

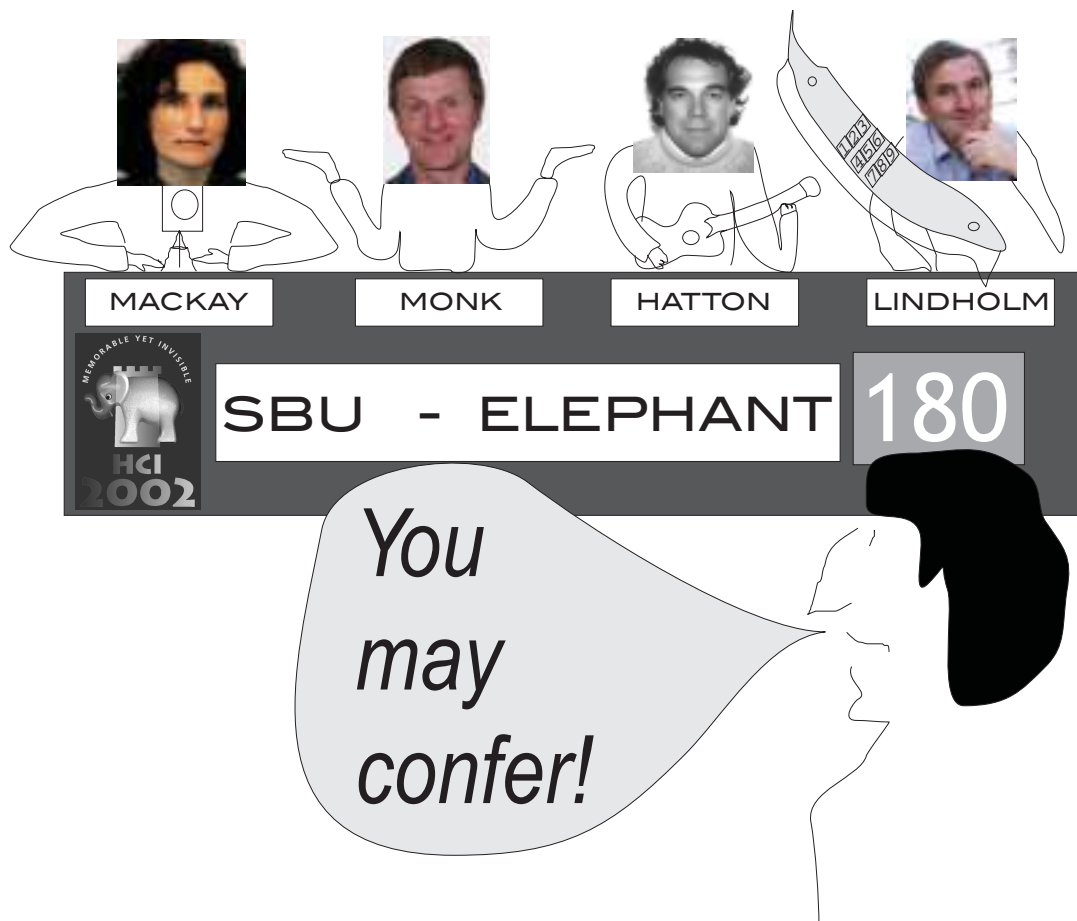
Interfaces

No. 52 Autumn 2002

British
HCI
Group
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“THANKS FOR THE MEMORABLES”



Spool spins against the grain

Blythe & Hassenzahl have serious fun

McEwan swims against tide

Cockton uncorks a few bottlenecks

Cassandra reveals all

Profile: Stefano Levialdi



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Editorial

In a few days' time, many of us will convene 'south of the river' for HCI2002. Although conference attendance is generally lower this year, it seems remarkable that so many of us can still justify the expense and the time needed for such a gathering of the tribe, especially as we are all more than familiar with the best of computer-mediated communication. The answer lies in the nature of the conference's super-heated, concentrated and sustained interaction of so many of those who are active, perhaps pre-eminent, in our discipline. This itself may be one facet of this year's 'memorable yet invisible' theme, for which chair Fintan Culwin eruditely sets the scene.

This issue devotes generous space to previewing the conference, with a short description of every paper, panel, presentation and even poster. In assembling this (with particular gratitude to Simon Hall who collated the data, and Fiona Dix who made it presentable), I am reminded of the programme for the Edinburgh Fringe, essentially giving equal weight to every entry, no matter how distinguished or unknown the contributor(s). For those who are attending, hopefully this will help you plan your own trail through the rich seams of the week. For those who can't make it, hopefully this will help you keep in touch.

Fun is a recurring theme in the conference (and the activities of the British HCI Group) and Mark Blythe & Marc Hassenzahl's review of CHI's Funology workshop is most welcome, doubly so, as the latter is one of the organisers of our partner conference EUPA2002. Equally interesting partnerships (with UPA and the BCS Edinburgh branch) led

to the recent successful seminars by Jared Spool in Edinburgh and London, and Chris Rourke's thoughtful interview with the reluctant guru captures his visit and his themes.

It was the antithesis of fun that drove me to pen my reflections on the fraught process of booking my summer hols. Whither usability, if obfuscation is fundamental to the business model? Cassandra takes a swipe at such sophistry, and I am most grateful for her two-piece peek behind the scenes at paper selection for HIC2002.

Gilbert Cockton also lifts the lid, to describe the restructuring underway in your group's Executive Committee. We share ambitious plans to grow and develop the group, mirroring the radical changes at our parent, the British Computer Society. It is sobering to think that our membership totals around 1% of that of the BCS, which in turn is variously estimated as only 10–30% of those employed in the ICT industry. If we are to increase the impact of our ideas in the industry, we need to grow and we need to influence.

The impeccably connected Alan Dix secures yet another high-profile profile piece this issue, with Stefano Levialdi. Hardworking Kristine Faulkner has not only coerced a book review from Arlene Kline, but contributed several herself. She appears inexhaustible, but we really do need additional volunteers both to read and review, and to write and source articles, both for *Interfaces* (whose editor's chair will soon become vacant) and for UsabilityNews.com.

Hope to meet you at the Elephant.

Tom McEwan
Editor

RIGHT TO REPLY

Make *Interfaces* interactive! We invite you to have your say in response to issues raised in *Interfaces* or to comment on any aspect of HCI that interests you. Submissions should be short and concise (500 words or less) and, where appropriate, should clearly indicate the article being responded to. Please send all contributions to the Editor.

To receive your own copy of *Interfaces*, join the British HCI Group by filling in the form on page 27 and sending it to the address given.

NEXT ISSUE

Interfaces welcomes submissions on any HCI-related topic, including articles, opinion pieces, book reviews and conference reports. The next deadline is **15 October**, but don't wait till then – we look forward to hearing from you.

with thanks to commissioning editors:

Book Reviews: Kristine Faulkner, Kristine@sbu.ac.uk
Profile: Alan Dix, alan@hcibook.com

Deadline for issue 53 is **15 October 2002**. Deadline for issue 54 is **15 January 2003**. Electronic versions are preferred: RTF, plain text or MS Word, via electronic mail or FTP (mail fiona@hiraeth.com for FTP address) or on Mac, PC disks; but copy will be accepted on paper or fax.

Send to: *Interfaces*, c/o Tom McEwan, School of Computing, Napier University, 10 Colinton Road, Edinburgh, EH10 5DT

Tel: +44 (0)131 455 2793; Email: T.McEwan@napier.ac.uk

and copy email submissions to Fiona Dix, *Interfaces* production editor; email: fiona@hiraeth.com



The New Look BHCIG Executive Committee

Gilbert Cockton, BHCIG Chair

One of the greatest challenges for volunteer-based organisations is being able to react to new opportunities and challenges at the same time as proactively moving the field forward. Just keeping things going can be more than enough for the volunteers in any organisation.

Over the years, the British HCI Group has added new volunteers to its Executive Committee to deal with new initiatives, without always being able to ensure continuity and standards with its existing activities. As a result, we have ended up with a large Executive Committee and a range of activities that presented great challenges to volunteers who tried to understand everything! At the same time, each new committee member finds themselves faced with a large room of enthusiastic volunteers and a set of ongoing discussions (mostly on email) that can be impossible to fully take in and comprehend. In the middle of this, the three officers of Chair, Treasurer and Secretary try to hold everything together. As a result, some activities can slip and cannot be fixed easily or readily, while proposed innovations wait months or even years for stop-go decisions and champions.

What is to be done? It's been done actually. We've decided to shrink to a core committee of three officers and five chairs of strategy groups. These strategy groups will span existing operations and also be the main source of new initiatives.

The five strategy groups (with acting chairs in brackets) are:

1. Membership (Peter Wild, also Secretary)
2. Communications (Tom McEwan)
3. Events (Chris Roast)
4. Research (Dianne Murray)
5. Competences (Janet Finlay)

In future, the slate for AGM elections will only comprise the three officers (current holders in brackets): Secretary (Peter Wild), Treasurer (Ian Benest), Chair (Gilbert Cockton); and the five strategy group chairs. Student and practitioner representatives will be members of strategy groups. Strategy groups will have one or more operational teams within their remit. The main entry route for volunteers will be as members of operational teams, allowing volunteers to help with tasks that are hopefully easy to manage before moving up to becoming active members of a strategy group, and then perhaps onwards to becoming an officer or a strategy group chair.

We will refine this structure over the next year. The initial responsibilities and operations for each strategy group are (new planned activities are marked with an asterisk*):

Membership

Responsibilities: member services/benefits, recruitment, regional groups* (liaison with BCS regions*)

Operational groups: membership operations, regional groups*

Communications

Responsibilities: PR and positioning*, campaigns*, identity*, branding*, information dissemination

Operational groups: UN, Interfaces, Jiscmail, website, new groups for specific projects and initiatives*

Events

Responsibilities: half/one/two day meetings/workshops, (co-)sponsored, Annual Conference, conference planning

Operational groups: conference planning, day meetings, co-sponsored meetings, current active conferences

Research

Responsibilities: research students, doctoral consortium, archival publications, UK lobbying on research policy*, UK research/media directory*, new book series

Operational groups: journals, conference publications, new groups for expanded presence in this area*

Competences

Responsibilities: HCI teaching, learning and practice in formal education and industry, course directory, consultants' directory, syllabus/curriculum, accreditation (and ISM for BCS), practice consortium for annual conference*

Operational groups: accreditation, higher education, new groups for expanded presence in this area*

Our hope is that this structure will allow BHCIG to be more proactive and better able to react. The life of the group should reside in the strategy groups. This will reduce the tendency of the officers and executive to become unintentional bottlenecks in the way of decision making and/or implementation. Also, where possible, strategy groups have been closely aligned to key BCS structures and roles to maximise synergy with BCS activities and resources. This should increase the resources at each strategy group's disposal. As ever, the main resource will be BHCIG members who are willing to volunteer some of their time. We hope that the new structure will make it easier for volunteers to identify where they can help with the work of the group, and to volunteer for a role that matches the free time that they can confidently commit.

I would like to thank all BHCIG members who have offered to serve as volunteers this year. If we have not contacted you yet about specific roles, this is because we will be passing your offers onto the strategy group chairs. If you haven't offered your services as a volunteer yet, then please contact one of the acting strategy group chairs to offer help with specific responsibilities or operations. Elections for all officers and strategy group chairs will be held at the AGM, co-located with HCI 2002 at South Bank University (17:30, Wednesday 4th September).

The core committee of officers and group chairs will now be responsible for allocation of resources, for relationships with the BCS and with HCI groups world-wide, and for monitoring, supporting, advising, creating and disbanding strategy groups. The core committee will meet more often face to face, with additional conference calls as and when necessary.

Gilbert Cockton

University of Sunderland

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Notice of Annual General Meeting of the British HCI Group 5.30pm, 4th September 2002

The Auditorium, South Bank University, London Road Building, London SE1

Agenda, accounts and other papers will be sent to members.

A selection of officer's reports are included here, and the remainder will be supplied separately.

Email Moderator's Report

This year the Group's News service has been complemented by Usability News, which also offers an email service. This is a periodic mail update every couple of weeks whilst Email News continues to operate with a rapid turnaround to ensure that notice of conferences, workshops, events and jobs are delivered within a few days. The list currently has 1790 members, a healthy increase on last year. This year the number of messages per month averaged 23, a substantial reduction on last year. As an explanation it has been noted that general activity has been reduced this year, and of course there is a more diverse range of notification media available than ever before. Nevertheless the Group will continue to monitor the situation in case a different service is desirable.

As always we hope that our current mix and level of moderation is providing you with an effective stream of relevant information, but as always feedback on the service is welcomed at <bcshci-request@JISCMAIL.ac.uk>.

Adrian Williamson

Practitioner Member's Report

Over the last year I've spent most of my time setting up and running UsabilityNews on behalf of the group. Since its pre-launch in September at Lille, it has gone from strength to strength, and within less than a year has become well respected across the globe. This is all down to the hard work of the UsabilityNews team (Ann, Nico, Eamonn, myself) and the excellent backing of the group.

We now have over 800 users registered for the fortnightly email newsletter, and the Web-based newsfeed is increasingly being used on various website homepages. We've also had very positive remarks in the mainstream press (e.g. *Internet Magazine*).

Our next task is to tackle sponsorship so that we can make the UN project self-funding.

In addition to UN, I also run the consultancy listing which will be given a 'new lease of life' when it is re-released on the new BHCIG web site (TBA).

Finally, I've contributed a few pieces to *Interfaces* over the last 12 months, mainly UN related.

Dave Clarke, Director, Visualize Software Ltd

Conference Planning Report for British HCI Group

I am a Reader in Human-Computer Interaction at Sheffield Hallam University and responsible for conference planning for the British HCI Group. The group's annual conference provides a meeting place for the British HCI community, to learn about some of the most recent work in the field and also to make informal contact with practitioners and researchers.

The success of the group's conferences is dependent upon the involvement of the programme committee – bringing new ideas and new models of how best the event can operate to serve the community. If you're interested in getting involved, or see an opportunity for innovative/alternative activities/events/sessions within the conference, please do get in contact. For HCI2002 this year, it is excellent to see a programme committee with considerable expertise and some novel ideas about enhancing the conference experience.

My primary activity this year has been to enhance the guidance document for conference planning and to ensure that the experience and feedback from previous conferences is available for the future. The most recent version is viewable at: <http://homepages.shu.ac.uk/~cmscr/PAPERS/confdoc/confdoc4.html>.

Revisions to this reflecting experience from HCI2001 (IHM-HCI2001) are planned. This was the first time that the conference worked in collaboration with a continental HCI group (AFIHM). Feedback from delegates has been very positive, with very few delegates expressing a concern with its collaborative nature. The group's thanks go to the conference chairs and committee – the considerable effort was clearly worth it. The group will be looking into further continental collaborations in the future.

HCI2002 is now nearly upon us thanks to the efforts of Fintan Culwin and his team. In particular, this year the conference incorporates the European Usability Professionals' Association's event. This co-location will provide a good opportunity for a broader range of practitioners with common goals to meet each other.

The University of Bath is to host HCI2003. Contact: Eamonn O'Neill (maseon@bath.ac.uk)

Dr. Chris Roast (Reader), School of Computing and Management Sciences, Sheffield Hallam University

Report of Interfaces Editor and Chair of Communications Strategy Group

I am a lecturer in Multimedia and Interactive Systems Design at Napier University, Edinburgh, and edit *Interfaces*, the magazine of the British HCI Group.

The magazine started the last year being voted the best magazine/bulletin of any BCS specialist group, a testament to the skills of Fiona Dix, the production editor, as well as those of the commissioning editors. Recent workflow improvements mean that the magazine is now usually delivered within 6 weeks of the copy deadline. All issues from June 1997 onwards, bar the current one, are now available on the group's website in pdf form at <http://www.bcs-hci.org.uk/interfaces/>

The magazine's 50th issue was edited at short notice by a deputising editor, Alex Dixon, following my health problems last year, and he did a magnificent job, before work commitments reclaimed him. Commissioning editors Xristine Faulkner, Alistair Kilgour, Alan Dix and Martha Hause between them have contributed the bulk of the articles, and there are vacancies for another three such positions. No experience is required, just the ability to twist arms or write readable copy.

Not least thanks to the contributions of Dave Clarke, the magazine enjoys a symbiotic existence with Usability News, which I am sure will continue to flourish.

Having accepted the role of chair of the communications strategy group for the group, I am now looking to ease my successor in as editor. I co-edited my first issue with Janet Finlay, then editor, in March 2000, and hope to find someone between now and the end of the year to gradually take over the role, jointly editing issues 54 and 55 in 2003.

The communications strategy group was yet to meet at the time of writing but a meeting is planned before or at the conference, to which any interested person is welcome. The role of the group is adequately outlined in Gilbert Cockton's piece in *Interfaces* 52, and I expect that some 15 or so members will be needed in the first instance to carry out these roles, of which about 10 are already in harness.

Tom McEwan, School of Computing, Napier University, Edinburgh



Jared Spool Interview



Jared Spool is the Founding Principal of User Interface Engineering (UIE), a leading usability research firm based near Boston, USA. His recent talks in London and Edinburgh drew large audiences including web designers, usability professionals and others interested in what his findings mean to usability in e-commerce. Chris Rourke of User Vision met with him to discuss his views.

CR How did you get into usability in the first place & what attracted you to it?

JS I got involved in usability over 20 years ago because I was writing software for other people who had come up with the design. I couldn't understand how anyone was going to use this. On one hand it was supposed to be an application senior execs at large companies would use but it had an interface that only a computer programmer would appreciate. I just couldn't imagine it working and started asking questions – and the next thing I know I'm a usability guy!

CR You just saw a natural need for it then?

JS Yes, I didn't have a word at that time, human factors wasn't a term bandied about *per se*. We didn't have a language, we didn't have jobs, we didn't have techniques ... we didn't have any of that stuff.

CR What bits of research are you working on now and which ones are most interesting?

JS We're focussing on understanding e-commerce, something which we refer to as the convenience store experiment. Imagine you have this device that instantly tells you that someone within a 2-mile area has run out of milk. You rush to their house, and take them to the nearest store and, just to make sure they purchase, you give them the cash. E-commerce is always measured on this notion of a conversion rate and you'd think in that particular context you'd have 100% conversion rate – it's very unlikely this transaction will not succeed. Well, we've done just this on the web. We've taken people who needed a product to websites that had that product and given them the cash to buy it. The first time we did that we got a 30% conversion rate! We've studied the simplest e-commerce or web scenario – there are very few things simpler than this. We've studied this process and tried to figure out why we got such low conversion rates. For the first time we've been able to tie design elements to bottom line revenue. I can tell you how much money your e-commerce site is leaving on the table, and how much is because people can't find what they're looking for, or search engine issues. I can tie specific design elements down to a dollar – and what the ROI is to improving it. The 'customer sieve' is part of this. You end up with fewer customers at the bottom than at the top. If we can see where they're being weeded out of the process we can look at getting more of them out of the bottom. It's the site design that's weeding them out, not the product, as we've already established this is the product they want to buy.

CR You & UIE seem driven by such empirical evidence. Do you find this helps to put your point across to people you're trying to convince.

JS We focus a lot on actual evidence. We take a lot of the things people expound and create hypotheses of them. If the user hates scrolling – one of those sweeping statements everyone makes – people go to great lengths to design websites to avoid it, JC

Penny's for instance. Watching people do it we find they grab the scroll bar and try and move it – people are desperately looking for things. Although the design doesn't prevent them from scrolling, they actually scroll more on that design than other designs that don't try and prevent them from scrolling. So they don't purchase as much or find their products as often.

CR Have there been any findings that you wouldn't have discovered without research?

JS Yes, well scrolling is one. Finding the more you decrease white space, increasing the density of text on the page, the better the user buys. Actual download time has no effect on the usability of the site. Many commonly held beliefs turn out not at all to be true.

CR At times you've gone against the grain of conventional usability wisdom on topics such as usefulness of search engines, importance of download times, even minimum number of users required for usability tests. Has coming to those conclusions been gratifying for you?

JS It convinces me that things I take for granted I shouldn't and that everything should be tested. When I was a kid I grew up not enjoying seafood at all. I moved to Boston with this perception. I tasted it first when I was 19 and realised that I'd spent 19 years of life with this misconception. I decided to throw out all my preconceptions of what I liked and didn't like and to try everything. To some extent that's the way I attack this. I'm testing all these conceptions as hypotheses now. To be fair there are many things we've found that are true – they just don't get headlines!

CR What about search engines? Your recent findings surprised a few people.

JS That's a very controversial thing we've done. Search engines seem to be a good idea, something you have real assurance from and makes sense. People would say 'when I know exactly what I want I'll use the search engine, when I don't I'll browse'. When we watched users we didn't find that was the case. Users who knew exactly what they want didn't seem any more likely to use the search engine than those who didn't. One of the theories floated about is this notion of search dominance – this says some percentage of the population will naturally use search first. Again we didn't see that – in none of our tests would any of our users use search first. There were sites where every user used search first and sites where every user didn't use search first. When you compare the design of the site you can see why that happened. The design of the site causes people to use search first, rather than an inclination for search. When people use search you'll find they are less successful in finding what they want than when they don't use search. When you combine these two facts you wonder why are we bothering with this technology? People are working so hard to make search work well, when if they put that effort into the underlying design of the site they could eliminate search. One of the most telling factors is in a recent study we did of 13

apparel & home goods sites – 2 of the 3 best performing sites had no search engine, and not a single user noticed.

CR So what makes up for the fact of lack of search engines then? How come they didn't notice that?

JS Because the site worked. In the apparel sites we noticed that people don't use the search until they've made on average 4 clicks. So they're going into the site looking for what they want, it's only when they can't find it on the site architecture they use the search. The Gap was our best performing site. Users found what they wanted on average within 12 clicks, whereas on our worst performing sites, one of which was Macy's, it took 51 clicks.

CR Another area where you've run against popular wisdom is your views on Flash. Any thoughts?

JS The notion that Flash is 99% bad I've always felt is a bizarre way to go about it. This is very much a 'blame the tool' mentality. Flash is a tool that does some very cool things, but Flash makes bad design really easy. People who just want to play with the tool – and then take what they created and force it onto the public – are going to get their come-uppance. We took the idea that Flash is 99% bad and researched this hypothesis. We found that there are all sorts of really good applications with Flash – when we compared the good ones with the bad ones we started to see some patterns. The good applications all utilised certain aspects of Flash where HTML really suffered, e.g. representing something that happens over time, such as a demo of how to put together a bookcase. When Ikea wanted to do this using HTML it was very clumsy, whereas a little Flash movie showing the five steps it takes to put it together will convince people to purchase. So Flash is ideal for that. If you're representing time or space, Flash is very good. In terms of applications, it turns out it's a great application development tool, it makes up for a lot of the failings that we see in HTML. You can also do really stupid things with it, there's nothing in the system that will tell you what you've done. It's just a matter of educating the design teams.



CR What would you say are the most important aspects of good web design?

JS Having a feedback route. In the IT world we get so involved in what we have to do that we take an application, and features end up not getting in due to being over-committed, under-resourced. Because of this you now have to start after launch to get the rest of it in. The best teams break the cycle, they stop to create a feedback route and ask 'did we achieve the goals we've set?'. They get to learn what worked and what didn't so they can go forward with these learnings. You can learn a lot just by watching.

CR Does that sum up your view on usability testing? Some people go in for the big fancy usability labs. What's your view on usability testing for getting evidence in software development?

JS I think usability testing is an unfortunate phrase – I've always thought it should be usability watching. You go out and find users in the first place and you just sit and watch them, see what noises they make. Just doing that will often yield so much value you don't need much more than a chair. All of the fancy equipment is just a distraction from the activity. It's critical that organisations just spend the time watching.

CR Have you found that collecting such data increases the acceptance of your recommendations? Do you have more credence when you can show them evidence, numbers and maybe a snippet of videotape?

JS We don't use videotape anymore. The most credence comes when people see things for themselves. We found when working with clients the most effective thing was to bring them into the test and have them sit in the chair themselves. Particularly if you get them to predict upfront what they think will happen and then it turns out to be completely wrong. We have developers show us the task that users should do, then we'll have users do it and we find the users do it a completely different way. But they can see why the users have done it that way.

CR Some people are often critical of usability, saying it stifles creativity. What's your response to that?

JS This comes from a contention between the world of the usability evangelist and the designers. They say the designers have failed us because they were trying to be artistic. The issue is: who is the sponsor? Do the designers serve their sponsor or do

they serve their own artistic presence. Artists believe art should be art for art's sake. Whereas design is all about matching form and function. This goes against the training of the artist. I think there are designs out there for purely aesthetic reasons, rather than taking into account of function. But who is the sponsor – is the design taking account of the sponsor's need? So a website designed to promote a movie for teenagers needs a very different aesthetic sense practically from a sponsor's perspective than a website that helps you do your taxes if you're 40 or over. You never want to mix the design aesthetic for either of them.

CR What do you think of the promotion of certain usability professionals as 'gurus'?

JS I cringe every time anyone refers to me as a guru. I don't know what that means. I don't know anything about web design – and our research is proving that on a daily basis. What I thought I knew it turns out I don't. So for me to consider myself a guru, well gurus are all knowing and wise and I find myself not knowing a lot & not very good at giving people advice about it. I think it's premature having gurus in our field. So far those people who seem to revel in the guru terms aren't any better at telling people what to do than anything else I've seen.

CR From your knowledge of user-centred design practices in the UK and the USA, are there any different practices, etc?

JS I don't know any differences. I don't think in terms of nationality. I think the community has grown together so much you can't see in terms of geographic lines as before. I just see a blending, even as far as the Japanese, there's a blending in what's happening in the usability space.

CR Many thanks for your time and thoughts, and best of luck in the future.



Making IT a pleasure/Fun is a serious business

Report on the CHI2002 workshop 'funology: Designing enjoyment'

Mark and Marc go pleasure-seeking in Minneapolis and discover that, so far, the HCI community can barely articulate what they mean by fun, never mind sell it to the fun-funders. Perhaps we wouldn't know a good time if it leapt out of the screen and shook us around the room? Then again who hasn't been taken out for the day by their parents and been told that you'll enjoy yourselves whether you like it or not...

At CHI2002 in Minneapolis the 'Funology' workshop brought together a range of researchers and practitioners to discuss their ideas on how to design enjoyable experiences. The organisers were: Andrew Monk, Mark Blythe and Darren Reed from the University of York, and Marc Hassenzahl from the Darmstadt University of Technology. The initial call for participation noted that over the past thirty years the concept of usability has evolved from a narrow,

product-oriented attribute, to encompass broader concerns with the experience of use (Monk et al 2002). It also suggested that however broad the latest definition of usability is, it has recently acquired a new associate: the joy of use or perhaps 'enjoyability'. Participants included not only well-known HCI academics but also industry representatives from such companies as Microsoft and Siemens. The aims of the workshop were to identify issues, and to discuss a research agenda and a means of selling it to companies and research funders.

We received such a large number of interesting position papers that we decided to organise the day in a mini-conference format. The workshop was divided into four sessions; in each session four participants did ten-minute presentations that were followed by group discussion. John Karat began with an overview of the problem, noting that although usability is already defined by measuring effectiveness, efficiency and satisfaction, the latter is usually regarded as a weak measure. As Information and Communication Technology (ICT) moves out of the office and into the home it is increasingly important for HCI to shift its focus from productivity tools towards non-utilitarian activities that may have only weakly defined goals. This viewpoint was echoed in many of the papers but it was quickly agreed that this was not incompatible with traditional usability testing. Jakob Nielsen argued that some of the greatest joys of computing come from user empowerment and engagement, but he also agreed that 'we need to modify the methodology to encompass more awareness of fulfilling, engaging, and fun design elements.' Some of the questions we then sought to address were: how can HCI address value, engagement, aesthetics and emotion; are these 'messy' categories measurable or formalisable; and what methods can we develop or adapt to gather data?

The workshop took place against the background of CHI's 20th anniversary celebrations. Throughout the conference there was reflection on how far HCI has moved as a discipline since its beginnings and the extent to which many of the early arguments have been won. Usability is now of prime concern to most industrial developers. But there was

also a recognition that the proliferation of ICT meant that the discipline faced new challenges. Although HCI can offer a range of methods and tools to improve usability, relatively little is known about enjoyment. Randy Pagualayan, a member of the Microsoft Games Studios User Testing Group remarked that, while theoretical discussions were very interesting, he and his team needed techniques to test products that had to 'ship tomorrow'. Current practice at Microsoft involves traditional usability testing to remove immediate barriers to fun but these are not sufficient to improve a game. As Randy put it, if usability were the only concern then there would be a big button on the first screen which said 'You Win'. The group also used attitude and preference questionnaires but these were acknowledged to be less than perfect tools. The theoretical work which appeared to be of most relevance to game design was that of Csikszentmihalyi (e.g. Csikszentmihalyi 1975), whose study of 'flow' is one of the few psychological accounts of enjoyment. After studying diverse groups, such as rock climbers, chess players and dancers, who were all engaged in activities that were their own reward, Csikszentmihalyi identified flow as a common characteristic of their experiences. Flow was a term used by the participants themselves to describe a peak experience of total absorption in the activity.

The conditions for flow are a close match between skill and challenge, clear goals and constant feedback on performance. It is characterised by a decrease in self-consciousness and time distortion. This has a resonance not only with the experience of game playing but some of the factors that game testers consider in their evaluations of new products. It was agreed, however, that an understanding of the kind of peak experience which Csikszentmihalyi outlines does not entirely account for fun, which may be more to do with distraction than total absorption. 'Flow' seems to address a 'deep' kind of enjoyment which may be only rarely achieved (and actually called for by ICT users). To experience flow, we have to go beyond our own limits. This, however desirable from a humanistic view, is not the type of enjoyment most people choose. Most of the time, more superficial, shallow, short-termed and volatile 'pleasures' are to the fore. Or, as Seligmana and Csikszentmihalyi (2000) put it: 'Why do we so choose to watch television over reading a challenging book, even when we know that our usual hedonic state during television is mild dysphoria while the book will produce flow?'

Of the papers that suggested theories and concepts that might be useful for thinking about fun, many were drawn from the humanities. Peter Wright argued that fun was an experience and suggested that paradigms drawn from literary theory and art history can be useful. He had used concepts such as dialogism drawn from the work of Bakhtin to reason about on-line shopping interfaces, and also used Dewey's theories of aesthetics and the co-construction of meaning between the artist, contemplator and art object, to consider the enchantments of such technologies as mobile phones. Norbert Braun had also employed literary theory,

drawing on the work of Propp in order to develop an interactive story engine. Anton Nijholt had drawn on emotion modelling – speech, gesture, posture, physiology – to inform the annotation of humorous events and the use of humour in embodied agents. Phoebe Sengers drew on such disciplines as critical cultural studies, anthropology and ethnography to inspire the design of interactive installations in virtual reality and affective computing. Using hand drawn cartoons, in what we agreed was the ‘most fun’ of the presentations, she attempted to summarise fifteen years of HCI research. The journey she had made took her from a computer science background and a love of abstract representation to a recognition of the importance of the ‘messy social stuff’ where users are. She also made one of the most provocative statements of the day when she said that fun was not formalisable. There were, then, a range of literatures which participants had found useful in trying to address these issues; one of the questions which emerged from discussion was how are theories drawn from these diverse multi-perspectival disciplines to be selected? Which of the approaches address the needs of the HCI community best?

Several of the papers outlined designs for fun applications that did not yet exist. Scott Nowson remarked that while it may be difficult to say at an abstract level what fun or enjoyment is, it is very easy to say what is not fun and not enjoyable. His paper outlined how unenjoyable the commentaries are in PC football games, which can be so repetitive that people turn the sound off. He went on to suggest ways in which game developers might improve their systems. Jennica Falk talked about extending game space into the physical world and illustrated the idea with real world interfaces such as a lamp and a book that could be operated from within a Multi-User Domain adventure game. Jon Sykes considered fear as fun. Citing Dix’s deconstruction of the experience of pulling a Christmas cracker in order to develop the highly successful ‘virtual cracker’ software, Sykes attempted to find out what was scary about the allegedly haunted vaults of Edinburgh by creating an immersive computer-generated representation so that visual stimuli could be manipulated to isolate fear factors.

Several of the participants told us about fun applications that were either commercially available or had been built as working prototypes. Sara Ljungblad told us about an ‘informational art’ interface based on a Mondrian painting, which provided a weather forecast, a yellow square indicating a sunny day and a blue one signifying rain. The idea was received with great interest and other applications such as a display for traffic congestion or a movement monitor for the elderly were suggested. Klaus Wissman presented the ‘EasyCom’ user interface for telephone call management software. Calls are transferred or activated with drag and drop icons and addresses can be personalised with nicknames and graphics. He found that users would initiate more complex calls than usual using this interface and that the EasyCom interface had been marketed as a unique selling point. Wissman argued then, that the ‘fun of use’ can boost productivity and sales.

Kees Overbeeke presented a manifesto including such provocative statements as ‘Metaphors Suck!’, and argued that psychologists have led designers to make overly cognitive designs. Design should be left to designers! Too often fun is ‘glued on’ and interfaces smile. He argued that the physicality of products should be restored and illustrated the idea with a novel design for an alarm clock. Laura Polazzi described a fun methodology for developing more engaging forms of long distance communication. Using a series of ‘if only’ games, she and her fellow researchers studied a group of students who were all living outside their home countries, in order to identify the aspects of interaction that current communication technologies fail to capture. Mary Beth Rosson told us about a project that attempted to make programming fun and pointed out that, in her study, children and elderly participants had very different ideas of what is or is not enjoyable. The contextuality of fun and enjoyable experiences was something that was returned to throughout the day.

We ended the day by noting what seemed to be the main issues. These included: the question of measuring or grasping enjoyable experiences; the importance of setting and contextuality; and the problems of meeting or exceeding users’ expectations. Some of the suggestions for a research agenda were: the lack of a vocabulary in HCI for talking about user experiences (John Karat noted that he disliked the word fun and preferred instead ‘experiences that people value’ – he did not tell his colleagues he was going to a workshop on fun but rather a workshop on experiences people value!); the selection of theory from other disciplines; meeting the needs of particular users; the role of formalism; the differences between short and long term enjoyment; and the extent to which HCI can inform or inspire design. Finally we discussed how we should ‘sell it’ to industry and research funders. The most important points appeared to be the move of ICT out of the office and into the home, the notion that fun can sell even serious products and the possible innovations that might result from treating ICT as an art as well as a science.

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Swimming against the tide – user-centred travel

Tom McEwan

It has always mystified me when I look at travel brochures. How can so much information, flexibility and choice be presented in such a confusing manner? Why do I have to wade through several pages at once to calculate the costs of options? Why do prices get presented as 'per person per night', when at least two people and at least two nights are required, on pain of large surcharges? Why do so many prices assume two adults and two children when so many of us are single parents, or have multiple children from different marriages?

More importantly, why is it so hard to deconstruct the financial model from the evidence available, and so create a package that meets my own needs, and pockets? It's pretty obvious really. They rely on you not fully understanding the business model. Deliberately poor usability, as a route to business success, is nothing new, especially in the travel industry. The cheap prices are meant to hook you, then you pay a little bit more to get what you really want, and a lot more if you need it in a hurry. This is the unpalatable context within which usability evaluators of travel interfaces must work.

Some of you may have seen consumer programmes and newspaper columns since 2000 about certain low-cost air carriers. They make it easy for you to finalise an incorrect flight booking without knowing fully the contents, because they charged a fee for changes. The business model and user-centred design are diametrically opposed. Cut-price airlines don't make their money on the flights; they make it from cancellations and non-refundable fees charged for flight taxes. If you cancel, you lose not just the £5 seat charge, but also the £20+ taxes. The company doesn't have to pay this to the government; yet.

The entire process is designed so that you forget to take marginal items into account – school holiday surcharges, various forms of insurance, fuel surcharges, meals in transit. Eventually, with a pressurising family and dwindling patience, you opt for the least bad solution and try not to let the bad experience come to mind at the least provocation, once the holiday has begun (as my family will testify from bitter experience!).

Online travel sites have been a partial help, if only because, in order to create a working site, the site-builders have had to base their javascript calculations, if not their interfaces, around the underlying business models. Finding these sites can be a bit hit or miss. During the ten days leading up to writing this, I have been to about 30 travel-related sites, trying to find a way of booking a ferry to France, with various permutations of accommodation. Yet the sites I found had little overlap with those found in a brief, subsequent, literature search on usability of travel agencies and brochures. A compelling argument, then, to do the research before the task! But there are an awful lot of travel sites out there – the string 'travel agency' produces 420,000 hits in Google.

For example, not one of the many sites I chanced upon included the examples (Travelocity, Farebase and Reizen) cited in a COVEN report [1]* as successful sites for purchasing travel. Indeed, the site that I used (<http://www.drive-alive.com/>) was the last one that I found, and it grabbed my attention because they sold the same ferries, same date that I had previously started to book with the ferry company's online site, plus two hotel rooms each for two nights, for less than the ferry company were going to charge for the ferry

alone! So much for the benefits of disintermediation. I can only guess that some very nice Web Services are creating a new form of wholesaling, to which we, the users, have no direct interface. The tickets arrived as pdf files, and these stayed on my palm pilot (backed up on the laptop, and as hard copy) for the duration of the holiday.

Brown [2] suggests that users surf not so much for fun but to achieve objectives – such as planning a trip. He describes a nightmare of brochures similar to my own experience, and the vested interests of the various forms of intermediary that become a barrier to comparison-shopping. The naïve user-centred designer would simply see this as poor usability – but this ignores a sophisticated business and political context. In the end, the best Brown can say about the Internet and travel is that online shopping is attractive because it saves time travelling to buy the tickets! Even this didn't work for me. Twice now, I have found online prices from GNER for trips to London, been unable to recall (or even reset) the password, and then gone into town to buy the tickets.

Most aspects of usability are increasingly the subject of international standards, and it is no surprise that travel information has become so too. Dr. Holger Muehlbauer, DIN German Institute for Standardization, describes [3] a number of initiatives to standardise information about transport services (for example timetables, now subject to DIN66359) and the EU initiative CEN/TC 329 for usability of tourism services [4] which the objective 'Standardizing description of tourism information services will improve consumer information within the travel industry and provide a better overview (transparency) of the market. At the same time, businesses will be able to market their services more effectively.' This falls into a much bigger context – ISO standards for a variety of consumer services [5].

However, these evolve very slowly, and while designers of systems for websites dealing with travel would be wise to pay attention to these standards (and the parts of the ISO9000 family that relate to all commercial processes), as well as the more usual standards for the HCI community (ISO 9241, 13407, 18529), the user, for the time being, must rely on advice from others as to which sites to use. The travel industry itself is awake to the changes – by Nov. 2000, ECTAA (the EU association of travel agents and tour operators) [6] had concluded 'Rather than being just a hype, it appears that "e-travel" will cause revolutionary changes in the way our members are doing business', and resolved to continue to monitor the slow developments in CEN/TC 329.

So, for now, the lesson seems to be that if you are attempting user-centred design for a travel company, expect some pretty complex political and ethical issues. If you are a consumer, then seek out sites, like drive-alive.com, that can sell you tickets and services cheaper than the ferry companies' sites will sell them to you direct. Hopefully one day we will simply go to sites like Viamichelin.com (which proved very useful in planning itineraries), and the optimized route including restaurants, hotels and ferries will drop in our laps. Then again, after the drive from Poole through Bath to Edinburgh, the new ferry from Rosyth to Zeebrugge ain't cheap but looks awfully tempting.

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*References opposite

View from the Conference Chair

Fintan Culwin

It is obvious that, if not by birth, certainly Shakespeare was a South London boy at heart. Why else would he give us such blatant advertisement in *Twelfth Night*, which is also in repertory at the Globe this season?

Antonio advises Sebastian '... at the Elephant, is best to lodge', presumably with an eye on the future and HCI 2002. However, he may have been more than prescient in *A Midsummer Night's Dream*, where Oberon quite clearly indicates his intention to take advantage of the conference theme: 'I am invisible;' he warns us, 'and I will overhear their conference.'

Hence if, whilst you attend HCI 2002 at the Elephant, you catch a glimpse of a fairy king illicitly attending any of the sessions, this would certainly add to what is already bound to be a memorable experience. A meeting with Cynthia is already planned and just as memorable, as long as you don't over-indulge on the cocktails. Shakespeare, wise as ever, warned, in *Venus and Adonis*, that, if over-indulgence occurred, Cynthia would also resort to the invisible and 'I perceive the reason: Cynthia for shame obscures her silver shine'. Let's hope that the moonshine is reserved for The Dream!

Shakespeare's blatant support of HCI 2002 apart, it has been a difficult year in which to organise a conference. The repercussions of the events of September 11th 2001 for commercial attendees have combined with the funding implications of the Research Assessment Exercise for academic attendees and made conference attendance in general more problematic for many. Just as things seemed to be starting to recover, and coinciding with the advance-booking deadline, the stock markets went into free fall. Consequently at the time of writing the likely attendance is lower than had been anticipated a year ago.

However the likely lowering of the attendance has not caused any lowering of the quality of the proceedings.

Several people have already commented that the quality and variety of the programme will make it difficult for them to plan which sessions to attend. To assist with this, we have asked every presenter to describe their contribution in thirty words or less. These descriptions are included in the final programme, to assist attendees in deciding what to go and see. For those of you who are unable to attend, these descriptions are also contained within this edition of *Interfaces*.

This innovation, designed to improve the user's experience at the point of contact, was complemented by a less visible change designed to improve the main paper selection process. For the first time at a HCI conference a two-stage review process was used. Following the blind independent reviewing by volunteer reviewers, members of the conference committee reviewed the reviews, in order to make a final recommendation. This strengthens the selection process by assuring a degree of consistency that can sometimes be missing in a single stage process.

After last year's joint conference with IHM in Lille, HCI 2002 is pleased to continue and extend collaboration by incorporating the first European Usability Professionals' Association conference. This has added an additional track to the programme containing presentations that differ in style and emphasis from those contained in the HCI sessions.

The preparation for this conference has been a marathon task. I have been very fortunate in having a committed and hard-working conference committee. We hope that we have done everything possible to ensure a stimulating conference, complemented by a social programme that will introduce the high points of South London culture. As they say round the Elephant 'It's sorted yet hidden'. Shakespeare would approve.

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HCI2002

Memorable Yet Invisible

The 16th British HCI Group Annual Conference, incorporating European Usability Professionals' Association Conference, at South Bank University, Elephant & Castle, London

2nd to 6th September 2002

Conference Registration Fee (includes all sessions 4th-6th, social events and conference pack)

Rates apply to BHCIG/UPA members – non-members must also pay membership fees – see inside back cover

Delegate	£380
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Special One-day rate	£200

Workshops and Tutorials Fees

Workshop participants must have been accepted by the workshop organisers

Tutorials	£160 (full day)
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Accepted workshop participants £50 (full-day)
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Online booking at <http://www.hci2002.org/> or phone +44 (0) 28 9036 8020

The 16th British HCI Group Annual Conference, incorporating
European Usability Professionals' Association Conference
London: 2nd to 6th September 2002

Programme at a Glance

Important: times are provisional and subject to change.

HCI TRACK Tutorials	HCI TRACK Workshops	EUPA TRACK Tutorials	EUPA TRACK Workshops
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Monday 2nd September

09:30–12:30		W1	T1	W2
14:00–17:00	T4, T5	W1	T1	W2

Tuesday 3rd September

09:30–12:30	T6, T7, T8	W3, W4, W5, W6	T9, T10, T11	W7, W8
14:00–17:00	T6, T7, T8	W3, W4, W5, W6	T9, T10, T11	W7, W8, W9

HCI TRACK 1 Castle Lecture Theatre	HCI TRACK 2 Lodge Lecture Theatre	EUPA TRACK Manor Lecture Theatre	PANELS Auditorium
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Wednesday 4th September

09:30–11:00	Opening and Keynote Address: Wendy E Mackay [Auditorium]			
11:00–11:30	<i>Coffee, Posters, and Interactive Experiences</i>			
11:30–13:00	Multi-modal Interfaces	CSCW(1)	Communicating Usability	Perspectives on Icon Design
13:00–14:30	<i>Lunch</i>			
14:30–15:30	Browsing and Searching		EUPA Keynote: Christian Lindholm	
15:30–16:00	<i>Coffee, Posters, and Interactive Experiences</i>			
16:00–17:30	Memorable Systems	Evaluation	Accessibility	
17:30–18:00	British HCI Group AGM		EUPA Business	
18:00–21:00	<i>Social Event</i>			

Thursday 5th September

09:30–10:30	Keynote Address: Andrew Monk [Auditorium]			
10:30–11:00	<i>Coffee, Posters, and Interactive Experiences</i>			
11:00–12:30	VE and Games	CSCW(2)	Web Evaluation	Building the Usability Professional Certification Scheme: Where Next?
12:30–14:00	<i>Lunch</i>			
14:00–15:30	Usability Evaluation	Design Process	Remote Evaluation	Usability Managers' Forum
15:30–16:00	<i>Coffee, Posters, and Interactive Experiences</i>			
16:00–17:00	Personal Technologies	Communication and Collaboration	EUPA Plenary: Aaron Marcus	
17:00–18:15	<i>Break</i>			
18:15 onwards	<i>Social Event – A Midsummer Night's Dream, Globe Theatre</i>			

Friday 6th September

09:30–11:00	Objective Usability	Senses	Usability in Germany, Austria & Switzerland	User-centred Design in Public Sector Systems
11:00–11:30	<i>Coffee</i>			
11:30–13:00	Keynote Address: Les Hatton – and closing speeches [Auditorium]			
13:00 onwards	<i>Lunch and Leaving Social</i>			



Monday

EUPA Tutorial T1 (Full Day)

The Art of Seeing: Observational techniques for learning about users and their work

observation, ethnography, contextual inquiry, user studies

Susan M. Dray and David A. Siegel

Participants gain hands-on experience with observational methods of users and their work, in context. Puts an emphasis on creating an environment where people can explore and have fun, promoting effective learning.

HCI Tutorial T4 (pm only)

Presenting Your Conference Paper

public presentation paper HCI

Alistair Edwards

The primary objective is to help participants to think about how to make better presentations and then to give them the opportunity to practise in a supportive environment.

HCI Tutorial T5 (pm only)

Requirements for Socio-Technical Systems: An Integrated Method

requirements engineering, activity modelling

Neil Maiden, Stephanie Wilson & Paola Amaldi

This tutorial presents a requirements engineering method for socio-technical systems in which a key theme is identifying requirements from models of work activity. Offers a useful integration of HCI and software engineering approaches.

HCI Workshop W1 (Full Day)

Goal-Oriented Business Process Modelling

Ilia Bider & Paul Johannesson

Groupware and workflow systems require a new type of User Interface, which is impossible to design without understanding business processes that such systems should support. Thus, we start with process modelling.

EUPA Workshop W2 (Full Day)

Culture and Website Usability Strategies for Internationalisation and Localisation

Andy Smith, Tim French, Shailey Minocha & Lynne Dunckley

Introduces theories that underpin global website design and summarises practical approaches. Will allow those working on international website development to engage in a practically oriented interactive environment, and develop good practice.

Tuesday

HCI Tutorial T6 (Full Day)

Enabling Technology for Users with Disabilities

disability, DDA, HCI

Alistair Edwards

Many designers are not aware of

the full range of potential users including those identified as having disabilities. This tutorial will raise participants' awareness of how to accommodate differences in abilities.

HCI Tutorial T7 (Full Day)

Information Visualization

information-visualization, hidden-data

Professor Robert Spence

Considerable volumes of data often 'hide' fundamental relationships – to view some graphical presentation of it and be able to say 'Ah ha! That is interesting!' is Information Visualization.

HCI Tutorial T8 (Full Day)

Creating Highly Satisfying User Experiences Using A Methodical Software Engineering Approach

UML design architecture

Dave Roberts & Dick Berry

This tutorial, based on our OVID method, is about using UML tools to coordinate the work of a multi-disciplined team to bring user and market data into a compelling design.

EUPA Tutorial T9 (Full Day)

Introduction to HCI Structured Engineering Design Methods

engineering, cognitive, theory, design

Steve Cummaford, Ann Blandford and John Long

Shows how a theoretically based approach to HCI design allows decisions to be made with explicit reference to performance, knowledge to be communicated between team members, and then re-used to solve similar problems. Is contrasted with a 'prototype-and-test' approach.

EUPA Tutorial T10 (Full Day)

Exploring and Using Qualitative Data

qualitative data analysis, ethnography

Susan M. Dray and David A. Siegel

Ethnographic and other field research methods have become increasingly popular. Learn how to gather, analyse and apply qualitative field data using a variety of tools. Apply to software evaluation to identify modifications needed.

EUPA Tutorial T11 (Full Day)

Cross-Cultural User-Interface Design for Work, Home, Play, and On the Way

culture, diversity, design, user-interfaces, information visualization

Aaron Marcus

Successful web-based systems, information appliances, and client-server networks require UIs that reach across culturally diverse user communities. This tutorial will provide information about cultural models and hands-on experience in designing for specific target cultures.

HCI Workshop W3 (Full Day)

A New Research Agenda for Older Adults

Stephen Brewster & Mary Zajicek

This workshop investigates the design of computer systems for elderly people. By means of presentations from experts, demonstrations and breakout sessions we hope to set a new research agenda for HCI and older adults.

HCI Workshop W4 (Full Day)

Literary Approaches to User Experience

Peter Wright & Janet Finlay

Functional construals of interaction are limiting our understanding of user experience. This workshop explores the application of ideas from literary theory and develops a novel research agenda for interaction design.

HCI Workshop W5 (Full Day)

Usability and Evaluation Issues for Interactive Television

Lyn Pemberton, Judith Masthoff,

Anxo Cereijo Roibas, Richard

Griffiths & Owen Daly-Jones

Interactive Television (iTV) is an exciting new area for HCI specialists. This workshop aims to establish an HCI research agenda for iTV and to identify and extend the research community.

HCI Workshop W6 (Full Day)

Design and Evaluation of HCI Educational Resources

John Rosbottom, Alistair Kilgour, Jo

Hyde & Jonathan Crellin

The workshop matches appropriate modern learning methods to the stages involved in the best practices of analysis, design, development and evaluation in HCI, in order to optimise the HCI learning process.

EUPA Workshop W7 (Full Day)

User Experience Notation For Software Design – How close are we?

Graham Oakes, Ted Kilian &

Geraldine Fitzpatrick

Various methods and notations (such as UML and RUP) were developed to communicate user requirements into systems design. The workshop explores participants' own approaches to ensuring that user requirements are visible throughout the design process.

EUPA Workshop W8 (Full Day)

How to Specify Usability Requirements?

Martin Maguire & Nigel Bevan

Reviews approaches to specifying usability requirements that are practical, testable and effective. Participants will be invited to offer their experiences and will work on case study examples of requirement specification in different contexts.

EUPA Workshop W9 (pm only)

Locating Me, Locating Others – Usability, Utility and Ethics

Eija Kaasinen, VTT, Finland

Introduces new position-based mobile services, i.e. route guidance, locating people, property (cars, packages, pets) and location-aware services. Includes presentations on the usability and ethical issues of locating people and team workshops developing usage scenarios.

Wednesday 09:30

Keynote Address

Wendy E. MacKay IN SITU Computing

Computer technology continues to change and, with it, our understanding of the scope of the design of interactive systems. Although standard desktop computers are still a primary focus of HCI, we now attempt to design systems that 'disappear' into the environment or that augment physical objects within that environment. The latter make clear that users interact with computers 'in situ' or within a context. Design techniques that attempt to abstract use, without considering the user's context, often result in systems that are theoretically elegant but practically unusable. Unfortunately, current attempts to measure 'context' are limited to crude environmental sensors, such as motion detectors and GPS. This talk will explore different ways of interpreting context, from the perspective of the user, not just the system, to create usable systems that are both memorable and invisible.

Wednesday 11:30

■ **Multi-modal Interfaces**

HCI Full Paper

Guidelines for the Design of Haptic Widgets

haptic, desktop, GUI, design guidelines

Ian Oakley, Alison Adams, Stephen

Brewster, Philip Gray

This paper details a new method for augmenting complex arrangements of widgets with haptic feedback. It includes several studies (showing significant results) and a set of design guidelines.

HCI Full Paper

Multi Session VR Medical Training: The HOPS Simulator

haptic, training, VR, medical

Andrew Crossan, Stephen Brewster,

Stuart Reid & Dominic Mellor

This paper examines the use of a haptic interface to train vet students. An experiment is described to examine progress of



students over 4 training sessions. It is a novel application area but similar studies exist in other areas.

HCI Short Paper

Browsing Modes for Exploring Sonified Line Graphs

sonification, blind, line-graphs, sound-graphs, audio

Lorna Brown, Prof Stephen Brewster, Dr Ramesh Ramlooll, Dr Wai Yu & Beate Reidel

Building on existing research into sound-graphs for blind people, this paper presents a method for sonifying line graphs containing two data series, and evaluates two modes for browsing these graphs.

HCI Short Paper

Guidelines For Audio-Enhancement of Graphical User Interface Widgets

guidelines, toolkit, earcons, widgets, audio feedback

Joanna Lumsden, Stephen Brewster, Murray Crease, & Philip Gray

This paper presents guidelines for audio-enhanced widget-based user interface design. Based on empirical evaluation of a unique toolkit of audio-enhanced graphical widgets, the guidelines are novel yet simple and effective.

■ CSCW (1)

HCI Full Paper

A Tool for Performing and Analysing Experiments on Graphical Communication

graphical communication, shared whiteboard interaction, collaborative drawing

Pat Healey, Nik Swoboda & James King

This paper is aimed at researchers interested in computer-mediated multi-modal communication. It describes a tool, available for download, for conducting and analysing experiments on graphically mediated human interaction.

HCI Full Paper

Impedance Matching: When you need to know What

awareness, feedthrough, notification mechanism, separable notification server, event notification, pace, CSCW infrastructure

Devina Ramduny & Alan Dix

In CSCW, not everyone needs the same detail at the same time. We present a technical framework and innovative exemplar, Getting to Know, which dynamically alter the pace of feedthrough and awareness.

HCI Full Paper

Multiple Viewpoints On Computer Supported Team Work: A Case Study On Ambulance Dispatch

usability evaluation, emergency medical dispatch, conceptual model, domain model, OSM

Ann Blandford, B. L. William Wong, Iain Connell, & Thomas Green

OSM is a novel usability

evaluation method, still under development, that identifies misfits between user and device representations. This paper presents a case study, applying it to ambulance control. The approach shows promise.

■ Communicating Usability

EUPA Presentation

Relating Usability to Design Practice

design usability digital media

John Knight and Marie Jefsoutine

Discusses the obstacles that prevent digital media designers from adopting usability methods and tensions between the usability and design communities. Explores how to enhance communication between the two groups.

EUPA Presentation

Optimising Uptake of Usability Recommendations

implementation, recommendations, communication, usability, management

Gerred Blyth

Analyses the barriers to the uptake of usability recommendations, and techniques that minimise them. Offers an approach for maximising HCI contributions where input is limited and development teams are large and distributed.

■ Panel Session

Perspectives on Icon Design

icon design, standards, metrics, cognition, aesthetics

Dr Sine McDougall, et al

Covers: icon design approaches; standards and metrics; cognition, context and workload in design; role of icons in the visual enhancement and commercial placement of products. Explores how contributions from each perspective can optimise icon design.

Wednesday 14:30

■ Browsing & Searching

HCI Short Paper

Inferences from Search Engine Summaries and Headings

information retrieval web search summary

Alan James Salmoni & Professor Stephen J. Payne

Two experiments investigated discrimination between relevant and non-relevant documents using web search engine summaries for a search task. Document titles elicited superior discrimination to automatically generated summaries. Implications are discussed.

HCI Short Paper

A Keyboard-Based Graphical Web Browser Interface

accessibility, web browsers, computer pointing devices, repetitive strain injuries

Robert J. Hilderman

This paper describes TextMouse,

a keyboard-based graphical web browser that makes use of the mouse optional, and enables browsing via the keyboard. Experimental results show relief from the symptoms of repetitive strain injury was realized when using this browser.

HCI Short Paper

Browsing versus Direct Querying within a Content-Based Image Retrieval System

content based image retrieval, browsing, searching

Sharon McDonald, Jill Bradnum & Ting Sheng Lai

This experimental study looks at people's ability to use visual-search tools for image retrieval. In contrast to previous studies, the search task is the focus rather than feature extraction techniques.

HCI Short Paper

The role of Trend Data as Mnemonic Device

trend data, graphs, monitoring tasks, social cognition, memory

Antonie Mahlerwein & Mark W. Lansdale

Visualised trend data in safety-critical tasks is often remembered, and this is potentially exploitable. This paper investigates the parameters of visual memory in context and considers its potential added value.

EUPA Keynote Address

Christian Lindholm

Designing User Delight – Nokia User Interface Strategy for 2.5G and 3G

The Mobile Internet will not be one new medium, but 4–5 unique new media with different capabilities targeted to different people wanting to communicate in rich ways. We are at the dawn of a new era where the utility or function of the mobile Internet will start to change. We are not merely creating voice communication products, but also text and image driven communication products. The context of use, the ergonomics, and of course the technology will be so different, that Nokia believe content will have to be redesigned and adapted specifically for this. Nokia have conducted numerous experiments in designing content for small terminals. Nokia believe that the opening up of mobile SW platforms will have a profound impact on our lives, as innovation is taken out of the labs and placed in the hands of the public. Services will have more personal, location and on-line relevance than ever before. Christian's presentation will discuss the reasoning behind Nokia's User Interface categories and the vision for their evolution.

Wednesday 16:00

■ Memorable Systems

HCI Full Paper

An Investigation of Memory for Daily Computing Events

reminder systems, memory augmentation, free recall, memory prostheses, empirical findings

Mary Czerwinski & Eric Horvitz

Empirical results from a video enhanced memory study demonstrate that software tools could be used to significantly enhance users' memories of daily computing events. Extends the field of computer event capture to reminding.

HCI Full Paper

How People Recognize Previously Seen Web Pages from Titles, URLs and Thumbnails

history systems, revisitation, browser design

Saul Greenberg, Shaun Kaasten & Christopher Edwards

How should web browsers display pages in history and bookmark lists? This study quantifies how well people recognize titles, URLs, and image thumbnails at various sizes. Results are directly usable by browser designers.

HCI Full Paper

User Interface Design as Systems Design

design, context, systems, public, GUI, personal

Harold Thimbleby, Ann Blandford, Paul Cairns, Paul Curzon and Matt Jones

Usability problems often result from poor engineering. This paper analyses many failings in a public walk up and use system and shows how careful use of software engineering and personal technologies can eliminate problems.

■ Evaluation

HCI Short Paper

Categorising and Reporting Usability Problems of Educational Multimedia Interfaces

usability problems, educational multimedia, problem report format, usability evaluation

Maia Dimitrova, Stephanie Wilson & Helen Sharp

This paper concerns how usability problems of educational multimedia can be categorised and reported using two structured problem report formats: one for user interaction and one for comprehension problems.

HCI Short Paper

Diary Study on Internet Payment Systems

electronic payment systems, usability, diary

Dennis Abrazhevich & P.Markopoulos

In order to advise the interaction design of electronic payment



systems, we are conducting a diary study of their use in anger. The paper presents some early and revealing insights from this study.

HCI Short Paper

Educational Multimedia Cognitive Walkthrough

expert-based usability evaluation, educational multimedia, evaluation effectiveness

Maia Dimitrova, Stephanie Wilson & Helen Sharp

A new usability inspection method for educational multimedia software is presented together with a summary of the results from its empirical validation, demonstrating the method's ability to predict valid learner problems.

HCI Short Paper

Interaction Design Issues for Car Navigation Systems

navigation, interaction, in-car, cognitive-walkthrough

Paul Curzon, Richard Butterworth, Ravinder Bhogal & Ann Blandford

This paper studies the interaction design of an in-car navigation system using cognitive walkthrough and critical incident analysis based on natural use. It provides a non-classic application of the former.

HCI Short Paper

Testing a Conjecture based on the DR-AR model of UIM Effectiveness

inspection method validity and thoroughness

Alan Woolrych & Gilbert Cockton

This paper challenges the established practice of the use of multiple analysts in usability inspections. We show this practice increases false alarms at a greater rate than new problem discovery.

HCI Short Paper

Using Interfaces and Liking Interaction

aesthetics, usability, navigation, empirical

Chris Roast & Bob Steele

The paper concerns web navigation mechanisms, describing results from two empirical studies exploring the relationship between subjectively assessed usability and interface aesthetics. The results of these studies are significant and differ from other similarly motivated studies.

■ Accessibility

EUPA Presentation

User Centred Design - How to Design Accessible Products

accessibility of IT products

Martin Arnold, Paul Hopewell, Claire Paddison, Phil Parry, Nadya Sustache

Find out how disabled users interact with information technology and the importance of a 'design for all'

approach. Real life examples and demonstrations of assistive technologies illustrate how to design accessible products.

Thursday 09:30

Keynote Address

Andrew Monk

Fun, Communication and Dependability: Extending the concept of usability

The traditional conception of usability considers one user with one computer in a work context. Requirements elicitation and evaluation are based around tasks and task fit. This is no longer enough. As computers move out of the office, into the street and the home, the design issues that arise become much broader. At work we are paid to use the technology, in the home we pay for it. Products need to be attractive and fun. I can think of several formal schemes for reasoning about task fit but how do we advise a designer how to make her product fun? Likewise, communication has rather different functions in recreation. How should we design effective systems for socialising? Finally, information and communication technology has the power to provide independence for older people and the disabled; to enable them to stay longer in their own homes, for example. This technology has to be dependable. It has to protect against violations of privacy and guarantee security and safety. In this talk I will illustrate these new issues by considering some of the basic research being carried out at York that extends the concept of usability to include fun, communication and dependability.

Thursday 11:00

■ VE & Games

HCI Full Paper

Non-Verbal Communication Forms in Multi-player Game Session

collaboration, virtual, interaction, behaviour, simulation

Tony Manninen & Tomi Kujanpää

Verbal communication forms in a multi player game session organised in a form of quasi experiment. The 'inside' virtual environment perspective raises the importance of rich interaction.

HCI Full Paper

Support Robots for Playing Games: The role of the player actor relationships

game, robots, identification, relationships

Mark De Graaf & Loe Feijs

This paper presents an original and useful approach for driving game support robot design and construction from theory. The

player actor relationships serve as leading principle.

HCI Short Paper

A Comprehensive Usability Study of a Virtual Reality System

usability, virtual reality, navigation, individual differences, sense of presence

Corina Sas & Gregory O'Hare

This paper presents a usability study of a desktop virtual reality system. It focuses on the impact of variables like gender, computer experience and sense of presence upon users' performance and satisfaction related to navigational tasks.

HCI Short Paper

Emotive Signals for Virtual Worlds

VR, avatars, emotion, facial animation

Marc Fabri, David Moore & Dave Hobbs

This paper outlines an experimental study investigating the use of facial expressions of emotion in collaborative VR. Whilst the modelling approach is not new, we intentionally use a simple yet effective 3D head model.

■ CSCW (2)

HCI Full Paper

A Comparison of Text Messaging and Email Support for Digital Communities: A Case Study

text messaging, email, digital communities, diary studies, principal components analysis

Elizabeth Longmate & Chris Baber

This paper concerns a case study of email and text messaging use with a group of students. It examines technological support for community development. Community approach is novel but uncontroversial.

HCI Full Paper

An Affordance-based Framework for CVE Evaluation

Evaluation, CVE, affordance

Phil Turner & Susan Turner

The concept of affordance has exclusively been used as design heuristic. We have extended the concept to embrace embodiment and cultural aspects of artefacts and apply it as a framework for evaluation.

HCI Full Paper

Extending Low Cost Remote Evaluation with Synchronous Communication

remote usability evaluation, real-time conferencing tools

Lucia Rapanotti, Lynne Dunkley, Jon G. Hall

The paper proposes an extension of remote usability testing in which synchronous communication is available to re-establish the conversational nature of the evaluation and support critical incident resolution. The extension is validated through an experiment. The approach is novel and uncontroversial.

■ Web Evaluation

EUPA Presentation

The 'Magic Number 5': Is It Enough for Web Testing?

usability testing, number of users, reliability, web usability

Carol M. Barnum

Common practice holds that 80% of usability findings are discovered after five participants. Findings indicate that much larger numbers are required and that independent testers do not replicate results. This should stimulate interesting debate.

EUPA Presentation

A User Centred Approach to Measure a Web Site's Appeal using the Repertory Grid Technique

repertory grid technique, web site evaluation, appeal

Rainer Wessler and Martin Ortlieb

This session presents a case study of the use of the Repertory Grid Technique that has proven to be a powerful method to evaluate web sites from a user perspective.

■ Panel Session

Building the Usability Professional Certification Scheme: Where Next?

Jonathan Earthy & Nigel Bevan

Following last year's panel, progress has been made in defining the components for certification, but a survey has shown that many challenges remain. Strategic decisions are needed. Come and have your say.

Thursday 14:00

■ Usability Evaluation

HCI Full Paper

A Comparison of Think aloud, Questionnaires and Interviews for Usability Testing with Children

usability-testing comparing methods, children

Panos Markopoulos & Afke Donker

The paper describes an experiment suggesting that children thinking aloud during a usability test will report more problems than with questionnaires and interviews, independent of their extroversion and verbalisation skills.

HCI Full Paper

Navigation in the Software Development Information Space

usability, interface, design, navigation, software

Wayne H. Ho

This paper describes a usability study comparing two interface designs used to navigate the software development information space. It raises interesting navigational issues in the context of existing navigational theories.



HCI Full Paper

Selecting the 'Invisible' User Interface Development Tool

UIDT, evaluation, selection, context-sensitive, invisible
Joanna Lumsden

This paper outlines a facility for user interface development tool evaluation. Contextually focussed, the empirically tested method and visualisation environment reflect organisational maturity.

Addresses a much overlooked software engineering need.

■ Design Process

HCI Full Paper

Pattern Languages in Participatory Design

participatory design, patterns, pattern languages

Janet Finlay, Elizabeth Allgar, Andy Dearden & Barbara McManus
Revisits Alexander's priorities in using pattern languages and investigates how far they can empower users to participate in a generative design process that has life-enhancing outcomes.

HCI Full Paper

Provoking Innovation: Acting out in Contextual Scenarios

scenario-based design, contextual scenarios, acting-out, performance
Steve Howard

Proposes a new version of scenario based design, and illustrates its application to an industry funded project. It features 'contextual scenarios', based on current practice, and acted out by stakeholders in participatory design sessions.

HCI Short Paper

A Graphical User Interface Development Tool

MB-UIDE, user interfaces, tools, modelling techniques

Maria Lozano, Pascual Gonzalez & Isidro Ramos

This paper presents a novel approach for the automatic generation of graphical user interfaces. It also shows the software tool implemented to support the methodology with a simplified case study. Novel but uncontroversial.

HCI Short Paper

Extending the Unified Modelling Language

timeline, multimedia, design, composition, UML

Ian Smith, Phil Turner & Iain McGregor

This slightly controversial paper proposes extending the unified modelling language (UML), enabling complex compositions of software objects, thereby effecting a method of modelling diverse timeline-based media.

■ Remote Evaluation

EUPA Presentation

Remote Usability Evaluations Using the Internet

usability, method, remote, testing, evaluation

Ron Perkins

Explores some of the advantages and disadvantages of remote usability evaluation methods over laboratory methods. The session will discuss how to avoid wonderfully precise answers to the wrong questions!

EUPA Presentation

Improving Efficiency: Conducting Walkthroughs Remotely

walkthrough, remote evaluation, prototypes

Gaby Wenneker & Michael Hatscher

Find out about a walkthrough technique that saves time and money by facilitating the remote evaluation of early prototypes. Provides rich insights into mismatches between users' expectations and needs, and interaction design.

■ Panel Session

Usability Managers' Forum

Simon Tyler, David Followell & Erik Geelhoed

Usability practitioners have to apply proven techniques to survive in a commercial environment. Commercial usability managers usability teams balance acknowledgment of current academic thinking and applying this in their day-to-day activities?

Thursday 16:00

■ Personal Technologies

HCI Full Paper

MATI: A System for Accessing Travel Itinerary Information using Mobile Phones

mobile computing, information visualisation, mobile phones, handheld devices, WAP, travel itinerary

Masood Masoodian & Nicholas Lane

This paper is dealing with visualisation of complex graphical information using small handheld computing devices such as mobile phones. It describes a novel prototype system for accessing graphical visualisation of travel itinerary information.

HCI Short Paper

Achieving Accessibility through Personalisation

Lynne Coventry

Novel design features to improve public technology accessibility are evaluated using multiple methods. Can one design suit everyone or is personalisation required to meet individual needs of diverse disabilities?

HCI Short Paper

Aesthetic and Usability Considerations in Users' Choice of Personal Media Players

aesthetics, usability, skins, preferences, personalization

Noam Tractinsky & Tali Lavie

This study examines usability and aesthetic factors that affect users' preferences in choosing an interface ('skin') for a PC-based entertainment application. Users exhibited heterogeneous tastes, driven mainly by aesthetic factors.

■ Communication and Collaboration

HCI Short Paper

Intelligent Instant Messaging Agents to Support Collaborative Learning

instant messaging, intelligent agents, pedagogical agents, conversational agents

Mike Thomas & Stuart Watt

This paper describes our work in progress on an intelligent agent to run within an instant messaging system and its potential impact on collaborative learning communities in regard to presence.

HCI Short Paper

Supporting Relationships with Awareness Systems

awareness, emotions, communication, diary

Panos Markopoulos, O.Romijn, C.Huijnen & A.Philipoulos

Do grandparents and grandchildren wish to be aware of each other's activities? This paper describes the design of an awareness system that support this purpose and reflects on lessons learnt.

HCI Short Paper

The Idea-collector: A device for creative face-to-face meetings

brainstorm, tangible interfaces, graspable user interfaces, electronic whiteboards

K.g. Van Turnhout, A. Malchanau,

R.M. Disaro & P Markopoulos

This paper presents the design of a device to support creative face-to-face meetings. The prototype: the Idea-collector is a tangible device that supports fast organization of ideas on an electronic whiteboard.

EUPA Plenary

Aaron Marcus

Cross-Cultural Communication in User Interface Design

Explains the impact on the design of user interfaces and information visualization of cultural differences in dimensions such as power distance, individualism, masculinity/femininity, uncertainty avoidance, and short term orientation.

Friday 09:30

■ Objective Usability

HCI Full Paper

An Eye Movement Analysis of Web Page Usability

eye-movements, web-page, usability, performance, measures

Laura Cowen, Linden J Ball & Judy Delin

This paper reports an experiment demonstrating that eye movement analyses are a valid indicator of webpage usability. The critical message, however, is that this technique needs refinement to capture the micro-structure of interface use.

HCI Full Paper

Auditory Emotional Feedback Facilitates Human Computer Interaction

emotions, feedback, cognition, pupillometry

Anne Aula & Veikko Surakka

This paper presents a controlled experiment about the effects of emotional feedback in HCI. The results show that auditory emotional feedback can improve HCI.

HCI Short Paper

Physiological Responses to HCI Events

affective computing, psychophysiology, usability testing, content evaluation

Dr Robert Ward, Bernadette Cahill, Dr Phil Marsden & Clive Johnson

Affective Computing. Discusses experimental investigations into the potential use of physiological indicators of arousal, such as changes in skin conductance and cardiovascular activity, as objective measures of usability.

HCI Short Paper

The Impact of Object Dimensions on Eye Gaze

eye gaze tracking usability experiment

Tony Renshaw, Janet Finlay, Robert Ward & David Tyfa

This paper describes eye tracking experiments, involving non invasive techniques, designed to determine the impact of size on eye gaze, but which actually produced a more important and unexpected result.

■ Senses

HCI Full Paper

Invisible but Audible: Enhancing Information Awareness through Anthropomorphic Speech

awareness, speech, anthropomorphic, interruptions, variation, politeness, notifications, reminders

Nuno M. Ribeiro & Ian D. Benest

Whilst graphical interfaces with visually multiplexed surfaces jostle rudely for the user's attention, speech offers an alternative and potentially non invasive means of conveying information. This paper reports on



the reactions raised by speech induced anthropomorphic behaviours.

HCI Full Paper

User Perception of Anthropomorphic Characters with Varying Levels of Interaction

usability, processes, model, user-centred, methods

Guillermo Power, Gary Wills & Wendy Hall

This paper investigates user interaction with anthropomorphic interface agents. It describes the three experiments, the character design and identifies key patterns in user assumptions. Novel, experimental results.

HCI Short Paper

Older Adults' Evaluation and Comprehension of Speech as domestic alarm system output

older adults, speech output, intelligent home systems

Lorna Lines & Kate Hone

This paper summarises experimental findings investigating speech as output for novel domestic alarm systems designed specifically for older adults. Surprising results do not support current literature.

■ **Usability in Germany, Austria & Switzerland**

EUPA Presentation

Introducing 'Quality in Use' - The Usability Service Model of Swiss Re

usability, user-centred design, usability engineering, user interface design

Andreas Beu, Marc Hassenzahl & Markus Geissbühler

Shows how the user-centred organisational maturity of the company Swiss Re was assessed, the Usability Service Model (USM) was applied, and how usability was introduced into the software development process.

EUPA Presentation

Tailored Usability Engineering Methods and Tools

consulting, tools, methods

Johann Schrammel, Verena Giller

Learn an approach to enhancing and accelerating professional usability consulting through the support of innovative methods and tools. Examples are presented to demonstrate the concept, show the benefits, and provide experiences from real-life-usage.

EUPA Presentation

Usability Engineering in Germany: Situation, Current Practice and Networking Strategies

usability practice Germany network

Matthias Peissner and Kzerstin Röse
Reviews the current status of the usability profession in Germany, illustrated by examples. Possible initiatives and ongoing activities

of the recently formed UPA German chapter in order to support usability will be discussed.

■ **Panel Session**

User Centred Design in Public Sector Systems

Professor Brian Shackel, et al

The ISO standard on Human Centred Design (ISO 13407) was developed to ensure design processes have a high likelihood of developing usable systems. Panel to review human-centred design in the UK public sector and in other countries.

Friday 11:30

Keynote Address

Les Hatton

Memorability & invisibility: a tale of two alarm clocks

This talk will consider the concepts of memorability and invisibility, in a variety of contexts that have been presented to me during my career. The alarm clocks in question are both purpose-built, electronic, embedded systems. One is a delight, the other is a nightmare. These extremes have been repeated many times in my career. These and other examples will be used to tease out some basic principles. It is my belief that the historic architectural concepts of simplicity, elegance and delight can be introduced to computing science where they manifest themselves as memorability and invisibility just as the historical engineering concept of designing to mitigate failure can be introduced where it manifests itself in trust and acceptance. The real enemy in both cases is unnecessary complexity.

Wednesday & Thursday

□ **Interactive Experience**

HCI Interactive Experience

De-coupling Interaction in Virtual Environments

virtual environments, xml, pda, de-coupled interaction

Victor Bayon & Gareth Griffiths

Decoupling interaction is a novel interaction style in virtual environments that proposes to allow VE users access to certain interactive features of the VE's using different sorts of devices.

HCI Interactive Experience

The Illusion of Being

tent, sensors, artwork, experience, immersion

John Waterworth & Eva Lindh Waterworth

The Illusion of Being is an interactive DVD that illustrates an approach to HCI design through the creation of artistic productions exercising theoretical predictions;

in this case, hypothesised dimensions of 'virtual experience'.

HCI Interactive Experience

Mobile Services for Many Different Devices

user interface, mobile, devices, adaptation

Stina Nylander & Markus Bylund

Providing suitable user interfaces of mobile services to many different devices is a problem in the mobile research community. We will have a demo application that people can try and compare on different devices.

HCI Interactive Experience

Browsing Modes for Exploring Sonified Line Graphs

sonification, blind, line-graphs, sound-graphs, audio

Lorna Brown, Prof Stephen Brewster, Dr Ramesh Ramlohl & Dr Wai Yu & Beate Reidel

Building on existing research into sound-graphs for blind people, this paper presents a method for sonifying line graphs containing two data series, and evaluates two modes for browsing these graphs.

HCI Interactive Experience

The Evaluation of Interactivity in Web-based Systems

web-based systems, learning, problem-centred processes, heuristic evaluation, interactivity, feedback, model

Chris Evans & Khaled Sabry

This experience involves an interactive learning package. Using an original adaptation of heuristic evaluation to apply to interactivity, it allows delegates to experience the stages in the assessment of a web-based system.

□ **Posters**

HCI Posters

An Approach for a Quality Audit on Multiple Websites

usability, empirical, large-scale, audit, checklist

John Eklund & Justin Bicknell

The poster describes a cost-effective method for the comparative evaluation of 108 Australian websites against a range of usability criteria and technical standards. The empirical method involves the application of a successively refined checklist.

HCI Posters

Conceptual Design of CAUSE Tool for Icon Testing in Designing Memorable and Invisible Icons

CAUSE tool, icon, usability, testing

Jafreezal Jaafar & Ghassan Al-Qaimari

This poster is concerned with how an automated tool can be used in conducting usability testing. It describes the conceptual design and development of the CAUSE tool for testing the usability of icons and screen layout.

HCI Posters

Determining User Requirements using Sensory Analysis

human-centred design, sensory analysis, marble method, correspondence analysis, invisible, memorable

Naotsune Hosono, Yutaka Tomita & Yoshikazu Yamamoto & Hiromitsu Inoue

This poster discusses utilizing a sensory analysis method applied to the initial stage of a new machine design to meet users requirements. It was accomplished by combining the proposed Marble Method and Correspondence Analysis. The results were verified by designers.

HCI Posters

High Level Design of Object-oriented User Interfaces: Enhancing the Rational Unified Process

OO user interfaces, UML, RUP, use case representation, interaction cluster diagrams

Elizabeth A Kemp & Chris Phillips

This poster presents a method for enhancing the Rational Unified Process to provide better support for developing object-oriented graphical user interfaces. Two novel artifacts are proposed to assist with early design.

HCI Posters

Invisibility vs Transparency

e-democracy, transparency, invisibility, youth, discussion

Ella Smith, Ann Macintosh & Angus Whyte

This poster concerns a participatory design project with young people for an e-democracy web site. Standard GUI and CMC challenges gain new spin from the democratic purpose and user age range.

HCI Posters

Perceptual Organization within Web Sites

WWW, design, perception, grouping, pop out

Jari Laarni

The poster analyzes a selection of web pages looking for use of Gestalt organizing principles and use of pop-out features. Suggestions are made how to better organize information for different-sized screens.

HCI Posters

Safer Navigation at Sea Through Augmented Reality?

augmented reality for navigational information

Eva Olsson, Anders Jansson & Stefan Seipel

This poster describes an attempt to try out a presentation of navigational information on the windscreen on ship bridges. Three experienced captains have assessed the subjective merits of a lab set-up.



HCI Posters

Solutions to the New Demands of Television Navigation

television, navigation, electronic programme guide, multi-modal interfaces, personalisation

Clare Borrás, Dr. Daniel Brown & Mike Gibney

Architecture for a multi-modal user interface accommodating diverse user interaction patterns and providing uniformity of content selection across a range of content delivery mechanisms with varying constraints.

HCI Posters

V-Lab: Virtual Laboratory and Fieldtrip Environments

e-learning, laboratory, field-trip, simulation, pedagogy

Dr Colin Calder & Phil Marston

This poster focuses on design paradigms for interactive web based learning environments in higher education, comparing interfaces developed to support virtual laboratory exercises and field visits at the tertiary level.

HCI Posters

Designing Interaction Spaces to Support Successful Participation and Collaboration

collaboration, design, resources, participation

Eamonn O'Neill, Dawn Woodgate, Hilary Johnson & Peter Johnson

This poster outlines ongoing research across various domains including Accident and Emergency, veterinary surgery and games, analysing collaborative activities and developing theory to account for the use of supporting artifacts.

HCI Posters

The Effects of Cognitive Style on

Navigation and Task Performance in 3D Interfaces

navigation, virtual, 3D, cognitive, factors

Eyal Haik, Trevor Barker, John Sapsford & Simon Trainis

This poster reports on an interesting and innovative investigation into the effect of cognitive style on navigation in 3D environments. The hypotheses, experimental method and the initial results are presented.

HCI Posters

Experience of User Requirements Elicitation for a Climate Monitoring System

user, requirements, needs, survey, environment

Martin Maguire

Presents approach and outcomes of a user requirements study for EUROCLIM – a system providing information on climate change in Europe. Shows how the results influenced the presentation of information at the user interface.

HCI Posters

A Framework for Sharing Interactive Museum Artifacts

African art, interactive museum, virtual reality, collaborative art

David England, Yu Ming Tai & Oladele Bamgboye

We demonstrate how museum exhibits can be made more than interactive. We combine approaches from HCI, fine art and museum curators to allow artistic interaction and sharing of displayed artifacts.

HCI Posters

Interleave Factor and Multimedia Information Visualisation

multimedia, visualisation, meeting memories, browsing

Saturnino Luz

A simple cross-modal activity

metric is presented which may help build effective meeting browsing interfaces. It is controversial insofar as it raises the possibility of speech indexing without speech recognition.

HCI Posters

LEMUR: LEarning with MUseum Resources

museums, web, interface design, virtual learning, digitisation, pedagogy

Iain A. Middleton, Dr Colin Calder & Neil Curtis

LEMUR has brought together a wide range of academics, designers and multimedia specialists to specify and develop teaching packages and interfaces onto a museum's collection database. Cross-disciplinary communication and HCI mediation are key.

HCI Posters

Mechanisms to Support User Profiling for Information Presentation

personalisation on the web

Euan W Dempster, L. MacKinnon, H. Williams, D. Pacey, D. Marwick, A. Cawsey & D. Bental

This poster discusses mechanisms for obtaining user profiles for personalised systems where information sensitivity is a problem. We present a prototype which uses possible reasons for gaps in the profile.

HCI Posters

Multimodal Human-computer Interface

elderly, motives, multimodal interface, earcons

Fausto J. Sainz Salces, Dr. David England & Dr Paul Vickers

Investigation into the use of auditory and visual output in a

multi-modal interface for the delivery of appliance state information in an experimental household control device for the elderly.

HCI Posters

Selling HCI to the General Public

HCI education, public awareness

David England

This poster is about selling HCI to the user community. Users can explore the issues that HCI designers face when constructing and evaluating interactive systems.

HCI Posters

Student Involvement in Designing an On-Line Foreign Language Course

distance learning, online communities, participatory design

Panayiotis Zaphiris & Giorgos Zacharia

This poster presents the implementation of a participatory design methodology for developing an online Modern Greek language course. The students collaborate in transcribing lessons, publish and peer review shared notes.

HCI Posters

A Usable Web For Long-Stay Hospitalised Children

usability, disabilities, children, distance, education

Andres Baravalle, Alessandro Beria, Silvia Guberti, Vitaveska Lanfranchi & Gabriella Pravettoni

Situated within the broad field of usability research, this poster uniquely presents guidelines for designing web sites for hospitalised children. It is based on a case study in a children's hospital.

Designing for Society

HCI 2003, the 17th annual Human-Computer Interaction Conference organised by the British Computer Society HCI Group, will take place in Bath, England, 8-12 September 2003.

The conference will bring together, from all over the world, researchers, practitioners and educators with interests in the many facets of human-computer interaction, usability and interactive systems.

It is by now almost a truism that the concerns and goals of HCI have shifted over the years from a focus on individual interaction between a human and a computer to understanding, designing, constructing and evaluating complex interactive systems involving many people and many technologies. Developments in software and hardware technologies have pushed applications towards supporting our collaborative and communicative needs as social beings, both at work and at play. At the same time, similar developments are pushing the human-computer interface beyond the desktop and into our

pockets, streets and buildings. These developments provide exciting challenges and opportunities for HCI. How do we design for usability when the human-computer interface is dispersed and interwoven throughout our environment? How can we understand and account for the web of influences amongst society, environment and technology? At HCI 2003, we provide a forum for you to tackle these and related issues.

Bath is perhaps the most beautiful city in England. The entire city is a UNESCO World Heritage Site. Situated in the idyllic Cotswold hills, the natural hot springs have provided bathing since before the Roman Empire arrived to build its magnificent baths around the springs. Medieval Bath saw the crowning of Edgar, first King of England, in its abbey. 'Modern' Bath is an essay in

Georgian elegance. Built largely from 1728 to 1796 in the honey-coloured stone of the region, the city was designed by the architect John Wood and his son as a playground for Georgian 'society'. The city itself, its spa baths and town houses were designed and built for Georgian high society to meet and be seen. Visitors included Jane Austen, who set parts of her novels in Bath. Visitors to Bath for HCI 2003 will find a warm welcome and an opportunity to explore the design and development of interactive technologies to serve all of our society.

For more information on HCI 2003 contact Eamonn O'Neill [eamonn@cs.bath.ac.uk].



HIC2002 Supplement – Missing Papers

The organising committee wish to apologise for the following omission from the proceedings of the conference

Memorable yet Invisible: a time whose idea has come...

Cassandra Hall

The Invisible University

Cassandra@iu.ac.uk

Abstract

If you think the author has time to write a summary so you don't have to read the whole thing but can pretend that you have, then dream on.

Keywords

buzz word, pay rise, RAE, academic, promotion, waffle, league tables.

Introduction

It is a well-known fact that the educational system is now in such crisis (Hall 2001) that academics spend a lot of their time trying to impress each other at conferences. It is also a well known fact (Hall 2002) that academics are much better at listening to themselves than they are at listening to other people. This is evidenced by the fact that 84.3% of them go to conference sessions so they can have the microphone to make speeches at the end and quite clearly haven't listened to a word. Not that this matters, since 72.35% of authors are happy to talk to themselves in any case and 85.62% actually do. However, the evidence is anecdotal at this juncture (Hall 2002b) and this study attempts to put that to rights by analysing the behaviour of academics at a recent conference (Hall 2002c). For the purposes of anonymity certain details will be excluded from this paper since if the reviewer knew it was me who was writing it this may unfairly bias his/her response towards this erudite contribution (not Hall at all). However, this means that at certain points the reader may feel that evidence is missing. The reader needs to realise this is not because the evidence isn't there but in the interests of hygiene the information is being withheld until later and will be presented at a bigger conference somewhere else provided I get the funding.

Method

I'm not telling. Find your own method. This one took me ages. OK. I'll give you a clue, it's based on diaries... well, one diary.

Findings

95.53% authors are reasonable, polite, pleasant human beings. 4% authors are unreasonable, impolite, unpleasant, arrogant and authoritarian and you wouldn't drink with them unless you were dead first, 0.26% aren't human. 1.6% probably can't read or at least can't follow simple instructions like 'fill in the names', 'mail this to me when you've completed it'. They blame the interface (nice try) and failing that the guy who runs the website. The author is of the opinion that if God really believes that stuff about the meek inheriting the earth, there will be many academics testing the veracity of Books 1 and 2 of Paradise Lost.

Given a deadline, 91.3% of authors will manage to comply with it. 8.7% won't though of those 4.25% will tell you in advance that they won't and 0.25% will say, 'deadline, what deadline???' 87% of authors quite clearly don't read any instructions about formatting the final, accepted papers; luckily most papers look roughly the same so it probably doesn't matter. However, if there's a mistake in the formatting instructions that calls for the delivery of a paper that would look incredibly stupid, 98% of authors will stick to it assiduously then save the documents in an unknown format that can't be deciphered, retrieved or altered in any way. Thus necessitating the proceedings to be bound like a joined up length of jokes in a cracker and satisfying only the 1.666% of the conference audience that are obsessed with bus ticket machines.

Given a page limit, 8.6% will ignore it and give you more than you asked for. 58.7% can't follow instructions about removing their identities. 2.16% will use themselves in any example thus giving the reviewer a sense of bluff or double bluff: that is did this incredibly famous person write this paper or is some crafty individual trying to piggy back on reputation or malign him/her/it. 12.6% are so ruthless and neurotic about removing their identities and any references to themselves, their organisation, city, country, planet and universe that the resulting paper is bordering on the incoherent. Every fourth word is replaced by a gap or by a set of Xs that makes Kristine Faulkner look coy in her use of that much underused letter. By the way, 1.5% of reviewers think that checking anonymity means placing keywords into a search engine and ensuring that the authors can't be found. So be warned. Potential chairs should ensure that the 12.6% of papers go to the 1.5% of reviewers thus ensuring accord unless they couldn't give an XXXX for anything.

87.5% of authors like to add graphs and pictures and of those 99.45% look as though they've been left out in the rain. 58.756% would have been better off left in a thunderstorm, preferably at sea with the author wearing a copper vest. Quite clearly, the software houses are in league with this to produce diagrams and figures that disprove those ideas about a picture being worth a thousand words. Though, to be

Permission to make digital or hard copies of any sort of copy at all that is not yet invented and may never be invented of all or part of this work for personal or classroom use or any use at all without fee or any charge at all provided that copies are not made or distributed in any way at all for profit or commercial advantage or any advantage at all and that copies bear this notice and the full citation or any citation at all. To copy otherwise, to republish, to post on servers or to stuff into people's pockets or anywhere at all, requires prior specific permission from the person who wrote this notice or anyone at all or we will send the boys round.

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London, Northbank University
Northbank, London, September 2002
(c) 2002 British HIC Group, Britain**



fair, I can think of a thousand words to describe my feelings when I see them. The average length of papers is 11.14% longer than you want and 111.14% longer than is necessary. The standard deviation is 1.2% and the number of deviants 100%.

Dealing with reviewers is equally fun. 21% have systems that can't unravel zip files and 0.23% oh, ok, one person – nameless – can't receive attachments of the e-mail variety though actually, to be fair, he has problems with the romantic variety as well. Actually, why mess about – that guy has problems full stop. (Evidence removed for reviewing purposes.) (No, I'm not bitter.) (Yes, I do like brackets.) (Hallo Mum!)

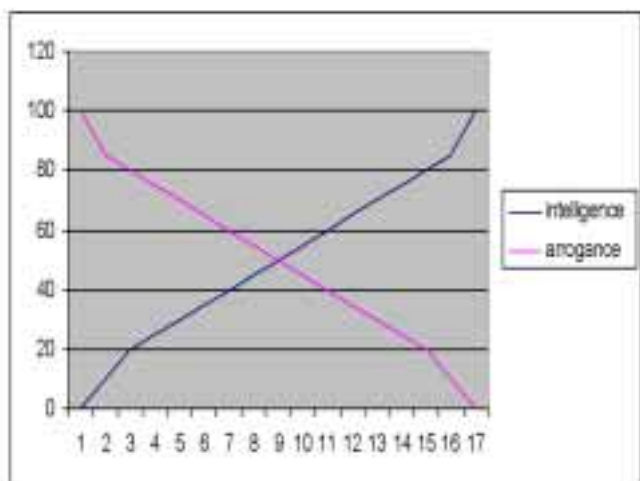


Figure 1: Showing relative intelligence and rudeness.

There is no correlation between unpleasantness and reputation except on an adverse scale. See Figure 1. The

smartest ones are the most charming; it seems likely that they have nothing to prove. The ones that wish they were smart or try to portray smartness are the most abusive.

Discussion

There's nothing to discuss. This lot explains it all and if you don't understand, why are you reading this in the first place? Academics know everything by definition.

Recommendations

Academics can't follow instructions so try not to have any. Work on the principle they will write what they like, in the format they like and give it to you when they feel like it. That way you'll have no expectations, indefinite deadlines and will not be disappointed.

Acknowledgement

This paper was funded under the Reciprocal Agreement Grant 666 of the Back-Scratching Initiative.

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- Hall Cassandra (2001) Personal comment to best friend, December 31, late at night after several bottles of bubbly stuff.
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- Hall Cassandra (2002c) 'Academics – you can't live with them and you can't live without them', in Hall C. (ed.), *The only person to read this is Russel Winder when it's being checked*, vol XI 2, 345(2),(7) pp 112234–5.

Cassandra Hall

"They've given me a number So they won't know it's me..."

Some people have asked how my paper: Memorable yet Invisible – a time whose idea has come did in the review process. One of the reviewers has agreed that his review can be made public, to help new reviewers get some idea of the sort of thing your British HIC community expects. It should reassure those of you worried about the decline in standards that standards are as high as they ever were.

Please provide a short summary of the paper.

What do you mean by short? Do you mean length by short? Or curt by short? Or caught short? It's no good just writing down any old questions; a conference is only as good as its reviewers, which means it's only as good as its review questions. Who thought these up? Did you try them

out? I assume you refer to length but you don't say how long short is. The long and the short of it is, how can I write a short summary if I don't know how long the summary is meant to be in the first place?

Does the paper present an idea suitable for the HIC 2002 audience?

It depends on your definition of suitable. If what is meant here is suitable according to Vikram Seth's definition of suitable (1993) then no, it isn't suitable. However, if you mean is it possible to accept it because submissions are down this year then yes. The paper is no worse than any other paper I've seen recently though what conferences are coming to I dread to think. I remember saying to S... (name removed for purposes of anonymity) only ten years ago that

conference papers were definitely on the decline and I note to my disgust that the decline continues to be incipient.

Anyway, how do I know who's going to be there? You should know that. That's what a committee's for. If the committee doesn't know what it's doing what's it doing being a committee?

Does the paper adequately build on and refer to previous work?

No, no, no. No work has been done so how can it build on anything? Who thinks of these daft questions in any case and have you tried entering your answers into this web page? I'm trying to send this from home. My wife wants to phone her sister and I'm stuck here having to answer irrelevant

Cassandra Hall

questions. You assume that everyone has a computer and a telephone line. Some of us don't. I've had to go to great lengths to make this possible and it's taken some time I can tell you. You try getting a stable connection with a ZX81, two empty bean cans and a length of string. It isn't easy.

Does the paper make sufficient reference to previous work?

How can it refer to previous work if work has not been previously done?

Is the idea/work presented original?

Again, it depends on your definition of original. If you mean has this paper been written before then it hasn't. If it had been written before we'd have heard it and I wouldn't be wasting my time here.

Is the paper sufficiently referenced?

It's OK. Why it hasn't referred to my work of 1953, 1955, 1959, 1962, 1976, 1981, 1982, 1982, I don't know. I suggest the author reads my work on 'Imperceptible changes in electricity supply and their absolute null effect on anything at all' and revises this paper in the light of that. It will mean buying my book.

Is the paper presentation (organisation & writing style) of good quality?

There aren't enough brackets. There should be at least 50 pairs of brackets in a paper this size. I don't know what authors are coming to the way they use dashes instead of brackets. Give me those curvy, wiggly or straight brackets any day of the week.

I don't like the colour of the graphs on page 2. That graph would actually be better as a Venn diagram (Venn 1886). Has the author thought about Venn diagrams? Good sort old Venn. Bit dead now.

The questions here aren't well structured. Watch those adverbs. Adverbs should come after the verb. They add to it. They can't add to something that hasn't arrived yet. If they were meant to come before they'd be called something else.

As for format. How should I know? It's not the job of a reviewer to wonder about layout. I'm here to look at academic content. If you want comments about layout then ask a printer.

Does the paper include evidence for any statements/conclusions that it contains?

Read it yourself. I have dinner to go to in five minutes and have better things to do than to do your work for you. Call yourself a committee! When I was on a committee we read the papers. All the way through. We didn't have loads of people giving up unpaid time to do our work for us.

Has the paper been effectively anonymised?

What you mean is 'Has the paper been anonymised effectively.'

There were references to people who could be identified but I couldn't figure out what minx had written this. I tried putting some of it through Google but found nothing. Eventually I phoned old Bob Pound up at the research grant centre and he told me that the RAG 666 grant went to Cassandra Hall at the Invisible University. Good looking article but a bit thin. If we're going to have a woman at conference then it ought to have more substance, some meat on it as it were. In any case it's too late to start worrying about whether or not it was anonymous after you've sent it! You should have checked that first. That's not just rearranging deck chairs on the Titanic but making a seating plan as well.

Please indicate an overall score for this paper (Grades 3–6 indicate possible acceptance)

1, only suitable for the planet Zog.

I don't like these figures. She only questioned 5,000 academics and some of them were foreign. Who were they? No one asked me. How do we know they were real academics from real universities and not one of those new fangled places with a long fancy name and commas. Universities in my day were named after cities. None of this Robert The Bruce University, Drumnichie, nonsense. No wonder they have to resort to commas. Real universities don't have commas. Don't need them. Everyone knows that the University of Cardiff must be in Cardiff. If it was in Glasgow it'd be called the University of Glasgow.

Please indicate how certain you are about this score: confident, very certain, certain, sure, not sure, sorry what was the question?

For goodness sake of course I'm

certain. I wouldn't be doing reviews if I wasn't certain. I've been in Computing 60 years. I invented the subject. Of course I know what should be at conference. What are you doing asking people to review who aren't certain? A reviewer has to be certain. That's like expecting a circle to be round. Of course it's round. If it wasn't round it wouldn't be a circle.

In any case, those certainties are in the wrong order. Certain should come first, not confident. Certain is more certain than confident. And it's a certainty, an absolute. You can't have a certain that's not totally certain. You're either certain or you aren't. You can't be a bit certain.

Comments to the committee

The wine at the last conference dinner wasn't up to scratch. I've told you before. If you're going to serve wine then serve wine. Don't serve some awful slop you've got cheap at a supermarket. A good claret is all that's needed with roast beef. Not that the roast beef was roast beef. And what's this about no Conference dinner? Never did trust a man with pigtails. Get that C (name deleted for anonymity) on your committee. He knows a good wine. Saw him downing it on the cover of an old *Interfaces*. Catch him drinking beer. Bet he doesn't run. Academics aren't meant to run. They're meant to think. Whoever saw a thin, fit academic? Contradiction in terms. They have to be unfit and portly. All that sitting about thinking. It's obvious.

Send me a copy of this, by the way. It's not clear to me how I can keep a copy. Send it to my home. Don't mail it as an attachment as it causes my machine to crash and I don't have time to rebuild a ZX81 every time someone wants to send me a document. And keep it short. I'm paying the phone bills here! And they cost a fortune. I tell you.

Comments to the author(s)

What are you doing next Sunday?



Book reviews

Skip Intro

Duncan McAlester, Michelangelo Capraro
New Riders 2002
pp 325; £34.99 (Amazon price £24.49)
ISBN: 073571178X

As a usability specialist I found the usability advice well balanced with practical tips that those of us on 'the front lines' have picked up through experience. This is a good basic guide to user-centred design using Flash. It discusses the fundamental issues that need to be considered when designing usable systems: know what your users truly require from the system, design the system with these users' requirements in mind, then test the system with target users to ensure that it is easy to learn, easy to use, easy to remember, effective, efficient, fit for purpose and consistent.

This book is geared towards Flash programmers/designers and gently introduces the concept of usability; what it is, why it's necessary and how to begin coding Flash components that are 'user-friendly' and reusable. Easily digestible conclusions reinforce the key points from each chapter and provide a firm foundation to build on.

Skip Intro discusses the usability benefits of employing certain Flash components such as gesture-driven scrolling, dynamic cursors, tabbed windows and hierarchical menus. Using design techniques such as scenarios and personas it then provides usability guidelines on when these components should be used and why. The actual code is also provided in a step-by-step manner, with guidance provided all along the way.

I would recommend this book as a good starting point for Flash programmers/designers who are keen to quickly start building a library of usable components. The book offers sound, basic usability advice, despite the misspelling of Jakob Nielsen as 'Neilsen' and Bruce Tognazzini as 'Brice', which really says it all in terms of the depth of usability to which this book extends. However, dropping these components into a Flash site will not provide a panacea for a poorly conceived site. A sound information architecture and good, appropriate content and features are essential building blocks of a usable website, no matter what technology is used to implement it.

Arlene Kline, Usability Specialist
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Don't Make Me Think

Steve Krug
New Riders, 2000
pp 195; £25.50
ISBN 0-7897-2310-7

Steve Krug says he has 'worked hard to keep this book short'. He has succeeded. At 195 pages it looks short and sounds short and if I add that there are many pages of illustrations and ample use of white space then maybe I begin to convey just how short. Unfortunately, sad obsessive that I am, I'm neither sad nor obsessive enough to count the words, though I was tempted to – so you'll have to make do with my impression. Take it from me, it's short. I took it into a two

hour and 10 minute examination and finished it with time to spare and I was keeping a firm eye on the candidates at the same time.

Krug's book is concise. He has centred it very firmly around a simple but heartfelt message that the content of websites should be kept to a minimum, they should be evaluated with a few users and usability isn't expensive. It's a very generous open-hearted book that leaves you feeling that, while you won't be the next winner of the Website of the Year Award, you can design a reasonable site that will do the job. Added to this, Krug gives you the confidence to try.

It's packed full of useful advice and tips. It has examples of poor design and redesigns but Krug doesn't use the book to poke fun or name and shame. He's too generous for that and cheap laughs don't seem to be something his generosity would allow. He makes an excellent and sympathetic teacher and I can imagine companies going to him for help, knowing that they'll receive it without a lecture and at the level they need and can afford.

Who should read it? It's fine as a very introductory book for students aiming to build websites. Any student who appears in my office wanting to build a site, and hasn't come across me via Human Factors and HCI, will be pointed to this book. It might well prevent some of the over-fussy, over-cluttered builds I see too often. It will be valuable to those in business too who have to design, build and evaluate a site and aren't too sure how to begin. This is a 'can do' book with a 'can do' attitude and I love it for that.

I have a feeling it could date pretty quickly as the ideas become just too obvious because the web is growing up so quickly. However, Krug doesn't strike me as someone who will mind (I'm not so sure about New Riders though). He really does convey a desire to make sites better and has no personal axe to grind and no huge ego to sell.

It may be rather too geared for the American market for some stomachs but it's a nice, friendly book and I was pleased with it. I will be recommending it to non-HCI web-building students. But I suspect for HCI experts it'll be just too superficial and lacking in something to get your teeth into.

I have the usual gripe about references. I realise this is a lonely furrow I plough but, like Macbeth, I fear there's no turning back now so I'll trudge wearily on, alone, shouting 'references please!'. There's also the remarks about things American which were also lost on me. I have no objections to writers using their own culture to explain things but please, guys and gals, explain the explanations to the rest of us.

Put some copies in the library. If you're going on a short journey and don't want to be taxed then take this as well. It is entertaining and fun. I'm left a bit puzzled though as to why the gorgeous looking woman, whom he says is his wife, married the cartoon figure on the inside back cover. I can only assume that Graves is right and lovely, gifted girls marry impossible men. But I knew that.

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Shaping Web Usability

Albert N. Badre

Addison Wesley 2002

pp 276; £30.99

ISBN 0-201-72993-8

Don't be put off by the blurb on the back cover which has more commas than you can shake a stick at. This is actually an interesting and readable book though I'm not sure it's about 'everlasting truth' which is how James Foley has described it. He obviously doesn't read what I read or he'd be more worried about what he means by truth in the first place. But that's another book and another review and it isn't my job to quarrel with blurb writers.

This is a different slant on designing websites with an approach that starts off well by explaining culture and context and then goes on to provide a short history of HCI which amused me no end. It's amazing what a sprinkling of water and slightly different spelling can do to your view of history. He then looks at scenarios. Though, actually, Badre doesn't introduce scenarios as requirements gathering, that's what it turns out to be and this does introduce requirements in a constructive way. He goes on to discuss users and how they view the web. He manages to combine seamlessly the user's psychology with what that must mean in terms of design. This is very nicely done and will serve as a reinforcement to students who are studying human information processing as part of a human factors course. And this is a text aimed at students rather than the business world though I'm certain business would find this interesting and useful. It has more by way of explanation than either of the Nielsen texts or the Krug *Don't Make Me Think*. It's therefore a book I would be more than happy to have my students read.

Badre has a chapter on older adults as well which I enjoyed a great deal. There is some excellent and well-supported material there and those of you who, like me, have had experience of watching and listening to older adults using the web will be pleased to see this area handled so well. There's also a chapter on web genre which is nice to see and another on mobile devices. Badre finishes by placing the web in its cultural context and then giving a chapter over to usability evaluation. There's an extensive bibliography which contains books and papers that students should be able to get hold of fairly readily. It is a very broad book and will make an excellent introductory text for students, and which offers a wealth of design principles and lists, all carefully sourced and referenced and explained in the same no-nonsense and readable style that characterises it.

The covers for web books become more esoteric by the second. I blame Fintan Culwin and his daft if very striking covers for his Java books. This one shows a potter shaping a pot. I can't see the connection at all and it reminded me of something about wallowing in the potsherds, which isn't a connection I think the author wanted me to make but I have an overly esoteric mentality and a vivid imagination.

Order several copies for the library and buy one yourself. It's not a taxing read. You can get nicely wound up over the history if you aren't American but it's a carefully researched and carefully referenced book. Above and beyond all that it talks to the reader in a lively and entertaining way and

explains things in terms that can be easily understood without being condescending. Apart from the history of HCI, which is US-centric, the rest of the book is remarkably eclectic.

It's certainly easily worth the rather odd £30-99 Addison Wesley want for it and it's the kind of book I wish my students would read because it does show them how to reference and explain sources. Best of all, the design principles are always explained and illustrated which is a nice change from Nielsen's somewhat 'do as I say' attitude. I liked seeing the user's psychology used and explained instead of being told I should design like this with no real reasons given.

I've been asked to mention that <http://www.it-minds.com/> contains descriptions of many other IT books with a review of this one in case you don't trust me and mine or want to see a less idiosyncratic view of the world.

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Handheld Usability

Scott Weiss

Wiley, 2002

ISBN 0 470 84446 9

pp 271

£ 29.95

I have a theory that dogs ensure authors write good books and Midge has certainly done that job for Scott Weiss in his *Handheld Usability*. This is a book that unashamedly attempts to plug a gap in the market and, while the author acknowledges that there are plenty of books about web design or designing for the desktop, so far designing handheld devices is virgin territory. Weiss says that he assumes nothing and explains everything, so this is a book that doesn't require you to be an HCI expert before you can embark on designing usability for handhelds. Weiss attempts here to express the position just now. He says he has captured a 'moment in time' and he realises that technology is moving so quickly he can do no more than to deal with the present and hope the future looks after itself. It probably will.

It's a nice little book. The cover is smart, black background with orange line drawings of handhelds. The orange is used for the titles and headings throughout the book giving it a co-ordinated, clean, professional look. White space is used well and the illustrations and diagrams are excellent. The text echoes the professional feel. It is a no-nonsense, factual and succinct account of handhelds and their own peculiar need for usability. Weiss explains everything. Nothing is below or above him. You want a definition of surf – he has it. You aren't too sure what 'phones', 'flips' and 'communicators' are – he tells you. I doubt anyone could emerge from this book with a question they needed to ask about handhelds. And all of it is done matter-of-factly. He doesn't talk down to the audience. It is a peculiarly factual approach and it works well. There's a sense of an enthusiastic, practical author who wants to persuade designers to provide us all with handhelds we will want to use. And yes, he is critical. I loved his comment that 'Writing on the tiny screen [of a handheld] is



far less satisfying than writing on paper...'. Here is someone I trust.

The book examines the differences between handhelds and desktops, and catalogues and explains the various types of handheld devices and their uses. There are chapters on the design process and design practice as both apply to handhelds. Weiss tackles the thorny problem of prototyping and finishes up with a very succinct and useful chapter about what I would call usability evaluation but what he calls usability testing (but I'm soon going to give up on this argument because I think it's lost!). There are some nice appendices – I particularly liked the history chapter and, yes, it dates back further than, I bet, most of you will imagine.

There's an extensive glossary and a bibliography, although the book is not heavily referenced, which reinforces the idea that this is a practical book designed for doers rather than thinkers.

My students are currently obsessed with handhelds. I think Weiss's book will answer all their questions and get them to think about how and what they might design. This is a nice addition to the usability field. Academics should make sure there's one in the library and I suspect that practitioners will enjoy this timely, no frills book.

Incidentally, it really is just hot off the press. My signed copy arrived special delivery via Wiley's wonderful Karen Mosman and the launch party at the BM which, sadly, I was unable to attend. Thank you, Scott... that looks like a signature that will sit well on what deserves to be a popular book.

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Existing benefits (see also inside back cover)

- 30% off copies of the conference proceedings through Springer Verlag
- £50 for a volume of Interacting with Computers
- 30% off the Handbook of Human-Computer Interaction (2nd Ed.) (Eds.) Martin G. Helander, Thomas Landauer and Prasad V. Prabhu, and numerous other HCI books (contact Anna Ypma <a.ypma@elsevier.nl> for details)

Design for the Whole Person

Human Factors HF2002 Conference

A joint conference of the Ergonomics Society of Australia (ESA) and the Computer Human Interaction Special Interest Group (CHISIG's OZCHI Conference)

Melbourne, Australia, 25th–27th November 2002

The planning process for the Ergonomics Society of Australia (ESA) and the Computer Human Interaction Special Interest Group (CHISIG) Conference is now well underway. WorkSafe Victoria has confirmed their involvement in the Conference as the Principal Sponsor. The Conference has also attracted a number of other key industry sponsors and exhibitors.

The Conference, which will be held in Melbourne from 25th–27th November 2002, has three high profile keynote speakers confirmed:

Professor Chris Johnson, currently Professor of Computing Science at Glasgow University and head of a multi-disciplinary research team that focuses on the failure in the operation, systems engineering, management and regulation of complex applications.

Dr Michael Patkin, well published on so-called Repetition Strain Injury and currently studying expertise in surgery, using task analysis to identify heuristics and develop new heuristics for the coming era of hybrid robotic surgery.

Professor Bill Green, a design specialist who runs his own design business, was involved in setting up the Industrial Design course at the University of Canberra, and has lectured and published extensively on Ergonomics and Design).

Sessions and activities parallel to the formal conference program, will focus on OH&S issues of importance to Victorian industry and WorkSafe Victoria. These include Hazardous Facilities, Plant Safety and Manual Handling legislation administered by WorkSafe Victoria.

Anyone wishing to attend the conference or exhibit should see the website at www.iceaustralia.com/HF2002 or contact the Conference Organisers:

International Conferences & Events (ICE) Aust. P/L
178 Princes Highway, Sylvania, Sydney NSW 2224

Telephone: +61 (2) 9544 9134

Facsimile: +61 (2) 9522 4447

Email: HF2002@iceaustralia.com

Media Contact: Sara Hill (02) 9544 9134

Calls for Papers

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April 6-8 2003, Irvine, California

abstracts Sept 15, 2002; *completed papers* Dec 31, 2002

<http://www.crito.uci.edu/noah/HOIT2003/>

The Seventh International Conference

on Intelligent User Interfaces – IUI 2003

January 12-15, 2003, Miami Beach, Florida, USA

titles and abstracts Sept 30, 2002; *final submissions* Oct 4, 2002

<http://www.iuiconf.org>

April 5-10, 2003
Fort Lauderdale, Florida USA

CALL FOR PARTICIPATION

You are invited to participate in the leading international forum for the exchange of human-computer interaction by submitting a paper, demonstration, design and usability report or proposing a panel or workshop. Your organisation can also recruit at, exhibit at and sponsor CHI.

For more information see our web site at:
www.chi2003.org

Students can volunteer to help on-site at CHI 2003. CHIkids offers opportunities for working with children. The Interactionary lets design and usability professionals compete against other design teams.

CHI 2003 will focus on communicating via interactive digital media. Three special areas support this theme: mass communication and interaction e-learning, and emotion. Submissions on the conference theme and the special areas are particularly welcome.

The anchor's up, but we don't quite know where we're bound. Come aboard CHI 2003 and help us steer a course. Bring distant shores into view. Chart new routes to new destinations. Each new route will bring fresh opportunities to explore new horizons. Participate in CHI 2003, the premier international forum for the exchange of human-computer interaction.



SIGCHI

CHI 2003 is an annual conference sponsored by ACM's Special Interest Group on Computer-Human Interaction (ACM SIGCHI).



Submission Deadlines:

September 16, 2002 Paper Abstracts (mandatory)

September 23, 2002 Paper Submissions, Demonstrations, Design and Usability in Practice, Development Consortium, Panels, Workshops, CHIkids

December 6, 2002 Interactionary

January 3, 2003 Short talks, Interactive Posters, Student Posters, Doctoral Consortium, Special Interest Group

CHI 2003 also invites organisations to recruit at, exhibit at and sponsor CHI.

For More Information:

email: chi2003-office@acm.org

web: www.chi2003.org



Profile

Stefano Levialdi



Stefano Levialdi, born in Rome in 1936, graduated as a Telecommunications Engineer, in Buenos Aires, Argentina, 1959. Until 1984, he worked on parallel processing of digital images, then changed to Visual Languages and Interfaces with applications to distance learning. In 1981 he was awarded the Chair of Computer Science (Bari University) and in 1983 moved to the University of Rome, 'La Sapienza', where in 1989 he started the Computer Science Curriculum. He now teaches Human-Computer Interaction.

In 1990, Stefano founded the Journal of Visual Languages and Computing (Academic Press), of which he is now Co-Editor, as well as Associate Editor of five international journals. He has edited or co-edited more than 20 books on image processing. He speaks fluent English, Spanish, Italian and French.

Stefano is widely published – over 210 papers in international journals, written with over 140 different co-authors. He has been the Program Chair of the ACM series on Advanced Visual Interfaces 1992, up to AVI 2002 (Trento, Italy). He is a Fellow of the International Association for Pattern Recognition (1994), became an IEEE Fellow in 1988 and an IEEE Life Fellow in 2002; he is presently the Director of the Pictorial Computing Laboratory.

What is your idea of happiness?

Being affectively balanced

What is your greatest fear?

To suffer pain

With which historical figure do you most identify?

In science, with Feynman

Which living person do you most admire?

Nelson Mandela

What is the trait you most deplore in yourself?

To be shy in the wrong circumstances

What is the trait you most deplore in others?

To show off

What vehicles do you own?

A motorcycle and a car

What is your greatest extravagance?

To dance

What makes you feel most depressed?

To be sick

What objects do you always carry with you?

Glasses, watch, keys, wallet

What do you most dislike about your appearance?

My nose

What is your most unappealing habit?

To feel sleepy in the evenings

What is your favourite smell?

Lemon

What is your favourite word?

High level quality

What is your favourite building?

Eiffel Tower

What is your favourite journey?

To Paris

What or who is the greatest love of your life?

My first girlfriend

Which living person do you most despise?

Le Pen

On what occasions do you lie?

To avoid someone suffering

Which words or phrases do you over-use?

Words like: fine, OK, grand

What is your greatest regret?

Not to have chosen another career...

When and where were you happiest?

When I was at the University as a student

How do you relax?

By doing sport, sailing...

What single thing would improve the quality of your life?

To have 48-hour days

Which talent would you most like to have?

A musical talent

What would your motto be?

To dare

What keeps you awake at night?

Worries about my family, about their health, etc.

How would you like to die?

With a heart stroke

How would you like to be remembered?

As a nice guy

I always think of Stefano as being one of the grandfathers of HCI in Italy. So many of the current leaders of HCI research and teaching cut their academic teeth working with Stefano and in the Pictorial Computing Laboratory.

The AVI conference series, one of Stefano's 'children', must be one of the best venues in HCI – not only high quality papers, but offering a social programme as only the Italians can!

Alan Dix

Profile commissioning editor

alan@hcibook.com

British HCI Group – Application Form 2002

Please print or type

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.....
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Data Protection Act

The data on this form will be treated as confidential to the BCS. Names and address may be used, under our strict control, for mailings judged by the British HCI Group Executive to be of value to the membership.

Membership Directory

Do you wish your contact details and professional interests to be listed in the Membership Directory sent to all members of the group? (We will NOT use your home address, unless that is all you have given us.) Yes ☐ No ☐

Getting Involved...

We are always looking for people interested in contributing to HCI group activities by, writing for Interfaces magazine, helping run the annual conference or joining the executive. If you are able to contribute in this way or if you have ideas for 1-day meetings or new activities please contact the membership secretary, Peter Wild (peter.wild@acm.org; Fax. +44(0) 1895 251686).

Membership Fee

Membership classes and fees for 2002 are:

BCS Member £25 ☐ Non BCS Member £30 ☐ Student £10 ☐ £

Corporate £195 ☐ Corporate membership entitles the organisation to 8 copies of Interfaces and other mailings; membership rate for any 4 individuals at British HCI Group events, as well as, a free one-page entry in the membership handbook.

Journal Subscription to 'Interacting with Computers'

The HCI Group manages a journal, *Interacting with Computers*, published quarterly by Elsevier Science. Members may subscribe to this journal at a reduced rate.

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