



Extended Proceedings (Workshops)

Edited by
Marco Winckler
Jean Vanderdonckt



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Are New Methods Needed in User-Centered System Design?

<http://workshops.icts.sbg.ac.at/newmet/>

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Abstract. Within the workshop successful method of user-centered system design from different application domains will be discussed. It is the goal to exchange experiences that help to cope with current challenges.

1 Introduction

Methods in UCD have been successfully used in various application domains. Concepts like ubiquitous computing or ambient displays show limitations for the application of commonly used design and evaluation methods in SE and HCI. Thus new methodological developments like cultural probing [2] to inspire design or new formal specification concepts [1] have evolved. Evaluation methods have been adopted to address contextual issues. Their results are no longer simply measured in terms of reliability or usability. New concepts like the evaluation of fun emerged.

2 Structure of the workshop

2.1 Goals and topics

This workshop provides an opportunity for researchers and industry practitioners to discuss both the state-of-the art and the cutting edge practice of current usage of methods for user-centered design in new application domains and how methods should be adapted and extended to address new needs. It provides a forum for the exchange of ideas and experiences between practitioners and researchers all using various forms of methods to achieve user-centered design and development of new products in new application domains. Topics of interest include, but are not limited to the usage of new design and evaluation methods, model-based design, novel user interfaces and interaction techniques, safety issues and context-aware computing.

2.2 Participation

Workshop attendees should be involved in the adoption or development of new forms of methods in user-centered design and development, or be able to demonstrate current methodological limitations based on case-studies. The intended audience uses (traditional) methods of UCD in new domains and application areas. Participants should submit either a case study showing limitations of current methods or new forms of method especially developed or adapted for that field. The workshop is organized by the IFIP working group 13.2 Methodologies for User-Centered Systems Design.

2.3 Workshop activities and dissemination

Participants will be given 10 min for presentations that are grouped according to the usage in the development life cycle. Each group of presentation will be discussed on possible shortcomings of the methods presented and necessary methodological solutions to be developed. The workshop outcomes will be a web-site offering hands-on experience for practitioners aiming at applying these new methodological variations. Selected workshop contributions shall be invited to an edited volume at Springer.

2.4 Workshop organizers

Regina Bernhaupt is working as an assistant professor at the ICT&S Center, involved in various projects. Her main focus is on a general methodological framework for UEMS in various contexts.

Peter Forbrig is a full professor of software engineering. His research interests include classical SE like UML, design patterns and additionally HCI. He is especially interested in combining task-based development methods with object-oriented ones.

Jan Gulliksen is professor in human-computer interaction at Uppsala University, Scheden. Being chair of the working group 13.2 he edited a book on Human-Centered Software Engineering: Integrating Usability in the Software Development Lifecycle.

Janet Wesson is professor at Nelson Mandela Metropolitan University, South Africa. She is working in the field of human-computer interaction with a focus on mobile communication and ambient displays.

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Design & Evaluation of e-Government Applications and Services (DEGAS 2007)

<http://lihs.irit.fr/degas2007/>

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Abstract. As governmental agencies increasingly move towards developing new way of improving the information exchange and services among citizens, businesses, and other arms of government, there is a strong need for interdisciplinary empirical and theoretical research focused on Information and Communication Technologies and Computer-Human Interaction to guide the development of accessible and usable e-Government applications. The goal of this workshop is to bring researchers and practitioners together to explore the issues and challenges related to the development of usable and accessible user interfaces for e-Government applications using innovative Information and Communication Technology (ICT).

1 Introduction

The development and implementation of e-government involves consideration of its effects including environmental, social, cultural, educational, consumer issues, among others. On one hand, e-Government software is mandated to follow very strict requirements in terms of evolving regulation, use of legacy technologies, confidentiality protection, and technical constraints related to the management. On the other hand, the design of e-Government applications must consider the impact on the diversity of users in terms of age, language skills, cultural diversity, literacy, and information technologies literacy.

Bad design can have huge impact not only on the adoption of user interface by users but also compromise the validity of democratic processes. So that, accessibility had become a mandatory requirement for any e-Government initiative. Concerned by these problems, many governmental agencies, are now investing on policies for improving the quality of the user interfaces of e-government applications.

2 Structure of the workshop

2.1 Goals and topics

We want to facilitate discussion on the topics of identification and management of the diversity of users (e.g. citizens, stakeholders, etc), requirements and constraints for the development of e-Government applications, user experience with e-Government services, user involvement into the development process, universal access, policies for implementing accessibility and usability culture into government agencies. We invite participants to present full paper describing completed work (up to 5,000 words) or a position paper describing work in progress (up to 2,000 words) case studies, approaches and reflections on (but not limited to) the following topics:

- Identification of the diversity of users (e.g. citizens, stakeholders, etc)
- User Interface requirements and constraints for of e-Government applications
- User experience with e-Government services
- User involvement into the development process
- Accessibility and universal access design
- Public policies for implementing accessibility and usability culture into governmental and third party agencies developing e-government applications
- Quality models for measuring the quality of e-Government user interfaces
- Methods for user interfaces design for e-Government
- Successes and failures stories of e-Government user interfaces
- Recommendations for public Web sites
- Innovative use of ICT technologies including (but not limited to) instant messaging (e.g. MSN), GPRS, interactive TV, tracking systems, road traffic management and regulatory enforcement, etc.
- Personalization and multimodality issues for delivering eServices;

2.2 Participation

This workshop is intended for anyone (researchers and practitioners) who is concerned about the design of interfaces that will be accessible and usable. This includes representatives from administrations, academia (e.g., lecturers in HCI), and policy-making organizations.

2.3 Workshop activities and dissemination

Papers will be evaluated by an international committee who will select papers according to: evidence of experience working with HCI and e-Gov and technical contribution to the field interest. Accepted paper will be published in workshop proceedings. This workshop is sponsored by IFIP WG13.3 on HCI and disability. <http://www.info.fundp.ac.be/IFIP13-3/>.

Design Principles for Software that Engages its Users

<http://www.fun-of-use.org/interact2007/>

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Abstract. In this workshop, we aim to improve the understanding of how to design software that motivates users intrinsically. We are interested in exchanging principles, patterns, applications or approaches and hearing case studies that attempt to engage users and to stimulate personal growth and evoke change.

1 Introduction

While adopting new technology to our lives (or adapting our lives to new technology), we regularly change habits, vocabulary and even attitudes. Thus understanding what is happening for people as they surround themselves with technology is increasingly perceived as a vital aspect of being able to design digital products and services (Light, 2006).

Socially responsible Human-Computer Interaction (HCI) science aims at understanding the intentional and unintentional effects (Fogg, 2003) of design decisions on mood, emotion (Hassenzahl, 2006), thoughts, behavior and attitude. These effects can be influenced by a variety of perceptions and motives the user brings to the interaction (Lee, Kozar and Larsen, 2003). Only a thorough understanding of these effects allows for satisfied humans in a socio-technical environment.

There are reams of strategies to improve user satisfaction, such as those employed in the design of the Motivational User Interface (the *moodies*, see Millard, Hole and Crowle, 1999). Whilst people normally hope for the Efficiency/Productivity and even Enjoying/ Acceptance modes of interacting with systems, the challenge is to evoke the Ambition/Curiosity mode which produces more skilled and competent users, and may lead the user toward a better interaction and hopefully even the experience of

flow (Sharafi *et al.*, 2006). This could be achieved by turning boring tasks into enjoyable challenges, giving users the possibility to grow or compete, or empowering users to perform sophisticated tasks and as a consequence gain social appreciation.

In this workshop, we aim to improve the understanding of how to design systematically for intrinsic motivation. For example we are interested in an exchange of approaches, principles, patterns, ideas and applications or case studies, which attempt to engage users and to stimulate personal growth and change. A condensed summary of the existing design knowledge in that area will facilitate the transfer of engaging design principles to business and work related software.

2 Structure of the workshop

2.1 Goals and topics

The goals of this workshop are to provide an opportunity for expanding the body of knowledge in the area of motivational interfaces from rather game oriented to work related software and to provide a forum that will help grow a community of interest in this area. The workshop aims to identify a network of motivational software developers and researchers with the goal to transfer academic insights into practical applications that meet industrial needs. Topics of interest include, but are not limited to:

- Affective HCI, Emotion, Motivational Interfaces
- Design Methods, Patterns and Principles

2.2 Participation

Invited are participants with industrial and academic background. Attendance is limited and all participants should have a position paper accepted for the workshop.

2.3 Workshop activities and dissemination

- Presentation: Top 10 quality position papers (~ 3.0 hours)
- Panel discussion: A panel of experts will engage the floor audience in debating some controversial topics in motivational interfaces (~ 1.5 hour)
- Principles extracting: Participants will be divided into a few small groups to identify most significant principles or applications in motivational interfaces (~ 1.0 hours)
- Group reporting: Groups will report to the plenary their outcomes (~ 0.5 hour)
- Identify research agenda: Identify industrial needs and promising research questions

The outcome of the workshop will be a collection of patterns. The papers will be published as formal & citable ISBN proceeding. Depending on the quality of submissions, either a joint journal paper or a special issue is planned.

2.4 Workshop organizers

Daniel Kerkow; Fraunhofer IESE; Fraunhofer-Platz 1; 67663 Kaiserslautern; kerkow@iese.fhg.de: Daniel Kerkow studied psychology at the University of Saarland, Germany. He has lead several projects in the field of Requirements and Usability Engineering at the Fraunhofer Institute Experimental Software Engineering (IESE). Daniel focuses on non-functional requirements, especially in the perception of Quality Aspects and on Usability Engineering for Processes and Methods in software developing organizations.

Kirstin Kohler, Fraunhofer IESE, Fraunhofer-Platz 1, 67663 Kaiserslautern, Germany, kohler@iese.fhg.de: Kirstin Kohler has founded the usability engineering group at the Fraunhofer IESE. She currently leads a three years running project on fun-of-use in business applications founded by the german government (www.fun-of-use.de). Her main interest is the integration of usability and software engineering methods. Before joining the IESE in 1999, she has worked for 4 years at Hewlett-Packard as a user-interface developer and later she was responsible for establishing a user-centered design process within the organization. She holds the equivalent of Master of Science degrees in Software Engineering and Biological Science.

Linda Hole, Bournemouth University, Wallisdown, Poole, BH12 5BB, England, lhole@bournemouth.ac.uk: Dr Linda Hole is a Senior Lecturer in Human-Computer Interaction, at Bournemouth University. She moved to Bournemouth in 1990 after completing her PhD in Computer-assisted Interviewing with Sussex University in 1988. For the past 17 years Linda has lectured, researched and provided consultancy in Usability and Interface Design. Her clients have included Barclays Bank, Siemens, BAe Systems, and there is now an emerging collaboration with Audi. From 1995-2000, Linda worked collaboratively with BT to produce the Motivational User Interface. Since then her research has focused on capturing users' emotions during their interactive experiences.

Nicola Millard, British Telecommunications PLC, Adastral Park, Martlesham Heath, Ipswich, U.K., nicola.millard@bt.com : Dr. Nicola Millard is currently a Principal Customer Experience Consultant with BT Global Services and has worked for BT in operational, research and consultancy areas since joining the company in 1990. She provides thought leadership on different models of people centred customer experience design by marrying together three 'ologies'; psychology, technology and futurology. She holds a degree in Applied Psychology and Computing from Bournemouth University and gained her PhD on 'Motivational User Interfaces' from Lancaster University.

Marc Hassenzahl, University of Koblenz-Landau, Fortstraße 7, 76829 Landau, Germany, hassenzahl@uni-landau.de: Marc Hassenzahl is junior professor for Economic Psychology at University of Koblenz-Landau in Germany. His major research interests are usability engineering, user experience, aesthetics, and hedonic versus utilitarian qualities in products. Specifically, he studies affective and motivational aspects of interactive technologies (and other products) and their effects on product satisfaction judgments, buying/selling prices or inference processes.

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Facing Emotions: Responsible Experiential Design

<http://www.facingemotions.org/wb/>

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Abstract. This workshop aims to set the foundation for a more encompassing agenda for user experience research, one which takes into account negative (as well as positive) emotions, user instincts and vulnerabilities (as well as such virtues as rationality and creativity).

1 Introduction

The last decade has witnessed a widespread move in HCI research and practice to consider emotional aspects of user experience alongside the standard dimensions of usability. As computing has matured and become more pervasive, the goals of interaction design have enlarged to encompass the fulfillment not only of work-related goals but also of nonfunctional values and needs, such as the quest for beauty, emotional responsiveness, and enhanced social connectiveness [1].

This shift in focus has motivated many HCI designers to search for methods of enriching and fostering positive experiences and of forging stronger relationships between users and their machines. To facilitate these goals, a need has arisen to probe more deeply into the psychology of the user and to take into account the full extent of the user's emotional experiences. As Wright has noted, "Today we don't just *use* technology, we *live* with it. Much more deeply than ever before, we are aware that interacting with technology involves us emotionally, intellectually and sensually. So people who design, use, and evaluate interactive systems need to be able to understand and analyze people's *felt experience* with technology. (Quoted in [2]).

Analyzing people's *felt experience* with technology, however, requires that designers take into account the full range of user emotions: the dark side as well as the bright side. While interaction design that focuses on instrumental goals is predicated on a user model that exhibits such virtues as rationality and creativity, interaction design that is centered on user experiences requires a more comprehensive model of the user—one that includes traits that are less savory and virtuous and that recognizes user vulnerabilities and weaknesses. Experiential design opens up exciting, but potentially dangerous scenarios, requiring that the HCI community formulate a rigorous 'risk assessment' and a clear code of ethics to regulate experiential design.

2 Structure of the workshop

2.1 Goal and topics

This workshop builds upon previous reflections on negative emotions in computing and their behavioral consequences [3, 4]. Our current aim is to set the foundation for a more encompassing agenda for user experience research, one which takes into account negative (as well as positive) emotions, user instincts, and vulnerabilities (as well as virtues and abilities). This knowledge is instrumental in informing responsible interface design. Topics of interest include, but are not limited to:

- Theories of user emotions in computing and interface design
- User models that encompass the negative attributes of users
- Methods for curtailing deviant user behaviors (flaming and disinhibition) while encouraging the creative misuse of technology
- Ethical principles for user research
- Determinants and correlates of end user frustration
- Potential harm to users in apparently harmless interface designs
- Ethics and technologies for enforcing responsible interface design
- Consequences of technological overdependence and emotional dependence.

2.2 Participation

The workshop will bring together an interdisciplinary group of researchers and practitioners in HCI, computer-mediated communication, intelligent virtual agents, deviant psychology, cultural criticism, and sociology.

2.3 Workshop activities and dissemination

The workshop will consist of paper presentations, system demonstrations, discussions and interactive design activities. Throughout the meeting, participants will be invited to record comments, ideas, and issues on post-it notes, which will be used as input to a group-based affinity analysis. Papers will be published in the workshop proceedings and considered for a special issue in a journal related to the papers.

2.4 Workshop organizers

Sheryl Brahn is associate professor at Missouri State University in the department of Computer Information Systems. *Antonella De Angeli* is lecturer at the School of Informatics of the University of Manchester.

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Innovation Inspired by Diversity: Perspectives, Challenges and Opportunities for Human-Computer Interaction in Latin America (CLIHC 2007)

<http://www.clihc.org/2007/>

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Abstract. The diversity of Latin America is evident in its people, culture, geography, history and perspectives. This workshop aims at capturing this richness within the context of those researchers and practitioners from and in Latin American working in the area of Human-Computer Interaction. Based on the theme *innovation inspired by diversity*, the workshop will serve as a venue for the interchange of ideas, methods, approaches and techniques of those aiming at designing interactive experiences for the people of Latin America.

1 Introduction

For the rest of the world, Latin America seems like it is the same all over, from Rio Bravo to the Tierra de Fuego. A closer look to the different regions, however, reveals a great diversity that can be seen in the use of language, cultural contexts and artifacts, geographical circumstances, historical developments and perspectives on each other. This diversity provides a great potential to innovate, when all these different points of views come together and synergies are identified. The goal of this workshop is to serve as a venue for the interchange of ideas, methods, approaches and techniques of those researchers and practitioners within the field of Human-Computer Interaction (HCI) aiming at designing interactive experiences for the people of Latin America. It has its origin in two previous editions of the Latin American Conference on Human-Computer Interaction (CLIHC): In 2003 in Rio de Janeiro, Brazil and in 2005 in Cuernavaca, Mexico. Following the spirit of these previous editions, we acknowledge that in HCI field, not only should we reach for technology that can be used and appreciated by the widest range of people, but also for means to promote inter-cultural exchange and cross-fertilization among people with diverse backgrounds and needs. The workshop is open to all topics and disciplines related to HCI.

2 Structure of the workshop

2.1 Goals and topics

The goals of this workshop are to: i) provide an opportunity for researchers and industry practitioners to discuss both the state-of-the art and the practice of HCI in the Latin American context; ii) provide a much needed forum for the exchange of ideas and experiences between practitioners and researchers in Latin America; iii) provide a forum that will help nurturing and growing of a community of interest in this region; iv) promote inclusion by accepting submission in Spanish, Portuguese and English. Topics of interest include, but are not limited to: user interface design and evaluation methods, universal accessibility, cross-cultural and internationalization issues, multimodal interfaces, theoretical & multidisciplinary aspects, social and cultural issues in HCI, intelligent user interfaces, personalization and adaptive interfaces, end-user programming, multimedia, virtual reality and games, online communities and pervasive computing.

2.2 Participation

As in the previous editions (CLIHC 2003, 2005), we seek practitioners, researchers, designers and students from and in Latin America interested in HCI and the region.

2.3 Workshop activities and dissemination

The two-day workshop will be organized with thematic sessions based on the submissions. We expect each author to have up to 30min for presenting her work. Three panel discussions will be included: HCI education, current trends in HCI and HCI community building. At the end of the second day, a wrap-up session will summarize the workshop and future steps will be defined to strengthen the HCI community in Latin America. For informative purposes and the submission, the following URL will host all the necessary information: <http://www.clihc.org/2007>.

2.4 Workshop organizers

The workshop is organized by Dr. *Victor M. González*, University of Manchester, UK, and Dr. *Christian Sturm*, Universidad Tecnológica de la Mixteca, Mexico.

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Map-Based Interaction in Social Networks

<http://www.dsi.unive.it/mapisnet07/>

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Abstract: In social networking maps can improve the users perception of the social environment, supporting them with a visual representation of other people's social properties and of the relations among the community people. This workshop addresses the issues related to the use of maps for representing the social environment and for interacting with it, setting a bridge between the disciplines of human-computer interaction and other disciplines in the fields of psychology and social sciences.

1 Introduction

Cooperative computing focuses on collaboration for solving specific tasks; social communication supported by computer systems extends the use of the net for promoting friendship, for communicating thoughts and feelings to people that share common interests, and for enhancing the exploration of the social environment.

In social networking maps can greatly improve the users perception of the social environment through the visual representation of other people's social properties and of the relations inside a community. Maps improve also interaction among users, who are able to visually identify and relate each other. Maps are particularly useful as a real-time representation of the social environment dynamics, and for localizing events such as meeting, entertainment, public places, that can affect the virtual community evolution.

Social maps occur in two categories: conceptual maps and geolocated maps. Conceptual maps are useful for identifying social parameters such as friendship relations, or commonalities of interests. Geolocated maps represent the social environment in relation to the location in the real or in a virtual world.

Maps can also be the expression of a general social 'mood' of a part of the environment, derived for example from an interpolation of events related to the locations of the humans participating to the social network (such as a map of the risks associated to different areas of the city).

Many conferences and workshop address social networks and virtual communities. At our knowledge their representation with map metaphors has only be addressed for display purposes, leaving interaction control and interaction related issues a field still to be analyzed.

2 Structure of the workshop

2.1 Goals and topics

The workshop aims at answering a number of open questions related to the use of maps for representing the social environment and interacting with it:

- Which are the most useful social parameters that the map representation can efficiently communicate to the users?
- Which are the social communication and interaction processes that can be effectively improved by a map based approach?
- Which are the tools that can enable the user to seamlessly communicate the modification of his/her social parameters?
- Which is the role of geographical versus conceptual maps in dealing with people physical and emotional neighborhood?
- How can individual parameters be integrated and interpolated to visualize a (possibly evolving) social 'mood' of the network?
- How can novel visualization and interaction techniques improve the perception of the user social environment?
- How is the development of context-aware and ubiquitous systems contributing to improve the map based interaction to discover and access social services?
- Which are the privacy concerns related to the representation of the social environment?
- While most people agree that individual data should not be shared without the user consent, what about the communication through a graphical map of the social mood of a certain environment?

The workshop addresses both theoretical and practical issues related to the above questions, providing an opportunity to discuss both the state-of-the art and the expectations in the definition and use of maps for social interaction.

Setting a bridge between the disciplines of human-computer interaction and other disciplines in the fields of psychology and social sciences, the workshop is targeted to researchers in the information technology fields of HCI, ubiquitous computing, collaborative systems, mobile multimedia, interaction design and evaluation, and in the fields of communication science, computer semiotics, sociology, psychology, cognitive science, etc.

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Social, Organizational and Cultural aspects of Human-Work Interaction Design

<http://ilex.cbs.dk/culturalusability/hwid/>

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Abstract. This workshop proposal aims to promote the use of social, organizational and cultural knowledge in HCI design and the leverage of findings from other disciplines, to encourage empirical studies and prototype design of the interaction among humans, their variegated social, organisational and cultural contexts and the technology they use both within and across these contexts, and to provide a better understanding of the relationship between individual, social, organizational and cultural factors, and the complex interplay of these factors in HCI design. It will help HCI designers to gain a more comprehensive understanding of the impact of these factors, to be able to envision how users with certain psychological characteristics would behave and interact socially and culturally, and to use knowledge from these disciplines in the future HCI research and design

1 Introduction

It is well recognized that environmental issues such as social, organizational and cultural factors will impact the way in which users interact in their work and life to the same extent as the nature of the application domain, the tasks, and the users' skills and knowledge. However, the rapid globalization raises urgent needs in HCI to take into account the use of the specific knowledge from other disciplines, such as organizational and social sciences and cultural psychology, which is of relevance for research in global Human-Work Interaction Design. It is a challenge to design applications that support users of technology in international and emergent, global environments, it also requires empirical studies of users and work to recognize the diversity of the involved organizations, to understand the social and cultural differences, to identify the common ground and to bridge the multiple professions and users, who are involved.

An increasing interest in this area has clearly emerged. Established research communities have explicitly focused on the relationship between extensive studies on environmental factors and HCI design. They view the human as a person who lives,

acts and works in a specific context using IT in a certain environment, rather than a *user* of information technology, systems and services. These communities of researchers cover a great variety of disciplines and theoretical approaches mostly in human sciences: psychology, anthropology, ethnology, sociology, information and -media sciences; and computer sciences and engineering. While certain approaches attempt to provide an integrated cross-fertilisation, most of them focus on a single discipline. The workshop aims to cover a broad spectrum and is equally interested in accounts of the application of a single discipline as in consequences of insufficient integration or successful attempts to bridge between several disciplines. A better understanding of how and why people behave and work in a specific social, organizational and cultural way will eventually lead to the design of technology that is obliging to such contextual factors.

2 Structure of the workshop

2.1 Goals and topics

- To promote the use of social, organizational and cultural knowledge in HCI design and the leverage of findings from other disciplines
- To encourage empirical studies and prototype design of the interaction among humans, their variegated social, organisational and cultural contexts and the technology they use both within and across these contexts
- Provide a better understanding of the relationship between individual, social, organizational and cultural factors - and the complex interplay of these factors in HCI design

Furthermore, HCI is a widespread educational topic, and it is important to share knowledge about the different ways in which the integration of social, organisational and cultural factors is addressed in HCI education. It is not surprising that the psychological approach with focus on how cognition in relation to user behaviour gained central stage in human-computer interaction research, since early human-computer interaction used to be mainly an individual and a cognitive process. However, with the advent of global interaction, a shift of focus takes place towards cultural psychology, which offers a dynamic and situation specific analysis of human cognition and takes into account that interaction is mental, but takes place in a context.

The workshop organisers also want to include the social approach which assigns prime importance to the study of social conditions, social organizational and political states and processes as impetus for user behaviour as well as communication and discourse through which human-work interaction occurs. This also includes the aspect of human and social values, such as the introduction of social responsibility in design, and the awareness of ethics, which both play a significant role in the global interaction among humans who belong to different parts of the world. Examples of social and organisational approaches are social network theory, theory of work coordination, social capital theory, organisational structure theory, social organisation and collaboration, management, ecological theory, ethnographic, social construction, and sociolinguistics approaches to the study of various communities.

2.2 Participation

The target participants are researchers and practitioners who are interested in all social, organizational and cultural aspects of HCI, and those who are enthusiastic about the challenge of global interaction. In particular, it would be very interesting and valuable to the workshop, if researchers and practitioners from the Latin-American countries would participate and present their research, case studies, and experiences with the encounters of current IT and their social, organisational and cultural context. Maximum number of participants is 20.

2.3 Workshop activities and dissemination

This will depend heavily upon the numbers of participants and the content of the papers that have been submitted. In general, the organisers of the workshop will facilitate discussions based on position papers solicited from the participants. The organisers will aim for discussions where position papers are used to exemplify the use of knowledge from different disciplines, and empirical studies are used to tease out general lessons about their theories, methodologies, and techniques.

Participants will be required to submit and provide brief presentations of position papers. The position papers should aim to raise issues the participants want to discuss with the other workshop participants.

Accepted position papers will be made available to the workshop participants prior to the workshop. The participants will be asked to read the position papers in advance and relate their position paper to other positions. The organisers will receive slides on the relation to other position papers and prepare a discussion based on these. The workshop will allow ample time for discussion among participants and peers, ending with a plenum discussion, which will summarise the lessons learned.

2.4 Expected outcome

It is assumed that research in this workshop will help HCI designers with a more comprehensive understanding of the impact of these factors and their mutual interplay, and that they will be able to envision how users with certain psychological characteristics would behave and interact socially and culturally, and that they will use knowledge from these disciplines in the future HCI research and design. A printed report with position papers will be made by INTERACT'07. After the workshop the organisers will assess whether the workshop could form the basis for a special issue in one of the core HCI journals.

2.5 Submission of papers and prototypes

HCI papers are invited on analysis, design, and evaluation of human-work interaction that includes the environment in which persons, work teams, groups of people, societies and nations operate using IT. The main focus should be on additional factors

to the psychological, such as the social and physical environment, the cultural background, the organisational structure, or a developing country or a western society. Papers are encouraged to discuss how and why each factor or all of these factors affect the users' interaction behaviour and consequently the new design of technology, together with the problems encountered, their nature and origins and possible solutions.

This workshop also provides opportunities for papers that focus on methods, theories, tools, techniques, field studies and prototype design based on HCI or different disciplines that can enable user and work studies to procure a better apprehension of individual, social, organizational and cultural factors and their affect on users' interaction behavior.

All workshop participants must submit position papers up to approximately 4 pages and present them at the workshop. Position papers will be reviewed with respect to their relevance, quality and ability to stimulate discussion.

2.6 Workshop organizers

Annelise Mark Pejtersen, Center of Cognitive Systems Engineering, Denmark
Torkil Clemmensen, Copenhagen Business School, Denmark

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Technology has escaped from the zoo: studying usability in the wild

<http://www.cs.indiana.edu/surg/interact2007/>

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Abstract. Non-traditional environments often change rapidly without forewarning, are difficult or impossible to control, and have characteristics not easily modeled in a usability lab. Usability studies in non-traditional environments challenge classical techniques, yet offer practical rewards. Through case studies, we will explore techniques and frameworks for future non-traditional field study evaluations.

1 Introduction

Traditional laboratory usability studies are insufficient for mobile applications in non-traditional environments – those environments where change is rapid, unpredictable, and difficult to control, or where reality is not easily modeled in the laboratory [1]. Classical techniques such as cooperative evaluation are challenged to address the need to evaluate usability in non-traditional environments. Non-traditional environments call for innovative and combinations of techniques, such as remote observation, social contextual data capture, self immersion, and frameworks that responsibly account for the inherent safety, privacy, and social concerns of the users. As ubiquitous and pervasive technology continues to evolve, non-traditional environment evaluation techniques are needed to design applications for participants' everyday lives. This workshop will reflect on emerging case-studies and recent efforts to explore techniques and the development of frameworks for future non-traditional field study evaluations.

The scope of the term *non-traditional environments* and the associated challenges for HCI practitioners is vast. For example, when developing a mobile application for people with chronic kidney disease, user studies are conducted in a public hospital dialysis ward during patients' dialysis sessions because this time is the most convenient for the patients [2]. The user study space is small, stressful, and the amount of recording equipment is limited due to patient privacy.

The operational environment of decision support systems on mobile devices for emergency responders and maintenance workers in the military are high-stress, cramped and often involve unusual equipment (e.g., hazmat suits), making a realistic simulation in the lab difficult [3]. These same conditions make in situ testing challenging because of the completely uncontrolled nature of real environments.

To understand the impact of location and long-term play on mobile games such as Feeding Yoshi [4], evaluation must be performed 'in the wild' over a prolonged period of time. Yet guidelines that balance social and safety concerns with the need to adequately test the application do not exist.

Incorporating context-aware or stand-alone mobile applications into everyday life such as health applications that monitor community fitness efforts requires the testing of long-term use and remote data collection [2]. Prior discussions have proposed the idea of triangulation—deliberately selecting different sets of methods to enrich the data. Triangulation teases the broader usability picture by accruing results from different usability studies applied to the non-traditional environment [1]. Workshop participants will review generalisable themes and strategies, working toward the development of a non-traditional environment usability framework.

2 Structure of the workshop

2.1 Goals and topics

Driven by emergent themes from participant submissions, the workshop aims to address the challenges faced by researchers working in non-traditional environments, reviewing how data can be collected under limited control and how data can be analyzed using methods applicable to the evaluation of limited usability data. Additionally, participants will collaboratively review social responsibility challenges in each non-traditional environment, such as maintaining the health and safety of researchers and participants without distracting from primary tasks.

Using illustrative non-traditional environment photographs, workshop participants will start to discuss challenges; sharing potential and adopted usability techniques. Next, thematic panels will briefly introduce approaches, then allow group discussion to explore in greater depth particular challenges and topics of interest. Finally, the workshop will review generalisable themes and strategies, working toward the development of a non-traditional environment usability framework—further developed and explored through future collaborations.

2.2 Participation

Conference participants with an interest in usability evaluation, interdisciplinary study, interaction techniques, and mobile or ubiquitous technologies will find the workshop relevant to address challenges performing usability studies within non-traditional environments.

2.3 Workshop activities and dissemination

Driven by emergent themes from participant submissions, thematic panels will explore in depth the challenge of usability in the wild; building toward a common framework for usability evaluation in non-traditional environments. The larger community can submit position papers or view workshop findings on the website, <http://www.cs.indiana.edu/surg/interact2007/>. Afterwards, workshop proceedings will be prepared for journals.

2.4 Workshop organizers

Gisele Bennett, Ph.D., research interests include performance support systems and automatic identification and tracking systems.

Kay H. Connelly, Ph.D., explores user acceptance of ubiquitous computing.

Valerie Lafond-Favieres, research interests include web and mobile interface design and usability techniques and standards.

Julie Maitland, Ph.D. Student, investigates the provision of social support in rehabilitation systems.

Paul Rohwer, Ph.D. Candidate, explores ubiquitous computing and eldercare.

Katie A. Siek, Ph.D., research interests are in user study evaluation methodologies and appropriation of technology into populations for health informatics applications.

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Usability Evaluation of Social Software (UESS 2007): Challenges and Solutions

<http://cost294.org/uess2007/>

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Abstract. The extensibility of existing usability evaluation methods (UEMs) for evaluating emerging social software remains unclear. Innovative methods informed by alternative theories from a wider range of disciplines are deemed indispensable. The main goal of the workshop is to validate the scoping of ‘old’ and new UEMs to address online collaborative experiences enabled by social software. We aim to collect empirical evidence and ideas to establish evaluation methodologies for social software. The efforts of the workshop will be sustained with a special interest group and a special issue of a recognized journal.

1 Introduction

A current trend in the field of HCI is the shift of focus from individual-, performance-based cognition to group-, perception-based emotion and experience. Concomitantly, the concept and practice of usability have been evolving. The socialization wave engendered by the notion of Web 2.0 is catching a number of HCI researchers and practitioners unprepared. While today's social software is analogous to groupware appeared in 1990s, the former is more versatile and light-weight, and able to support a wider range of group activities more dynamically than the latter. Types of software application enabling communication, interaction and collaboration transcendent of time and space are ever expanding, e.g., blogs, wikis, Flickr, del.icio.us, Skype, Flashmeeting, etc. Users of these emergent tools are heterogeneous with a diversity of goals and needs. The ever blurring boundary between work and everyday life is broadening the concept of context (including people and cultural mediators/artefacts), and multitasking with multiple users and multiple tools becomes prevalent. All these factors render the task of evaluating social software extremely challenging. The high incompatibility between group activities and usability lab environments calls forth field and longer-term evaluation as well as adaptation of existing usability evaluation methods (UEMs) and metrics, which are normally employed for single-user applications. While the extensibility of conventional UEMs for evaluating usability of groupware and CSCW systems seems demonstrable, it is dubious whether the scoping of

these adapted methods is comprehensive enough as to cover most, if not all, aspects of collaborative experience.

Effectiveness and efficiency (ISO 9241-11) may no longer be significant quality attributes for social software supporting *unstructured* tasks. User satisfaction, which can be gauged by (too) many different ways, then becomes the main concern. Besides, relationships between fuzzy quality attributes associated with group interactions/user experience (e.g. trust, social presence, awareness, fun, attractiveness and cohesiveness) and conventional usability metrics need to be defined and refined.

Similarly, can theoretical frameworks embraced in HCI (e.g. activity theory) enable us to develop design/evaluation methods for social software? We should look into alternative theoretical models, including social-capital theory, social exchange theory and actor-network theory.

In summary, we face a number of challenges to identify and develop valid usability evaluation techniques and metrics specifically suited for social software. Solutions entail deep reflection on the prevailing concept and practice of usability as well as improved understanding of social interaction.

2 Structure of the workshop

2.1 Goals and topics

- To assess the extensibility of existing UEMs and metrics for evaluating social software;
- To gather case studies of evaluating social software, especially addressing strengths and weakness of usability evaluation techniques employed;
- To define and develop alternative usability evaluation techniques and metrics for social software, especially with reference to theoretical frameworks rooted in social cognition and other social network theories;
- To understand how socio-cultural factors influence the perceived usability and other qualities of social software;
- To identify the impact of usability evaluation outcomes on the redesign of social software;

2.2 Participation

Maximum 20: Researchers and practitioners who have interest and experience in the deployment, design and evaluation of social software. In particular, members from the two related projects: COST294-MAUSE (<http://www.cost294.org>) and PROLEARN (<http://www.prolearn-project.org>) are much encouraged to take part.

2.3 Workshop Activities

All submissions will be peer reviewed by members of a program committee. Prior to the workshop, a Green Paper will be drafted based on ideas extracted from the submissions, which will be distributed to the workshop's participants for comments. On the day of the workshop, the following activities will be conducted:

- (i) Presentation of the Green Paper and Discussion
- (ii) Presentations of papers: Quality papers will be selected for presentation
- (iii) Group Discussions: Participants will be divided into groups of four or five to discuss a specific research question related to the workshop's theme.
- (iv) Plenary Reporting and Forum: Each working group is to present their findings

2.4 Workshop organizers

Dr. Effie Lai-Chong Law, Research Fellow, working on usability evaluation methods and CSCW, Chairperson of the project COST294-MAUSE;

Svetlana Taneva, PhD candidate, experienced in design and evaluation of groupware and working on Medical HCI, Scientific Secretary of the project COST294-MAUSE.

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