

Introduction to Human-Computer Interaction (HCI) Minitrack

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The Human-Computer Interaction (HCI) minitrack provides a forum for HCI researchers to exchange a broad and comprehensive range of issues related to the design, development, and assessment of human-computer interaction. Papers selected for the HCI minitrack draw on a broad range of research methodologies including developmental, conceptualization, theorization, and experimentation to name a few. Given the fast pace of change within the HCI arena (e.g., new applications, new types of users, new types of devices, and so on), it is our hope that the papers presented in this minitrack will prove interesting and relevant to both the academic and practitioner communities.

The first session consists of three papers that investigate the interplay between HCI and eCommerce/Web environments. The paper "Online Purchasing of Simple Retail Goods: The Impact of EC Functionalities as a Surrogate for e-Service Quality" by Hadaya and Éthier explores the impact of e-service quality, Web site information quality and Web site quality on customer satisfaction during the purchasing process as it relates to product life cycle. Next, "A Conceptual Model of Wiki Technology Diffusion" by Hester and Scott examines the need to consider a variety of contextual factors that potentially influence the diffusion of Wiki technology. The final paper in this session, "Online Services, Customer Characteristics and Usability Requirements" by Massey, Khatri, and Montoya-Weiss investigates the relative importance that online customers place on specific usability requirements.

The second session consists of three papers that focus on HCI issues that influence effective collaboration and communication. The paper "Using Surprise in Human-Computer Interfaces to Enhance Knowledge Communication Effectiveness" by Kock, Chatelain-Jardón and Carmona explores the effect of a simulated threat when incorporated into a human-computer interface with the goal of increasing the interface's knowledge communication effectiveness. Next, "An Empirical Investigation of the Roles of Outcome Controls and Psychological Factors in Collaboration Technology Supported Virtual Teams"

by He and Paul examines whether outcome controls of group work trigger psychological factors and affect problem-solving virtual teams' ability to share information and develop high quality solutions. The final paper in this session, "Generating an Abstract User Interface from a Discourse Model Inspired by Human Communication" by Bogdan, Falb, Kaindl, Kavaldjian, Popp, Horacek, Arnautovic, and Szepe present an approach for modeling interaction design that is inspired by human communication.

The third session consists of two papers that focus on issues related to HCI design and research methods. The paper "Quantitative Early-Phase User Research Methods: Hard Data for Initial Product Design" by Chapman, Love and Alford suggest that methods adopted from marketing research, statistics, and game theory may be helpful for addressing questions that commonly arise in early-phase user research. The second paper in this session, "A Framework for Comparing Human and Computer Information Processing" by Whitworth offers a framework that compares and contrasts human and computer information processing styles.

We would like to extend our gratitude towards the researchers who contributed to this minitrack. Also, we would like to express our appreciation for the outstanding efforts put forth by the many gracious reviewers who helped ensure that the papers presented in this minitrack are both interesting and relevant.