INTERACT 2003

NINTH IFIP TC13 INTERNATIONAL CONFERENCE
ON HUMAN-COMPUTER INTERACTION

Bringing the bits togETHer

Zurich, Switzerland September 1-5, 2003
Swiss Federal Institute of Technology (ETH)

Final Program

www.interact2003.org

IFIP International Federation for Information Processing

Swiss Informaticians Society

design: raphael zwyer zürich

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IFIP TC13 Chair's Welcome

John Karat
IFIP TC13 Chair

Welcome to the ninth IFIP TC13 INTERACT conference in its biennial series since INTERACT began in 1984. IFIP TC13 is particularly pleased to greet you in the fascinating city of Zurich, where the INTERACT conference is being staged for the first time in Switzerland, at the famous Swiss Federal Institute of Technology (ETH).

It is very satisfying to see that so many people from so many countries have expressed their interest to come to Zurich and meet with international colleagues in the field of HCI, presenting and participating in a variety of activities, including papers, posters, video and interactive sessions, providing us with a glimpse of their HCI research laboratories, and sharing their experiences when implementing HCI in professional practice. But more than all of this, we hope that this internationally renowned conference will enable you to identify with others in the field with similar interests to yourself and will allow you time to discuss issues informally with them.

Nearly three years have passed since Zurich was chosen as the location for INTERACT 2003. Many people in the local committees have been working in the intervening years to create a conference that is in the spirit of previous INTERACTs but with a Swiss flavour.

Many thanks must go to the Swiss Federation of Information Processing Societies (SVI/FSI), the Swiss IFIP member society, who is hosting this IFIP TC13 conference, and especially to the Swiss Informaticians Society (SI), who are the main conference organisers. The INTERACT programme you see before you is the result of the substantial planning work done by the various INTERACT 2003 committees. Grateful acknowledgement is paid to the many people throughout the world who have assisted the organising and programme committees in reviewing and selecting a technical programme of a truly international standard. This conference would not have been possible without the dedication, time and effort contributed so willingly by so many volunteers. They are identified elsewhere in this programme, and in the published Proceedings, the permanent record of the event.

HCI is an increasingly broad discipline drawing for its strength and substance on a diverse range of disciplines while strengthening its own theoretical framework from its roots that began more than thirty years ago. With the continuing explosion in the range and choice of technology products and services, HCI must be continually redefined to accommodate the findings of research in its own field and those of contributing disciplines. I trust that this INTERACT conference will go some way towards this by introducing fresh ideas and current research and practice that may influence your own work and understanding of HCI.

Welcome to INTERACT 2003. I hope that you enjoy the conference immensely, as well as your stay in Switzerland. I look forward to meeting you in the first week of September 2003.

Welcome to INTERACT 2003, the first INTERACT conference of IFIP TC13 that is held in Switzerland.

Human-computer interaction (HCI) arose as a field from different roots in computer graphics, operating systems, human factors, ergonomics, industrial engineering, cognitive psychology, and the systems part of computer science. HCI was born from the use of displays and pen devices very early in the history of computers (Sutherland, 1962). This led to the development of several human-computer interaction techniques. Work in computer science has continued to develop algorithms and hardware that allows the display and manipulation of ever more realistic-looking objects. Computer graphics, virtual and augmented reality has a natural interest in HCI as "interactive graphics".

In the past, the developments were attempts to pursue "man-machine sym-biosis" (Licklider, 1960), the "augmentation of human intellect" (Engelbart, 1963), the "Dynabook" (Kay and Goldberg, 1977), and "ubiquitous computing" (Weiser, 1991). Out of this line of development came a number of important building blocks for human-computer interaction. Some of these building blocks in-clude the mouse, bitmapped displays, personal computers, windows, the desktop metaphor, and point-and-click editors. Work on operating systems, meanwhile, developed techniques for interfacing input/output devices, for tuning system response time to human interaction times, for multiprocessing, and for supporting windowing environments and animation. This strand of development gave rise to "user interface management systems" and "user interface toolkits".

Many problems faced by working on human factors had strong sensorymotor features. The problem of the human operation of computers was a natural extension of classical human factors concerns, except that the new problems had substantial cognitive, communication, and interaction aspects not previously developed in human factors, forcing a growth of human factors in these directions. Ergonomics is similar to human factors, but it arose from studies of work. As with human factors, the concerns of ergonomics tended to be at the sensory-motor level, but with an additional physiological flavor and an emphasis on stress. Human interaction with computers was also a natural topic for ergonomics, but again, a cognitive extension to the field was necessary resulting in the current "cognitive ergonomics" and "cognitive engineering." Because of their roots, ergonomic studies of computers emphasize the relationship to the work setting and the effects of stress factors, such as the routine of work, sitting posture, or the vision design of displays. Industrial engineering arose out of attempts to raise industrial productivity starting in the early years of this century. The early emphasis in industrial engineering was in the design of efficient manual methods for work, the design of specialized tools to increase productivity and reduce fatigue, and, to a lesser extent, the design of the social environment.

Helmut Krueger
Conference Co-Chair

Conference Co-Chair's Welcome

Matthias Rauterberg
Conference Co-Chair

Interaction with computers is a natural topic for the scope of industrial engineering in the context of how the use of computers fit into the larger design of work methods. Finally, the growth of discretionary computing and the mass personal computer and workstation computer markets have meant that sales of computers are more directly tied to the quality of their interfaces than in the past. The result has been the gradual evolution of a standardized interface architecture from hardware support of mice to shared window systems to application layers. Along with these changes, researchers and designers have begun to develop specification techniques for user interfaces and testing techniques for the practical production of interfaces.

HCI has been changing its focus and the emphasis of interests depending on the technological and social contexts. It is now time to consider HCI not just from the technical point of view, but also from the ergonomic, design and art point of view. One of the most prominent perspectives is the user-centered design (UCD) view. This conference is a very good opportunity for people from different background and expertise to discuss about the state of the art and the future of HCI.

We hope this conference will open a new door to the future of the human being and societies all around the world.

Monday

September 1, 2003

09:00-13:00

10:30-11:00 coffee

Room: HIL-E6

T1: **Methods and Tools for Design of Multi-Platform Applications and Remote Usability Evaluation.**

› **Fabio Paterno** (ISTI-CNR)

The main learning objective of this half-day tutorial is to disseminate results in research on methods and tools for multi-platform user interface design and remote evaluation. To this end, we plan to show how automatic tools, models and related methods can support the design and development of interactive applications that can be accessed through various platforms (PDAs, Mobile phones, Desktop systems, etc.) and their remote evaluation (when users and evaluators are separated in time and/or space). One key aspect of the tutorial will be to enable attendees to directly practice the use of the above mentioned methods and tools through some interactive exercises in order to provide hands-on experience with the state of the art.

09:00-17:30

10:30-11:00 coffee

12:30-14:00 lunch

15:30-16:00 tea

Room: HCI-D4

T2: **Ontological Sketch Modelling (OSM): Concept-based Usability Analysis.**

› **Ann Blandford, Iain Connell** (University College London)

This full-day introductory tutorial will lead attendees through the essential concepts and procedures necessary to perform an OSM analysis, using familiar and readily available examples. Exercises will take the form of individual and small-group working. The exercises will be primarily paper-based; we will also introduce a dedicated tool for representing OSM descriptions in XML. At the end of the tutorial participants will have learned what OSM is and how to apply it to the analysis and design of real-world systems.

Tutorials

09:00-17:30

10:30-11:00 coffee
12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-D2

T3: **Advanced Usability Testing Methodology.**

› **Rolf Molich** (DialogDesign, Denmark)

This full-day tutorial allows attendees to compare their own approach to usability testing with those used by 11 professional labs during controlled usability tests in realistic, industrial settings. The tutorial gives a rare insight in the practical doings of usability professionals. Specifically, attendees will gather insight from practical examples of usability work done by other professional labs – both good and bad, improve their abilities in usability test planning, scenario design and usability reporting, improve their abilities in identifying usability problems and learn about novel usability problem communication techniques that are vastly superior to traditional techniques such as paper reports and video tapes.

09:00-17:30

10:30-11:00 coffee
12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-D6

T4: **Collaboration Technology in Teams, Organizations, and Communities.**

› **Jonathan Grudin** (Microsoft Research)

› **Steven Poltrock** (Boeing Company, USA)

This full-day tutorial provides a framework for attendees who have some experience as designers, developers, evaluators, marketers, buyers, and users of these technologies. It relies primarily on lectures and videos to survey the topic, and includes exercises to allow participants to share experiences. We identify key challenges and factors responsible for successes and failures. We survey the current state of research and application, and identify specific trends and general issues that are central to design and use.

Monday

September 1, 2003

09:00-17:30

10:30-11:00 coffee
12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-F2

W1: **Methods for applying Activity Theory to HCI Design.**

> **Daisy Mwanza**
(The Open University, Denmark)
> **Olav Bertelsen**
(University of Aarhus, Denmark)

This one-day workshop is targeted towards researchers and practitioners from both industry and academia who are interested in methodological aspects of using Activity Theory (AT) in systems design. In order to fully benefit from the workshop, participants will require basic knowledge about AT and methods for HCI design.

>Contact:Daisy Mwanza
d.mwanza@open.ac.uk

09:00-17:30

10:30-11:00 coffee
12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-F8

W2: **Putting Theory into Practice: How to Apply Cross-cultural Differences to User Interface Design?**

> **Christian Sturm** (University of Freiburg)
> **Christopher Mueller** (ergonomie & technologie GmbH, Switzerland)

This one-day workshop aims to reach the following goals: (1) Bringing together practitioners and researchers in order to discuss the reciprocal potential in working together in this issue; (2) List cultural differences and classify them according to their practical importance in UI design as well as in their impact on the usability and develop-ing costs of products; (3) Identify ways to apply cultural differences to interface and product components.

>Contact: Christian Sturm
mail@christian-sturm.com

Workshops

09:00-17:30

10:30-11:00 coffee
12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-J8

W3: **IFIP WG 13.1 on Education in HCI and HCI Curriculum: Teaching HCI - Looking at Other Disciplines.**

Konrad Baumann (FH Joanneum Technical College Graz, Austria)

› **Paula Kotzé** (University of South Africa)

› **Lars Oestreicher** (Uppsala University, Sweden)

› **Matthias Rauterberg** (Technical University Eindhoven, Netherlands)

This one-day workshop is to discuss if synergies can be found beween different disciplines and how these can be utilized in HCI and UCD education. Some of the anticipated topics for discussion include: (1) What general teaching methods are used in the various disciplines? (2) Is a practical or a theoretical approach preferred? (3) What links exist between the various disciplines? (4) What role does creativity play in discipline?

>Contact: Konrad Baumann
konrad.baumann@fh-joanneum.at

09:00-17:30

10:30-11:00 coffee
12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-H8

W4: **The Business Case of HCI.**

>**Patrick Steiger** (User Experience Management)

› **Gitte Lindgaard** (Carleton University, Canada)

› **Daniel Felix** (ergonomie & technologie GmbH, Switzerland)

This one-day workshop intends to pro duce effective material that helps HCI practitioners to convince their employer/clients that HCI is a must for every technology company and that usability engineers are a necessary part of every product development team. In this workshop we want to come up with a business case and associated messages that persuades the product planner, the CEO, and the head of development of a company that HCI is essential to their business. The workshop is aimed at HCI practitioners, although academics with relevant experience are welcome as well.

>Contact: Patrick Steiger
steiger@userexperience.ch

Monday

September 1, 2003

09:00-17:30

10:30-11:00 coffee
12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-D8

W5: **IFIP WG 13.2 on Methodologies for User-Centered Systems Design: 2nd Workshop on Software and Usability Cross-Pollination - The Role of Usability Patterns.**

- **Jan Borchers** (ETH Zürich, Switzerland)
- **Daniel Engelberg** (Canada)
- **Peter Forbrig** (University of Rostock)
- **Jan Gulliksen** (Uppsala, Sweden)
- **Martijn van Welie** (Satama Amsterdam)

This two-day workshop is targeted to software engineers, user interface designers and usability experts who must learn from each other to facilitate and encourage their convergence and integration especially in the field of patterns. The workshop aims to be a forum for sharing ideas about potential and innovative ways to cross-pollinate the expertise among the different communities and to show examples, which can stimulate the industrial software development. The goal of the workshop is to outline a collection of task-analysis patterns, interaction patterns and process patterns for the whole software life cycle.

> Contact: Jan Borchers
borchers@stanford.edu

> > > continuity workshop
see page 16

09:00-17:30

10:30-11:00 coffee
12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-J6

W9: **Closing the Gaps: Software Engineering and HCI.**

- **Jean Vanderdonckt** (Université Catholique de Louvain, Belgium)
- **Morten Borup Harning** (Open Business Innovation Inc., Denmark)

This one-day workshop will discuss how to improve software engineering and HCI education and practice by raising awareness of HCI concerns among SE researchers, educators, and practitioners, and vice-versa. It can also show the places where an attention to concerns from one field can inform the other field's processes and show how methods and tools can be augmented to address both SE and HCI concerns.

> Contact: Morten Borup Harning
harning@sigchi.dk

> > > continuity workshop
see page 17

Doctoral Consortium

09:00-18:00

10:30-11:00 coffee
12:30-14:00 lunch
15:30-16:00 coffee

Room: HCI-J4

Co-chairs:

› **Apperley, M; Sutcliffe, A**

Presentations:

Understanding Awareness Information.
› **Miller, T**

Improving Usability of E-Commerce sites by Tracking Eye Movements.
› **Tzanidou, E**

Interaction Design Patterns in the Context of Interactive TV.
› **Kunert, T**

User Centred Design Process Model, Integration of Usability Engineering and Software Engineering.
› **Granollers, T**

Interaction with Context-Aware Mobile Hand-Held Devices.
› **Hakkila, J**

Ad Hoc Coach System: Supporting Taskoriented Teaching and Learning under Time Pressure.
› **Farmer, J**

Context-Aware Mobile Computing: Designing Context Measures for Present use of Mobile Communication Devices.
› **Barkhuus, L**

The Interactive Stardinates.
› **Lanzenberger, M**

Thuesday

September 2, 2003

09:00-13:00

10:30-11:00 coffee
12:30-14:00 lunch

Room: HCI-D4

T5: **Evaluating Interactive Products for and with Children.**

- **Stuart MacFarlane, Janet Read** (University of Central Lancashire, UK)
- **Johanna Höysniemi** (University of Tampere)
- **Panos Markopoulos** (Technical University of Eindhoven, Netherlands)

This half-day tutorial offers participants an introduction to evaluation methods and techniques that can be used to assess usability and fun, where the users are children. It also provides opportunities for hands-on experience of some of the methods with children. These methods include observational and survey methods that involve representative users, and methods such as walkthrough that do not involve users directly but assume a knowledge and understanding of their actions. Most of these methods need special approaches, when the intended users are children. With children, traditional usability remains important, but evaluating fun is likely to also be a major challenge.

09:00-18:00

10:30-11:00 coffee
12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-D6

T6: **Multimedia Design for the Web.**

- **Alistair Sutcliffe, Leon Watts** (Centre for HCI Design, UMIST, UK)

This full-day tutorial will give participants knowledge of and practice in a multimedia design method for web and traditional UIs which is based on extensive research published in several CHI conference proceedings and practical experience in industrial multimedia design. The tutorial is intended to provide deeper insight into the design process rather than pragmatic skill in multimedia development. Usability engineering is the main focus, although aesthetic aspects of media from the visual design community will be reviewed. The content has been developed from a course given to Philips UK, and incorporates elements from the multimedia user interface design standard ISO 14915, Part 3. This tutorial presents a method that provides a comprehensive and thoroughly researched approach to multimedia design, based on psychological models of the user.

Tutorials

09:00-17:30

10:30-11:00 coffee
12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-F8

T7: **Usability Design: Integrating User Centered System Design in the Software Development Process.**

› **Jan Gulliksen**
(Uppsala University, Sweden),
› **Bengt Göransson**
(Enea Redina AB, Sweden)

This full-day tutorial will provide an overview of the definitions of usability and user centered systems design. It will introduce 12 key principles for user centered systems design usable for implementation and assessment of a user centered development process. The tutorial will then walk through and discuss a fully user centered development process in relation to a commercial development process, such as the Rational Unified Process (RUP). No previous experience in RUP is required. This tutorial is intended for practitioners as well as for software developers, HCI specialists, user representatives or project managers who want to develop and deploy an user-centered systems design process in their development organization.

09:00-17:30

10:30-11:00 coffee
12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-F2

T8: **Working With and Analyzing Qualitative Data.**

› **David Siegel, Susan Dray**
(Dray & Associates Inc., USA)

This full-day tutorial will focus on teaching practical strategies to apply during data collection and analysis. Although inspired by the challenges of qualitative data from contextual field studies, the skills taught are equally applicable to other types of qualitative data, such as that from exploratory usability testing, interviews, etc. This intermediate to advanced tutorial is for people who want to increase their skill in applying qualitative data, such as that from field studies, in the real world of design. It is intended for people with some experience in usability, software development and design, fieldwork and observation of users, or other user experience research. It would also be useful for people planning new projects in these areas.

Thuesday

September 2, 2003

09:00-17:30

10:30-11:00 coffee
12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-D8

W5: **IFIP WG 13.2 on Methodologies for User-Centered Systems Design: 2nd Workshop on Software and Usability Cross-Pollination - The Role of Usability Patterns.**

- **Jan Borchers** (ETH Zürich, Switzerland)
- **Daniel Engelberg** (Canada)
- **Peter Forbrig** (University of Rostock)
- **Jan Gulliksen** (Uppsala, Sweden)
- **Martijn van Welie** (Satama Amsterdam)

>>> continuity workshop
content see page 12

09:00-17:30

10:30-11:00 coffee
12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-D2

W6: **Exploring the Total Customer Experience (TCE): Usability Evaluations of (B2C) E-Commerce Environments.**

- **Shailey Minocha, Liisa Dawson** (The Open University, UK)

This one-day workshop will explore the different methodologies that would support the evaluation of the TCE of E-Commerce environments. Researchers and practitioners are welcome who have been involved in the usability evaluations of E-Commerce environments. We aim to assess the current state of theory, methods and research in the usability evaluations of E-Commerce environments. Furthermore we aim to examine how traditional techniques such as heuristic evaluations, guideline inspections and user-observations can be adapted to capture and rectify situations where customers' experiences with an E-Commerce environment fall below their expectations.

- Contact: Shailey Minocha
  s.minocha@open.ac.uk

18:00-21:00

Room: Dozentenfoyer
ETH Zentrum Zürich

Welcome Reception

Workshops

09:00-17:30
10:30-11:00 coffee
12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-H8

W7: **Experiences with Usability Laboratories.**

› **Franz Kurfess, Erika Rogers** (California Polytechnic State University, USA)

This one-day workshop is targeted at people who are interested in exchanging experiences with other users of usability labs, or in establishing their own usability labs. We will bring together experienced users interested in improving their methods, processes and techniques, and novice users, whose main interest may be in finding out what problems others had to deal with. The target audience will come from companies and other organizations with in-house usability labs, organizations that provide usability evaluation services, research institutions conducting usability research, and educational institutions training novices in usability techniques.

› Contact: Franz Kurfess
fkurfess@csc.calpoly.edu

09:00-17:30
10:30-11:00 coffee
12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-J8

W8: **IFIP WG 13.1 and WG 13.3 on HCI and Disability: Including Accessibility and Inclusive Design in the Curriculum for HCI.**

› **Monique Noirhomme-Fraiture** (Facultés Univ. N.D. de la Paix, Belgium)
› **Colette Nicolle** (Loughborough University)
› **Paula Kotzé** (University of South Africa)
› **Julio Abascal** (University of the Basque Country, Spain)

The aim of this one-day workshop is to promote the importance of training in the design community in the principles of accessibility and inclusive design, which will include the needs of as many users as possible. This workshop is intended for anyone who is concerned about the design of interfaces that will be accessible and usable by older people and people with disabilities. This will include representatives from both industry (e.g., software and hardware designers) and academia (e.g., lecturers in HCI).

› Contact: Colette Nicolle
c.a.nicolle@lboro.ac.uk

09:00-17:30
10:30-11:00 coffee
12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-J6

W9: **Closing the Gaps: Software Engineering and HCI.**

› **Jean Vanderdonckt** (Université Catholique de Louvain, Belgium)
› **Morten Borup Harning** (Open Business Innovation Inc., Denmark)

› › › continuity workshop
content see page 12

Wednesday

September 3, 2003

09:00-09:30

10:30-11:00 coffee

Opening Ceremony

Room: Auditorium HPH-G1

- **John Karat**
- **Helmut Krueger & Matthias Rauterberg,**
- **Gerhard Schmitt**

BRIAN SHACKEL AWARD Cermony

Gerhard Schmitt is Vice President of ETH Zurich, the Swiss Federal Institute of Technology, and Professor of Computer Aided Architectural Design at the same institution.

As Vice President for Planning and Logistics, he is responsible for academic and strategic planning, finances, personnel and infrastructure. He is responsible for providing the infrastructure for ETH's 7'700 employees and 12'000 students on two major campuses. In 2000, he initiated the development of a third, virtual campus, named ETH World, with the bid for an international master plan competition.

As Professor, Gerhard Schmitt established the CAAD curriculum, research program and infrastructure at ETH since 1988. He now concentrates on the definition and design of information architecture. In his previous teaching at ETH, his courses in design computing and programming placed emphasis on new design methods and media. His research focused on the development of intelligent design support systems, using artificial intelligence methods. He was instrumental in the definition of the Blue C research project at ETH, a next generation Virtual Reality Environment.

Opening Ceremony

He taught Computer-Aided Architectural Design and conducted CAAD research at Carnegie Mellon University since 1984 as assistant professor and since 1987 as Associate Professor. He was Visiting Professor at the GSD at Harvard University in 1993 and 1994, at the Katholieke Universiteit Leuven, Belgium, at DTU, the Technical University of Denmark in Lyngby and at the Technical University of Delft.

He served as Dean of the Faculty and Department of Architecture at ETH 1994-1996, as president of ETH's Informatics Commission 1989-1997, and as president of the Swiss Computer Graphics association 1996-1998 as well. He is president of the foundation board of the Stu-dienzentrum Pfäffikon, a distance learning university institute.

Wednesday

September 3, 2003

09:00-09:30

10:30-11:00 coffee

Opening Ceremony

Room: Auditorium HPH-G1

- **John Karat**
- **Helmut Krueger & Matthias Rauterberg,**
- **Gerhard Schmitt**

BRIAN SHACKEL AWARD Cermony

The BRIAN SHACKEL AWARD is associated with each INTERACT Conference and is to recognize the most outstanding contribution in the form of a refereed paper submitted to and delivered at the Conference. The purpose is to draw attention to the need for a comprehensive human-centered approach in the design and use of information technology in which the human and social implications have been taken into account. The BRIAN SHACKEL AWARD consists of a commemorative plaque and a certificate.

The award will be made by IFIP TC.13. The general criterion is that of an outstanding contribution with international impact in the field of human interaction with, and human use of, computers and information technology. Any paper submitted to the INTERACT Conference can be a candidate, except any written by members of the Award Committee. This Committee (three persons + a chairperson) will be chosen by and out of the members of TC.13.

This award marks the contribution of Professor Brian Shackel to the establishment of Human-Computer Interaction as an international discipline. Professor Shackel, Emeritus Professor at Loughborough University and Founding Director of the HUSAT Research Institute, organized the first INTERACT Conference in London in 1984 and played a leading role in establishing the conference as a regular feature of the international calendar. In 1989 the IFIP Technical Committee No. 13 on 'Human-Computer Interaction' was established from his initiative to encourage international co-operation and foster the development of work on HCI around the world. He was the Chairman of TC.13 from 1989 to 1995. As a result of his tireless commitment many researchers around the globe now have opportunities to study human-computer interaction. Through this award the encouragement he offered to researchers in the field will be continued.

Opening Ceremony, Keynote-1

9:30-10:30

10:30-11:00 coffee

Keynote-1

Room: Auditorium HPH-G1

Mobile Multimodal Dialogue Systems

› **Wolfgang Wahlster**

Mobile multimodal dialogue systems allow the user and the system to adapt their choice of input and output modality according to various technical and cognitive resource limitations and the task at hand. We present the multimodal dialogue system SmartKom, that can be used as mobile travel companion for car drivers and pedestrians. SmartKom combines speech, gestures, and facial expressions for input and output. It provides an anthropomorphic and affective interface through its personification of an interface agent. SmartKom features the situated understanding of possibly incomplete or ambiguous input and the generation of coordinated and adaptive multimodal output. The mutual disambiguation of modalities and the resolution of multimodal anaphora are based on a three-tiered discourse model, that consists of a domain, a discourse and a modality layer. We show that a multimodal dialogue system must not only understand and represent the user's input in a modality-free way, but also its own multimodal output. We argue that intelligent multimodal interfaces are key to the consumers' acceptance of new location-based web services for 3G UMTS smartphones and pre-sent some industrial spin-off products of the SmartKom consortium.

10:30-11:00 coffee

Prof. Wolfgang Wahlster is the Director and CEO of the German Research Center for Artificial Intelligence (DFKI GmbH) and a Professor of Computer Science at Saarland University, Saarbrücken (Germany).

He received his diploma and doctoral degree (1981) in Computer Science from the University of Hamburg. He has published more than 150 technical papers and 7 books on language technology and intelligent user interfaces. His current research includes multimodal and perceptive user interfaces, user modeling, embodied conversational agents, smart navigation systems, semantic web services, and resource-adaptive cognitive technologies. He is a AAAI Fellow, a ECCAI Fellow, and a recipient of the Fritz Winter Award (1991), and an IST Prize (1995) for his research on cooperative user interfaces In 2001, the President of the Federal Republic of Germany, Dr. Johannes Rau, presented the German Future Prize to Dr. Wahlster for his work on language technology and intelligent user interfaces. Dr. Wahlster was the first computer scientist to receive Germany's highest scientific prize that is awarded each year for outstanding innovations in technology, engineering, or the natural sciences.

Wednesday

September 3, 2003

11:00-12:30

10:30-11:00 coffee
12:30-14:00 lunch

Room: HPH-G1

L1-M-1: **Very Large Displays**

> Chair: **Janet Wesson** (South Africa)

Toward Characterizing the Productivity Benefits of Very Large Displays.

> **Mary Czerwinski, Greg Smith, Tim Regan, Brian Meyers, George Robertson and Gary Starkweather** (USA)

Enticing People to Interact with Large Public Displays in Public Spaces.

> **Harry Brignull and Yvonne Rogers** (UK)

(short paper) Usability Heuristics for Large Screen Information Exhibits.

> **Jacob Somervell, Shahtab Wahid and D. Scott McCrickard** (USA)

11:00-12:30

10:30-11:00 coffee
12:30-14:00 lunch

Room: HCI-G7

L1-M-2: **UI Design**

> Chair: **Annelise Pejtersen** (Denmark)

What Makes a Good Answer? The Role of Context in Question Answering.

> **Jimmy Lin, Dennis Quan, Vineet Sinha, Karun Bakshi, David Huynh, Boris Katz and David R. Karger** (USA)

Hyper-Hitchcock: Towards the Easy Authoring of Interactive Video.

> **Frank Shipman, Andreas Girgensohn and Lynn Wilcox (USA)**

Interface Design for MyInfo: A Personal News Demonstrator Combining Web and TV Content.

> **John Zimmerman, Nevenka Dimitrova, Lalitha Agnihotri, Angel Janevski and Lira Nikolovska** (USA)

Morning Sessions

11:00-12:30

10:30-11:00 coffee
12:30-14:00 lunch

Room: HPH-G3
L1-M-3: **Touch Feedback**
> Chair: **Joelle Coutaz** (France)

TetraTetris: A Study of Multi-User Touch-based Interaction Using DiamondTouch.
> **Christian Collberg, Stephen Kobourov, Steven Kobes, Ben Smith, Stephen Trush and Gary Yee** (USA)

Effective Vibrotactile Cueing in a Visual Search Task.
> **Robert W. Lindeman, Yasuyuki Yanagida, John L. Sibert and Robert Lavine** (USA)

Collaboration Meets Fitts' Law: Passing Virtual Objects with and without Haptic Force Feedback.
> **Eva-Lotta Sallnäs (Sweden) and Shumin Zhai** (USA)

11:00-12:30

10:30-11:00 coffee
12:30-14:00 lunch

Room: HCI-G3
L1-M-4: **Spoken Language Interface**
> Chair: **David Keyson** (Netherlands)

Error Resolution Strategies for
> **Interactive Television Speech Interfaces. Aseel Berglund and Pernilla Qvarfordt** (Sweden)

InterActor for Human Interaction and Communication Support.
> **Tomio Watanabe, Masashi Okubo and Ryusei Danbara** (Japan)

(short paper) A Television Control System based on Spoken Natural Language Dialogue.
> **Jun Goto, Kazuteru Komine, Yeun-Bae Kim and Noriyoshi Uratani** (Japan)

(short paper) The Ears Have It: A Task by Information Structure Taxonomy for Voice Access to Web Pages.
> **Manuel A. Pérez-Quiñones, Robert G. Capra and Zhiyan Shao** (USA)

Wednesday

September 3, 2003

11:00-12:30

10:30-11:00 coffee
12:30-14:00 lunch

Room: HCI-J6
S1-M-5: **Internet**
> Chair: **John Karat** (USA)

Messaging And Formality:
Will IM Follow in the Footsteps of Email?
> **Tracey Lovejoy and Jonathan Grudin** (USA)

DriftCatcher:
The Implicit Social Context of Email.
> **Andrea Lockerd and Ted Selker** (USA)

IRIS: Implementing an Open Environment supporting Inclusive Design of Internet Applications.
> **John Darzentas, Argyris Arnellos, Jenny S. Darzentas, Panayiotis Koutsabasis, Thomas Spyrou, Nikos Viorres, Evangelos Vlachogiannis** (Greece), **Carlos A. Velasco, Yehua Mohamad** (Germany), **Julio Abascal, Jorge Tomás-Guerra, Myriam Arrue-Recondo** (Spain), **Nikitas Tsopelas and Nikos Floratos** (Greece)

How Do People Get Back to Information on the Web? How Can They Do It Better?
William Jones, Harry Bruce and Susan Dumais (USA)

A Hierarchical Keyframe User Interface for Browsing Video over the Internet.
> **Maël Guillemot, Pierre Wellner, Daniel Gatica-Pérez and Jean-Marc Odobez** (Switzerland)

Interaction and Usability of Simulations and Animations:
A Case Study of the Flash Technology.
> **Andreas Holzinger and Martin Ebner** (Austria)

Noon Sessions

14:00-16:00

12:00-14:00 lunch
15:30-16:00 tea

Room: HPH-G1

L1-N-1: **Eye Tracking**

> Chair: **Janet Wesson** (South Africa)

Command without a Click: Dwell Time Typing by Mouse and Gaze Selections.

> **John Paulin Hansen, Anders Sewerin Johansen, Dan Witzner Hansen** (Denmark), **Kenji Itoh and Satoru Mashino** (Japan)

Proactive Response to Eye Movements.
Aulikki Hyrskykari, Päivi Majaranta and Kari-Jouko Räihä (Finland)

Symbol Creator: An Alternative Eye-based Text Entry Technique with Low Demand for Screen Space.

> **Darius Miniotas, Oleg Spakov and Grigori Evreinov** (Finland)

Designing for Visual Influence: An Eye Tracking Study of the Usability of Graphical Management Information.

> **James A. Renshaw, Janet E. Finlay, David Tyfa and Robert D. Ward (UK)**

14:00-16:00

12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-J7

G1-N-6: SIG-1

The Role of Cultural Theories within International Usability.

> **Andy Smith, Tim French and Karen Gunter** (UK)

14:00-16:00

12:30-14:00 lunch
15:30-16:00 tea

Room: HCI-J4

G1-N-7: SIG-2

End-user Development.

> **Fabio Paternò** (Italy), **Alexander Repenning** (USA) **and Alistair Sutcliffe** (UK)

Wednesday

September 3, 2003

14:00-16:00

12:00-14:00 lunch
15:30-16:00 tea

Room: HPH-G7

L1-N-2: **Agent Design**
> Chair: **Markus Stolze** (Switzerland)

Programmorphosis: A Knowledge-based Approach to End-User Programming.
› **Andri Ioannidou** (USA)

Human and Humanoid Don't Match: Consistency Preference and Impact on Users' Trust.
› **Li Gong** (USA)

Experimental Evaluation of Bi-directional Multimodal Interaction with Conversational Agents.
› **Stéphanie Buisine and Jean-Claude Martin** (France)

Confidence Displays and Training in Recommender Systems.
› **Sean M. McNee, Shyong K. Lam, Catherine Guetzlaff, Joseph A. Konstan and John Riedl** (USA)

14:00-16:00

12:00-14:00 lunch
15:30-16:00 tea

Room: HPH-G3

L1-N-3: Search & Retrieval
> Chair: **Gitte Lindgaard** (Canada)

Milestones in Time: The Value of Landmarks in Retrieving Information from Personal Stores.
› **Meredith Ringel, Edward Cutrell, Susan Dumais and Eric Horvitz** (USA)

Listen to the Music: Audio Preview Cues for Exploration of Online Music.
› **monica c. schraefel, Maria Karam** (UK) **and Shengdong Zhao** (Canada)

Simplifying the Management of Large Photo Collections.
› **Andreas Girgensohn, John Adcock, Matthew Cooper, Jonathan Foote and Lynn Wilcox** (USA)

Desktop History: Time-based Interaction Summaries to Restore Context and Improve Data Access.
› **Sean Uberoi Kelly and John P. Davis** (USA)

Noon Sessions

14:00-16:00

12:00-14:00 lunch
15:30-16:00 tea

Room: HCI-G3

O1-N-4: **Organizational Overviews**
> Chair: **Frank Vetere** (Australia)

Center for Human-Computer Interaction at Virginia Tech.
> **D. Scott McCrickard, Doug A. Bowman, Chris North, Manual and A. Pérez-Quiñones** (USA)

HCI Education in the Czech Republic.
> **Václav Matourek and Pavel Slavík** (Czech Republic)

User-System-Interaction Design Program: An Overview.
> **Matthias Rauterberg, Maddy Janse and Patricia Vinken** (Netherlands)

The Good Old Styleguide in a New Light: Enabling a User-Oriented Development Process.
> **Michael Richter and Siegrun Heberle** (Switzerland)

Space and Virtuality Studio: A Participatory Design Lab.
> **Thomas Binder and Jörn Messeter** (Sweden)

Nita – Swedish IT User Centre.
> **Anders Hektor and Jan Gulliksen** (Sweden)

Fostering the Strategic Value of Usability: The European Usability Forum.
> **Manfred Tscheligi, Verena Giller and Peter Fröhlich** (Austria)

14:00-16:00

12:00-14:00 lunch
15:30-16:00 tea

Room: HCI-J6

I1-N-5: **Interactive Experience**
> Chair: **Annelise Pejtersen** (Denmark)

eSuscitation – Virtual 3D Experience Walking Through a Shopping Mall.
> **Douglas Easterly** (USA)

Virtual Variation of Earth Seasons: The 3D Java Solution.
Said Boutiche (Algeria)

One Word Movie – An Internet-based Project.
> **Philippe Zimmermann** (Switzerland)

Coppia Espressiva – Exploring New Forms of Interaction.
Philip Ross, Caroline Hummel and Kees Overbeeke (Netherlands)

Projections on the Move Part 1 – Into the Blue – Dance Solo for a Single Body.
> **Jan Push** (Germany)

(short paper) Simulating 'Lived' User Experience – Virtual Immersion and Inclusive Design.
> **Jarinee Chattratichart** (UK) and **Patrick W. Jordan** (USA)

Wednesday

September 3, 2003

16:30-18:00

15:30-16:00 tea

Room: HPH-G1

L1-A-1: **Display I/O**

> Chair: **Monique Noirhomme -Fraiture** (Belgium)

High-density Cursor: A Visualization Technique that Helps Users Keep Track of Fast-moving Mouse Cursors.

› **Patrick Baudisch, Edward Cutrell and George Robertson** (USA)

Reactive Information Displays.

› **N. Hari Narayanan and Daesub Yoon** (USA)

Effects of Visual Separation and Physical Discontinuities when Distributing Information across Multiple Displays.

› **Desney S. Tan and Mary Czerwinski** (USA)

16:30-18:00

15:30-16:00 tea

Room: HCI-G7

L1-A-2: **UI for Mobile Systems**

> Chair: **Fabio Paterno** (Italy)

User Interface Transformation Method for PC Remote Control with Small Mobile Devices.

› **Hidehiko Okada and Toshiyuki Asahi** (Japan)

The Process of Developing a Mobile Device for Communication in a Safety-Critical Domain.

› **Jesper Kjeldskov (Australia) and Jan Stage** (New Zealand)

Multimodal Menu Interface for Mobile Web Browsing.

› **Xiaochuan Ma** (China), **Paul P. Maglio** (USA) **and Hui Su** (China)

16:30-18:00

15:30-16:00 tea

Room: HPH-G3

L1-A-3: **Tangible Bits**

> Chair: **Shumin Zhai** (USA)

Tangible Query Interfaces: Physically Constrained Tokens for Manipulating Database Queries.

› **Brygg Ullmer, Hiroshi Ishii and Robert J.K. Jacob** (USA)

Chemistry Education: A Tangible Interaction Approach.

› **Morten Fjeld, Patrick Juchli and Benedikt Voegtli** (Switzerland)

Measuring Coordination in 2D Positioning Tasks.

› **Sriram Subramanian, Dzmitry Aliaksey and Jean-Bernard Martens** (Netherlands)

Afternoon Sessions

16:30-18:00

15:30-16:00 tea

Room: HCI-G3

S1-A-4: **Mobile UI**

> Chair: **Alexander Repenning** (USA)

Envisioning a Mobile Phone for 'All' Ages.

> **Jarinee Chattratichart and Jacqueline Brodie** (UK)

Developing and Experiencing Mobile Video Communication.

> **Anne Soronen, Petri Packalén, Anu Jäppinen and Veijo Tuomisto** (Finland)

Designing a Football Experience for a Mobile Device.

> **Greger Wikstrand, Staffan Eriksson and Frida Östberg** (Sweden)

Emotional Responses to Single-Voice Melodies: Implications for Mobile Ringtones.

> Kari Kallinen (Finland)

Location-based Services for Mobile Telephony: A Study of Users' Privacy Concerns.

> **Louise Barkhuus** (Denmark) **and Anind Dey** (USA)

Future Telecommunications: Exploring Actual Use.

> **Lynne Baillie** (Austria)

16:30-18:00

15:30-16:00 tea

Room: HCI-J6

I1-A-5: **Interactive Experience**

> Chair: **Maria João Silva** (Portugal)

One Measure of Happiness — A Dynamically Updated Interactive Video Narrative Using Gestures.

> **Amnon Dekel, Noam Knoller, Udi Ben-Arie, Maya Lotan and Mirit Tal** (Israel)

Gudar — A Novel Group Music Instrument.

> **Nick Bryan-Kinns, Patrick G.T. Healey and Mike Thurlwell** (UK)

Extended Moments.

> **Paul St George** (UK)

Constructed Narratives: Using Play to Breakdown Social Barriers.

> **Pamela Jennings and Peter Scupelli** (USA)

Ritualizing Interactive Media: Virtual Puppetry with Spiraling Interaction.

> **Semi Ryu** (USA)

18:30-19:80

Room: HCI-H2

IFIP TC13 Working Groups' Business Meetings

Thursday

September 4, 2003

09:00-11:00

11:00-11:30 coffee
12:30-14:00 lunch

Room: HPH-G1

L2-M-1: 3D Input Device
> Chair: **Jean-Bernard Martens** (Netherlands)

The YoYo: A Handheld Device Combining Elastic and Isotonic Input.
> **Andreas Simon and Bernd Fröhlich** (Germany)

Godzilla: Seamless 2D and 3D Sketch Environment for Reflective and Creative Design Work.
> **Shun'ichi Tano, T. Kodera, T. Nakashima, I. Kawano, K. Nakanishi, G. Hamagishi, M. Inoue, A. Watanabe, T. Okamoto, K. Kawagoe, K. Kaneko, T. Hotta and M. Tatsuoka** (Japan)

Intelligent Manipulation Techniques for Conceptual 3D Design.
> **Ji-Young Oh and Wolfgang Stuerzlinger** (Canada)

Manipulation of Viewpoints in 3D Environment using Interlocked Motion of Coordinate Pairs.
> **Shinji Fukatsu, Yoshifumi Kitamura and Fumio Kishino** (Japan)

09:00-11:00

11:00-11:30 coffee
12:30-14:00 lunch

Room: HCI-G7

L2-M-2: **E-Commerce**
> Chair: **Rolf Molich** (Denmark)

Integrating Customer Relationship Management Strategies in (B2C) E-Commerce Environments.
Shailey Minocha, Nicola Millard and Liisa H. Dawson (UK)

Storyboarding Form-based Interfaces.
Dirk Draheim and Gerald Weber (Germany)

Supporting Unconstrained Interaction with Application Sharing Systems.
< **Du Li, Rui Li and Prabhu A. Inbarajan** (USA)

(short paper) SAP Community: Source for Business Interaction, Education, and Discussion.
> **Raimund Mollenhauer** (Germany)

(short paper) The Intelligent E-Sales Clerk: the Basic Ideas.
> **Giovanni M. Sacco** (Italy)

Morning Sessions

09:00-11:00

11:00-11:30 coffee
12:30-14:00 lunch

Room: HPH-G3
L2-M-3: **Empirical Studies**
› Chair: **Don Bouwhuis** (Netherlands)

Field Studies in Practice: Making it Happen.
› **Sari Kujala, Marjo Kauppinen, Pia Nakari and Sanna Rekola** (Finland)

The Misapplication of Engineering Models to Business Decisions.
› **Gitte Lindgaard** (Canada)

Programming in the Kitchen.
› **Olav W. Bertelsen, Toke Eskildsen and Werner Sperschneider** (Denmark)

Be Quiet? Evaluating Proactive and Reactive User Interface Assistants.
› **Jun Xiao, Richard Catrambone and John Stasko** (USA)

09:00-11:00

11:00-11:30 coffee
12:30-14:00 lunch

Room: HCI-G3
S2-M-4: **Natural UI**
› Chair: **Kees Overbeeke** (Netherlands)

Vision-Speech System Becoming Efficient and Friendly through Experience.
› **Yoshiori Kuno, Mitsutoshi Yoshizaki and Akio Nakamura** (Japan)

Implicit Referring as an Indication of Familiarity in Face-to-Face and Phone Conversations.
› **Gunnvald Svendsen and Bente Evjemo** (Norway)

Designing and Prototyping Multimodal Commands.
› **Marie-Luce Bourguet** (UK)

Facial Orientation during Multi-party Interaction with Information Kiosks.
› **Ilse Bakx, Koen van Turnhout and Jacques Terken** (Netherlands)

Rapid Prototyping Collaborative Dialogue Interfaces.
› **Elyon DeKoven, Marc de Hoogh and David Keyson** (Netherlands)

The New Text and Graphical Input Device: Compact Biometrical Data Acquisition Pen.
› **Ondrej Rohlik, Pavel Mautner, Vaclav Matousek and Juergen Kempf** (Czech Republic)

An Analysis of Participation Structure in Conversation based on Interaction Corpus of Ubiquitous Sensor Data.
› **Mayumi Bono, Noriko Suzuki and Yasuhiro Katagiri** (Japan)

Thursday

September 4, 2003

09:00-11:00

11:00-11:30 coffee
12:30-14:00 lunch

Room: HCI-J6

S2-M-5: **User Focused Design**

> Chair: **Daniel Felix** (Switzerland)

Attention Tracking —
Measuring the Focus of Attention.

< **Andy Disler, Christopher H. Mueller and Daniel Felix** (Switzerland)

Distribution of Attention and Failure to Save Computer Work.

> **Gregory V. Jones and Maryanne Martin** (UK)

Requirements Engineering with Contextual Design and RUP.

> **Markus Flückiger** (Switzerland)

Photography Based Artefact Analysis.

> **Petri Mannonen, Hannu Kuoppala and Mika Nieminen** (Finland)

Online Form Validation:
Don't Show Errors Right Away.

> **Javier Bargas-Avila and Glenn Oberholzer** (Switzerland)

Usability Evaluation Applied to a Children's Website.

> **F. Perdrix, T. Granollers, J. Lorés and A. Zubillaga** (Spain)

Evaluation of an Advisor Tool for Scenario Generation.

> **Jae Eun Shin, Alistar Sutcliffe and Andreas Gregoriades** (UK)

The Socio-Political Culture of Users.

> **Shawren Singh and Paula Kotze** (South Africa)

Morning Sessions, Keynote-2

11:30-12:30

11:00-11:30 coffee

Room: Auditorium HPH-G1

Keynote-2

Logitech: the Interface Company

› **Daniel Borel**

Over a 20 year span, Daniel Borel will show how Logitech's enduring vision has been turned into products; how technological innovation and cool design have been combined in products that people love to use to work, play and communicate in the digital world.

12:30-14:00 lunch

Since 1981, Daniel Borel is cofounder and chairman of Logitech International, a world leader in personal interface devices (Audio, Video, Entertainment, Pointing devices, Kbd. Leader in cordlessness). He got a Master degree in Computer Science at Stanford University, and a Master degree in Physics at Swiss Federal Institute of Technology (EPFL), Lausanne. In 1992 he got a Dr Honoris Causa from Swiss Federal Institute of Technology, Lausanne.

Thursday

September 4, 2003

14:00-16:00

12:30-14:00 lunch
16:00-16:30 tea

Room: HPH-G1

L2-N-1: **Fun & Aesthetic**

› Chair: **David Keyson** (Netherlands)

Redefining Digital Audience: Models and Actions.

› **Paul Nemirovsky** (USA)

In Search of Resonant Human–Computer Interaction: Building and Testing Aesthetic Installations.

› **Caroline Hummels, Philip Ross and**
› **Kees Overbeeke** (Netherlands)

Motion and Spatiality in a Gaming Situation – Enhancing Mobile Computer Games with the Highway Experience.

› **Liselott Brunnberg and Oskar Juhlin** (Sweden)

(short paper) Like Solving a Giant Puzzle: Supporting Collaborative Scheduling at a Film Festival.

› **Maria Håkansson, Sara Ljungblad and Lars Erik Holmquist** (Sweden)

(short paper) Empirical Evaluation of Usability and Fun in Computer Games for Children.

› **Wolmet Barendregt, Mathilde M. Bekker and Mathilde Speerstra** (Netherlands)

14:00-16:00

12:30-14:00 lunch
16:00-16:30 tea

Room: HCI-J7

G2-N-6: SIG-3:
Semiotics of Interaction: A Special Interest Group Proposal.

› **Cecilia Baranauskas (Brazil) and Carlos Alberto Scolari** (Spain)

14:00-16:00

12:30-14:00 lunch
16:00-16:30 tea

Room: HCI-J4

G2-N-7: SIG-4:
The Usability Lab of the Future.

› **R.D. Beer, P.J.J. Noldus, W.J. Ten Hove, J.J.M. Theuws** (Netherlands), **F. Paternò** (Italy), **W.M. Lehmann and E.H. Schmid** (Germany)

Noon Sessions

14:00-16:00

12:30-14:00 lunch
16:00-16:30 tea

Room: HCI-G7

L2-N-2: **E-Learning**

› Chair: **Stefano Levialdi** (Italy)

Layering a Minimal Interface.
Frank Vetere and
Steve Howard (Australia)

Attentional Effect of
Animated Character.
› **Cholyeun Hongpaisanwiwat** (Thailand)
and Michael Lewis (USA)

User Centred Design through the
Keyhole: Video Design Case.
Ole Sejer Iversen and
Jacob Buur (Denmark)

(short paper) Learning Objects:
the Question of "To Be or Not To Be?".
› **Zayera Khan and**
Sissel Guttormsen Schär (Switzerland)

(short paper) Implementing Learning
Content Management.
› **Samuel Schluep, Pamela Ravasio and**
Sissel Guttormsen Schär (Switzerland)

14:00-16:00

12:30-14:00 lunch
16:00-16:30 tea

Room: HPH-G3

L2-N-3: **Search & Retrieval**

› Chair: **Phil Palanque** (France)

The Pragmatic Web: Agent-based
Multimodal Web Interaction with
no Browser in Sight.
Alexander Repenning and
James Sullivan (USA)

A Granular Approach to Web Search
Result Presentation.
› **Ryen W. White, Joemon M Jose and**
Ian Ruthven (UK)

User Interfaces for Supporting
Multiple Categorization.
› **Dennis Quan, Karun Bakshi,**
David Huynh and David R. Karger (USA)

(short paper) Experimental Evaluation
of Semantic Depth of Field, a
Preattentive Method for Focus+Content
Visualization.
› **Johann Schrammel, Verena Giller,**
› **Manfred Tschelegi, Robert Kosara,**
Helwig Hauser and
Sylvia Miksch (Austria)

(short paper) Clustering the Information
Space Using Top-Ranking Sentences:
A Study of User Interaction.
› **Anastasios Tombros, Joemom Jose,**
Ian Ruthven and Ryen W. White (UK)

Thursday

September 4, 2003

14:00-16:00

12:30-14:00 lunch
16:00-16:30 tea

Room: HCI-G3

L2-N-4: HCI Method

› Chair: **Alistair Sutcliffe** (UK)

Ontology for Multi-surface Interaction.

› **Joëlle Coutaz, Christophe Lachenal and Sophie Dupuy-Chessa** (France)

Deriving the Navigational Structure of a User Interface.

› **Jean Vanderdonckt, Quentin Limbourg and Murielle Florins** (Belgium)

A Study of Familiarity.

› **Guy Van de Walle, Phil Turner and Elisabeth Davenport** (UK)

Testing the Use of Egocentric Interactive Techniques in Immersive Virtual Environments.

› **Luciana Porcher Nedel, Carla Maria Dal Sasso Freitas, Liliane Jacon Jacob and Marcelo Soares Pimenta** (Brazil)

14:00-16:00

12:30-14:00 lunch
16:00-16:30 tea

Room: HCI-J6

D2-N-5: **System Presentation**

› Chair: **Mary Czerwinski** (USA)

Key Functionalities of SAP Community.

› **Raimund Mollenhauer** (Germany)

Visualization and Analysis of Formula One Racing Results with InfoZoom — the Demo.

› **Michael Spenke and Christian Beilken** (Germany)

3D Model Viewer with Real-time Viewpoint Tracking System.

› **Jun Iio, Tomoyuki Yatabe and Kazuo Hiyane** (Japan)

The Augmented Round Table — a New Interface to Urban Planning and Architectural Design.

› **Wolfgang Broll, Moritz Stoerring and Chiron Mottram** (Denmark)

Noon Sessions

16:00-16:30 tea

The Visual Interaction Platform.

› **Dzmitry Aliakseyeu, Bernard Champoux, Jean-Bernard Martens, Matthias Rauterberg and Sriram Subramanian** (Netherlands)

Interactive Itinerary Planning with Trip@dvice.

› **Dario Cavada, Nader Mirzadeh, Francesco Ricci and Adriano Venturini** (Italy)

MAI: An Authoring System for Designing Interactive Learning Modules.

› **Maurice Ndaye Mukuna, Jacques Vancleve, Philippe Calmant, Cécile Pirotte, Isabelle Housen, Anne de Baenst-Vandenbroucke, Daniel Rousselet, Jean Vandenhaute, Eric Depiereux and Monique Noirhomme-Fraiture** (Belgium)

Thursday

September 4, 2003

16:30-18:00

16:00-16:30 tea

Room: HPH-G1

L2-A-1: **Ubiquitous Computing**

› Chair: **Panos Markopoulos** (Netherlands)

Creating New User Experiences to Enhance Collaboration.

› **John Halloran, Yvonne Rogers, Tom Rodden and Ian Taylor** (UK)

Visually-tracked Flashlights as Interaction Devices.

› **Ahmed Ghali, Steve Benford, Sahar Bayoumi, Johnathan Green and Tony Pridmore** (UK)

Pointing in Intelligent Environments with the WorldCursor.

› **Andrew Wilson and Hubert Pham** (USA)

16:30-18:00

16:00-16:30 tea

Room: HCI-G7

L2-A-2: **UI Design**

› Chair: **Horst Oberquelle** (Germany)

Bimanual Interaction on the Microsoft Office Keyboard.

› **Hugh McLoone, Ken Hinckley and Edward Cutrell** (USA)

Drag-and-Pop and Drag-and-Pick: Techniques for Accessing Remote Screen Content on Touch- and Pen-Operated Systems.

› **Patrick Baudisch, Edward Cutrell, Dan Robbins, Mary Czerwinski** (USA), **Peter Tandler, Benjamin Bederson and Alex Zierlinger** (Germany)

(short paper) Can Audio Help Navigating in Virtual Environments? – An Experimental Evaluation.

› **M.F. Costabile** (Italy), **A. De Angeli** (UK), **F. Pittarello and C. Ardito** (Italy)

(short paper) Towards Guidelines for Touch Screen Design: Perception of Button Form and Extension.

› **Morten Fjeld, Hans-Jörg Zuberbühler, Sissel Guttormsen, Fred Voorhorst and Helmut Krueger** (Switzerland)

Afternoon Sessions

16:30-18:00
16:00-16:30 tea

Room: HPH-G3
P2-A-3: **Panel**
› Chair: **Guy Boy** (France)
Interaction Engineering and Design.
› Panel Facilitator:
Guy Boy (France)
› Panelists:
Peter Johnson (UK),
Nadia Magnenat-Thalmann (Switzerland),
Kees Overbeeke (Netherlands),
Marcin Sikorski (Poland),
Michele Visciola (Italy)

16:30-18:00
16:00-16:30 tea

Room: HCI-G3
L2-A-4: **Model-based Design**
› Chair: **Alistair Sutcliffe** (UK)

Pattern Languages in Interaction Design: Structure and Organization.
› **Martijn van Welie and Gerrit C. van der Veer** (Netherlands)

Using Ontologies in Design of Multimodal User Interfaces.
› **Zeljko Obrenovic, Dusan Starcevic and Vladan Devedzic** (Yugoslavia)

A Model-based Approach for Engineering Multimodal Interactive Systems.
Philippe Palanque and Amélie Schyn (France)

16:30-18:00
16:00-16:30 tea

Room: HCI-J6
V2-A-5: **Video Presentation**
› Chair: **John Zimmerman** (USA)

VisMeB: A Visual Metadata Browser.
› **Tobias Limbach, Harald Reiterer, Peter Klein and Frank Müller** (Germany)

Digital Photo Browsing with Souvenirs.
› **Elise van den Hoven and Berry Eggen** (Netherlands)

Ada: A Playful Interactive Space.
› **T. Delbrück, K. Eng, A. Bäbler, U. Bernardet, M. Blanchard, A. Briska, M. Costa, R. Douglas, K. Hepp, D. Klein, J. Manzolli, M. Mintz, F. Roth, U. Rutishauser, K. Wassermann, A. Wittmann, A.M. Whatley, R. Wyss and P.F.M.J. Verschure** (Switzerland)

Intuitive Storytelling Interaction: ZENetic Computer.
› **Naoko Tosa and Seigo Matsuoka** (USA)

19:00-23:00

Place: The Swiss Technorama Science Center, Winterthur
Conference Dinner

Friday

September 5, 2003

09:30-10:30

10:30-11:00 coffe

Room: Auditorium HPH-G1

Keynote-3

Human Design: Building Computation around Human Networks

› **Alex (Sandy) Pentland** (MIT, USA)

Computer technology has mostly focused either on the isolated individual, or has treated the person as a clueless extra wandering in a computer-controlled environment. Researchers seem to have forgotten that people are social animals, and that the quality of their lives is defined by their roles in human organizations. Instead of inventing technology for the individual as an isolated entity, why not invent systems that support people's organizational roles? Or even invent new types of organizations? My colleagues and I are inventing technology that can potentially produce organizations that are more creative and efficient, and that better support the individual. At the personal scale to support family networks, at the organizational scale to support innovation, and at the national scale to support economic growth in developing nations, we are finding that shaping computation to support social networks can produce great rewards.

Prof. Alex (Sandy) Pentland is a pioneer in wearable computers, health systems, smart environments, and technology for developing countries. He is one of the most-cited computer scientists in the world. He is the founding director of Media Lab Asia, and is a co-founder of the Center for Future Health, the Wearable Computing research community, and the international Digital Nations Consortium. He was formerly the Academic Head of the MIT Media Laboratory, and is the Toshiba Professor of Media Arts and Sciences. He has won numerous international awards in the Arts, Sciences and Engineering. He was chosen by Newsweek as one of the 100 Americans most likely to shape the next century. He currently directs the Human Design research group at the MIT Media Lab.

Keynote-3, Morning Sessions

11:00-12:30

10:30-11:00 coffee
12:30-14:00 lunch

Room: HPH-G1

L3-M-1: **Ubiquitous Computing**

› Chair: **Panos Markopoulos** (Netherlands)

MyTeam: Availability Awareness through the Use of Sensor Data.
Jennifer Lai, Sachiko Yoshihama, Thomas Bridgman, Mark Podlaseck, Paul Chou and Danny Wong (USA)

Proximal Interactions: A Direct Manipulation Technique for Wireless Networking.
› **Jun Rekimoto, Yuji Ayatsuka, Michimune Kohno and Hauro Oba** (Japan)

Embedding Interactions in a Retail Store Environment: The Design and Lessons Learned.
› **Noi Sukaviriya, Mark Podlaseck, Rick Kjeldsen, Anthony Levas, Gopal Pingali and Claudio Pinhanez** (USA)

11:00-12:30

10:30-11:00 coffee
12:30-14:00 lunch

Room: HCI-G7

L3-M-2: **UI Design**

› Chair: **Janet Wesson** (South Africa)

Questioning the Effectiveness of Contextual Online Help: Some Alternative Propositions.
› **Antonio Capobianco** (France)

Software to Sketch Interface Designs.
› **Beryl Plimmer and Mark Apperley** (New Zealand)

(short paper) Metaphors of Human Thinking: A New Tool in User Interface Design and Evaluation.
› **Kasper Hornbæk and Erik Frøkjær** (Denmark)

(short paper) A Design System based on Architectural Representations.
› **Sviataslau Pranovich and Jarke J. van Wijk** (Netherlands)

Friday

September 5, 2003

11:00-12:30

10:30-11:00 coffee
12:30-14:00 lunch

Room: HPH-G3

L3-M-3: **Social Context**

› Chair: **Gitte Lindgaard** (Canada)

Managing one's Social Network: Does Age Make a Difference?
Hilary Smith, Yvonne Rogers and Mark Brady (UK)

Engaging in Email Discussion: Conversational Context and Social Identity in Computer-mediated Communication.
› **Leon A. Watts** (UK), **Yanuar Nugroho** (Indonesia) **and Martin Lea** (UK)

Personal Map: Automatically Modeling the User's Online Social Network.
› **Shelly Farnham, Will Portnoy, Andrzej Turski, Lili Cheng and Dave Vronay** (USA)

11:00-12:30

10:30-11:00 coffee
12:30-14:00 lunch

Room: HCI-G3

S3-M-4: **Information & Navigation**

› **Chair: Mary Czerwinski** (USA)

Project InfoSpace: From Information Managing to Information Representation.
› **Pamela Ravasio, Ljiljana Vukelja, Gabrio Rivera and Moira C.Norrie** (Switzerland)

Effect of Information Modality on Geographic Cognition in Car Navigation Systems.
‹ **Maxim Moldenhauer and D. Scott McCrickard** (USA)

Patch-based Video Browsing.
‹ **Ynze van Houten, Mark van Setten and Jan-Gerrit Schuurman** (Netherlands)

Navigation in Hypermedia and Geographic Space, Same or Different?
‹ **Nils Dahlbäck** (Sweden)

The Effects of Cognitive Abilities and Geographic Orientation Ability on Navigation in Verbal and Graphical Interfaces.
› **Nils Dahlbäck and Leif Gustavsson** (Sweden)

Managing Multiple Passwords and Multiple Logins: MiFA — Minimal Feedback Hints for Remote Authentification.
› **Bo Lu and Michael B. Twidale** (USA)

Morning Sessions

11:00-12:30

10:30-11:00 coffee
12:30-14:00 lunch

Room: HCI-J6

S3-M-5: **Multi-Media**

> Chair: **Christian Sturm** (Germany)

Perception of Human-centred Stories and Technical Descriptions when Analyzing and Negotiating Requirements.

< **Georg Strom** (Denmark)

Messages for Environmental Collaborative Monitoring: The Development of a Multi-sensory Clipart.

> **Maria João Silva, Joana Hipolito and Cristina Gouveia** (Portugal)

Mapping Fabrics to Music: Lessons Learned.

> **Sus Lundgren, Sara Johansson, Fredrik Nilsson, Pär Stenberg and Paula Thorin** (Sweden)

Weaving between Online and Offline Community Participation.

> **Elizabeth Churchill, Andreas Girgensohn, Les Nelson and Alison Lee** (USA)

Function of Social Browsing in Integration into a Workplace.

> **Catalina Danis, Alison Lee and Unmil Karadkar** (USA)

Interaction as Enquiry- Learning with Layered Dynamic Media.

> **Peter Whalley** (UK)

Friday

September 5, 2003

14:00-16:00

12:30-14:00 lunch
16:00-16:30 closing ceremony

Room: HPH-G1

L3-N-1: **Shared Displays**

› Chair: **John Stasko** (USA)

Segmentation of Display Space Interferes with Multitasking.

› **Christopher S. Campbell and Paul P. Maglio** (USA)

Manipulating and Annotating Slides in a Multi-Display Environment.

› **Patrick Chiu, Qiong Liu, John Boreczky, Jonathan Foote, Tohru Fuse, Don Kimber, Surapong Lertsithichai and Chunyuan Liao** (USA)

Display-based Activity in the Workplace.

› **Mark Perry and Kenton O'Hara** (UK)

The Plasma Poster Network: Posting Multimedia Content in Public Places.

› **Elizabeth F. Churchill, Les Nelson, Laurent Denoue and Andreas Girgensohn** (USA)

14:00-16:00

12:30-14:00 lunch
16:00-16:30 closing ceremony

Room: HCI-J7

G3-N-6: SIG-5:

Spotme: Usability, Value, Acceptance.

› **Marcel Gürtner** (Switzerland)

14:00-16:00

12:30-14:00 lunch
16:00-16:30 closing ceremony

Room: HCI-G7

L3-N-2: **Special Needs**

› Chair: **Paula Kotze** (South Africa)

Design and Evaluation of a Multimodal System for the Non-visual Exploration of Digital Pictures.

› **Patrick Roth and Thierry Pun** (Switzerland)

SeeWord: Rethinking Interfaces – Insights from Word-processing Software for Dyslexic Readers.

› **Anna Dickinson, Peter Gregor and Lucy Dickinson** (UK)

Does an Individual's Myers-Briggs Type Indicator Preference Influence Task-oriented Technology Use?

› **Pamela Ludford and Loren Terveen** (USA)

(short paper) How Blind Users' Mental Models Affect their Perceived Usability of an Unfamiliar Screen Reader.

› **Sri Hastuti Kurniawan, Alistair G. Sutcliffe and Paul L. Blenkhorn** (UK)

(short paper) Looking for Help? Supporting Older Adults' Use of Computer Systems.

› **Audrey Syme, Anna Dickinson, Rosine Eisma and Peter Gregor** (UK)

Noon Sessions

14:00-16:00

12:30-14:00 lunch
16:00-16:30 closing ceremony

Room: HPH-G3

L3-N-3: **Usability Testing**

› Chair: **Rolf Molich** (Denmark)

Usability Professionals' Personal Interest in Basic HCI Theory.

› **Torkil Clemmensen** (Denmark)

Managing the Evaluator Effect in User Testing.

› **Arnold P.O.S. Vermeeren, Ilse E.H. van Kesteren and Mathilde M. Bekker** (Netherlands)

Classification of Usability Problems (CUP) Scheme.

› **Ebba Thora Hvannberg (Iceland) and Lai-Chong Law** (Switzerland)

Creating Realistic Laboratory Settings: Comparative Studies of Three Think-Aloud Usability Evaluations of a Mobile System.

› **Jesper Kjeldskov and Mikael B. Skov** (Denmark)

14:00-16:00

12:30-14:00 lunch
16:00-16:30 closing ceremony

Room: HCI-G3

O3-N-4: **HCI Societies**

› Chair: **Maria João Silva** (Portugal)

HCI in Brazil: Prospects and Challenges.
M. Cecilia Baranauskas (Brazil)

HCI Research in the Czech Republic.
Václav Matoucek and Pavel Slavík (Czech Replublic)

Gesellschaft für Informatik e.V. (GI).

› **Horst Oberquelle** (Germany)

State of the Art: HCI in New Zealand.

› **Mark Apperley, Philip Carter, Clare Churcher, Andy Cockburn, Matt Jones, Brenda Lobb, Kevin Novins, Chris Phillips and William Wong** (New Zealand)

New Horizons for HCI in South Africa.

› **Janet Wesson and Darelle van Greunen** (South Africa)

HCI in Spain.

› **J. Abascal and J. Lorés** (Spain)

HCI in Switzerland — An Overview of the Current Situation of the Topic and Prospects for the Future.

› **Daniel Felix, Patrick Steiger and Markus Stolze** (Switzerland)

The British Human-Computer Interaction Group.

› **T.G. McEwan, N. MacDonald and G. Cockton** (UK)

Friday

September 5, 2003

14:00-16:00

12:30-14:00 lunch

16:00-16:30 closing ceremony

Room: HCI-J6

S3-N-5: **Display I/O**

› Chair: **Christian Sturm** (Germany)

Adaptation of Ergonomic Criteria to Human-Virtual Environments Interactions.

› **C. Bach and D.L. Scapin** (France)

Candidate Display Styles in Japanese Input.

› **Xiangshi Ren, Kinya Tamura, Jing Kong and Shumin Zhai** (Japan)

Empirical Evaluation of Performance in Hybrid 3D and 2D Interfaces.

› **Sriram Subramanian, Dzmitry Aliakseyeu and Jean-Bernard Martens** (Netherlands)

Toward Creative 3D Modeling: An Architects' Sketches Study.

› **Stéphane Huot, Cédric Dumas and Gérard Hégron** (France)

The Ultrasound Image of the Tongue Surface as Input for Man/Machine Interface.

› **Konrad Lukaszewicz** (Poland)

Wearable Auto-Event-Recording of Medical Nursing.

› **Noriaki Kuwahara, Haruo Noma, Nobuji Tetsutani, Kiyoshi Kogure, Norihiro Hagita and Hiroshi Iseki** (Japan)

VEWL: A Framework for Building a Windowing Interface in a Virtual Environment.

› **Daniel Larimer and Doug A. Bowman** (USA)

Noon Sessions, Closing

16:30-16:30

Room: Auditorium HPH-G1

Closing Ceremony

› **Helmut Krueger, Matthias Rauterberg, Stefano Levialdi, Fabio Paterno**

16:30-17:30

Place: Conference Site

Good Bye Reception

Wednesday – Friday

September 3-5, 2003 **09:30-18:00**

Interactive Experiences

Virtual Variation of Earth Seasons: The 3D Java Solution.
› **Said Boutiche** (Algeria)

Gudar – A Novel Group Music Instrument.
› **Nick Bryan-Kinns** (UK)

eSuscitation – Virtual 3D Experience Walking through a Shopping Mall.
› **Douglas Easterly** (USA)

Chemistry Education: A Tangible Interaction Approach.
› **Morten Fjeld, B. Voegtli and P. Juchli** (Switzerland)

Constructed Narratives: Using Play to Breakdown Social.
› **Pamela Jennings** (USA)

Projections on the Move Part 1 – Into the Blue – Dance Solo for a Single Body.
› **Jan Push** (Germany)

Coppia Espressiva – Exploring New Forms of Interaction.
› **Philip Ross, Caroline Hummel and Kees Overbeeke** (Netherlands)

Ritualizing Interactive Media: Virtual Puppetry with Spiraling Interaction.
› **Semi Ryu** (USA)

Extended Moments.
› **Paul St George** (UK)

One Word Movie – An Internet-based Project.
› **Philippe Zimmermann** (Switzerland)

System Demonstrations

The Visual Interaction Platform.
› **Dzmitry Aliakseyeu, Bernard Champoux, Jean-Bernard Martens, Matthias Rauterberg and Sriram Subramanian** (Netherlands)

The Augmented Round Table — a New Interface to Urban Planning and Architectural Design.
‹ **Wolfgang Broll, Moritz Stoerring and Chiron Mottram** (Denmark)

Interactive Itinerary Planning with Trip@dvice.
Dario Cavada, Nader Mirzadeh, Francesco Ricci and Adriano Venturini (Italy)

3D Model Viewer with Real-time Viewpoint Tracking System.
› **Jun Iio, Tomoyuki Yatabe and Kazuo Hiyane** (Japan)

Key Functionalities of SAP Community.
› **Raimund Mollenhauer** (Germany)

MAI: An Authoring System for Designing Interactive Learning Modules.
› **Maurice Ndaye Mukuna, Jacques Vancleve, Philippe Calmant, Cécile Pirotte, Isabelle Housen, Anne de Baenst-Vandenbroucke, Daniel Rousselet, Jean Vandenhaute, Eric Depiereux and Monique Noirhomme-Fraiture** (Belgium)

Visualization and Analysis of Formula One Racing Results with InfoZoom — the Demo.
Michael Spenke and Christian Beilken (Germany)

Parallel Tracks

Videos

Room: HPH-G4

Ada: A Playful Interactive Space.
› **T. Delbrück, K. Eng, A. Bäbler, U. Bernardet, M. Blanchard, A. Briska, M. Costa, R. Douglas, K. Hepp, D. Klein, J. Manzolli, M. Mintz, F. Roth, U. Rutishauser, K. Wassermann, A. Wittmann, A.M. Whatley, R. Wyss and P.F.M.J. Verschure** (Switzerland)

VisMeB: A Visual Metadata Browser.
› **Tobias Limbach, Harald Reiterer, Peter Klein and Frank Müller** (Germany)

Intuitive Storytelling Interaction: ZENetic Computer.
‹ **Naoko Tosa and Seigo Matsuoka** (USA)

Digital Photo Browsing with Souvenirs.
› **Elise van den Hoven and Berry Eggen** (Netherlands)

Posters-1

A High Immersive Tele-directing System Using CyberDome.
› **Tomoaki Adachi, Takefumi Ogawa, Kiyoshi Kiyokawa and Haruo Takemura** (Japan)

Establishing Design Principles for Diagrammatic VPLs.
› **Jarinee Chattratichart** (UK)

The Photo Pyramid: A Device with a Graspable User-interface for Shared Viewing of Digital Images.
› **N. Deshpande, A. Panas, A. Bondaryeva, N. Kirillova and Y. Bondareva** (Netherlands)

Real Time Head Gesture Recognition in Affective Interfaces.
‹ **Rana El Kaliouby and Peter Robinson** (UK)

Touch&Type™ — a Novel Input Method for Portable Computers.
› **W. Fallot-Burghardt, H. Krueger, T. Läubli, C. Speirs and S. Ziegenspeck** (Switzerland)

An EMG-Controlled Graphic Interface Considering Wearability.
› **H. Jeong and J.S. Choi** (Korea)

FMS — Flying Message Service: The Comeback of Carrier Pigeons.
› **Magnus Johansson, Magnus Nilsson, Linda Sjödin and Christina Wisser** (Sweden)

Posters-2

The WANDerful Alcove: Encouraging constructive social interaction with a socially transforming interface.
› **Marije Kanis, Stefan Agamanolis, Cati Vaucelle and Glorianna Davenport** (Ireland)

GITK in Comparison with other Adaptive Interface Toolkits.
› **Stefan Kost** (Germany)

Interactive Immersive Design Application: Analysis of Requirements.
› **Urs Künzler, Roger Wetzel and Martin Iseli** (Switzerland)

Interactive Party Textiles.
› **Linda Melin, Henrik Jernström, Peter Ljungstrand and Johan Redström** (Sweden)

Gender Differences in Mental Workload during two Computer-based Tasks.
› **Nozomi Sato, Shinji Miyake and Yasufumi Kume** (Japan)

Zazu — Investigating the Difference between Interaction Approaches in Advisory Support Systems for Curriculum Planning.
Judy van Biljon (South Africa) **and K. V. Renaud** (UK)

Information Desk

It is located in the HPH building (physics sciences) . Here you will find all the important information about the conference, the locations and the program as well as some information about Zurich and excursions. Please feel free to contact our information team.

Registration Desk

The registration desk will be located at the main entrance to the conference building (HPH physics sciences) close to the information desk.

Locations

All important places and rooms will be marked by direction signs with the official INTERACT2003 logo. The conference is held in the two main buildings HPH (physic sciences) and HCI (administration building of chemistry sciences).

Communication

For the first time in the history of INTERACT-conferences a very modern conference communication tool called "SpotMe" is offered. Every participant receives a small mobile device where information about the person itself can be saved and a lot of information can be obtained through networking with other participants. Find out more on www.spotme.ch.

Important Telephone Numbers

The conference main telephone number is +41 1 632 39 73

Travelling in the City

The suggestions of the NOC for travelling in the city of Zurich is to use the public transportation systems (trains SBB, trams and buses). The public transportation systems are very safe and very fast compared to travelling by car. Car parking facilities are sparse throughout the whole city. With the ZürichCARD most public transportation systems are included (see also section "tours and excursions").

Directions

How to get to the conference from the airport?

Take any train to the main station of Zurich (Hauptbahnhof Zürich). Go through the large hall of the main station of Zurich and find a tram station outside (Bahnhof-Quai/HB). Take tram 11 to Bucheggplatz and Oerlikon. Exit at Bucheggplatz and find next to the tram station the bus 69 to ETH Hönggerberg. Exit at the terminal stop and you will find yourself on the campus where the conference is held.

From the tram station close to the main station of Zurich you can also take tram 14 to Milchbuck and Oerlikon. Exit at Milchbuck and find on the opposite side bus 69 to Bucheggplatz and ETH Hönggerberg. Exit at the terminal stop and you will find yourself on the campus where the conference is held.

How to get to the conference from the city of Zurich?

The fastest way to get to the ETH Höngger-berg is to take tram 11 or tram 15 to Bucheggplatz and Oerlikon till Bucheggplatz. Change there to the bus 69 to ETH Hönggerberg and exit at the terminal stop (from the main station about 20 minutes).

How to get to the main station of Zurich?

Take bus 69 till Bucheggplatz and change there to tram 11. Exit at the tram station Bahnhof-Quai/HB (about 20 minutes).

How to get to the main building of the ETH Zurich (ETH Zentrum)?

Take bus 69 at the ETH Hönggerberg to Bucheggplatz and Milchbuck. Exit at the terminal stop Milchbuck and take there tram 9 or 10 to Seilbahn Rigiblick and ETH/Universitätsspital. Exit at ETH/Universitätsspital. The old building with the brown dome is the main building of ETH Zurich (about 25 minutes).

General Information

Catering

During the breaks different beverages and food will be available at defined food spots (close to the presentation rooms).

For lunch the university restaurant close to the information desk (HPH) is open. There are four different menus available and different side dishes.
Opening time: 11.15 till 13.30

Official Language

The official conference language is English. All Swiss people speak at least one of the following languages): German, French or Italian.

Delegate Badges

It is very important that you always wear the appropriate delegate badges during the conference so there is no problem to enter a session or a room. Please take your delegate badges also with you for the social events.

Internet Access

Intearnet terminals with free access for INTERACT2003 participants are available in room HIL E65 in the architecture sciences building close to the cafeteria (one level higher).
Please take your delegate badges with you so you have no problem to enter the internet room.

Student Volunteers

Student Volunteers wear white T-shirts with the INTERACT2003 logo. If you have problems or questions they might be able to help.

Access for People with Disabilities

All rooms and important places for participants of the conference are accessible for people with wheelchairs. Please contact the information desk if any special help is needed.

Bank and Currency Exchange

There is a cash dispenser on the campus at ETH Hönggerberg. The closest bank is 10 minutes away from the campus. Therefore please take enough Swiss Francs with you.

Tipping

Restaurants: A service charge is included into the menu prices. However, it's customary to round up amounts when paying the waiter or waitress if you're happy with the service. This means that you might hand the server CHF 50 for a CHF 49 meal. If you're paying by credit card, hand the server a cash tip of up to 5%.
Hotels: Tip CHF 1-2 for each bag or service rendered, depending on the class of your hotel. Except in the cheapest hotels and pensions, consider leaving CHF 1 per day for the hotel maid. (The amount will vary according to the length of your stay, the price of the accommodations, and your own generosity.)

Taxis: A service charge is included in Zürich cab fares; it may not be in other parts of the country. As in restaurants, round up or add 5% when you're happy with the service.

Wardrobe and Lockers

An unattended wardrobe featuring lockers is available at the floor situated below the information desk. To close your locker, please bring your own padlock or buy one at the information desk.

Social Program

Three events were organized for this INTERACT2003 to give room for meeting other HCI interested people and to present Zurich and a part of the culture of Switzerland. Therefore all three events are located at different places.
Please do not forget to bring your delegate badges to the events. Additional vouchers for companions can be bought at the information desk.

Welcome Reception

Date: Tuesday 2. Sept.
Time: from 18.00 till 21.00
Location: ETH Zentrum Zürich, Dozentenfoyer

This reception will be held on the terrace of the Dozentenfoyer of the main building of the ETH Zurich with a wonderful view over the city of Zurich. Pre-Registration for participants which only come to the conference from Wednesday till Friday will be possible. This is only a reception and there will be no dinner served. For directions see "How to get to the main building of the ETH Zurich".

Conference Dinner

Date: Thursday 4. Sept.
Time: 19.00 till 23.00
Location: Technorama Winterthur

The second largest city of the "Kanton" of Zurich (Zurich region) is Winterthur which is hosting the very special interactive museum "Technorama" (find out more on www.technotana.ch). Here the conference dinner will be held with some pleasant surprises. There will be different food corners with Swiss specialties ... something for every taste! Please do not forget your voucher for the conference dinner.

Transportation: At 18.15 buses will be waiting at the bus stop at ETH Hönggerberg to bring the conference participants to the Technorama. To come back to Zurich the buses will wait at the Technorama and once a bus is full it will drive back to the city.

Good Bye Reception

Date: Friday 5. Sept.
Time: right after the Closing Ceremony
Location: ETH Hönggerberg HPH

A chance to say farewell to friends you met and friends you made. Say goodbye to the conference experienced, and plan your trip to the INTERACT 2005!

Social Program, Tours and Excursions

Tours and Excursions

Discover the attractions and places of Zürich alone or on a guided tour of the city. Take in the atmosphere of the quaint old town and enjoy the views from one of the panoramic points. Pick out cultural pearls from a program designed to appeal to all tastes. Or book one of a day excursions to visit the Zürich region.

And if it rains during the conference: Zürich is home to a large number of museums and exhibitions. The Kunsthaus is one of Europe's foremost museums of art and host to a series of constantly changing exhibitions.

In the conference bag you will find further information about all these attractions or feel free to ask the team at the information desk.

Since last year you can discover Zürich with the attractive ZürichCARD. Use all means of public transport in the greater Zürich area as often as you like. Whether by train, bus, tram, boat, or funicular, during 24 or 72 hours, all trips within the ZürichCARD's area of validity are included. Also included is free admission to 43 of Zürich's museums, a complimentary welcome drink in 24 restaurants in the city as well as a number of other discounts. It's simple, convenient and a bargain. For business travelers, tourists and even for locals and conference participants ... the ZürichCARD will be available from the information desk.

Find more information about Zürich and its attractions on www.zurichtourism.ch

Conference Co-Chairs:
Helmut Krueger (ETH, Switzerland) &
Matthias Rauterberg (TU/e, Netherlands)

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G. Boy (France) & **J. Wesson** (South Africa)
K.Y. Lim (Singapore) **& K-J. Räihä** (Finland)
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P. Vinken (The Netherlands)
M. Menozzi (Switzerland)
J. Wesson (South Africa)

INTERACT 2003 Organisation

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About IFIP TC13

IFIP Technical Committee No 13 is focused on encouraging the development towards a science and technology of human-computer interaction (HCI), through pursuit of the following aims: (1) to encourage empirical research; (2) to promote the use of knowledge and methods from the human sciences in both design and evaluation of computer systems; (3) to promote better understanding of the relation between formal design methods and system usability and acceptance; (4) to develop guidelines, models and methods; (5) to co-operate with other groups, inside and outside of IFIP.

The domain of TC13 is an active and focal area of both research and industrial application. As the influence and use of computing capability grows, so does the recognition that computing systems will be required to conform to many other criteria than simply those of technical excellence. The criteria of usability, acceptability, user satisfaction and suitability for user and organizational needs are some of those, which are particularly the province of experts in HCI. It is therefore proper that the world's premier organization for computing, IFIP, should encourage a thriving activity whose role is, at least in part, to review, criticize and change the methods and products of their colleagues in hardware and software design. Thus, through TC.13 and its Working Groups, IFIP seeks to implement and satisfy those parts of its mission statement concerned with „the safe and beneficial development and use of IT and ... the interest of users".

The first work in IFIP on this subject was done in WG6.3 (Man-Computer Communication) under the chairmanship of Dr Jim Bair in the late 1970s. Early in 1981 Working Group 6.3, now entitled Human-Computer Interaction (HCI), was reconstituted under the chairmanship of Prof Brian Shackel. Because of the rapid growth in WG6.3 activity from 1981, IFIP TC.6 considered that the scope of work was developing beyond that of a traditional working group and suggested that some different arrangements should be made. At the September 1982 General Assembly IFIP approved the proposal to establish a Task Group (TG) on Human-Computer Interaction (again with Shackel as chairman). The next period of seven years 1982-1989 was especially notable for the 'explosion' in research on information technology and the main work of the IFIP TG on HCI was focused upon information exchange activities, primarily via conferences. The planning for the first IFIP international conference on Human-Computer Interaction, entitled INTERACT'84, began in 1982. Thereafter these conferences were held at three-year intervals until 1995, and thereafter at two-year intervals 1997, 1999, 2001, 2003.

About IFIP TC13

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Andrew Westlake (Affiliate)

Recent Publications of IFIP TC13

Human-Computer Interaction
INTERACT ,01
Edited by M. Hirose
Publisher: IOS Press
(www.iospress.nl)
2001, 926 pp., hardcover ISBN: 1 58603 188 0
Price: US$145 / EURO145 / £92

Human-Computer Interaction
INTERACT ,99
Edited by M.A. Sasse and C. Johnson
Publisher: IOS Press
(www.iospress.nl)
1999, 731pp., hardcover, ISBN 0 96733 550 7
Price: US$115 / EURO114 / £74

Human-Computer Interaction
INTERACT ,97
Edited by S. Howard,
J. Hammond and G. Lindgaard
Publisher: Kluwer Academic Press
(www.kap.nl)
1997, 714pp., hardcover, ISBN 0 412 80950 8
Price: US$298 / EURO290 / £180

Usability: Gaining a Competitive Edge
Edited by J. Hammond,
T. Gross and J. Wesson
Publisher: Kluwer Academic Press
(www.kap.nl)
2002, 298pp., hardcover, ISBN 1 4020 7187 6
Price: US$160 / EURO176 / £112

Engineering for Human-Computer Interaction
Edited by C. Chatty and P. Dewan
Publisher: Kluwer Academic Press
(www.kap.nl)
1999, 392pp., hardcover, ISBN 0 412 83520 7
Price: US$218 / EURO213 / £131

(30% discount to IFIP member societies)

Mark your calendar!

Tenth IFIP TC13 International Conference on Human-Computer Interaction

INTERACT 2005

12-16 September 2005, Roma, Italy

http://www.interact2005.org

The Location

Rome, the capital of Italy, has a long tradition of hosting scientific conferences. Rome also hosts National and International Research Centers as well as Cultural Heritage locations like the Roman Forum, the Colisseum, the Vatican State with Saint Peter and a large number of beautiful churches and wonderful fountains and squares.

INTERACT has never been hosted in a Mediterranean country. Moreover, the location of Rome (Italy) can stimulate the participation from less favoured countries where some interest on HCI has arisen, such as East European countries and North African countries.

The Conference

The INTERACT 2005 conference will highlight to both the academic and industrial world the importance of the Human-Computer Interaction area and its most recent breakthroughs on current applications.

Suggested topics include but are not limited to:

- Multi-modal Interfaces
- Context-dependent Systems
- End User Development
- Intelligent Environments
- Tangible Interfaces
- Novel User Interfaces
- Usability Evaluation
- Location-aware Interaction
- Model-based Design of Interactive Systems
- Multi-user Interaction
- Safety Issues and Human error
- Cognitive Models
- Visualisation Techniques
- Web Design and Usability
- Ubiquitous Computing

INTERACT 2005 Preview

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International Federation for Information Processing IFIP, Technical Committee 13

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Swiss Informaticians Society (SI)

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British Computer Society (BCS-HCI)
Dutch SIGCHI.NI (The Netherlands)
German Informatics Society (Germany)
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Swedish Interdisciplinary Interest Group for HCI (STIMDI)

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