AIS SIGHCI Newsletter

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

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Inside

Summary of HCI Track at AMCIS 2004

At AMCIS 2004, SIGHCI sponsored the HCI track comprising 7 mini-tracks and one tutorial. They were:

1. "IT Accessibility" minitrack, co-chaired by Eleanor T. Loiacono, Scott McCoy & Nicholas C. Romano, Jr.
2. "Personalization Systems" minitrack, chaired by Il Im
3. "Pervasive IS" minitrack, co-chaired by Starr Roxanne Hiltz & Quentin Jones
4. "IT Implementation & Use" minitrack, co-chaired by Andrew Schwarz & Wynne W. Chin
5. "Information Retrieval & Human Language Technologies" minitrack, co-chaired by Praveen Pathak & Dmitri Roussinov
6. "Emergency Response IS" minitrack, co-chaired by Murray Turoff & Bartel Van de Walle
7. "HCI Studies in MIS" minitrack, co-chaired by Scott McCoy, Fiona Nah & Ping Zhang
8. "Integrating HCI in SDLC" tutorial by Ping Zhang, Jane Carey, Dov Te'eni & Marilyn Tremaine

These minitracks and tutorial formed 17 sessions – 16 paper sessions and 1 tutorial – that spanned the entire conference in 2 parallel sessions. The sessions were well attended, indicating the high level of interest from the MIS community in HCI-related research. We thank the authors, session chairs, reviewers, and participants for their contributions and for making the HCI track a very successful one at AMCIS 2004.

Six papers were nominated for the best paper award in the HCI track:

- *Visualizing cyber personality*, Su-e Park, Dongsung Choi & Jinwoo Kim
- *An empirical examination of the effects of web personalization*, Susanna S. Ho & Kar Yan Tam
- *IS value at the individual level: analyzing the role of nature of IS use*, Vikas Jain & Kanungo Shivraj

SIGHCI Executive Meeting –Picture taken by Na (Lina) Li

Su-E Park is presenting the best paper "Visualizing cyber personality", coauthored by Su-E Park, Dongsung Choi, and Jinwoo Kim

- Picture taken by Na (Lina) Li

- *The role of computer user aptitude in technology acceptance: an exploratory study*, Janis Warner, Xenophon Koufteros & Qing Hu
- *Impacts of user interface complexity on user acceptance in safety-critical systems*, Erman Coskun & Martha Grabowski
- *Interpreting scenario-based design from an information systems perspective*, Gregorio Convertino & Umer Farooq

The best paper award for the HCI track went to Su-e Park, Dongsung Choi and Jinwoo Kim for their paper, *Visualizing Cyber Personality*. We congratulate them for receiving the best paper award and for having completed an outstanding piece of research in HCI.

Authors of best completed papers were invited to submit expanded versions of their papers for consideration and fast-tracking in a SIGHCI-sponsored special issue of International Journal of Human-Computer Interaction (IJHCI). Only papers that have successfully undergone at least two rounds of rigorous review process will be published in the special issue, which is expected to be published at the end of 2005 or beginning of 2006.

The tutorial on "Integrating HCI in Systems Development Life Cycle" provides rationales and a methodology of considering HCI issues while developing organizational information systems. The methodology ties the typical modern systems analysis and design considerations with a set of HCI considerations during each stage of the systems development life cycle. The tutorial was delivered by Ping Zhang, Jane Carey, Dov Te'eni, and Marilyn Tremaine. An expansion of the tutorial will be published in Communications of the AIS.

We thank all participants for the success of the HCI track and we look forward to sponsoring the HCI track at AMCIS 2005 in Omaha, Nebraska! We also look forward to seeing you at the 3rd pre-ICIS HCI/MIS workshop in Washington, D.C. and future SIGHCI sponsored events!

Tutorial: Integrating HCI in SDLC by Ping Zhang, Jane Carey, Dov Te'eni, & Marilyn Tremaine

- Picture taken by Na (Lina) Li

Mun Y. Yi is presenting paper "Beyond innovation characteristics: effects of adopter categories on the acceptance outcomes of online shopping", coauthored by Mun Yi and Kirk D. Fiedler

- Picture taken by Na (Lina) Li

Lingyun Qiu is presenting paper "The effects of text-to-speech voice and 3D avatars on consumer trust in the design of live help interface of electronic commerce", coauthored by Lingyun Qiu and Izak Benbasat

- Picture taken by Na (Lina) Li

HCI session at AMCIS
- Picture taken by Na (Lina) Li

Some SIGHCI members getting together for dinner
- Pictures taken by Matt Germonprez

Preview: 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

For the first time, ICIS provides a track dedicated to HCI. When asked to define the scope of the track, we offered a very wide range of HCI topics, yet one that would represent an identity and a common denominator for the research many of us in the special interest group perform. Too broad a scope may hurt, rather than help, our cause. The call for papers talked about people interacting with computers nearly everywhere, impacting not only the way they work but many other aspects of daily life too. It also stressed the wide range of theoretical perspectives used to study HCI in IS, including psychological, social, managerial and technical knowledge. We were hoping that this track would reflect advances in these sources of knowledge as they are applied to HCI.

As evident in the list of forthcoming presentations below, the diversity, significance and novelty of our colleagues' work is impressive and exciting. The authors come from a wide range of countries, cultures and professional backgrounds, yet they are all great ambassadors in promoting the importance of HCI in IS. The studies are first of all interesting and thought provoking. The papers themselves will impress the IS community but equally important is the lively attendance and discussion anticipated during the sessions. We have secured several leading scholars to add their comments and trigger debate. So now it is up to all of us to come to sessions and participate. For your convenience we copied the sessions you 'should' attend ☺.

Monday, December 13
Session 3: 2:30 pm – 4:00 pm

- *Exploring the impact of a context-aware application for in-car use,* Carl M. Olsson

- *Analysis of competing data structures: does ontological clarity produce better end-user query performance?* Paul L. Bowen, Fiona H. Rohde, and Robert A. O'Farrell

Session4: 4:00 pm – 5:30 pm

- *Love at first sight or sustained effect? The role of perceived affective quality on users' cognitive reactions toward IT,* Ping Zhang and Na Li

- *Understanding the balanced effects of belief and feeling on information systems continuance,* Hee-Woong Kim, Hock Chuan Chan, Yee Pia Chan, and Sumeet Gupta

Tuesday, December 14
Session 3: 2:30 pm – 4:00 pm

- *System design effects on social presence and telepresence in virtual communities,* Mohamed Khalifa and Ning Shen

- *An identity-based theory of information technology design for sustaining virtual communities,* Meng (Jessie) Ma

Session 4: 4:30 pm – 6:00 pm

- *Developing a theory of website usability: an exploratory study to identify constructs and nomological networks,* Younghwa Lee and Kenneth A. Kozar

- *Exploring the rhetoric on representing the user: discourses on user involvement in software development,* Netta Iivari

Wednesday, December 15
Session 1: 9:00 am – 10:30 am

- *Opting-in or opting-out on the Internet: does it really matter?* Kai-Lung Hui and Yee-Lin Lai

- *Alleviating consumer's privacy concern in location-based services: a psychological control perspective,* Heng Xu and Hock-Hai Teo

Note at the same time:

- *Towards the study of aesthetics in information technology,* Noam Tractinsky

Session 2: 11:00 am – 12:30 pm

- *Emotions in online shopping: fulfilling customers' needs through providing emotional features and customizing website features,* Renee H. M. Lam and Kai H. Lim

- *Business-to-consumer web site quality and web shoppers' emotions: exploring a research mode,* Jean Ethier, Pierre Hadaya, Jean Talbot, and Jean Cadieux

In addition, we have a superb team of chairs and discussants committed to generating exciting discussions around the presentations: Michael Barrett, Genevieve Bassellier, Dinesh Batra, Sue Brown, Phillip Ein-Dor, Robert Fuller, Dennis Galletta, Ann Majchrzak, Fiona Nah, Maung Sein, J. P. Shim, Ananth Srinivasan, Jonathan Wareham, Jane Webster, Suzanne Weisband, and Fons Wijnhoven.

And lastly a big cheer for the associate editors that made this happen:

Dinesh Batra, Jane Carey, Hock Chuan Chan, Dennis Galletta, Jonathan Grudin, John Lim, Lorne Olfman, Maung Sein, Ananth Srinivasan, Kil-Soo Suh, Noam Tractinsky, Jane Webster, and Ping Zhang.

Preview: 3ʳᵈ Annual 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

The 3ʳᵈ Annual Pre-ICIS Workshop on HCI Research in MIS will be held in Washington, D.C. on December 10-11, 2004. 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. The workshop will feature 1 panel and 6 paper sessions. They are presented as below.

Panel: Publishing HCI Research in MIS Journals

This panel will discuss the unique issues associated with publishing HCI research in MIS journals.

Chair: Dennis Galletta

Panelists:
- Chris Kemerer, Editor-In-Chief, ISR
- Ron Weber, Editor-In-Chief, MIS Quarterly
- Vladimir Zwass, Editor-In-Chief, JMIS

Research Presentations:

There were 28 submissions to the Pre-ICIS HCI/MIS'04 workshop – 22 completed research papers and 6 research-in-progress papers. After a rigorous review process, 12 completed research papers and 5 research-in-progress papers were accepted.

Design of Interfaces

1. *Instilling social presence through the Web interface*, Khaled Hassanein and Milena Head (Best Paper Nominee)

2. *Designing tailorable technologies*, Matt Germonprez and Fred Collopy

3. *A study of the effects of online advertising: a focus on pop-up and in-line ads*, Scott McCoy, Andrea Everard, Dennis Galletta, and Peter Polak

Information Search & Learning

4. *Categorized graphical overviews for Web search results*, Bill Kules and Ben Shneiderman

5. *An empirical study on the roles of affective variables in user adoption of search engines*, Heshan Sun and Ping Zhang (Best Paper Nominee)

6. *Learning, performance, and analysis support for complex software applications*, Steven Haynes

Usability & Evaluation

7. *A confirmatory factor analysis of two web site usability instruments*, David Green and J. Michael Pearson

8. *Using ratings and response latencies to evaluate the consistency of immediate aesthetic perceptions of web pages*, Noam Tractinsky, Avivit Cokhavi, and Moti Kirschenbaum (Best Paper Nominee)

9. *A methodology for business value-driven website evaluation*, Jungpil Hahn and Robert Kauffman

Mobile Commerce

10. *The value of mobile commerce to customers*, Keng Siau, Hong Sheng, and Fiona Nah (Best Paper Nominee)

11. *Motivations for mobile devices: uses and gratifications for mobile commerce*, Tom Stafford and Mark Gillenson

Trust, Abuse & Preferences

12. *Exploring customers' preferences for online games*, Seung Baek, Youngsuk Song, and Jae Kyo Seo

13. *Behavioral factors affecting Internet abuse in the workplace*, Irene Woon and Pee Loo Geok

14. *A process tracing study on trust formation in recommendation agents*, Sherrie Komiak and Izak Benbasat (Best Paper Nominee)

Information Presentation

15. *Effects of choice contrast and order sequence on consumer judgment and decision in comparison-shopping assisted environment*, Chuan-Hoo Tan, Yee-Pia Chan, Xue Yang, Hock-Chuan Chan, and Hock-Hai Teo

16. *Dual-modal presentation of sequential information*, Shuang Xu, Xiaowen Fang, Jacek Brzezinski, and Susy Chan

17. *Spreadsheet visualization effects on error correction*, Hock Chuan Chan

In addition, the **SIGHCI executive meeting** is scheduled for Friday, Dec. 10, 2004 from 5:15-6:30 p.m. in Wilson Room. A **reception** will be held in Constitution D at 5:30-6:30 p.m. on Saturday, Dec. 11, 2004. For more details, please visit https://business.wm.edu/scott.mccoy/hci.html.

Book Review

Developing Evaluation Methodologies for Human-Computer Interaction

By Lajos Izso

Review by Anita Komlodi
University of Maryland, Baltimore County (UMBC), komlodi@umbc.edu

Prof. J. H. Erik Andriessen opens his introduction to Lajos Izso's book with a reminder that "Nothing is as practical as a good methodology based on theory". Dr. Izso's work embodies this ideal by integrating many years of applied user interface evaluation work, which has been grounded with a strong foundation in cognitive psychology, in order to create a novel evaluation method and a practical tool supporting the method.

The author critically reviews theories of cognitive processing and mental effort, based on which he proposes (in collaboration with Ziljstra, F. R. H.) a measure of efficiency of human actions (where efficiency = benefits/costs). He applies this measure to human-computer interaction (HCI) by operationalizing human costs in terms of mental effort, fatigue, and satisfaction; while benefits are characterized by the quantity, quality, stability, and other traits of human performance. As argued by Izso, this model of HCI efficiency is directly related to the definition of usability of technological systems described by the ISO/IEC standards and Newman and Lemming's (1995), which include the mental effort exerted by the user while operating a system. Thus, a method building on the measurement of mental effort will contribute to objective assessment of usability.

In order to assess the costs and benefits of the user's interactions with the system, Izso and his colleagues developed a data collection workstation, INTERFACE. This workstation collects keystrokes and mouse movements, physiological signals, screen content, and a video image of the user's facial expressions and body posture. The associated software tool allows for the synchronized recording and analysis of these various input streams. The costs, operationalized as mental effort, fatigue, and satisfaction, are assessed from the physiological data, the video images, and user self-report. To measure mental effort, the author chose heart period variability (HPV), a physiological manifestation of effort. HPV is assessed by the ISAX (Lang et al. 1999) system in the ITNERFACE workstation. This measure is supplemented with more subjective data such as facial expression and self-report of effort. The benefits, user performance data (quantity, quality, stability, etc.), are calculated from the keystroke and mouse data, supplemented by the screen image. The resulting analysis enables the evaluators to identify particularly problematic aspects of user interfaces and objectively assess its usability.

Longitudinal evaluation of this method and tool has been carried out by the author and his colleagues. This is reported in chapters four, five and seven. While these studies report the results of each evaluation, the most interesting aspect is the evolution of the method. The method and the tool (workstation and associated software) have been used to study the usability of many applications, among them email clients, multimedia instructional materials, CAD applications, and nuclear power plant control room systems. It has also been applied to the study of situational factors in HCI, such as lighting, noise, and climate.

The major contribution of Izso's work is the creation of a method along with a software tool that applies a unique synthesis of theories of cognition while at the same time offers a solution for practitioners in the fields of HCI and usable design. The accompanying website provides a downloadable demo of the system at: http://erg.bme.hu/kutat/interface/.

References:

1. Izso, Lajos. (2001). Developing Evaluation Methodologies for Human-Computer Interaction. Delft University Press, the Netherlands. Cytotech Instruments Ltd.

2. ISO 9126. (1991). Information technology – Software Product Evaluation – Quality Characteristics and Guidelines for Their Use. ISO, Geneva.

3. Lang, E., Horvath, Gy., Slezsak, I., Kelemen, J., and Balint, G. (1999). Integrated System for Ambulatory Cardio-Sespiratory Data-Acquisition and Spectral Analysis (ISAX) – a Non-Invasive Tool to Assess Autonomic Balance. European Journal of Neurology, Vol 6. Suppl. 3, Spetember 1999, p. 65.

4. Newman, W. M. and Lamming, M. G. (1995). Interactive System Design. Addison-Wesley Publishing Company.

Faculty Member Positions Available in Korea

A couple of universities in Korea are looking for tenure-track faculty members in HCI. These positions are mostly for assistant professors starting from the Spring Semester of 2005. Candidates should have strong research backgrounds in diverse HCI areas, and no special HCI sub-fields will be pre-specified. Anyone interested in these positions are encouraged to contact Jinwoo Kim (Jinwoo@yonsei.ac.kr), who is working as an international liaison for Korean HCI Society.

Cross-Pollination between Reactive and Proactive Design

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Abstract

A generic model for collaboration between a UI researcher and a UI designer is presented. Knowledge cross-pollination between these individuals and their processes resulted in improved product quality, originality, evolution of corporate UI standards, and better usability. Initiation, formulation, and development/testing phases are outlined in the context of a researcher's network visualization tool and a designer's graphical process mapper. The reactive approach of the designer satisfied an immediate need and was instantly verifiable and implementable. It also influenced the researcher's work by grounding it in the context of UI standards and system architecture. The proactive approach of the researcher pushed the designer's envelope, presenting an unexpected solution for a latent need. The present collaboration model highlights how and when the two designs informed each other, as well as how their differing timelines and methodologies contributed to an unplanned, joint project outcome.

Keywords

Concept Design, Information Visualization, Intersection of Design and Research, Software Design, Human-Centered Design, User Research, Collaborative Design

Project Statement

Two projects designed and developed software prototypes to represent objects connected via a process or network. Though these design concepts were developed by different individuals for different stakeholders, collaboration was beneficial for improving the quality of both designs.

Project Dates and Duration

These projects were initiated in April 2002, and extended for 6-8 months.

Industry/Category

Software Development; Design Practice

Process

Cross-pollination between design practices is discussed below between two software products: a *Linear Process Mapper* and a

Radial Network Visualizer. Although designed and implemented for different audiences, parallel development enabled each product to benefit from design elements and concepts of the other. Ultimately, this cross-pollination resulted in a new concept that included ideas from both prototypes. The overall design process for these projects is shown in figure 1.

Design Practice Details

UI Design, as a reactive process, starts with a set of concrete requirements from development teams, then abstracts these to other products. UI Research, as a proactive process, starts with an abstract concept, then creates a concrete prototype. Collaboration between these two design process models can improve both designs.
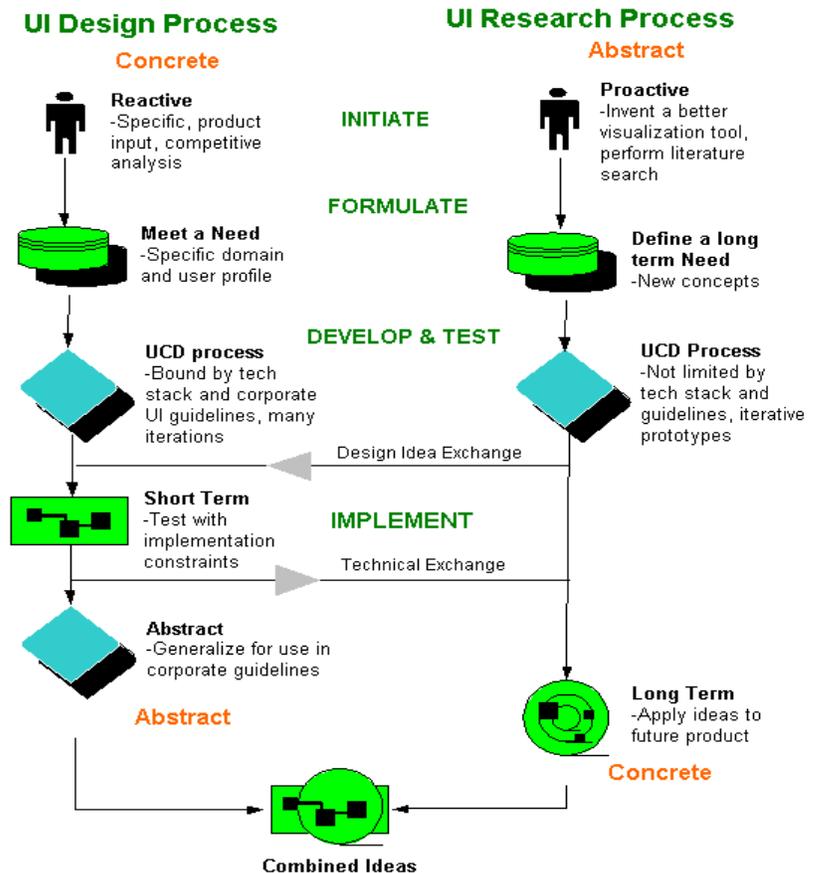

Figure 1. *Parallel processes between UI Design and UI Research allowed significant cross-pollination.*

Project Initiation

Initiation of these projects differed significantly. The Linear Mapper project started when several Oracle product teams desired a graphical interface for displaying processes and business rules. Requirements for the UI were specific (e.g., delete, move, merge node). This requirements-driven initiation can be characterized as reactive design, and is typical of projects stemming from UI design departments. On the other hand, initiation of the Network Visualizer was driven more by a concept of what could be done, helping to point out new UI elements that could be useful for the client. The idea of a radial layout network visualization stemmed from published graph visualization work [1]. This concept-driven process was more proactive in its initiation than for the Mapper. The approach initially focused on an abstract concept, couching a specific design prototype in a larger scientific framework. In addition, efforts were spent defining which design features would be most useful for internal customers.

Project Formulation

Interface specifications and intended users were initially defined for each project. The Linear Mapper had to fulfill specific requirements from product teams, where linear processes must be graphically displayed on a canvas. The intended user was a content manager or application administrator. Specifications for the Network Visualizer were developed from interviews with sales managers who analyze a sales/contact network, the initial target users.

The Mapper needed to adhere to current UI corporate standards and system architecture. Standards were much less of an issue for the Visualizer, but formulation often focused on what functionality to exclude, because there were so many possible features that could have been included.

The formulation phase for both projects resulted in sketches, architecture, flow diagrams, and paper prototype testing to validate early assumptions. Although each was designed to fulfill a different purpose, both concepts display a network of objects connected by lines. Selection of these objects opens detail dialogs, and both networks are navigable.
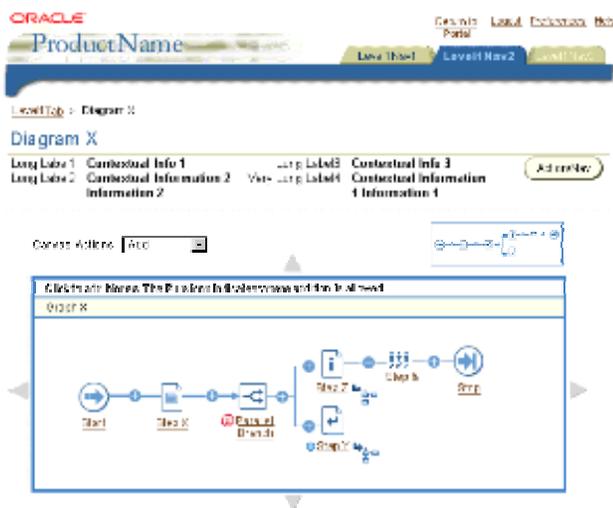

Figure 2.*Portion of Linear Mapper UI, showing process flow as a network of objects.*
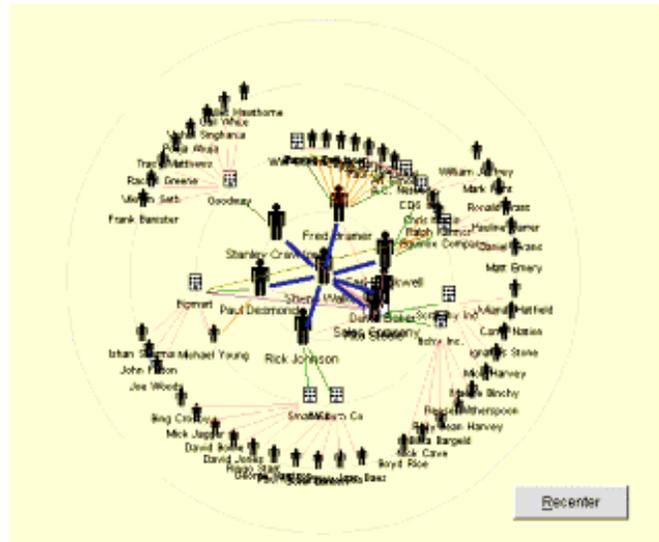

Figure 3.*Portion of Network Visualizer UI, showing the network graph.*

The Mapper (Figure 2) displays linear processes or business rule definitions. The notion of a canvas mode is central to its "choose task and then select object" interaction model. The Network Visualizer displays a polar graph of interconnected people and organizations (Figure 3). The network is navigated by selecting a node that is placed in the center while the network reorganizes with animation.

Develop and Test

Usability evaluations were conducted for each prototype, using sets of external participants and task scenarios. While the Linear Mapper was generally well received, users encountered a few difficulties identifying nodes in a process or hierarchy, and with terminology involved in successfully moving them around on the canvas. While evaluation of the Network Visualizer was positive overall, the network graph was cluttered, some terminology was confusing, and filtering the network was difficult. Eye tracking results (see Figure 4), however, showed that the graph is easily navigable, and that animation of the reorganizing graph is an important feature.

Figure 4. *Eye tracking analysis of Network Visualizer, was useful for understanding users' search strategies.*

Knowledge cross-pollination between the UI Designer and UI Researcher during this stage allowed the joint development of a hybrid prototype. This HTML Radial Mapper retains the network graph and filtering concepts from the Network Visualizer, then integrates them with the well received HTML look and feel and view panning capability from the Linear Mapper (see Figure 5).
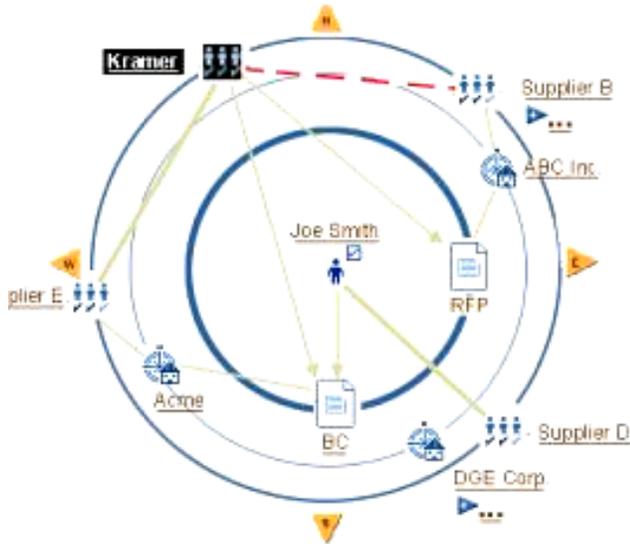

Figure 5.Graph view from hybrid HTML prototype

Implement

The Implementation stage marked a point of departure for these two projects. The Linear Mapper is currently being implemented by a development team as an Oracle-standard core tool for use in a broad range of applications. Further development of the Network Visualizer, however, will depend on whether aspects of its UI are 'bought' by internal customers for integration into their products. Since its concept assumes a longer development/evaluation cycle than the Linear Mapper, more prototypes and testing iterations will likely occur.

Discussion

Reactive and proactive design processes provide two complementary design approaches that can aid corporate UI design efforts. A proactive, research design approach can push corporate UI standards that can otherwise become stagnant. Software manufacturers need reasons to add new tools to their current system architecture, and favorable usability testing results can greatly help in their justification. In the present example, the Network Visualizer allowed Oracle designers to consider new interaction concepts such as a radial layout, animation, and a new model for master-detail interaction. Design results from a reactive approach help ground proactive design concepts, keeping research in touch with current corporate trends and technical limitations.

The amalgamation of these two perspectives can provide a healthy interchange to insure that new ideas are implemented. A corporate strategy for cross-pollination between proactive and reactive design can help to create implementable innovation.

Reference

[1] Jayaraman, S., and North, C. A radial focus+context visualization for multi-dimensional functions. Proceedings of the conference on Visualization '02 (Boston, 2002), IEEE Press, 443-450.

In Progress: SIGHCI Sponsored Journal Special Issues

1. JAIS Special Issue based on the 3rd Pre-ICIS HCI in MIS Workshop Papers

A special issue of *Journal of the Association for Information Systems (JAIS)* (http://jais.isworld.org) will publish the expansions of the best completed research papers from the 3rd pre-ICIS HCI in MIS workshop. The special issue is to be published in 2005. It will be co-edited by senior editors from JAIS and the SIGHCI workshop organizing committee.

2. JMIS Special Section based on the 2nd Pre-ICIS HCI in MIS Workshop Papers

Among the seventeen accepted papers in the 2nd pre-ICIS HCI in MIS Workshop, nine of the complete research papers were invited for expansion and submission to the special section of the *Journal of Management Information Systems (JMIS)*, a top ranked MIS journal. The expansions of these papers are going through a rigorous review process that is consistent with JMIS' process and standard. The special section is co-edited by Izak Benbasat, Ping Zhang, and Fiona Nah. It is to be published in 2005.

3. IJHCI Special Issue based on AMCIS'04 HCI Track Papers

A special issue of *International Journal of Human-Computer Interaction (IJHCI)*, a high quality refereed HCI journal, will publish the expansions of the best papers from the HCI track at AMCIS'04. These best papers have been invited and the expansions were due shortly after the AMCIS'04 conference. The guest editors for this special issue are Fiona Nah, Ping Zhang, and Scott McCoy.

For more details please visit http://melody.syr.edu/hci/amcis04/index.cgi.

Announcements: Future Activities Organized by AIS SIGHCI

Americas Conference on Information Systems (AMCIS) 2005
Omaha, Nebraska, USA, August 11-15, 2005

Human-Computer Interaction Studies in MIS Track

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 Information 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://amcis2005.isqa.unomaha.edu/

The 4th Annual Workshop on HCI Research in MIS (Pre-ICIS HCI/MIS Workshop 2005)
December, 2005, Las Vegas, NV, USA

To reach out more, AIS SIGHCI has implemented the following new initiatives in two conferences:

The 9th Pacific Asia Conference on Information Systems (PACIS) 2005

Bangkok, Thailand, July 7-10, 2005

Human-Computer Interaction Track

Co-chairs
Ping Zhang, Syracuse University
Hock Chuan Chan, National University of Singapore

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

The 11th International Conference on Human-Computer Interaction (HCII 2005)

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

HCI in MIS Session
Chair: Scott McCoy, College of William & Mary

HCI in MIS Session
Chair: Fiona Fui-Hoon Nah, University of Nebraska-Lincoln

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

Helpful URLs and Listserv Addresses

AIS website: http://aisnet.org

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

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

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

AIS SIGHCI listserv: ais_hci@listserv.syr.edu

AIS SIGHCI Research Resources Site:
http://cte.rockhurst.edu/sighci/

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

AIS SIGHCI Membership Database: www2.business.ku.edu/sighci

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

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

Call for Papers: IEEE Transactions on Education

Special issue on: Mobile Technology for Education

Guest Editors: Fiona Nah and Keng Siau, University of Nebraska-Lincoln

Contributions are invited for a special issue on "Mobile Technology for Education" of the IEEE Transactions on Education. This special issue is motivated by the emergence and development of mobile technology for teaching, learning, and education. Mobile technology has brought tremendous potential and opportunities for educators to enable and deliver learning in ways that could not have been accomplished before. With its unique features and functions such as mobility, reachability, localization, and personalization, mobile technology shows considerable promise in supporting and delivering education as compared to the traditional means. Mobile technologies that can be or has been used to support education include, but are not limited to, WAP, Wi-Fi, Bluetooth, and SMS. Any time, anywhere, situated learning is now possible, and one can even conduct education-related activities while on the move. Terms such as mobile education and mobile learning have been coined to highlight the new phenomenon.

The special issue will focus on mobile technology as it is currently covered within the disciplines of electrical engineering, computer engineering, electrical engineering technology, computer engineering technology, and allied disciplines (such as Computer Science and Information Technology). Authors wishing to contribute to this special issue should refer to the Transactions' web site at http://www.ewh.ieee.org/soc/es/ToE-manuscript.html for information relative to the scope of Transactions and manuscript preparation. Note that submitted manuscripts must contain a balance of technical content and pedagogical content to be considered for this special issue, and should address the following five components:

(1) curriculum content in an appropriate discipline (electrical engineering, computer engineering, computer science, information technology, electrical technology, or a related discipline) or on K-12 education or industrial education,
(2) a description of the course or course sequence in which the content is presented,
(3) a description of the pedagogical issue(s) being addressed,
(4) information that will assist educators in the discipline in improving instruction in the discipline, and
(5) assessment data that provides information relative to the strengths and weaknesses of the curriculum content in satisfying the pedagogical issues being addressed. [Note that assessment data is considered a key part of the manuscript and must be included.]

Manuscripts are to be submitted electronically to the Transactions' web site at http://te-ieee.manuscriptcentral.com by 31 December 2004.

The timeline for this special issue is as follows.

a. Manuscript Submission Deadline:	31 December 2004
b. Notification of Review Evaluation:	31 March 2005
c. Author Revision Due by:	31 May 2005
d. Notification of Acceptance:	30 September 2005
e. Accepted Manuscripts Due for Editorial Review:	31 October 2005
f. Manuscript Packet Information Sent to Author:	30 November 2005
g. Manuscript Packet Due from Author to Editor:	31 January 2006
h. Tentative Publication Date:	May 2006

Call for Papers: Annual Korean HCI Conference, Jan. 31 – Feb. 3, 2005

We are going to have our annual Korean HCI conference at Taegu, Korea from January 31 to February 3, 2005. We would like to invite HCI researchers all around the world to come to Korea, which is a small country but dynamically moving to ahead of information technology. Important dates are shown as below:

Abstract submission deadline:	October 30, 2004
Final paper submission deadline:	December 18, 2004

We also have a deadline for tutorial, panel, workshop and case study, which is November 31, 2004. More information about the conference can be found at https://orangemail.syr.edu/redirect?http://203.253.252.156/.

Call for Papers: Information Technologies and International Development

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Information Technologies and International Development (ITID), now in its second year, is the premier scholarly journal focused on the intersection of information and communication technologies and economic and social development. It is a peer-reviewed, international, multi-disciplinary quarterly designed for researchers and practitioners from the engineering and social sciences; technologists; policy makers; and development specialists. ITID is edited at the University of Maryland and Georgia Institute of Technology and published by the MIT Press.

Information Technologies and International Development publishes material on the subject, broadly defined, of information and communication technologies and the developing world. The editors are soliciting full-length research articles as well as shorter research reports. Contributions should be high-quality original research, which will be subject to rigorous peer review. Consideration will be given to submissions which span the dimensions from conceptual to empirical work, social sciences to the engineering sciences, and macro-policy to grass-roots practice. Papers are expected to advance the field in meaningful ways. Submissions are accepted at all times and on a rolling basis. Papers submitted to ITID must not be simultaneously under consideration by any other publisher. Detailed instructions for authors are available online at http://mitpress.mit.edu/itid.

The editors-in-chief will accept papers that address ICT and Development, including:

- Policy and regulatory issues
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- Human-computer interaction, interface, and design
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- Geographic and country reviews
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- Training and capacity building
- Infrastructure
- Evaluation, monitoring, and assessment
- Health and wellness systems
- Learning and education systems
- Income poverty, economic development, and e-commerce
- Gender issues
- Ethics

Submissions and questions can be directed to the Editors-In-Chief at: itid-ed@mit.edu
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Call for items for AIS SIGHCI Newsletter v. 4, no. 1

The coming issue of AIS SIGHCI newsletter (v. 4 no. 1) is to be published in July 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 June 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 1800 – 2700 words)

2. HCI Book review (about 900 – 1800 words). Please feel free to contact Na Li beforehand if you intend to review a book or if you hope 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://melody.syr.edu/hci/newsletters

Acknowledgement

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What is AIS 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 that was approved by the AIS council in Spring 2001. SIGHCI was one of the first six SIGs announced in ISWORLD in July 2001.

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.

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