



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)

[www.interact2003.org](http://www.interact2003.org)



IFIP International Federation for Information Processing



Swiss Informaticians Society

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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.

## Conference Co-Chair's Welcome

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 symbiosis" (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 include 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 sensory-motor 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.

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.

**Helmut Krueger**  
Conference Co-Chair



**Matthias Rauterberg**  
Conference Co-Chair



# Timetable

## Monday

September 1, 2003

**09:00-13:00**

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

**09:00-17:30**

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

**T3:** Advanced Usability Testing Methodology.

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

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

**W2:** Putting Theory into Practice: How to apply cross-cultural differences to user interface design?

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

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

**W5: (1st day)** IFIP WG 13.2 on Methodologies for User-Centered Systems Design: 2nd Workshop on Software and Usability Cross Pollination – The Role of Usability Patterns.

## Tuesday

September 2, 2003

**09:00-13:00**

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

**09:00-17:30**

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

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

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

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

**W7:** Experiences with Usability Laboratories.

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

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

**09:00-18:00**

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

Welcome Reception

## Wednesday

September 3, 2003

**09:00-09:30**

Opening Ceremony

**09:30-10:30**

**Keynote-1:** Wolfgang Wahlster  
Mobile Multimodal Dialogue Systems

**11:00-12:30**

**L1-M-1:** Very large displays

**L1-M-2:** UI design

**L1-M-3:** Touch feedback

**L1-M-4:** Spoken language interface

**S1-M-5:** Short Papers

**14:00-16:00**

**L1-N-1:** Eye tracking

**O1-N-2:** HCI organizations

**L1-N-3:** Search & retrieval

**L1-N-4:** Agent design

**I1-N-5:** Interactive experience

**16:30-18:00**

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

**L1-A-2:** UI for mobile systems

**L1-A-3:** UI design

**S1-A-4:** Short papers

**I1-A-5:** Interactive experience

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## Thursday

September 4, 2003

**09:00-11:00**

**L2-M-1:** 3D input device

**L2-M-2:** E-commerce

**L2-M-3:** Empirical studies

**S2-M-4:** Short papers

**P2-M-5:** Posters

**11:30-12:30**

**Keynote-2:** Daniel Borel

Logitech: the Interface Company

**14:00-16:00**

**L2-N-1:** E-learning

**L2-N-2:** Search & Retrieval

**L2-N-3:** HCI Method

**L2-N-4:** Experience

**D2-N-5:** System demonstrations

**16:30-18:00**

**L2-A-1:** Ubiquitous computing

**E2-A-2:** Panel

**L2-A-3:** Tangible bits

**L2-A-4:** Formal techniques

**V2-A-5:** Video papers

Conference Dinner

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## Friday

September 5, 2003

**09:00-10:00**

**Keynote-3:** Alex (Sandy) Pentland  
Human Design: Building Computation around Human Networks

**11:00-12:30**

**L3-M-1:** Ubiquitous computing

**L3-M-2:** Social context

**L3-M-3:** UI design

**S3-M-4:** Short papers

**S3-M-5:** Short papers

**14:00-16:00**

**L3-N-1:** Shared displays

**L3-N-2:** Usability testing

**L3-N-3:** Special needs

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

**16:00-16:30**

Closing Ceremony

Good Bye Reception

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## Monday September 1, 2003

09:00-13:00 10:30-11:00 coffee

### 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 coffee

### 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.

### T3: Advanced Usability Testing Methodology.

> **Rolf Molich** (DialogDesign)

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.

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

> **Jonathan Grudin** (Microsoft Research)  
> **Steven Poltrock** (Boeing Company)

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.

## Tuesday September 2, 2003

09:00-13:00 10:30-11:00 coffee

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

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

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 walk-through 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 coffee

### T6: Multimedia Design for the Web.

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

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

## Tutorials

provides a comprehensive and thoroughly researched approach to multimedia design, based on psychological models of the user.

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

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

> **Jan Gulliksen, Bengt Göransson**  
(Uppsala University)

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; 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.

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

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

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.

## Monday September 1, 2003

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

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

- > Daisy Mwanza (The Open University)
- > Olav Bertelsen (University of Aarhus)

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)

### 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)

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 developing costs of products; (3) Identify ways to apply cultural differences to interface and product components.

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

### 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)
- > Paula Kotzé (University of South Africa)
- > Lars Oestreicher (Uppsala University)
- > Matthias Rauterberg (Technical University Eindhoven)

This one-day workshop is to discuss if synergies can be found between 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 the discipline?

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

### W4: The Business Case of HCI.

- > Patrick Steiger (User Experience Management)
- > Gitte Lindgaard (Carleton University)
- > Daniel Felix (ergonomie & technologie GmbH)

This one-day workshop looks forward to produce 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)

## Workshops

## Monday & Tuesday September 1 & 2, 2003

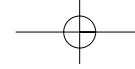
09:00-17:30 10:30-11:00 coffee, 12:30-14:00 lunch, 15:30-16:00 coffee

### 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)
- > Peter Forbrig (University of Rostock)
- > Ahmed Seffah (Concordia University)
- > Martijn van Welie (Satama Amsterdam)

This two-days 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)



## Workshops

### Tuesday September 2, 2003

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

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

> **Shailey Minocha, Liisa Dawson**  
(The Open University)

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)

**W7: Experiences with Usability Laboratories.**

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

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)

**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)  
> **Colette Nicolle** (Loughborough University)  
> **Paula Kotzé** (University of South Africa)  
> **Julio Abascal**  
(University of the Basque Country)

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).

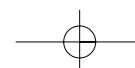
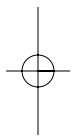
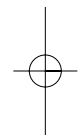
> Contact: Colette Nicolle (c.a.nicolle@lboro.ac.uk)

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

> **Jean Vanderdonckt**  
(Université Catholique de Louvain)  
> **Morten Borup Harning**  
(Open Business Innovation Inc.)

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 showing how methods and tools can be augmented to address both SE and HCI concerns.

> Contact: Morten Borup Harning  
(harning@sigchi.dk)



# Wednesday

September 3, 2003

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

## Opening Ceremony

09:00-09:30

> **John Karat, Helmut Krueger & Matthias Rauterberg, Gerhard Schmitt**  
Brian-Shackel Award Ceremony

## Keynote-1

09:30-10:30

### Mobile Multimodal Dialogue Systems

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 present some industrial spin-off products of the SmartKom consortium.

## > Wolfgang Wahlster

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.



## L1-M-1: Very large displays

11:00-12:30

**Toward Characterizing the Productivity Benefits of Very Large Displays.**

> Czerwinski, M et al.

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

> Brignull, H et al.

**Distribution of Attention and Failure to Save Computer Work.**

> Jones, G et al.

## L1-M-2: UI design

11:00-12:30

**What Makes a Good Answer?**

**The Role of Context in Question Answering.**

> Lin, J et al.

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

> Shipman, F et al.

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

> Zimmerman, J et al.

## L1-M-3: Touch feedback

11:00-12:30

**Anonymous (TetraTetris: A Study of Multi-User Touch-Based Interaction Using DiamondTouch).**

> Kobourov, S et al.

**Effective Vibrotactile Cueing in a Visual Search Task.**

> Lindeman, R et al.

**Collaboration meets Fitts' law: Passing Virtual Objects with and without Haptic Force Feedback.**

> Sallnäs, E et al.

# Program

## L1-M-4: Spoken language interface

11:00-12:30

**A television control system based on spoken natural language dialogue.**

> Goto, J et al.

**Error resolution strategies for interactive television speech interfaces.**

> Berglund, A et al.

**InterActor for human interaction and communication support.**

> Watanabe, T et al.

## S1-M-5: Short papers

11:00-12:30

## L1-N-1: Eye tracking

14:00-16:00

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

> Hansen, J et al.

**Proactive Response to Eye Movements.**

> Hyrskykari, A et al.

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

> Miniotas, D et al.

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

> Renshaw, J et al.

### Explanation of numbering:

1st letter = type of presentation:

L = long paper, S = short paper, O = overview/society, D = demonstration, P = poster, C = doctoral consortium, E = panel, I = interactive experience, V = video paper;

1st number = conference day: 1 = Sept 3, 2 = Sept 4, 3 = Sept 5;

2nd letter = timeslot: M = morning, N = noon, A = afternoon;

2nd number = parallel session/track: normally same location.

# Program

## O1-N-2: HCI organizations

14:00-16:00

**Center for Human-Computer Interaction at Virginia Tech.**

> Carroll, J et al.

**The European Usability Forum:**

**Fostering the Strategic Value of Usability.**

> Tscheligi, M et al.

**HCI Research in the Czech Republic.**

> Matousek, V et al.

**The good old Styleguide in a new light:**

**enabling a user-oriented development process.**

> Richter, M et al.

**Space and Virtuality Studio:**

**A Participatory Design Lab.**

> Binder, T et al.

**Nita – Swedish IT User Centre**

> Hektor, A et al.

**User-System-Interaction Design Program: an Overview.**

> Rauterberg, M et al.

## L1-N-3: Search & retrieval

14:00-16:00

**Milestones in Time: The Value of Landmarks in Retrieving Information from Personal Stores.**

> Ringel, M et al.

**Listen to the Music: Audio Preview Cues for Exploration of Online Music.**

> Schraefel, M et al.

**Simplifying the Management of Large Photo Collections.**

> Girgensohn, A et al.

**Desktop History:**

**Time-based Interaction Summaries to Restore Context and Improve Data Access.**

> Uberoi Kelly, S et al.

## L1-N-4: Agent design

14:00-16:00

**Programmorphism: a Knowledge-Based Approach to End-User Programming.**

> Ioannidou, A et al.

**Human and Humanoid Don't Match: Consistency Preference and Impact on Users' Trust.**

> Gong, L et al.

**Experimental Evaluation of Bi-directional Multimodal Interaction with Conversational Agents.**

> Buisine, S et al.

**Confidence Displays and Training in Recommender Systems.**

> McNee, S et al.

## P1-N-5: Posters

14:00-16:00

## I1-N-5: Interactive experience

14:00-16:00

**eSuscitation – Virtual 3D experience walking through a shopping mall.**

> Easterly, D et al.

**Chemistry Education: A Tangible Interaction Approach.**

> Fjeld, M et al.

**Virtual Variation of Earth Seasons.**

> Boutiche, S et al.

**One Word Movie – An Internet-based project.**

> Zimmermann, P et al.

**Coppia Espresso – Exploring new forms of Interaction.**

> Overbeeke, C et al.

**Projections on the move part 1 – Into the Blue – dance solo for a single body.**

> Ghoraschi, Y et al.

**Ritualizing Interactive Media: Virtual Puppetry with Spiraling Interaction.**

> Ryu, S et al.

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

16:30-18:00

**High-density cursor: a visualization technique that helps users keep track of fast-moving mouse cursors.**

> Baudisch, P et al.

**Reactive Information Displays.**

> Narayanan, H et al.

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

> Tan, D et al.

## L1-A-2: UI for mobile systems

16:30-18:00

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

> Okada, H et al.

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

> Kjeldskov, J et al.

**Multimodal Menu Interface for Mobile Web Browsing.**

> Ma, X et al.

## L1-A-3: UI design

16:30-18:00

**Bimanual Interaction on the Microsoft Office Keyboard.**

> McLoone, H et al.

**Drag-and-Pop and Drag-and-Pick: techniques for accessing remote screen content on touch- and pen-operated systems.**

> Baudisch, P et al.

**Can audio help navigating in virtual environments? An experimental evaluation.**

> Costabile, M et al.

## S1-A-4: Short papers

16:30-18:00

## I1-A-5: Interactive experience

16:30-18:00

**One Measure of Happiness – a dynamically updated interactive video narrative using gestures.**

> Dekel, A et al.

**Gudar – A Novel Group Music Instrument.**

> Bryan-Kinns, N et al.

**The Fly's Eye: Live Spatial Analysis and Deconstruction of the Video.**

> Polli, A et al.

**Extended Moments.**

> St George, P et al.

**Constructed Narratives: Using Play to Breakdown Social.**

> Jennings, P et al.

# Program

## Thursday September 4, 2003

11:00-11:30 coffee, 12:30-14:00 lunch, 16:00-16:30 coffee

### L2-M-1: 3D input device

09:00-11:00

**The YoYo: A handheld device combining elastic and isotonic input.**

> Simon, A et al.

**Godzilla: Seamless 2D and 3D Sketch Environment for Reflective and Creative Design Work.**

> Tano, S et al.

**Intelligent manipulation techniques for conceptual 3D design.**

> Oh, J et al.

**Manipulation of viewpoints in 3D environment using interlocked motion of coordinate pairs.**

> Kitamura, Y et al.

### L2-M-2: E-commerce

09:00-11:00

**Integrating customer relationship management strategies in (B2C) e-commerce environments.**

> Minocha, S et al.

**The Intelligent Esales Clerk.**

> Sacco, G et al.

**An analysis method tailored to two-staged interaction.**

> Draheim, D et al.

**Supporting Unconstrained Interaction with Application Sharing Systems.**

> Li, D et al.

### L2-M-3: Empirical studies

09:00-11:00

**Field Studies in Practice: Making it Happen.**

> Kujala, S et al.

**The misapplication of engineering models to business decisions.**

> Lindgaard, G et al.

**Programming in the Kitchen.**

> Bertelsen, O et al.

**Be Quiet? Evaluating Proactive and Reactive User Interface Assistants.**

> Xiao, J et al.

### S2-M-4: Short papers

09:00-11:00

### P2-M-5: Posters

09:00-11:00

### Keynote-2

11:30-12:30

**Logitech: the Interface Company**

Over a 20 years 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.

> Daniel Borel

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.



### L2-N-1: E-learning

14:00-16:00

**Learning Objects: the question of "to be or not to be"?**

> Khan, Z et al.

**Layering a Minimal Interface.**

> Vetere, F et al.

**Attentional Effect of Animated Character.**

> Hongpaisanwiwat, C et al.

**User Centred Design through the Keyhole: Video Design Case.**

> Iversen, O et al.

### L2-N-2: Search & Retrieval

14:00-16:00

**The Pragmatic Web: Agent-Based Multimodal Web Interaction with no Browser in Sight.**

> Repenning, A et al.

**A Granular Approach to Web Search Result Presentation.**

> White, R et al.

**User Interfaces for Supporting Multiple Categorization.**

> Quan, D et al.

**Experimental Evaluation of Semantic Depth of Field, a Pre-attentive Method for Focus + Context Visualization.**

> Schrammel, J et al.

#### Explanation of numbering:

1st letter = type of presentation:

L = long paper, S = short paper, O = overview/society, D = demonstration, P = poster, C = doctoral consortium, E = panel, I = interactive experience, V = video paper;

1st number = conference day: 1 = Sept 3, 2 = Sept 4, 3 = Sept 5;

2nd letter = timeslot: M = morning, N = noon, A = afternoon;

2nd number = parallel session/track: normally same location.

# Program

## L2-N-3: HCI Method

14:00-16:00

**Ontology for Multi-surface Interaction.**

> Coutaz, J et al.

**Deriving the Navigational Structure of a User Interface.**

> Vanderdonckt, J et al.

**A Phenomenological Study of Familiarity.**

> Van de Walle, G et al.

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

> Jacob, L et al.

## L2-N-4: Experience

14:00-16:00

**Redefining Digital Audience: Models and Actions.**

> Nemirovsky, P et al.

**In search of resonant human computer interaction: building and testing aesthetic installations.**

> Hummels, C et al.

**Empirical evaluation of usability and fun in computer games for children.**

> Barendregt, W et al.

**Movement and Spatiality in a Gaming Situation – Boosting Mobile Computer Games with the Highway Experience.**

> Brunnberg, L et al.

## D2-N-5: System demonstrations

14:00-16:00

**Key functionalities of SAP Community.**

> Mollenhauer, R et al.

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

> Spenke, M et al.

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

> Iio, J et al.

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

> Broll, W et al.

**The Visual Interaction Platform.**

> Aliakseyeu, D et al.

**Nouse+: a Complete Face-operated Vision System.**

> Gorodnichy, D et al.

**Interactive Trip Planning with Trip@dvice.**

> Cavada, D et al.

**MAI: An Authoring System for Designing Interactive Learning Modules.**

> Mukuna, M et al.

## L2-A-1: Ubiquitous computing

16:30-18:00

**Creating New User Experiences to Enhance Collaboration.**

> Halloran, J et al.

**Visually-tracked Flashlights as Interaction Devices.**

> Ghali, A et al.

**Pointing in Intelligent Environments with the WorldCursor.**

> Wilson, A et al.

## E2-A-2: Panel

16:30-18:00

**Interaction Engineering and Design.**

**Panel facilitator:**

> Guy Boy (eurisco) et al.

**Panelists:**

> Peter Johnson (University of Bath) et al.

## L2-A-3: Tangible bits

16:30-18:00

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

> Ullmer, B et al.

**Chemistry Education: A Tangible Interaction Approach.**

> Fjeld, M et al.

**Measuring the Coordination in 2D Positioning Tasks.**

> Subramanian, S et al.

## L2-A-4: Formal techniques

16:30-18:00

**Pattern Languages in Interaction Design.**

> van Welie, M et al.

**Using Ontologies in Design of Multimodal User Interfaces.**

> Obrenovic, Z et al.

**A Model-Based Approach for Engineering Multimodal Interactive Systems.**

> Palanque, P et al.

## V2-A-5: Video papers

16:30-18:00

## Friday September 5, 2003

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

### Keynote-3

09:00-10:00

#### Human Design: Building Computation around Human Networks

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.

#### > Alex (Sandy) Pentland

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.

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### L3-M-1: Ubiquitous computing

11:00-12:30

#### MyTeam: Availability Awareness through the use of Sensor Data.

> Lai, J

#### Proximal Interactions: A direct manipulation technique for wireless networking.

> Rekimoto, J

#### Embedding Interactions in a Retail Store

#### Environment: The Design and Lessons Learned.

> Sukaviriya, N

### L3-M-2: Social context

11:00-12:30

#### Managing one's social network:

#### Does age make a difference?

> Smith, H

#### Engaging in Email Discussion: Conversational Context and Social Identity in Computer-Mediated Communication.

> Watts, L

#### Personal Map: Automatically Modeling the User's Online Social Network.

> Farnham, S

### L3-M-3: UI design

11:00-12:30

#### Questioning the effectiveness of contextual online help: some alternative propositions.

> Capobianco, A

#### Usability Inspection by Metaphors of Human Thinking.

> Hornbæk, K; Frøkjær, E

#### Software for Students to Sketch Interface Designs.

> Plimmer, B; Apperley, M



### S3-M-4: Short papers

11:00-12:30

### S3-M-5: Short papers

11:00-12:30

### L3-N-1: Shared displays

14:00-16:00

#### Segmentation of display space interferes with multitasking.

> Campbell, C; Maglio, P

#### Manipulating and Annotating Slides in a Multi-Display Environment.

> Chiu, P

#### Display-Based Activity in the Workplace.

> Perry, M; O'Hara, K

#### The Plasma Poster Network:

#### Posting Multimedia Content in Public Places.

> Churchill, E

### L3-N-2: Usability testing

14:00-16:00

#### Usability Professionals' Personal Interest in Basic HCI theory.

> Clemmensen, T

#### The 'Evaluator Effect' in User Testing:

#### Influences of the Data Analysis Process.

> Vermeeren, A

#### Classification of Usability Problems (CUP) Scheme.

> Hvannberg, E; Law, L

#### Creating Realistic Laboratory Settings:

#### Comparative Studies of Three Think-Aloud

#### Usability Evaluations of a Mobile System.

> Skov, M; Kjeldskov, J

# Program

### L3-N-3: Special needs

14:00-16:00

#### How Blind Users' Mental Models Affect Their Perceived Usability of an Unfamiliar Screen Reader.

> Kurniawan, S

#### Design and Evaluation of multimodal system for the non-visual exploration of digital pictures.

> Roth, P; Pun, T

#### SeeWord: Rethinking Interfaces, Insights from word processing software for dyslexic readers.

> Dickinson, A

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

> Ludford, P; Terveen, L

### O3-N-4: HCI Societies

14:00-16:00

#### The British Human-Computer Interaction Group.

> McEwan, T; MacDonald, N; Cockton, G

#### Gesellschaft für Informatik (Germany).

> Oberquelle, H

#### HCI in Switzerland.

> Felix, D; Steiger, P; Stolze, M

#### HCI Education in the Czech Republic.

> Matousek, V; Slavik, P

#### HCI in Spain.

> Abascal, J; Lorés, J

#### State of the Art: HCI in New Zealand.

> Apperley, M; Carter, P; Churcher, C; Cockburn, A; Jones, M; Lobb, B; Novins, K; Phillips, C; Wong, W

#### New Horizons for HCI in South Africa.

> Wesson, J; van Greunen, D

#### HCI in Brazil: Prospects and Challenges.

> Cecilia, M; Baranauskas, M

### Closing Ceremony

16:00-16:30

> John Karat, Helmut Krueger & Matthias Rauterberg, Stefano Levialdi

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# INTERACT 2003 Organisation

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Jones, M; Jones, S; Jorge, J; Karat, C; Karat, J; Kato, K;  
Kazman, R; Keason, D; Keil-Slawik, R; Kellogg, W;  
Kemp, E; Kilgour, A; Kobsa, A; Kohda, T; Kojima, H;  
Konstan, J; Kotze, P; Lai, J; Lee, A; Lindgaard, G; Liu,  
Z; Lopes, J; Lorés, J; Ludwig, H; Lueg, C; Maglio, P;  
Mahemoff, M; Mansfield, T; Markopoulos, P;

Martens, J; Masoodian, M; McInerney, P; Menozzi,  
M; Morch, A; Morgan, K; Mori, H; Moriya, S;  
Moriyon, R; Muller, M; Murphy, J; Murray, D; Musil,  
S; Nakakoji, K; Nejd, W; Nicolle, C; Nigay, L; Nijholt,  
A; Nishida, S; Noirhomme, M; Nunes, N;  
Oberquelle, H; Oestreicher, L; Ohno, T; Okada, M;  
Okubo, M; Oliveira Prates, R; Olson, G; Ortega, M;  
Ozkan, N; Palanque, P; Paris, C; Paterno, F; Pearce, A;  
Pedlow, R; Pribeanu, C; Prinz, W; Pu, P; Raisamo, R;  
Rathke, C; Rauterberg, M; Redmiles, D; Reiterer, H;  
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P; Roussel, N; Santoro, C; Sasse, A; Scapin, D;  
Schneider, K; Schwabe, G; Sears, A; Shackel, B;  
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Tarumi, H; Tervein, L; Theng, Y; Thomas, R; Thomas,  
C; Thomas, J; Truillet, P; Tscheligi, M; van der Mast,  
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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.

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 Chris Johnson (WG 13.5 Chair)  
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### Recent Publications of IFIP TC13

#### Human-Computer Interaction INTERACT '01

Edited by M. Hirose  
 Publisher: IOS Press ([www.iospress.nl](http://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](http://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](http://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](http://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](http://www.kap.nl))  
 1999, 392pp., hardcover, ISBN 0 412 83520 7  
 Price: US\$218 / EURO213 / £131

(30% discount to IFIP member societies)

# Social Program

## Social Program and Tours

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.

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 conference office!

Find more information about Zürich and its attractions on [www.zurichtourism.ch](http://www.zurichtourism.ch)

Use your time in Zurich to visit other famous parts of Switzerland: The Jungfrau Joch in the Bernese Oberland, the Pilatus near Lucerne or the Engadin. You can reach those regions in two or three hours from Zurich. More information and tours at [www.myswitzerland.com](http://www.myswitzerland.com)

## General Information

### Registration Desk

The registration desk will be placed directly at the main entrance to the conference building (physics sciences). All important places and rooms will be signed by direction signs with the official INTERACT 2003 logo.

### Internet Access

For the community of HCI-people the direct access to the internet is very important. Therefore internet terminals with free access for the INTERACT 2003 participants will be available in an adequate degree.

### Access for People with Disabilities

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

### Bank and Currency Exchange

There is a cash dispenser on the campus in the 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.

### Official Address

INTERACT 2003  
ETH Zurich  
Institute for Ergonomics / Work + Health  
Clausiusstrasse 25  
CH-8092 Zurich

### Disclaimer

Changes in the final program are not excluded.

# Registration

## Online Registration

is available on the website  
**www.INTERACT2003.org**

On the first page fill out all the required fields (marked with \*) concerning your personal data, choose your appropriate registration fee and select any other additional registration items..

On the next page check your registration and choose a payment method. Until July 31, you can pay with your Visa or Mastercard credit card either online or offline. If you register after July 31, you need to pay cash at the on-site registration.

On the third page you receive a confirmation which you can print out and keep for further reference.

## Payment

The registration forms must be accompanied by payment in CHF. Until July 31, 2003, we accept Visa or Mastercard credit cards. On or after August 1, 2003, online registration is still possible, but payment needs to be provided in cash at the on-site registration.

## Main Conference (September 3-5)

**The conference fee** includes participation in all open technical sessions, conference proceedings, access to the exhibition, refreshment breaks, one ticket for the conference dinner in an interactive museum, the welcome reception and the farewell reception.

**Participants:** Anybody participating at the conference who is neither a Presenter nor a Student.

**Presenters:** Anybody who is presenting in one of the submission categories, except Doctoral Consortium, Tutorials, Special Interest Groups, booth exhibitor and keynote speaker. They will receive CHF 100 in cash after their presentation/talk. For each published contribution, one person must register on or before May 4 (for presenters of interactive & student posters, short papers and video papers the deadline is May 30, 2003).

**Students:** Full-time students qualify for the student fee if they provide proof of full-time status such as a student identification card which is valid at the time of registration. Send the proof as PDF by e-mail to [registration@interact2003.org](mailto:registration@interact2003.org) or send a fax to INTERACT 2003 (student certification) +41 1 632 11 73.

**Accompanying Persons:** INTERACT 2003 welcomes all accompanying persons of 18 years and older to the conference to share in the excitement of the event. Accompanying person registration includes access to the exhibition, opening and closing plenary sessions, welcome reception, bye bye reception and conference dinner in an "interactive museum".

The fees are listed and charged in CHF (Swiss Francs).

	Before and on June 30, 2003	From June 30 up to and including July 31, 2003	On or after August 1, 2003
<b>Participant / Presenter</b>	675	825	1050
<b>Student Participant / Presenter</b>	225	225	300
<b>Accompanying Person</b>	225	225	225

## Tutorials and Workshops

**The tutorial and workshop fee** includes participation in the tutorial/workshop, handouts of the tutorial/workshop notes, and refreshment breaks. The tutorial fee also includes lunch coupons. The fees are listed and charged in CHF (Swiss Francs).

[www.interact2003.org](http://www.interact2003.org)

**Direct access to the registration form:**  
<http://interact03.eveni.com>

	Before and on June 30, 2003	From June 30 up to and including July 31, 2003	On or after August 1, 2003
<b>Participant</b>			
Tutorial 1/2 day	360	375	400
Tutorial 1 day	720	750	800
Workshop	90	90	90
<b>Student</b>			
Tutorial 1/2 day	135	210	300
Tutorial 1 day	270	420	600
Workshop	45	45	45

# INTERACT 2005

## 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 Coliseum, 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

> **General Chair**  
Fabio Paterno, ISTI-CNR

> **Programme Committee**  
Stephen Brewster, University of Glasgow  
Keith Cheverst, University of Lancaster  
Luca Chittaro, University of Udine  
Joelle Coutaz, University of Grenoble  
Mary Czervinski, Microsoft Research  
Alan Dix, aQtive limited  
Mark Dunlop, University of Strathclyde  
Nicholas Graham, Queens University  
Phil Gray, University of Glasgow  
Tom Gross, Fraunhofer FIT  
Reinhardt Opperman, Fraunhofer FIT  
Luca Passani, Openwave  
Carmen Santoro, ISTI-CNR  
Albrecht Schmidt, Universität Karlsruhe  
Mathias Schneider-Hufschmidt, Siemens  
Constantine Stephanidis, Forth  
Kaisa Vaananen, Nokia  
Jean Vanderdonck, University of Louvain  
Bruno von Niman, Ericsson Enterprise

# Cooperation

## Main Sponsor:

International Federation for Information Processing IFIP, Technical Committee 13

## Hosting Society:

Swiss Informaticians Society (SI)

## Cooperating Societies:

CHISIG (Australia)  
ACM SIGCHI (USA)  
IEEE Computer Society (USA)  
Human Interface Society (Japan)  
British Computer Society (BCS-HCI)  
Dutch SIGCHI.NI (The Netherlands)  
German Informatics Society (Germany)  
The French Society on HCI (AFIHM)  
Usability Professional Association (UPA)  
SwissCHI Software Ergonomics (Switzerland)  
European Association of Cognitive Ergonomics (EACE)  
Swedish Interdisciplinary Interest Group for HCI (STIMDI)

## Sponsors:

IBM (US), IBM Research  
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Swiss Federal Institute of Technology (Switzerland)  
Swiss National Science Foundation (SNF)  
IOP – Man Machine Interaction (The Netherlands)  
Postgraduate School for User-System Interaction Design (The Netherlands)  
United Nations Educational, Scientific and Cultural Organization (UNESCO)  
J:F: Schouten School for User-System Interaction Research (The Netherlands)

**GLANCE**  
A BOV COMPANY

**IOP**

**Human Interface Society**

**ETH**  
Eidgenössische Technische Hochschule Zürich  
Swiss Federal Institute of Technology Zurich

**Human Interface Society**

Ergonomics **iha**  
Work + Health

**SAP**

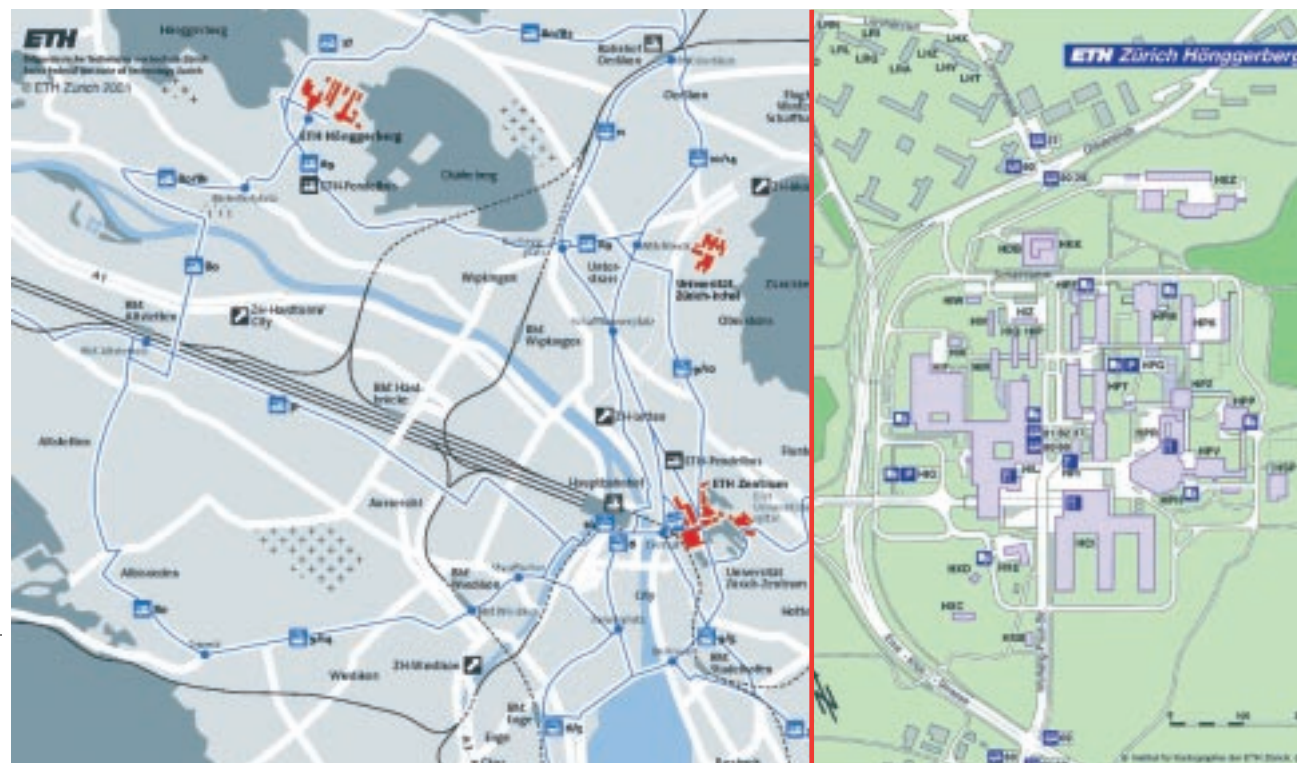
**JFS**

**USER SYSTEM INTERACTION**

**TU/e**

**IBM**

**SVI/FSI**



Zurich, Switzerland

ETH Zurich, Hönggerberg conference site

