AMCIS 2004	Zhang, Carey, Te'eni, Tremaine
Panel: "Publishing HCI Research in IS Journals"	Pre-ICIS 2004	Galletta, Kemerer (ISR), Weber (MISQ), Zwass (JMIS)
* An expansion was published in CAIS 2005		

3.6. Second Election of SIGHCI

In May 2005, Dennis Galletta and Jane Carey were appointed as the nominating/election committee by SIGHCI Chair, Fiona Nah, to help administer the second 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, 2005. Traci Hess was elected as the new Chair-elect. Scott McCoy became Chair for the new term.

3.7. Transition of SIGHCI Website to AIS Server

SIGHCI webmaster, Buraj Patrakosol, completed the transition of SIGHCI website to the AIS server space on March 5, 2005. The website was updated with the latest information and resources about SIGHCI activities during the following 3 months. On June 6, 2005, the new URL for SIGHCI website, http://sigs.aisnet.org/sighci, was officially launched.

4. SERVICES TO MEMBERS & COMMUNITIES

SIGHCI provides a range of services to its members (see last year's report or the SIGHCI website, http://sigs.aisnet.org/sighci, for these services). The SIGHCI 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.

5. FINANCIAL MATTERS

The AIS office maintains all of the accounting information of SIGHCI. The income and expenses are listed in Table 4. Over the last four years, SIGHCI has made a surplus of $10,099.

Table 4. Financial Data for Year 4 (7/04-6/05)		
Surplus from Year 3		**$ 7,656**
Income		**$18,995**
Membership	1,035	
Workshop Reg.	10,960	
Sponsorship	7,000	
Expenses		**$16,552**
Newsletters	1,949	
Workshop Cost	14,603	
Balance		**$10,099**

6. LOOKING FORWARD

It has been four years since the inception of SIGHCI. During the last four years, many people have contributed to the growth,

AIS SIGHCI One-Year Report: 7/2004 - 6/2005 (Cont'd)

development, and success of SIGHCI. We would like to thank everyone who contributed to SIGHCI in various ways. SIGHCI has made significant progress through the support of its advisors and sponsors, officers' creative and diligent work, members' keen interest and participation, AIS office's cooperation and assistance, journal editors' strong beliefs in supporting our work and HCI research in MIS, many individuals' reviewing efforts and services, and those who contributed to SIGHCI in various other capacities.

SIGHCI is developing as an excellent intellectual forum for scholars with broad interest in human interaction with technologies. I am confident that under the leadership of Scott McCoy and Traci Hess, SIGHCI will continue to flourish and provide better services to its members. We also look forward to having more people come forward to contribute their services and play important roles in SIGHCI related activities and events.

Photo Review: Designing Human-Computer Interaction Track at ICIS 2004

Track Co-Chairs

Dov Te'eni, Tel-Aviv University, teeni@post.tau.ac.il

Kai Lim, City University of Hong Kong, iskl@cityu.edu.hk

Washington, D.C. Dec. 13-15, 2004

Are Browser-Based Applications Costing Us Our Usability?

Mark S. Silver
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You could say it was the Internet. You could say it was the World Wide Web. But truly it was the Browser-Based Application (BBA) that set off the explosion of on-line functionality we now take for granted: e-mailing, e-tailing, e-learning, on-line banking, on-line trading, and all the rest. When web browsers were enhanced to support client-side applications (by extending HTML and introducing javascript), anyone who had a browser and knew how to use it became a BBA user. And that was just about everyone on the Internet. Today, BBAs dominate the world of Internet Applications; the specialized clients that were once the mainstay of the Internet are now few and far between.

BBAs seem to make nearly everyone happy. Unlike specialized applications, which require download and installation, BBAs are readily available, since they run on top of web browsers. BBAs also feel familiar to the user, since there are thousands of them, all running on the familiar browser. And BBAs are extremely useful, enabling people to do many things they never dreamed of doing on-line. Running in the browser window, and drawing on the hyperlinking of the web, BBAs create a seamless user experience, as the user moves naturally from finding a BBA to running it. Not surprisingly, BBAs also provide good browsing, which many applications require (think on-line shopping).

What's more, BBAs reduce developers' worries about deploying applications across multiple platforms—again, because BBAs run on top of the browser.

But BBAs are making a mess of cyberspace. Web browsers, never intended as platforms for client-side applications, have at least three fundamental deficiencies when they try to perform this function:[1]

- Browsers are page-oriented. The basic unit of transmission from the server to the browser is the web page. But many applications require interactions at the level of records or individual fields.

- Browsers are stateless. Each exchange between the client and server is an independent event. But most applications need to process information as a sequence of connected steps.

- Browsers are extremely limited in their capability to perform local computation, since they were only intended to retrieve and display resources. But most applications benefit from some local processing.

These three characteristics, page orientation, statelessness, and limited computation—perfectly reasonable attributes for a web browser, represent significant limitations for a more general-

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[1] The discussion here focuses on pure-browser characteristics and does not reflect the features of such add-on technologies as Java applets and Flash applications.

purpose Internet client. These deficiencies lead to numerous usability problems for BBA users. Consider these examples:

- People bang buttons (click links) repeatedly when nothing happens soon enough. Doing so is problematic when the button authorizes such transactions as selling stock or buying an airplane ticket.

- People frequently misuse the browser's "Back" button, confusing themselves and the application, too.

- People expect the browser's "Stop" button to interrupt a transaction, whereas it typically only halts the display of a web page.

- BBAs often require people to submit entire forms and wait for replies before simple input errors are detected. Recovery from these errors is often poor.

- Screen updates that should occur automatically take place only if the user explicitly presses an "Update" button.

- Whenever the display changes—even if only a single field has changed—the web browser must receive a new page from the server, clear the screen, and render the new page. This delays human-machine interaction and interrupts visual continuity, degrading usability.

- BBA functionality is often weak and the interface clumsy. For instance, BBAs lack direct manipulation interfaces.

- Since Browser-Based Applications are piggy-backed on top of another application (the browser), users confront two sets of interface elements (the menus, toolbars, and other elements of the browser's interface and the controls and inputs scattered around the web pages that define the BBA).

- Printing what you want, in the form you want, is often difficult or impossible.

- Saving what you want locally is even more difficult.

No BBA is immune to these problems. Users of every major web site suffer from at least one of them, and most sites burden their users with many such browser-based difficulties. These problems are not so much the product of poor design as they are a consequence of building applications on a deficient platform. This is not the place to discuss the various technological alternatives to today's BBAs—which range from tweaking the browser, at one extreme, to replacing BBAs with specialized clients, at the other. But given the benefits BBAs do offer, and given their existing widespread acceptance, a very real worry is that the status quo—the flawed BBA approach that currently predominates—will continue to prevail despite its many troubles.

As human factors researchers and BBA users, we should be alarmed that the dominant class of Internet Applications today raises such substantial usability concerns. A forthcoming paper (Silver, forthcoming) takes a conceptual approach to analyzing more fully and systematically what is wrong with BBAs. But empirical human factors research is required to assess its conceptual claims. Given the preponderance of BBAs in workplace and home computing, it is difficult to imagine a more important topic for usability research.

A program of empirical research on BBA usability is needed that considers the following issues, among others:

- To what extent are the BBA usability problems identified analytically manifest in actual use?

- If substantially manifest in practice, how consequential are these usability problems for BBA users and for companies that employ BBAs? For instance, do on-line shoppers lose substantial amounts of time? Do on-line merchants lose substantial quantities of sales?

- In addition to the BBA usability problems following from the browser's weaknesses as a platform, do BBAs pose other usability concerns? For instance, do the many inconsistencies in the way similar features are implemented across different BBAs degrade usability?

- To what extent do people perceive BBAs as easy to use? To what extent do they take note of the usability problems associated with BBA use? Any conflict between users' perceptions of BBA usability and objective measures of BBA usability would be especially interesting and worthy of further study.

Browser-Based Applications played the crucial role in bringing Internet Applications to the masses. They transformed the World Wide Web from a powerful, but passive, hyperlinked information repository to a dynamic force that changed the way we conduct business and our personal lives. But is the price we are paying for these gains a loss of the usability we worked so hard to achieve? Can we not have both—widely accessible functionality *and* usability? It is time to assess empirically the usability costs of employing a platform that is not well suited for developing usable applications. Should such research find the usability losses substantial and consequential, appropriate solutions must be devised and implemented. One might then even argue that the time has come to move forward with a new generation of Internet Applications.

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Silver, Mark S., "Browser-Based Applications: Popular but Flawed," *Information Systems and e-Business Management*, forthcoming.

CHI'05 Trip Report

By Dennis Galletta, Ping Zhang, and Fiona Nah

The pre-CHI'05 DevCon participants
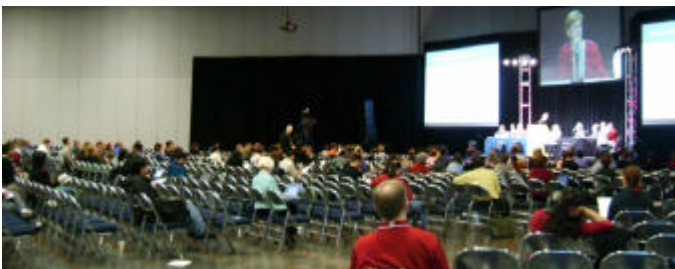
The panel on the first day of CHI main conference allowed the consortium to present the results to the CHI conference attendees

Dennis Galletta, Ping Zhang, and Fiona Nah represented AIS SIGHCI at CHI'05 (http://www.chi2005.org/) in the User Experience Development Consortium (DevCon) (http://www.chi2005.org/program/prog_devcon.html) in Portland, OR, April 3-7, 2005.

DevCon was a two-day meeting that brought together people from many different user experience organizations to talk about how people in multiple disciplines can work together. Design activities take place in many different disciplines, and developments in one discipline often do not become known in another. Also, events sponsored by one group might be of central interest to people in other groups. Other organizations and associations who are involved in this effort include: ACM SIGCHI, ACM SIGGRAPH, AIGA, HFES, IDSA, IIID, IDG, STC, UPA, and several UXnet volunteers. This is one of the AIS SIGHCI outreach activities.

Please see some photos (http://melody.syr.edu/uxdc_05/) of the event. Also see summaries and additional information at UXNet website (http://uxnet.org/devcon/).

Usability Is a Culture and Not Just a Service

Abbas Moallem, Ph.D.

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Introducing users' needs into product design improves the ease-of-use, comfort, productivity, and efficiency of products and consequently increases the satisfaction of the user or customer.

In today's market customers are frequently confronted with choices among products that have similar functions and features. The user experience of the product or service plays an important role in the user's final choice. Demand for products with more functionality gradually changes to demand for more user-friendly products. Thus, creating and designing products and services according to users' needs and usability principles is one of the main challenges of our industry.

User experience professionals constantly advocate users' needs and work with design teams to implement good human-computer interaction (HCI) and usability. They stress the importance of considering users' characteristics and behavior as they design products that support users' tasks.

Despite the tremendous body of knowledge in the field of HCI and human factors engineering, this knowledge is poorly integrated into the software development process (Gulliken, et al, 2003). One reason seems to be a substantial lack of mutual understanding among software engineers and HCI practitioners (Kazman, Gunaratne, and Jerome, 2003).

Some knowledge about HCI is gradually being included in the educational curriculum of software engineering programs in major colleges of engineering, and a variety of short courses are available through industry and private institutions in this area of expertise. However, fewer than 10 percent of software engineers report having taken a class in HCI, and the majority indicate that they learned about HCI entirely through an informal process (Kaman, Gunaratne, and Jerome, 2003).

Dramatic user experience improvements are possible when usability becomes a core part of the company culture. All professionals at all levels can contribute, including Strategy, Engineering, QA, Information Development, Sales, and Marketing.

To create such a culture, usability should be considered as more than just a "service" for development teams. In a company with a usability culture, professionals are trained to think about users and ease-of-use throughout the product life cycle. This cultural change not only extensively improves the ease-of-use of products and services, and consequently improves user and customer satisfaction, but it is also the most cost-effective way to massively improve the usability of all products and services.

To create usability culture there are many factors to be considered, including having a reliable and steady usability infrastructure, a coherent and proven user-centered design process, and clear user interface standards and guidelines. But among all the factors, the training and education of all professionals who are involved in the design, implementation, and customization of products in user-centered design and usability is essential. Training and education help to create a usability culture in a company. Through usability training and education all parties involved will have reasonable awareness and knowledge of usability to fundamentally improve the usability of a product.

- The training of professionals is the fastest and most cost-effective way to improve usability.

- Training and education in usability helps professionals understand and implement the basic principles of usability and user interface design in designing applications. It also enables them to understand and implement user-centered design,

usability testing, and learn how to analyze users and user needs.

- Training is the easiest and fastest approach to reinforce the implementation of standards and guidelines extensively and massively. This saves user experience professionals' time, ultimately reduces heuristic review time, and reduces development time.

- Training provides the opportunity to review many web pages during the training sessions with the participation of developers and the supervision of the instructor.

To create such a usability culture among the professionals (software, QA engineers, documentation specialists and technical consultants) involved with design implementation of the PeopleSoft products at Oracle , we have designed, promoted and delivered a 16-hour training program. In a three-year period over 3,000 professionals involved with the design and implementation of PeopleSoft products were trained. After six months experimental delivery of this training—and following the huge interest and satisfaction of the attendees and management teams—the program was made mandatory for all existing and new professionals by the executive management.

The training program is now planned to be redesigned and delivered across Oracle applications groups and is intended to create a usability culture and awareness among all professional staff, consultants, instructors, and even customer implementation teams. The program has two parts:

- Part 1 (level 1) of this training program covers user-centered design methodology, fundamental principles in human computer interaction, user profiling,

usability testing, and methodology for evaluating user interfaces.

- The second part (level 2) covers how to implement standards and guidelines and provides hands-on experience about how to design and customize business applications.

Our 16-hour training program was delivered online (recorded session), by live webcasts, and through in-class instructor-led workshops. During the training attendees learned the fundamental principles of HCI and how to apply them; what the term *user friendly* means and what constitutes a user-friendly interface; how the company benefits from user-centered interface design; the different methods for evaluating user interfaces; user interface standards and guidelines; and how to apply these guidelines when creating, upgrading, updating, and customizing applications.

The results of this operation were outstanding. Around 90 percent of the participants consistently rated the training session Great (on a scale of Poor, Average, Great) after completion.

All of the participants' comments expressed the usefulness of the training in designing or implementing the applications. In addition to participants' satisfaction, during the practice session, we were able to help developers review several thousand application pages. Otherwise it would have been impossible to review that many pages considering the limited availability of user experience professionals. In addition, teaching participants the fundamental principles of HCI and usability and how to fix minor issues better enabled the usability professionals to conduct more in-depth usability research and concentrate more on major design challenges.

Although it is hard to quantify the influence of such an operation on

overall usability improvement of the products, it is without question that the cultural change in the company was totally observable in the sense that usability became a central issue among all of the professionals involved in the design, implementation, and support of the products.

References

Gulliken, J., Blomkvist S., and Goransson, B. (2003) Engineering the HCIO Profession of Softening Development Processes. *Human Computer Interaction, Theory and Practice* (Part 1), Vol. 1, Lawrence Erlbaum Associates, Publisher, 118-1222

Kazman, R., Gunaratne, J., and Jerome B. (2003) Why Can't Software Engineers and HCI Practitioners Work Together? *Human Computer Interaction, Theory and Practice* (Part 1), Vol. 1, Lawrence Erlbaum Associates, Publisher, 118-1222

New Book Announcement

Wired for Speech: How Voice Activates and Advances the Human-Computer Relationship

by Clifford Nass and Scott Brave

MIT Press

Interfaces that talk and listen are populating computers, cars, call centers, and even home appliances and toys, but voice interfaces invariably frustrate rather than help. In "Wired for Speech," Clifford Nass and Scott Brave reveal how interactive voice technologies can readily and effectively tap into the automatic responses all speech – whether from human or machine – evokes. Wired for Speech demonstrates that people are "voice-activated": we respond to voice technologies as we respond to actual people and behave as we would in any social situation. By leveraging this powerful finding, voice interfaces can truly emerge as the next frontier for efficient, user-friendly technology.

"Wired for Speech" presents new theories and experiments and applies them to critical issues concerning how people interact with technology-based voices. It considers how people respond to a female voice in e-commerce (does stereotyping matter?), how a car's voice can promote safer driving (are "happy" cars better cars?), whether synthetic voices have personality and emotion (is sounding like a person always good?), whether an automated call center should apologize when it cannot understand a spoken request ("To Err is Interface; To Blame, Complex"), and much more. Nass and Brave's deep understanding of both social science and design, drawn from ten years of research at Nass's Stanford laboratory, produces results

that challenge conventional wisdom and common design practices. These insights will help designers and marketers build better interfaces, scientists construct better theories, and everyone gain better understandings of the future of the machines that speak with us.

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Clifford Nass is Professor, Department of Communication, and Co-director, Kozmetsky Global Collaboratory, at Stanford University. He is the author of *The Media Equation: How People Treat Computers, Television, and New Media Like Real People and Places*. **Scott Brave** is a postdoctoral scholar, Department of Communication, at Stanford University.

Learning Together Online: Research on Asynchronous Learning Networks

Edited by Starr Roxanne Hiltz and Ricki Goldman
New Jersey Institute of Technology

Reviewed by Dr. Susan Gasson
Drexel University, Susan.Gasson@cis.drexel.edu

Overview

Learning Together Online presents a set of readings that represent the state of the art in research on asynchronous learning networks. Over the past decade there has been an explosion of online courses, and of empirical research into online course delivery. This book is distinguished by its focus on a particular mode of online instruction, the use of asynchronous learning networks (ALNs), which focus on achieving effective learning through interaction and collaboration. The book provides a synthesis of what is known about the design, use, and outcomes of ALNs in online education, to organize knowledge in the field and to present a research agenda. Leading researchers have joined forces to produce and apply a theoretical framework of "Online Interaction Learning Theory" to a diverse set of related issues.

The book presents theoretical foundations and summarizes empirical studies of ALNs, to discuss how we may manage asynchronous teaching and learning effectively. While public debate anticipates largely unrealizable economies of scale in online education, or a dumbing-down effect, Drs. Hiltz and Goldman present a balanced view of what is known. They address the strengths and weaknesses of various research methods for studying ALNs, debating unresolved research issues and presenting a fascinating synthesis. Various chapters provide a comprehensive and diverse set of perspectives on collaborative, online learning and instruction. Unlike many edited books, this set of readings presents a coherent flow of discussion that provides extensive coverage of relevant issues while maintaining a diversity of focal points and theoretical perspectives. Each chapter summarizes what is known and what remains to be discovered in the field. The chapters end with a set of questions for readers that will stimulate reflection, even in experienced researchers.

Overall, I would highly recommend this book. The issues raised provide a comprehensive set of topics for graduate students to investigate and will stimulate many hours of debate and further investigation. At the same time, the book also provides a thoughtful and insightful synthesis for scholars, synthesizing a range of knowledge for those new to the field and providing critical insights to those already working in this area.

Part 1: Foundations of Research on Learning Networks

In *Chapter 1*, Starr Roxanne Hiltz and Ricki Goldman discuss what is meant by learning networks. They distinguish *asynchronous* learning networks as online learning environments with peer-to-peer student interactions in a form that permits anytime, anywhere collaboration. Learning networks are presented as communities that support deeper learning than other forms of online course environment. A brief history of online learning environments is presented, discussing a set of fascinating issues, such as the real cost of providing effective learning environments and debating the strengths and weaknesses of ALNs.

Chapter 2 presents the Online Interaction Learning Model, a theoretical framework for learning networks. The authors present an input-process-output model of collaborative and deep learning that considers elements that mediate the learning process and measures for assessing learning outcomes and the degree of student access to learning. The model provides a helpful approach to online learning evaluation, although there is a contradiction in the discussion of outcome assessment, which is placed firmly within a single user framework of exams, quizzes and tests. This seems at odds with the collaborative, social framework emphasized by the book. The extant definition of learning effectiveness as a mastery of course materials jars with the book's emphasis on collaborative knowledge-building. However, this chapter does represent extant research; later chapters develop the collaborative nature of learning very effectively. The model adds substantially to our understanding of the issues relevant to online learning environments and forms the framework for the rest of the book.

Chapter 3 compares the effectiveness of face-to-face and ALN courses. By definition, this is a contentious subject. The studies discussed here span multiple disciplines and employ inconsistent measures, which makes it difficult to ascertain a clear picture of the state of knowledge. It would have been interesting to see a breakdown by discipline. But this is a fascinating summary, nonetheless, painting a multi-dimensional picture of how we may assess effectiveness in ALN environments and whether ALN environments are better or worse, at supporting student learning outcomes. This chapter is essential reading, given the multiplicity of issues that it raises.

Chapter 4 addresses issues of how we may improve quantitative measures of effectiveness in ALN environments. The discussion addresses some interesting issues of how ALN environments affect social outcomes, such as encouraging cooperation between students and a respect for diversity of learning approach and talent. The emphasis in existing studies appears to be largely on traditional measures of isolated learning and it is good to see other measures presented here.

Chapter 5 explores qualitative research into ALN environments. The authors suggest a new research frontier for online learning environments, posing a need for mixed methods research, labeled "quisitive" research, to enable connections to be made between the experience of online learning, its inputs, and its outcomes. This is a long-overdue suggestion and the discussion of what remains to be investigated is illuminating.

Part 2: **Learning Networks: What We Know and What We Need to Know**

Chapter 6 examines contextual factors that influence ALN effectiveness, considering the influence of technological platforms, instructor pedagogy and behavior, course demographics, delivery, course discipline norms, and institutional characteristics. This chapter raises a number of questions that are worth pursuing, suggesting areas of research that are currently underserved, and framing the limitations of many current studies.

Chapter 7 discusses what we know about how student characteristics affect online learning outcomes, addressing gender differences, psychological predictors and cultural differences.

Chapter 8 discusses faculty roles, addressing faculty expectations, satisfaction with online course instruction, and the changes that need to be made to ensure that ALN environments are effective. Taken together, these two chapters make interesting reading. Without giving away the punch-line, readers may be surprised at some of the conclusions here and will enjoy reflecting on their own role in instruction or learning.

Chapter 9 presents an exceptional review of research into technology-mediated collaborative learning. This chapter richly extends the earlier concept of learning as mastery of course materials, providing a rich variety of perspectives and theoretical underpinnings by which we may understand the social and collaborative nature of learning.

Chapter 10 examines the impact of media on learning networks, presenting relevant theories of media impact and studies of educational media differences on learning outcomes and satisfaction. Whilst this is necessarily an overview, this discussion does move away from the typical limitations of lean media view of much of the research in this area. The authors raise some fascinating notions of what we can do differently in ALN environments that cannot be done in face-to-face courses – a discussion that is long overdue.

Chapter 11 addresses the development of virtual learning communities, discussing the unique forms of learning that take place through social interaction and social presence. Various social learning theories are discussed and alternative definitions of a virtual learning community are debated.

Finally, in *Chapter 12*, the editors summarize the state of knowledge, raising issues of what is known, and suggesting directions for research into what remains to be discovered in the field of asynchronous learning networks.

Reference:

Starr Roxanne Hiltz and Ricki Goldman (ed.) Learning Together Online: Research on Asynchronous Learning Networks, Lawrence Erlbaum Associates, Mahwah NJ, 2005. ISBN: 0805852557 (Paperback).

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About The Book Authors:

Dr. Roxanne Hiltz is widely recognized as a key pioneer in research into online learning. She is joined in editing this book by **Dr. Ricki Goldman**, an expert in learning theory and the founder of the sub-field of digital video ethnography. The contributors include many leading authors in the field of online learning.

Table of Contents:

Learning Together Online: Research on Asynchronous Learning Networks

Human-Computer Interaction: Developing Effective Organizational Information Systems

by Dov Te'eni, Jane Carey, & Ping Zhang

to be published by Wiley in October 2005

Previewed by Dennis F. Galletta
University of Pittsburgh, galletta@temple.edu

A new and useful book is about to appear on the horizon soon. Dov Te'eni, Jane Carey, and Ping Zhang have joined forces to provide to the MIS field its own HCI text for understanding and teaching Human-Computer Interaction in the organizational and business context for the first time.

The message and mission of such a project are fairly clear, and perhaps generally understood by many designers, but textbook materials have been lacking for many years. It seems obvious to this reviewer that students of MIS are in a unique position to build usability into software products ranging from commercial products to custom-built programs to web sites. Business-oriented systems analysts are uniquely positioned to understand how to build programming specifications that relate both to business problems and user needs.

The main features of the book include the business focus (including business-related examples) and the deep anchoring into the HCI literature. The business-related examples will keep students interested and will make the materials more understandable. The anchors to the literature are strong and appropriate, preventing this from being a "watered-down" approach to HCI. These two features will ensure that students form significant understanding of how the HCI field relates to business people.

The authors use three themes throughout the book: layers of interaction (Task, Semantic, Syntactic, and Lexical layers), cognitive and affective aspects of user activity, and an HCI development methodology. This consistency makes it easier for students to get a broader, more comprehensive and integrative view of the numerous issues in HCI design.

Frameworks are provided whenever useful, to provide deeper knowledge to the reader than simply presenting a set of facts. For instance, the reader will understand that there are levels of goals and tasks, that the background of users presents several challenges,

and that the concept of fit can be applied to the system design process.

Exercises and a case study at the end of each chapter provide opportunities for students to do more than memorize those facts they do come across. By engaging in the exercises, the instructor can make the material come more to life for students. As much as possible, the case study builds on previous chapters and shows vividly how a variety of different aspects of the interface are interrelated.

The material is up-to-date as well, citing forthcoming articles as well as discussing modern issues such as Common Industry Format (CIF) evaluations, trust and online shopping, outsourcing, and offshoring.

The book includes 14 chapters that are organized into four main sections, including Context (providing an introduction and anchoring the book in the organizational and business context), Foundation (focusing on devices and human physical, cognitive, and affective response), Application (including evaluation, design principles, organizational tasks, componential designs, and methodology), and Additional Context (including interpersonal, social, and global issues, as well as recent developments).

As a reviewer of previous versions of these materials, I can provide first-hand assurance that the authors are taking into account external reviews with the utmost care and responding very carefully and thoroughly to reviewer comments.

If everything goes as planned, the book should be published in October 2005, in time for the Spring semester. Go to the authors' book website at http://melody.syr.edu/hcibook/ for more details. Or check out the status and ordering information at Wiley's website http://www.wiley.com/WileyCDA/WileyTitle/productCd-0471677655.html.

In May 2005, the new bylaws for SIGHCI were approved by AIS and SIGHCI membership (i.e., the ballot yielded 95% approval/support). With the new bylaws, the terms for the chair, chair-elect, and immediate past-chair have been changed from 1-year to 2-year.

The new bylaws are available at: http://sigs.aisnet.org/sighci/AIS_SIGHCI_Bylaws_2005.pdf.

Edited Research Collections on "HCI and MIS"

Advances in Management Information Systems (AMIS, http://mesharpe.com/amis.htm) is a series of research monographs devoted to the principal aspects of information systems. The series is edited by Dr. Vladimir Zwass and published by M. E. Sharpe. *AMIS* is intended to become a lasting record of both the knowledge about organizational information systems and of the methods for creating new knowledge in the domain. Consequently, the objective of *AMIS* is to serve in the continuing development of the field of information systems (IS). The volumes of the serial will be edited to serve researchers as well as practitioners and executives.

Volume 4 of AMIS is entitled "Human-Computer Interaction and Management Information Systems: Foundations," edited by Ping Zhang and Dennis Galletta, with foreword from Ben Shneiderman. Volume 5 is "Human-Computer Interaction and Management Information Systems: Applications," edited by Dennis Galletta and Ping Zhang, with foreword from Izak Benbasat. 70+ authors, most of them extremely well known in the MIS and HCI disciplines, contributed to the 37 chapters in these two volumes to represent state of the art in research on HCI in MIS, as well as opinions, historical retrospectives, and forward looking perspectives. The two volumes are to be in print early in 2006. Table of contents of the 2 volumes are presented as the following. For more information about the two volumes, visit http://melody.syr.edu/hci/amis.

Table of Content: Volume 4 – HCI & MIS: Foundations

Edited Research Collections on "HCI and MIS" (Cont'd)

Table of Content: Volume 5 – HCI & MIS: Applications

Acknowledgement

Completed: SIGHCI Sponsored Journal Special Issues

Journal of Management Information Systems

Special Issue: HCI Research in MIS

To appear in Winter 2005-2006 Volume 22, Issue 3

Guest Editors:
Ping Zhang, Fiona Fui-Hoon Nah, Izak Benbasat

Articles:

1. Editorial Introduction: Human-Computer Interaction Research in MIS
   Ping Zhang, Fiona Fui-Hoon Nah, and Izak Benbasat

2. Involvement and Decision-Making Performance with a Decision Aid: The Influence of Social Multimedia, Gender, and Playfulness
   Traci Hess, Mark Fuller, and John Mathew

3. How Presentation Flaws Affect Perceived Site Quality, Trust, and Intentions to Purchase from an On-Line Store
   Andrea Everard and Dennis Galletta

4. Investigating Coherence and Multimedia Effects of a Technology-Mediated Collaborative Environment
   Andrew Gemino, Drew Parker, and Adrienne Olnick Kutzschan

5. Moderating Effects of Task Type on Wireless Technology Acceptance
   Xiaowen Fang, Susy Chan, Jacek Brzezinski, and Shuang Xu

International Journal of Human-Computer Interaction

Special Issue: HCI Studies in Management Information Systems

To appear in Fall 2005

Guest Editors:
Fiona Fui-Hoon Nah, Ping Zhang, Scott McCoy

Articles:

1. Editorial Introduction: HCI Studies in MIS
   Fiona Fui-Hoon Nah, Ping Zhang, and Scott McCoy

2. Visualizing E-brand Personality: Exploratory Studies on Visual Attributes and E-Brand Personalities in Korea
   Su-e Park, Dongsung Choi, and Jinwoo Kim

3. The Enhanced Restricted Focus Viewer
   Peter Tarasewich, Marc Pomplun, Stephanie Fillion, and Daniel Broberg

4. Issues in Building Multi-user Interfaces
   V. Srinivasan Rao, Wai-Lan Luk, and John Warren

5. Online Consumer Trust and Live Help Interfaces: The Effects of Text-to-Speech Voice and 3D Avatars
   Lingyun Qiu and Izak Benbasat

6. An Empirical Examination of the Effects of Web Personalization at Different Stages of Decision-Making
   Shuk Ying Ho and Kar Yan Tam

7. Beyond Perceptions and Usage: Impact of Nature of IS Use on IS-enabled Productivity
   Vikas Jain and Shivraj Kanungo

8. Role of Human Computer Interaction Factors as Moderators of Occupational Stress and Work Exhaustion
   K. S. Rajeswari and R. N. Anantharaman

In Progress: SIGHCI Sponsored Journal Special Issues

1. JAIS Special Theme Papers based on the 3rd pre-ICIS HCI/MIS Workshop (2004)

From the 17 papers accepted for presentation at the pre-ICIS 2004 HCI/MIS workshop, 6 were invited to submit expanded versions for a fast-tracking opportunity with the Journal of the Association for Information Systems (JAIS). The senior editors for this JAIS fast-tracking opportunity are Sirkka Jarvanpaa and Izak Benbasat.

2. IJHCS Special Issue based on AMCIS 2005 and PACIS 2005 HCI Tracks

Best complete research papers from the HCI track at AMCIS 2005 and the HCI track at PACIS 2005 are invited for expansion and submission for the special issue, to be published in 2006. Guest editors are Fiona Nah, Ping Zhang, and Scott McCoy.

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

With the strong support from new Editor-in-Chief Kalle Lyytinen, we will continue to have a special theme with JAIS for the expansions of the best papers from the 2005 HCI/MIS workshop. The guest Senior Editors are Ping Zhang, Dennis Galletta, and Izak Benbasat.

Call for Papers: The 4ᵗʰ Annual Pre-ICIS Workshop on HCI Research in MIS

Workshop Co-Chairs:

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

Saturday, December 10, 2005 in Las Vegas

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:
"An author's perspective on publishing HCI work" by Dennis Galletta

Topics:
Possible topics include, but are not limited to, the following:
- The perceptual, behavioral, cognitive, motivational, and affective/emotional aspects of humans 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 auctions
  - Enterprise systems
  - Intranets
  - 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.

All submissions must be formatted for 8½ x 11 inch paper; have 1 inch margins all around, use Times New Roman 12 font, use 1.5 or greater line spacing, and in Word file formats. Completed research papers should not exceed 20 pages and Research in Progress should not exceed 10 pages (excluding the title and abstract page, but including all figures, tables, and references) formatted as described above.

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: Mun Yi (myi@moore.sc.edu), Andrea Houston (ahoust2@lsu.edu), and Paul Lowry (paul.lowry@byu.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 Issue of JAIS:
Dr. Kalle Lyytinen, editor-in-chief of Journal of the Association for Information Systems (JAIS) (http://jais.isworld.org), has agreed to fast track successful expansions of the best completed research papers from the workshop for a special issue devoted to the workshop. The special issue is to be published in 2006 and will be co-edited by senior editors from JAIS and the SIGHCI workshop organizing committee.

Key Dates:
Submissions due: August 26, 2005
Acceptance Notification: October 10, 2005
Extended Abstracts Due for Proceedings: October 24, 2005
Workshop: Saturday, December 10, 2005
Early Registration: Through October 14, 2005
Late Registration: October 15, 2005 through November 28, 2005
On-Site Registration: After November 28, 2005

For more details please visit
http://business.wm.edu/scott.mccoy/hci.html.

Call for Papers: International Journal of Human-Computer Interaction

Special Issue: The Interplay between Usability Evaluation and User Interaction Design

Special Issue Editors:

Kasper Hornbæk (kash@diku.dk) and **Jan Stage** (jans@cs.aau.dk)

The International Journal of Human-Computer Interaction, published by Lawrence Erlbaum Associates, provides the highest quality of current research in HCI.

For this special issue, manuscripts should be submitted to the co-editors of the special issue. The first submission is due on **August 15, 2005**. Your submission should either be an expanded version of the paper from the NordiCHI Workshop on the theme of this special issue, where you have taken into account the comments from participants at your NordiCHI presentation, or a new paper that deals with the topic described below. Both types of submissions will go through the same review process.

The theme of the special issue is the interplay between usability evaluation and User Interaction Design. Research into how to build usable systems consists of two, largely independent strands. On the one hand, more than 20 years of research in HCI has created and compared techniques for usability evaluation. On the other hand, methods for design of user interaction have significantly advanced in the last decades, through the widespread of for example contextual design, agile development methods, and participatory design. However, we have seen little substantial exchange of results between the strands, and sparse efforts to combine their methods in practice. Larry Constantine, a prominent software development researcher, and his colleagues observe that "Integrating usability into the software development process is not easy or obvious" (Juristo et al. 2001, p. 21).

In practical software development, usability evaluation and user interaction design are frequently carried out in surprising independence of each other. For example, integrating usability

evaluation at relevant points in user interaction design with successful and to-the-point results has proved difficult. The organization of software development and short development cycles exacerbate this difficulty.

With this special issue, we seek to significantly advance our understanding of issues that influence the interplay between usability evaluation and user interaction design. To accomplish this goal, we solicit papers describing qualitative or quantitative empirical studies of the current state of that interplay and/or efforts to improve it.

Possible topics include studies that explore:

- organizational, social and psychological factors affecting the interplay between usability evaluation and user interface design,
- different products from user interaction design as the basis for usability evaluation,
- usability evaluation techniques particularly relevant in specific development phases,
- various forms of feedback from usability evaluation to user interaction design and their strengths and weaknesses,
- characteristics of usability evaluation results needed in user interaction design,
- integration of usability evaluation into existing or novel approaches to user interaction design or software development.

Please refer to http://www.cs.aau.dk/~jans/events/IJHCI-SI2006-Call.pdf for the full call for papers.

Call for Items for AIS SIGHCI Newsletter Volume 4, Issue 2

The coming issue of AIS SIGHCI newsletter (Volume 4, Issue 2) is to be published in November 2005. 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 20, 2005. 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/index.html

Call for Papers: Journal of Computer Information Systems

Special Issue on Systems Analysis and Design

Guest Editor: Keng Siau, Professor of MIS, University of Nebraska-Lincoln

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Systems Analysis and Design is a core of the MIS field. The systems analysis and design area has seen a few major revolutions and evolutions in the last few years. The movement towards agile modeling, extreme modeling, enterprise modeling, and others has created a lot of excitement and anxiety in the field. The continued standardization of Unified Modeling Language (with UML 2.0 accepted by OMG) and the adoption of Unified Process (UP) have a potential significant impact on the practice of systems analysis and design. This special issue is dedicated to understanding and analyzing these changes, and their impact on the research and practice of information systems development.

This special issue is interested in soliciting papers focusing on systems analysis and design. Submissions should meet the high standard of an established journal. The paper should have an empirical component and the topic must be of interest to JCIS readers. The empirical component can be based on action research, case study, survey, experimentation or other established empirical techniques. Purely technical or mathematical papers will not be suitable for this special issue.

Topics of interest include, but are not limited to:

- Method engineering;
- Open source development;
- User-Database interaction;
- Conceptual modeling issues;
- Human-computer interaction;
- Empirical software engineering;
- Requirement analysis and determination;
- Communication issues in systems development;
- Systems development standards and standardization;
- Systems analysis and design practices in organizations;
- New systems analysis and design approaches in organizations;
- Studies on effect of changes in systems analysis and design practices;
- Studies that describe application of analysis and design methods and methodologies;
- Studies that identify appropriate learning methodologies and teaching materials for systems analysis and design; and
- Studies that compare and/or evaluate the various systems analysis and design methods and methodologies.

Procedure

Manuscript should be submitted as an attachment to an email to mis-kengsiau@unlnotes.unl.edu. The email subject should be JCIS Special Issue Submission. The manuscript must be in JCIS format (www.iacis.org and follow the links to the JCIS Special Issue). Please note that the papers have to be submitted to the guest editor.

All manuscripts will be screened by the guest editor prior to sending them out for review. Papers deemed inappropriate for the special issue and papers with topics that are of little or no interest to JCIS readers will be administratively rejected.

Important Dates

July 15, 2005	Submission of Manuscript
September 25, 2005	Accept/Revised/Reject Decision
December 1, 2005	Revised Manuscript Received
January 5, 2006	Accept/Reject Decision by Guest Editor
February 1, 2006	Final Version of Manuscript Received
Summer 2006	Projected Publication Date of Special Issue

Announcement: AIS SIGHCI Meeting at AMCIS'05

There will be an AIS SIGHCI Meeting at AMCIS 2005. The meeting will be held from 5-6 p.m. on Thursday, August 11th 2005 at the Omaha Hilton.

Current Activities Sponsored by AIS SIGHCI

Human-Computer Interaction Track at The 9th Pacific Asia Conference on Information Systems (PACIS) 2005

Bangkok, Thailand, July 7-10, 2005

Co-chairs

Ping Zhang, Syracuse University
Hock Chuan Chan, National University of Singapore

For more details, please visit http://www.pacis2005.ku.ac.th/.

HCI in MIS Sessions at The 11th International Conference on Human-Computer Interaction (HCII 2005)

Las Vegas, NV, USA, July 22-27, 2005

Chair: Scott McCoy, College of William & Mary

Chair: Fiona Fui-Hoon Nah, University of Nebraska-Lincoln

For more details, please visit http://www.hci-international.org/.

Human-Computer Interaction Studies in MIS Track at Americas Conference on Information Systems (AMCIS) 2005

August 11-15, 2005, Omaha, Nebraska, USA

Track Co-Chairs

Scott McCoy, College of William and Mary, scott.mccoy@business.wm.edu
Fiona Fui-Hoon Nah, University of Nebraska-Lincoln, fnah@unl.edu
Mun Yi, University of South Carolina, myi@moore.sc.edu

Minitracks:

1. **IT Systems Accessibility**
   Eleanor T. Loiacono, Worcester Polytechnic Institute
   Scott McCoy, College of William and Mary
   Nicholas C. Romano, Jr., Oklahoma State University

2. **HCI with Mobile Devices**
   Peter Tarasewich, Northeastern University
   Fiona Fui-Hoon Nah, University of Nebraska-Lincoln
   *This minitrack is co-sponsored by SIGHCI and SIGE-BIZ.

3. **Information Visualization and Decision Support**
   David Schuff and Ozgur Turetken, Temple University
   *This minitrack is co-sponsored by SIGHCI and SIGDSS.

4. **Emergency Response Systems**
   Murray Turoff, New Jersey Institute of Technology
   Bartel Van de Walle, Tilburg University, Belgium
   *This minitrack is co-sponsored by SIGHCI, SIGDSS, and SIGHEALTH.

5. **Human Computer Interaction Models and Issues in Information Seeking Engines**
   Ricard E. (Rick) Downing, Rockhurst University
   Joi Moore, University of Missouri-Columbia
   *This minitrack is co-sponsored by SIGHCI and SIGSEMIS.

6. **Personalization Systems**
   Il Im, New Jersey Institute of Technology

7. **Interface Design, Evaluation, and Impact**
   Scott McCoy, College of William and Mary
   Fiona Fui-Hoon Nah, University of Nebraska-Lincoln
   Mun Yi, University of South Carolina

For more information about the HCI track at AMCIS'05, please visit http://sigs.aisnet.org/sighci/amcis05/index.html or http://amcis2005.isqa.unomaha.edu/.

Future Activities Sponsored by AIS SIGHCI

4th Annual Pre-ICIS Workshop on HCI Research in MIS

Saturday, December 10, 2005 in Las Vegas

Workshop Co-Chairs:

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

For more details please visit
http://business.wm.edu/scott.mccoy/hci.html.

Track on HCI Studies in MIS at ICIS 2005

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

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/index.html.

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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/index.html

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/index.html

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

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http://www.isworld.org/

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