

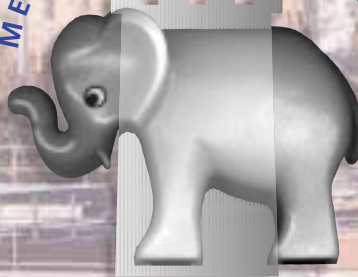
Advance Programme & Invitation to Register

HCI2002 I N C O R P O R A T I N G EUPA2002

2-6 SEPTEMBER 2002 • SOUTH BANK UNIVERSITY • ELEPHANT & CASTLE • LONDON

www.hci2002.org

MEMORABLE YET INVISIBLE



HCI
2002

SOUTH
BANK
UNIVERSITY

16TH BRITISH HUMAN-COMPUTER INTERACTION GROUP ANNUAL CONFERENCE
I N C O R P O R A T I N G
1ST EUROPEAN USABILITY PROFESSIONALS ASSOCIATION CONFERENCE

BRITISH HCI GROUP



Location



Welcome!

In *A Midsummer Night's Dream*, (the play the conference will be attending at the Globe as part of the social programme), Hermia, explaining why she loves Lysander and not her father's choice, Demetrius, says: 'I would my father look'd but with my eyes.' Many of us will sympathise with her and not just over a loved one's inability to always see things the way we do. Our discipline of HCI is entrusted with the task of seeing things on behalf of other people, designing not for ourselves but for optimal use by people who may not view the world, and the systems they use, quite like we do or even how we wish they did. Making systems memorable for the right reason yet seamless and invisible is no easy challenge! It is an indication of the maturity of our discipline that we can set this as a conference theme. One which even a few years ago would have had us shaking our heads since we would have known only too well that it wasn't a question we could address.



'Memorable yet Invisible' is the British HCI Group's 16th conference. It takes place on the South Bank, in London, at Southwark where Chaucer - perhaps the shrewdest of shrewd observers of human nature set his pilgrims off towards Canterbury, where centuries later another great English poet frantically scribbled the lines his actors were to proclaim at the Globe.

Just as Chaucer gathered together all types from all over the country to start on their adventure together as companions, to exchange stories and knowledge, so it seems fitting that Southwark should once again host a different type of pilgrimage. This one is just as urgent, just as companionable but has as its aim not a search for spiritual comfort but a search for solutions that will make technology work for everyone, no matter how they see the world.

Puck closes *A Midsummer's Night Dream* with an invitation: 'Give me your hands, if we be friends...'. We would like to extend the same invitation to join us at the Elephant for 'Memorable yet Invisible'.

The joint HCI/EUPA conference committees

About South Bank University



South Bank University was founded in 1892 as the Borough Polytechnic with a mission to provide technical and vocational education to the disadvantaged citizens of South London. In 1970 it amalgamated with four other colleges to become South Bank Polytechnic and in 1992 it was granted University status.

With nearly 18,000 students, the university is one of the largest in London and combines traditions of excellence in vocational and applied subjects with specialist industrial and professional links. The School of Computing has interests in many parts of the discipline including Education, Usability Engineering, Multimedia and HCI.



HCI2002 will cover all main areas of HCI research and practice, but will focus on the conference theme of "Memorable yet Invisible". The idea of making systems memorable is one of the ways in which they can be made easier to operate but in making systems memorable it is easy to make them obtrusive. The conference aims to look at the questions of memorability and invisibility. Can systems be both memorable and invisible? Or are memorable systems far from invisible? Invisibility too, is a complex issue. It might point to systems being transparent and obvious and perhaps thereby doing away with the need to be memorable.

Or perhaps systems become invisible because users find them so obvious that they don't notice the system at all, just the task. Is an invisible and memorable system possible?

And if so, what might it consist of? Do systems become memorable and invisible with familiarity even if they are initially quite difficult to use? In any case, we might ask what makes for a memorable system. Perhaps the dichotomy is between the need to make something engaging, compelling and noticeable and which often demands

high tech or state of the art solutions, and making things transparent, natural and intuitive? The conference hopes to explore all of these ideas.

Full papers and tutorials have already been selected following stringent peer review. Details of these are within this document. Other categories are open for submissions until 1st May, 2002. Submissions on all areas of HCI and usability are invited, but we strongly encourage ones addressing the new challenges posed by our theme, "Memorable yet Invisible".

Suitable topic areas include:

- interactive system design,
- interaction tools & techniques,
- users with special needs,
- design issues that address questions of the memorable and the invisible,
- mobile interaction,
- virtual reality and multimedia,
- social and cultural issues,
- the psychology of programming and general computer interaction,
- theoretical aspects.

However, contributions which advance the theory or practice of any aspect of HCI are also welcomed.

EUPA2002 Theme

The EUPA 2002 conference is designed specifically to meet the needs of practitioners to share experience, learn new skills, and hear about case studies and the latest trends. A full programme of tutorials, workshops, presentations and panels will be given by experts in the field of applied usability. The EUPA 2002 programme will be of interest to practitioners wishing to expand their knowledge of usability methods and techniques, and to researchers wishing to understand how usability is applied in the real world.

The EUPA conference will constitute separate tracks in a joint conference with HCI 2002. Conference participants are free to attend sessions from either HCI 2002 or EUPA 2002.

Distinctive features of EUPA 2002 include:

- Experience of applying HCI and usability techniques.
- Discussion of problems in the field and how to solve them.
- Informal and interactive styles of sessions.
- Inclusion of Presentation slides in the proceedings.
- A European perspective on HCI and usability with presenters from several countries.

Like many technical fields, usability has evolved rapidly and a wide range of concepts and ideas have been developed such as: user-centred design,

understanding context of use, setting testable usability goals, the importance of accessibility, and discount usability evaluations. The EUPA will provide the opportunity to make sense of these different concepts. It will also reveal new ideas that are coming to the fore such as remote usability testing, the role of design, and delight as the 'new usability'.

The range of topics to be covered also includes:

- How to report usability recommendations
- Practical guidelines for accessibility
- Are 5 participants enough?
- The use of repertory grids
- Conducting remote walkthroughs
- Usability in German-speaking countries
- User centred design
- Tools for usability evaluation

EUPA 2002 will provide an excellent opportunity to network with your peers during breaks between sessions and in the full social programme. You can share your experiences, learn from others, and make valuable contacts.

Come and learn more about this exciting field which is increasingly being recognised as a critical success factor. We are looking forward to meeting you at the conference!

HCI2002 is the 16th Annual Conference of the British HCI Group, a specialist group of the British Computer Society. Established in 1985, the conference has become the premier annual conference on Human-Computer Interaction in Europe. Attracting hundreds of researchers and practitioners from over twenty countries, its published proceedings (the "People and Computers" series) form an important part of the archive of HCI research. The HCI conference has always addressed the needs of practitioners and researchers through a balance of conference activities. Each annual conference has a theme, but submissions on any HCI topic are always welcome.

Student Volunteers

Student volunteers are needed to act as general conference dogsbodies. You will be required to toil at the behest of the student volunteer captain and conference organisers during the whole conference week. In exchange for this voluntary slavery we will offer to pay your UK travelling expenses, feed and house you for the week and allow you to keep your sweaty tee shirts. More seriously, you will have the opportunity to attend the conference where some free time will be scheduled for you to attend sessions and you will get to meet and talk to many famous (and infamous) HCI people. Ideally you should be a research postgraduate student working on a HCI related topic and have the support of your supervisor. However if you do not fit this profile you may still apply. To register an interest please contact the Student Volunteer Co-ordinator:

Student Volunteer Co-ordinator

Simon Hall, School of Computing,
South Bank University, 103 Borough
Road, London SE1 0AA
hallsp@sbu.ac.uk

T1 The Art of Seeing: Observational techniques for learning about users and their work

Susan M. Dray and David A. Siegel, Dray & Associates, Inc., Minneapolis, MN USA

Full-day tutorial

Observational studies of users are a key to user-centered design, but doing this kind of research requires new skills. This hands-on tutorial teaches practitioners how to plan and carry out observational studies of users. You will learn three primary types of observational techniques (Naturalistic Observation, Contextual Inquiry and Artifact Walkthrough) and other, hybrid methods. You will practice the first two. We will also discuss how to analyse the data from user studies, and how to apply findings to user-centered design

This is an update of a highly-rated tutorial from UPA, BCS- HCI, and CHI. It is an introductory level, for practitioners working in user experience, usability, or interface design.

The instructors are American consultants in user-centered design who have consulted to over 50 companies and worked in 17 countries. They have published numerous articles on this and other relevant topics.

T2 Ulabs on the Cheap: Usability Labs for under €100,000-€10,000-€1,000

Michael J Wood, Usability Engineer, Compuware Corporation

Half-day tutorial

Usability testing is one of the most fundamental methods at our disposal. Not only can it reveal a significant amount of usability

problems, but it also helps to create a culture of usability at an organization as managers and developers pile around the television to watch real people wrestle with real software.

With the recent dramatic fall in prices for consumer electronic equipment, a fully functional usability lab is within any company's budget. It will take some elbow grease and a willingness to learn, but this tutorial will demonstrate how any do-it-yourselfer can now build a standard lab with video and screen capture for under €1000 or a digital lab for under €10,000.

Michael Wood joined Compuware just under a year ago as a usability engineer with the Usability and Interaction Design Group (UID). Mike was in charge of researching and building the usability lab for the Technology Assessment Center of the University of Michigan as well as the usability lab for Compuware Corporation.

T3 Designing Highly Usable Wireless Services for Next Generation Devices and Networks

Didier Chincholle and Mikael Eriksson, Ericsson Research Usability & Interaction Lab, Sweden

Half-day tutorial

Designing highly usable wireless services is difficult and this is rapidly becoming a major issue for both mobile service providers and device manufacturers when designing for the next generation of devices. Due to inherent design limitations, including small display screens and limited data input from multifunctional keypads, wireless service designers have to learn new ways to present information and interact with the user. In this tutorial participants will be provided with an overview of the critical user experience issues that need to be addressed when developing these

services for the next generation of devices and networks. It will introduce practical design, implementation and assessment techniques. This tutorial is suitable for anyone interested in designing mobile services on small devices including: service developers, network operators and service providers, usability specialists and HCI researchers.

Didier Chincholle works as an Interaction Design Specialist for Ericsson Research, focusing primarily on the use of mobile devices. He has extensive experience in designing and evaluating user interfaces. He is also active at conferences with lectures and written contributions pertaining to wireless services.

Mikael Eriksson works as an Interaction Designer for the Usability and Interaction Lab at Ericsson Research. He is mainly involved in developing and prototyping interaction concepts. He has a pedagogical background and has been teaching computer-based design at the University College of Arts, Crafts and Design in Stockholm, Sweden.

T4 Presenting Your Conference Paper

Alistair D N Edwards, Department of Computer Science, University of York

Half-day tutorial

In many disciplines, including Human-Computer Interaction, the conference paper has become the principal form of publication. Thus, a lot of work goes into the preparation of very high quality written papers. A conference paper does not stand on its own, though, as a journal publication does; it must be accompanied by a 'live' presentation. The objective of this tutorial is to help presenters to achieve the same quality in the presentation as he or she has in the written paper.

Alistair Edwards is a Senior Lecturer in Computer Science at the University of York. In addition to lectures to undergraduate and graduate students he has

presented tutorials at previous HCI and CHI conferences. He has also made approximately thirty presentations at various conferences.

T5 Requirements for Socio-Technical Systems: An Integrated Method

Neil Maiden, Stephanie Wilson, Centre for HCI Design, City University London and Paola Amaldi, School of Computing Science, Middlesex University

Half-day tutorial

The aim of this introductory-level tutorial is to present an integrated requirements engineering method for socio-technical systems. Understanding the work activity and how practitioners interpret the goals and constraints of the work domain is a crucial aspect of effective requirements engineering for such systems. The method to be presented is distinguished by its emphasis on understanding and modelling the activity of workers as a source of requirements, on defining testable requirements and on the systematic use of scenarios for requirements discovery and validation. Through a mixture of presentations and hands-on exercises, this tutorial offers participants the opportunity to gain practical skills in human-centred requirements engineering.

Neil Maiden is a Reader and Head of the Centre for Human-Computer Interface Design, an independent research department in City University's School of Informatics. His research interests include frameworks for requirements acquisition and negotiation. Stephanie Wilson is a lecturer in the Centre for HCI Design, City University London. She has over 10 years research experience in HCI. Paola Amaldi is a lecturer in the School of Computing Science at Middlesex University. Her background is in Cognitive Psychology and Cognitive Ergonomics.

Invitation for further contributions

Doctoral Consortium

The aims of the HCI2002 Doctoral Consortium are:

- To offer a friendly forum for students to discuss their work and receive constructive feedback.
- To offer relevant information on issues important to candidates.
- To nurture a community of researchers.

The Consortium is primarily designed for students currently registered for a PhD, in HCI or related field, and is open for students at any stage of study. Participating students pay no conference fees - their attendance is funded by a grant from the British HCI Group.

It allows participants to interact with established researchers and with other students, and to reflect - through short activities, information sessions, and discussions - on the process and lessons of research and life in academia.

Each participant will give a short, critiqued, presentation.

To apply for a place at the consortium:

- Complete the application form on the web page
- Write a two-page paper to appear in volume 2 of the conference publication describing the context, content, goals, status and any conclusions, of your research.

See the web-site for details of the formatting.

Doctoral Consortium chair

Sally Fincher, University of Kent at Canterbury, Canterbury, UK
s.a.finch@ukc.ac.uk

D E A D L I N E

1 May 2002
 See: www.hci2002.org

Workshops

The EUPA and HCI conferences will host a single workshop programme, although the reviewing panels differ for HCI and EUPA proposals.

All workshop summaries will be published in Volume 2 of the HCI2002 conference proceedings.

A workshop provides a valuable opportunity for a small group to meet and engage in rich and interactive discussions about a topic of common interest. Submissions may address any topic of interest to the HCI community:

- basic research, applied research, new methodologies,
- emerging application areas, tools, models and design
- innovations.

A workshop should aim to produce some further product such as an edited book or a special issue of a journal.

continued next page

T 6 Enabling Technology for Users with Disabilities

Alistair D N Edwards, Department of Computer Science University of York

Full-day tutorial

The objective of the tutorial is to demonstrate how the full range of potential users – including those with disabilities – can be included in HCI design.

The tutorial includes a brief introduction to different areas of disability and the technologies that can be applied to reducing their handicapping effects. This covers both currently available technologies as well as current research.

The tutorial will include videos, demonstrations and lectures with discussion.

The presenter is a Senior Lecturer in the Department of Computer Science at the University of York. His principal research interest is in the use of multiple modalities of interaction to make computers accessible to people with disabilities. He is author of over 100 research publications in this area and editor of the book, Extra-Ordinary Human-Computer Interaction.

T 7 Information Visualization

Professor Robert Spence
Imperial College, London

Full-day tutorial

Many people possess considerable volumes of data which may 'hide' some fundamental relation which could be exploited to advantage: estate agents, medical researchers, fraud investigators and many others would like to be able to view some graphical presentation of that data and perhaps interact with it and, at some point, be able to say "Ah Ha! Now that is interesting!" That is what Information Visualization is all about. The tutorial will examine the issues involved and provide illustrations, often using video clips and demonstrations, of the many and varied applications of Information Visualization to real problems. No expertise in mathematics, statistics or computing is assumed.

The tutorial will be presented by

Bob Spence, a recognised authority on the subject and the author of Information Visualization (Addison-Wesley, 2001). Bob Spence is Emeritus Professor of Information Engineering at Imperial College, London.

T 8 Creating Highly Satisfying User Experiences Using A Methodical Software Engineering Approach

Dave Roberts, Senior Designer, Ease of Use Group, IBM United Kingdom
Dick Berry, Distinguished Engineer, Ease of Use Group, IBM Corporation Austin, Texas

Full-day tutorial

Creating a compelling user experience involves understanding users, their goals, tasks, and expectations. The design is driven by this knowledge in a methodical way, ensuring user needs are thoroughly addressed through periodic validation with users.

This tutorial teaches a design approach based on this process. It uses UML (Unified Modelling Language) maintained by CASE tools to foster a rigorous design process.

The model provides a repository of design information and an unambiguous specification for implementation.

Dave Roberts and Dick Berry from the IBM Ease of Use team have worked together since 1986 on user interface architecture. This included IBM's CUA and the 'Workplace Model' which influenced both Windows and Unix desktops. They were authors of the book "Designing for the User with OVID".

T 9 Introduction to HCI Structured Engineering Design Methods

Steve Cummaford, Ann Blandford, John Long, UCL Interaction Centre (UCLIC) University College London

Full-day tutorial

This one-day tutorial presents an overview of HCI structured engineering methods, in the context of the system development lifecycle. The intended audience is usability practitioners who wish to

gain greater understanding of structured design methods, and of how underlying theories from psychology can contribute to 'real-world' design. The tutorial introduces theoretical foundations for HCI, and the notion of designing to achieve performance targets. HCI engineering design methods will be presented, with examples from recent website and software projects undertaken by the authors. Audience participation during the tutorial will be via small group exercises conducted during the sessions.

The presenters have delivered courses both commercially, and as lecturers at University College London. Steve Cummaford has been a Research Fellow and Lecturer at University College London (UCL). His research focuses on validating HCI design knowledge to support communication and re-use. Ann Blandford is Senior Lecturer at UCL, and Visiting Professor at Middlesex University. She has been teaching and conducting research in HCI for over ten years. John Long is Emeritus Professor at UCL, where he was Director of the Ergonomics & HCI Unit for over twenty years. He was awarded the IEA Outstanding Educator award in 2000.

T 10 Exploring and Using Qualitative Data

Susan M. Dray and David A. Siegel, Dray & Associates, Inc., Minneapolis, MN USA

Full-day tutorial

Ethnographic and other qualitative field research methods have become increasingly popular in the field of human computer interaction. These methods have been used in the design of a great variety of products and services. However, there are not many ways to learn the art of how to analyse qualitative data.

This tutorial will give you hands-on practice analysing qualitative data in a number of ways, including affinity diagramming, cognitive mapping, and visual stories. There will also be demonstrations of computer tools to assist in analysis.

This is new tutorial, developed in response to requests from attendees of previous tutorials. It is an intermediate level, for practitioners working in user

experience, usability, or interface design.

The instructors are American consultants in user-centered design who have consulted to over 50 companies and worked in 17 countries. They have published numerous articles on this and other relevant topics.

T 11 Cross-Cultural User-Interface Design for Work, Home, Play, and On the Way

Aaron Marcus, Aaron Marcus and Associates, Inc

Full-day tutorial

This tutorial is intended for researchers and Developers of Web-based documents and applications, telecommunications-oriented consumer products, and office/mobile productivity tools. Our goal is to give participants new terms and concepts to understand cultural dimensions and to begin helping participants relate the cultural anthropologist Hofstede's dimensions of culture (power distance, individualism/collectivism, masculinity, femininity, uncertainty avoidance, and long-term orientation) to the design of user-interface components (metaphors, mental models, navigation, interaction, and appearance).

Illustrated lectures introduce the issues of globalization, localization, and culture, then define each of the dimensions of culture and show examples from the Web. Group exercises with paper and pen provide direct experience in understanding the hidden content of cultural messages, in analyzing the impact of culture dimensions on the components of user interfaces, and in synthesizing an initial Web page design targeted for a particular culture.

Participants work in teams of 5-8 people during most of the exercises.

Mr. Marcus has published, lectured, tutored, and consulted internationally for more than 20 years and was the keynote speaker for ACM/SIGGRAPH-80, and the organizer and chair of the opening plenary panel for ACM/SIGCHI-99. He has presented tutorials on User-Interface/Visual Design at UPA for the past several years. He is the author/co-author of four books, and 100 articles.

Workshops are intended to be one day long, but proposals for other durations will be considered if they explicitly address the reasons for requiring less or more time.

The submission must include:

- A covering letter stating the primary contact through which all communication will be directed. This letter may also add further details about the way the workshop will be run, emphasising any additional participant

involvement or intended product. It should also describe the goals of the workshop, include an explanation of the timeliness and importance of the theme and suggest the likely backgrounds of the participants.

- A two page description of the workshop in the volume 2 conference format (see the web-site for details), containing a title, contact details for the co-ordinators, an abstract, a description of the topic(s) and of the way in which the workshop will be conducted.

Workshops chairs

HCI Workshop chair, Steve Draper, University of Glasgow, Glasgow G12 8QQ
s.draper@psy.gla.ac.uk

EUPA Workshop chair, Kevin Keohane, The Empowerment Group, London, UK
kevink@tegu.com

D E A D L I N E

1 May 2002
See: www.hci2002.org

IN SITU Computing



Wendy E. Mackay

INRIA, France

Computer technology continues to change and with it, our understanding of the scope of the design of interactive systems. Although standard desktop computers are still a primary focus of HCI, we now attempt to design systems that "disappear" into the environment or that augment physical objects within that environment. The latter make clear that users interact with computers "in situ" or within a context.

Design techniques that attempt to abstract use, without considering the user's context, often result in systems that are theoretically elegant but practically unusable. Unfortunately, current attempts to measure "context" are limited to crude environmental sensors, such as motion detectors and GPS. This talk will explore different ways of interpreting context, from the perspective of the user, not the just system, to create usable systems that are both memorable and invisible.

About the Speaker

Wendy E. Mackay received her Ph.D. from the Massachusetts Institute of Technology in the Management of Technological Innovation. Initially trained as an Experimental Psychologist, Wendy moved to Digital Equipment Corporation, where she was first a programmer and then a manager, ultimately programming or responsible for over 30 multimedia software products, a pre-Hypercard multimedia authoring language and the computer industry's first multimedia system (IVIS).

She has managed research and development groups in multimedia at Digital, MIT and Xerox PARC's European research lab in Cambridge, England. Formerly Professor Associé at the University of Paris-Sud in France, and a Visiting Professor of Computer Science at Aarhus University in Denmark, she is currently a senior research scientist at INRIA in France.

She is on the editorial board of French and English journals and has published over 70 articles in the area of Human-Computer Interaction. Her current research involves augmented reality and multimedia, with an emphasis on video-based participatory design.

Room	Manor	Castle
	HCI 1	HCI 2
9.30 - 11.00	Opening and Keynote - Room L17	
11.00 - 11.30	Coffee	
11.30 - 1.00	Papers session Haptic Interfaces	Papers session CSCW (1)
1.00 - 2.30	Lunch	
2.30 - 3.30	Short Paper session	
3.30 - 4.00	Coffee	
4.00 - 5.30	Papers session Memorable Systems	Papers session Anthropomorphism
5.30 - 6.00	British HCI Group AGM	
6.15 - 9.00	Social	

Conference Sessions

Please note that the timing of each of the following full papers had not been decided at the date of publication of this programme. Therefore the successful papers, selected after the peer review process, are simply listed on this and the following page, in no particular order.

Full-length papers will be delivered on each of three days of the conference. In the timetable for each day, you can see listed the planned theme for each session. Papers will be allocated to the most appropriate session.

Similarly, the presentations selected for the EUPA2002 track of the conference are listed on the following three pages, but the choice of timeslot for each session is not yet final.

Over the coming weeks the timetable will be finalised - consult the web-site for further details.

Panels and Short Papers will be selected in late May, and timings of each of these will also be posted on the web-site

T I M E T A B L E

Papers are listed in no particular order. Allocation to a session will take place shortly and the timetable displayed on

www.hci2002.org

Provoking Innovation: Acting-out in Contextual Scenarios

Steve Howard - The University of Melbourne

Invisible but Audible: Enhancing Information Awareness through Anthropomorphic Speech

Nuno M. Ribeiro & Ian D. Benest
- The University of York

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

Saul Greenberg, Shaun Kaasten, & Christopher Edwards - University of Calgary

Auditory Emotional Feedback Facilitates Human-Computer Interaction

Anne Aula & Veikko Surakka
- University of Tampere

Navigation in the Software Development Information Space

Wayne H. Ho - IBM Canada Ltd.

Lodge

EUPA

Presentations 1: Communicating Usability

P1a (60 mins) P1b (30 mins)

Panel session

EUPA Keynote

Presentation 2: Accessibility

P2 (90 mins)

Panel session

EUPA Business

Videos /Interactive Experience /Posters /Exhibition

EUPA2002 Keynote: Designing User Delight - Nokia User Interface Strategy for 2.5G and 3G



Christian Lindholm

Nokia Mobile Phones, Finland

The Mobile Internet will not be one new medium, but 4-5 unique new media with different capabilities targeted to different people wanting to communicate in rich ways.

We are at the dawn of a new era where the utility or function of the mobile Internet will start to change. We are not merely creating voice communication products, but also text and image driven communication products. The context of use, the ergonomics, and of course the technology will be so different, that Nokia believe content will have to be redesigned and adapted specifically for this. Nokia have conducted numerous experiments in designing content for small terminals.

Nokia believe that the opening up of mobile SW platforms will have a profound impact on our lives, as innovation is taken out of the labs and placed in the hands of the public. Services will have more personal, location and on-line relevance than ever before. Christian's presentation will discuss the reasoning behind Nokia's User Interface categories and the vision for their evolution.

About the Speaker

Christian Lindholm is Director of Services and User Experience at Nokia Mobile Phones, Cellular Mobile Terminals Business Unit. His responsibility is to ensure that Nokia phones and services offer a pleasant user experience. He sets the strategic direction for user interface design in the company and by managing cross technology services projects which seamlessly blend the functionality of the terminal and the network. Christian is responsible for inventing the Navi-key user interface, which has become the worlds most deployed user interface and an industry icon.

He has also worked on UI's for the Nokia 6100 and 7100 series mobile phones.

He is the father of the Series 60 user interface, a sophisticated one-hand operated user interface for smartphones. He has also managed the design of the Club Nokia User Interface.

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

Elizabeth Longmate & Chris Baber - University of Birmingham

Selecting the 'Invisible' User Interface Development Tool

Joanna Lumsden - University of Glasgow

A comparison of think-aloud, questionnaires and interviews for usability testing with children

Panos Markopoulos - Eindhoven University of Technology & Afke Donker - PI Research

Impedance Matching: When you need to know What

Devina Ramduny & Alan Dix - Lancaster University

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

Ann Blandford & Iain Connell - UCL, B. L. William Wong - University of Otago & Thomas Green - University of Leeds

P1a Relating usability to design practice

John Knight, Marie Jefsioutine Birmingham Institute of Art & Design, UK

Looks at the obstacles that prevent many digital media designers from adopting usability methods, and argues that designers should be seen not just as clients but as integral to the growth of usability.

P1b Optimising Uptake of Usability Recommendations

Gerred Blyth amberlight partners, UK

Often, well-formed usability recommendations are not implemented by clients as intended by HCI practitioners. This presentation discusses the barriers to uptake and offers techniques that minimise these barriers.

P2 User Centred Design – How to Design Accessible Products

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

Demystify the legalese and get to the core of what accessibility is all about. Through the use of real-life examples and demonstrations of assistive technology and usability tools, learn how to apply a User Centered Design approach to creating accessible products.

Fun, communication and dependability: extending the concept of usability



Andrew Monk,
University of York, UK

The traditional conception of usability considers one user with one computer in a work context. Requirements elicitation and evaluation are based around tasks and task fit. This is no longer enough. As computers move out of the office, into the street and the home, the design issues that arise become much broader. At work we are paid to use the technology, in the home we pay for it. Products need to be attractive and fun. I can think of several formal schemes for reasoning about task fit but how do we advise a designer how to make her product fun?

Likewise, communication has rather different functions in recreation. How should we design effective systems for socialising? Finally, information and communication technology has the power to provide independence for older people and the disabled; to enable them to stay longer in their own homes, for example. This technology has to be dependable. It has to protect against violations of privacy and guarantee security and safety.

In this talk I will illustrate these new issues by considering some of the basic research being carried out at York that extends the concept of usability to include fun, communication and dependability.

About the speaker

Andrew Monk is Professor of Psychology at the University of York and a Fellow of the British Computer Society. He has published widely on Human-Computer Interaction (HCI) and electronic communication. His most recent research is concerned with the design of information and communication technology for use in the home. He has organised four one-day meetings "Computers and Fun" that attracted international audiences and was editor, with Robert Kraut, of a special issue of the International Journal of Human-Computer Studies "Home and recreational use of information and communications technology".

Room	Manor	Castle
	HCI 1	HCI 2
9.30 - 10.30	Keynote - Room L17	
10.30 - 11.00	Coffee	
11.00 - 12.30	Papers session VE and Games	Papers session CSCW (2)
12.30 - 2.00	Lunch	
2.00 - 3.30	Papers session Usability Evaluation	Papers session Design process
3.30 - 4.00	Coffee	
4.00 - 5.00	Papers session Personal technologies	Short Paper session
5.00 - 6.15	Break	
6.15 onwards	Social Event: A Midsummer Night's Dream, Globe Theatre	

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

Masood Masoodian & Nicholas Lane
- The University of Waikato

Non-Verbal Communication Forms in Multi-player Game Session

Tony Manninen & Tomi Kujanpää
- University of Oulu

Guidelines for the Design of Haptic Widgets

Ilan Oakley - Media Lab Europe,
Alison Adams, Stephen Brewster & Philip Gray
- University of Glasgow

Extending Low-Cost Remote Evaluation with Synchronous Communication

Lucia Rapanotti & Jon G. Hall
- The Open University,
Lynne Dunckley - Thames Valley University

An affordance-based framework for CVE evaluation

Phil Turner & Susan Turner
- Napier University, Edinburgh

A tool for Performing and Analysing Experiments on Graphical Communication

Pat Healey & James King
- Queen Mary University of London
Nik Swoboda - Indiana University

Support robots for playing games: the role of the player-actor relationships

Mark De Graaf & Loe Feijs
- Eindhoven University of Technology

Multi-Session VR Medical Training - The HOPS Simulator

Andrew Crossan, Stephen Brewster, Stuart Reid & Dominic Mellor - University of Glasgow

Lodge

EUPA

Presentations 3: Web Evaluation

P3a (60 mins) P3b (30 mins)

Panel session

Presentations 4: Remote Evaluation

P4a (30 mins) P4b (60 mins)

Panel session

EUPA Plenary

Videos /Interactive Experience /Posters /Exhibition

P3a The “Magic Number 5”: Is It Enough for Web Testing?

Carol M. Barnum
Southern Polytechnic State University,
Marietta, USA

Common practice holds that 80% of usability findings are discovered after 5 participants. But recent findings from web testing indicate that a much larger number of participants is required to get results.

P3b A user centred approach to measure a web site’s appeal using the Repertory Grid Technique

Rainer Wessler, Martin Ortlieb
Sapient, Germany and UK

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

P4a Remote Usability Evaluations Using the Internet

Ron Perkins
Design Perspectives, USA

An overview of remote evaluations, exploring some of the advantages and disadvantages of each.

P4b Improving Efficiency: Conducting Walkthroughs Remotely

Gaby Wenneker, Michael Hatscher
Zühlke Engineering GmbH, Germany

A straightforward remote walkthrough technique that can be used to evaluate low-fidelity prototypes of web sites.

T I M E T A B L E

Papers are listed in no particular order. Allocation to a session will take place shortly and the timetable displayed on

www.hci2002.org

An Investigation of Memory for Daily Computing Events

Mary Czerwinski & Eric Horvitz
- Microsoft Research

Pattern Languages in Participatory Design

Janet Finlay & Elizabeth Allgar - Leeds Metropolitan University
Andy Dearden - Sheffield Hallam University
Barbara McManus - University of Central Lancashire

User Perception of Anthropomorphic Characters with Varying Levels of Interaction

Guillermo Power, Gary Will & Wendy Hall
- University of Southampton

An Eye-Movement Analysis of Web-Page Usability

Laura Cowen & Linden J Ball - Lancaster University
Judy Delin - Enterprise IDU

User interface design as systems design

Harold Thimbleby - UCL



Memorability & invisibility: a tale of two alarm clocks

Les Hatton

Computing Laboratory, University of Kent, UK, and Oakwood Computing Associates Ltd.

This talk will consider the concepts of memorability and invisibility, in a variety of contexts that have been presented to me during my career.

The alarm clocks in question are both purpose-built, electronic, embedded systems. One is a delight, the other is a nightmare. These extremes have been repeated many times in my career. These and other examples will be used to tease out some basic principles.

It is my belief that the historic architectural concepts of simplicity, elegance and delight can be introduced to computing science where they manifest themselves as memorability and invisibility just as the historical engineering concept of designing to mitigate failure can be introduced where it manifests itself in trust and acceptance. The real enemy in both cases is unnecessary complexity.

Room	Manor	Abbey
	HCI 1	HCI 2
9.30 - 11.00	Papers session Objective Usability	Short Paper session
11.00 - 11.30	Coffee	
11.30 - 1.00	Keynote and closing	
1.00 on	Lunch and leaving social	

T I M E T A B L E

Papers are listed in no particular order. Allocation to a session will take place shortly and the timetable displayed on

www.hci2002.org

P5a Usability Engineering in Germany: Situation, Current Practice and Networking Strategies

Matthias Peissner, Kerstin Röse
University Kaiserslautern, Germany

Describes the current situation of usability professionals in Germany. Empirical findings regarding the usability practice in Germany will be discussed in terms of possible measures in order to support usability professionals.

Panels and Short Papers

Panels

A good panel will stimulate thought and discussion on some controversial or emerging issue. Panels typically consist of 3 - 5 panellists and a moderator. Proposals which include specific and innovative ways of involving the audience in the discussion and/or proposals which suggest ways in which constructive outcomes can be achieved are particularly encouraged.

Panels that address the inter-disciplinary nature of HCI, allowing for workers from differing backgrounds to compare and contrast approaches, are perennially popular and successful. Other emerging areas include professionalism within commercial usability practice and usability with respect to mobile devices.

Proposals must be presented as follows:

- A covering letter stating the primary contact through which all communication will be directed, and explicitly confirming that all panellists have been consulted in the production of the proposal and have agreed to attend if the panel is accepted. This letter may also add further details about the way the panel will be run, emphasising any audience involvement.
- A two page description of the panel in the volume 2 conference format (see the web-site for details), containing a title, contact details for the moderator and all panellists, an abstract, an introduction to the issue by the moderator and a position statement from each panellist.
- A 125 word description of the panel suitable for the advance publicity.

Panels chair

Richard Butterworth, Middlesex University, London, UK
r.j.butterworth@mdx.ac.uk

Short Papers

Short papers may address any of the areas identified in the conference topics. Submissions should report original work which has not been published previously. Authors are encouraged to stimulate audiences with work in progress and late-breaking research results that show the latest innovative ideas. Short Papers are expected to be of the same high quality as full papers, but more limited in scope.

Submissions must be presented as follows:

- Papers should be prepared using the format for volume 2 of the conference proceedings (see the web-site for details), and should not exceed four pages including diagrams.
- Two copies of the paper must be submitted, one for publication and one for review. The submission for review must be made anonymous by the removal of all material that might reasonably cause the identity of the authors to be inferred or revealed.

Short Papers Chair

Helen Sharp, The Open University, Milton Keynes, UK
h.c.sharp@open.ac.uk

D E A D L I N E

1 May 2002
See: www.hci2002.org

Exhibition, Bookshow &

For further details on the accompanying exhibition for related products and services, the publisher bookshow and delegate pack inserts please contact:

Lodge

EUPA

Presentations 5: Usability in Germany, Austria and Switzerland

P5a (30 mins) P5b (30 mins) P5c (30 mins)

Panel session

Videos /Interactive Experience /Posters /Exhibition

P5b Introducing "Quality in Use" - The Usability Service Model of Swiss Re

Andreas Beu, (UID GmbH, Germany), Marc Hassenzahl (Darmstadt University of Technology, Germany), Markus Geissbühler (Swiss Reinsurance Company Switzerland)

Describes how standard usability engineering models were tailored to the needs of Swiss Re, how the user-centred organisational maturity of Swiss Re was assessed and how usability was introduced into the software development process.

P5c Tailored Usability Engineering Methods and Tools

Manfred Tscheligi, Verena Giller, Johann Schrammel, CURE - Center for Usability Research & Engineering, Austria

Describes and gives examples of the use of the Web Requirements Analysis Technique and the Expertise Driven Assessment Tool.

About the speaker

Les Hatton is an independent consultant in software reliability. He is also Professor of Software Reliability at the Computing Laboratory, University of Kent, U.K. He holds a B.A. (1970) from King's College, Cambridge, an M.Sc. (1971) and Ph.D. (1973) from the University of Manchester, all in mathematics; an A.L.C.M. (1980) in guitar from the London College of Music, and an LL.M. in IT law from the University of Strathclyde (1999). After a successful career in computational geophysics, he changed careers to study the design of high-integrity and safety-critical systems, on which he has been a keynote speaker at numerous software conferences. His 1995 book Safer C pioneered the use of safer language subsets in embedded control systems and influenced many later standards including the automotive industry's influential MISRA-C standard. He is the author of the Safer C Toolset based on direct and indirect defect detection and is nearing completion of another book. In 1998, he was voted amongst the world's leading scholars of systems and software engineering by the US Journal of Systems and Software.

Posters and Interactive Experiences

Posters

Posters submissions addressing any of the areas identified in the conference topics are invited. Authors are encouraged to demonstrate work in progress and late-breaking research results that show the latest innovative ideas to stimulate audiences. Poster submissions are similar to short papers but are better suited to work in visual form.

The submission must include:

- A covering letter indicating how the space afforded for display of the poster will be used, including any innovative suggestions for display or observer involvement.
- A four page summary, in volume 2 of the conference publications format (see the web-site for details), which will be used as part of the basis for review and which will be published in volume 2 of the conference proceedings.

Poster Chairs

Peter Chalk, University of North London, London, UK
chalkp@unl.ac.uk

Jenny Le Peuple, London Guildhall University, London, UK
lepeuple@lgu.ac.uk

D E A D L I N E

1 May 2002
See: www.hci2002.org

Interactive Experiences

Interactive Experiences is the home for poster-type presentations involving video material, interactive surveys, or even authentic HCI.

A video is not really an interactive experience, but video illustrating interactive HCI in action is suitable for presentation and may be accompanied by an explanatory poster and/or voice-over. The video format may be VHS or digital video from a CD, DVD or web server.

Interactive HCI experiences may involve the use of new equipment, or equipment used in a new way, or may demonstrate enhanced usability in software.

Proposals may be submitted for interactive surveys, or polls, to take advantage of the assembly of expert practitioners present at the conference. The results should be either instantly available or made available for publication on the conference web site.

The submission must include:

- A covering letter detailing the video format and any computer equipment or software required to support the experience.
- A description of up to four pages describing the Interactive Experience and its rationale, written in the publications format for volume 2 of the proceedings (see web-site for details). This description will be used as part of the basis for review and will be published in volume 2 of the conference proceedings.

CDs or video material may be sent directly to the interactive experiences chair to support the proposal, but we cannot guarantee to return these.

Interactive Experiences chair

John Rosbottom, University of Portsmouth, Portsmouth, UK
john.rosbottom@port.ac.uk

& Delegate Pack Inserts

Richard Wilson, IBIS Communications, 7 Clays Hill, Steyning,
West Sussex BN44 3WD Telephone: 01903 816941
or 0141 330 5314 07930 965719 (Mobile) rjw@dcs.gla.ac.uk



At the time of writing not all aspects of the social plan have been confirmed and so the final program may differ from that described here.

However the centrepiece of the program, the visit to Shakespeare's Globe Theatre, has been booked.

Tuesday Evening

For those attending tutorials or workshops there will be a short reception at the University where groups of people will be encouraged to adopt a student volunteer. The SVs will have been issued with maps and lists of what the organisers consider to be the most interesting local pubs and restaurants.

Wednesday evening.

South Bank University is home to the British Youth Opera and also houses the largest Wurlitzer organ in Europe (a 4 manual 24 rank machine if that is at all meaningful to anyone). A University reception on the Wednesday evening will feature recitals by soloists from the

youth opera, a concert on the Wurlitzer and also tours of the organ loft. If all of this seems too intense and exhausting, a third location will feature a jazz pianist for chilling out.



Thursday evening

The highlight of the social programme will take place on Thursday evening with a visit to see A Midsummer Night's Dream at Shakespeare's Globe Theatre. Shakespeare's Globe is an accurate reconstruction of the seventeenth century theatre located very close to the location of the original. There only a limited number of tickets and these will be allocated as bookings are received (another reason to book early). Half of the tickets have been purchased for groundlings who stand in the pit but sadly are no longer allowed to throw fruit at the performers. The remaining tickets are for those who wish to forsake authenticity and atmosphere for the relative comfort of a hard bench. A reception will be held before the performance, either at the Globe itself or at Vinopolis an interactive museum of wine.

About the play

A Midsummer Night's Dream is one of Shakespeare's most fanciful comedies.

The humour crosses not just the generations but reaches out from a former age to ours in a breathtakingly easy embrace. Hermia with the stubbornness of youth refuses to marry the man her father wants her to and

thus resorts to the age old solution of running away. It takes an argument between the king and queen of fairyland to help bring about a resolution for Hermia and her lover. But as in all good comedies there are hiccups along the way and solutions to other seemingly impossible situations as well.

The Globe is the perfect setting for a story that talks place out of doors and which has all the magic and whimsy you would want from a balmy September evening. However, parts of the Globe are open to the sky and although we have ordered sunny, dry weather for the first week of September our UK supplier is not all that reliable. You would be well advised to make sure you have a shower proof jacket available, just in case it should rain. Please note that you are not allowed to use umbrellas.

Accommodation

Accommodation in London is always in short supply and expensive. The on-site accommodation is owned and managed by the University and represents good value for money. However it is in limited supply and attendees are encouraged to book early to attempt to ensure availability, in particular, before 10th July.

McLaren House is located at St George's Circus on the campus of South Bank University and only one mile from the houses of parliament. The accommodation consists of single en-suite bedrooms within shared apartments containing a communal kitchen. The price per person, per night is £35, including breakfast which will be served in a different building.

More information is available at www.sbu.ac.uk/housing/mclaren.html

The conference Web site at www.hci2002.org contains a list of local hotels and indicative prices.



PLEASE COMPLETE USING BLOCK CAPITALS AND RETURN BY POST TO:
 LTSN-ICS, FACULTY OF INFORMATICS, UNIVERSITY OF ULSTER AT JORDANSTOWN, CO. ANTRIM, N. IRELAND BT37 0QB
 OR FAX TO: **+44 (0) 28 9036 8206** (TEL: +44 (0) 28 9036 8020)
 ALTERNATIVELY, ON-LINE REGISTRATION IS AVAILABLE AT **www.hci2002.org**

Personal Details

Title: Professor/Dr./Ms./Mrs./Miss/Mr./Other _____

First Name: _____

Family Name: _____

Department: _____

Organisation: _____

Address _____

City: _____ Post Code: _____

Country: _____

Fax: _____ Email: _____

McLaren House Accommodation

Monday 2/9/02 Tuesday 3/9/02 Wednesday 4/9/02 Thursday 5/9/02
 _____ nights @ £35 per person/per night

TOTAL

A

Write this sub-total in box A overleaf

If you need accommodation before or after these dates, please write the details in here:

Only a limited number of rooms are available at McLaren House and there are only a limited number of tickets for the Globe Theatre. These will be allocated on a first-come, first-served basis. To maximise your chances of obtaining a bed or a ticket please book as early as possible. Once the supply of rooms and tickets has been allocated, we will attempt to obtain additional supplies but this cannot be guaranteed.

Special Requirements

Please state here any special dietary requirements

Vegetarian Vegan Other _____

I am unable to stand at The Globe

Please state any other requirements that you think the organisers should be aware of.

Name and designation as you would want it to appear on your badge:

First line (name) _____

Second line (designation 1) _____

Third line (designation 2) _____

Registration for Conference The delegate fees below assume you are a member of The British HCI Group or The Usability Professionals Association.

If you are not, please take out membership by selecting one of the following options:

B-HCI-G (Industry £30) B-HCI-G (Academic £25) B-HCI-G (Student £10)

UPA (6 months £30) UPA (12 months £60) UPA (Student £14)

If you are already a member, please state your membership number and affiliation

B-HCI-G UPA No. _____

If you are claiming the student rate please name your institution and attach an official letter confirming your status

Name of Institution _____

Letter of Confirmation attached

Conference Fees

Standard registration fee (before 10th July 2002) Delegate £330

Standard registration fee (before 10th July 2002) Student £200

Late registration fee (on or after 10th July 2002) Delegate £380

Late registration fee (on or after 10th July 2002) Student £225

Special One-day rate £200 - select which day - wed thur fri

Student accepted for Doctoral consortium:
enter "no charge" on line below as your fees will be paid by the British HCI Group.

Write this sub-total in box B below

B

Registration for Tutorials and Workshops

Half day tutorials cost £85, full day are £160. Half day workshops cost £20, full day £50.

Please write in the code for your Tutorial selection.

Monday 1st choice _____ Monday 2nd choice _____ @£85/£160

Tuesday 1st choice _____ Tuesday 2nd choice _____ @£85/£160

Add £15 administration fee if not registering for the conference

Registration for Workshops (available workshops will be posted on the Web site at the end of May)

Monday 1st choice _____ Monday 2nd choice _____ @£20/£50

Tuesday 1st choice _____ Tuesday 2nd choice _____ @£20/£50

Write this sub-total in box C below

C

Payment

Payment by credit card in UK pounds (please tick type of card)

Visa Mastercard Eurocard

Credit Card Number

Expiry Date

Signature

Name and billing address of card holder if different from registration details

Name _____

_____ City _____ County _____

Country _____ Postcode _____

PAYMENT BY CHEQUE Please complete a cheque or bank draft in UK Pounds drawn on a UK bank, made payable to 'University of Ulster (HCI2002)'

Cancellations received before 30th July will be refunded minus an administration charge of 20% of total fees. After this date no refunds will be made.

Evidence of Participation

I would like to receive a confirmation of attendance. Please tick if you would like to receive a certificate of participation in the conference (this will be available to collect at the registration desk)

Accommodation

A

Registration / Conference Fees

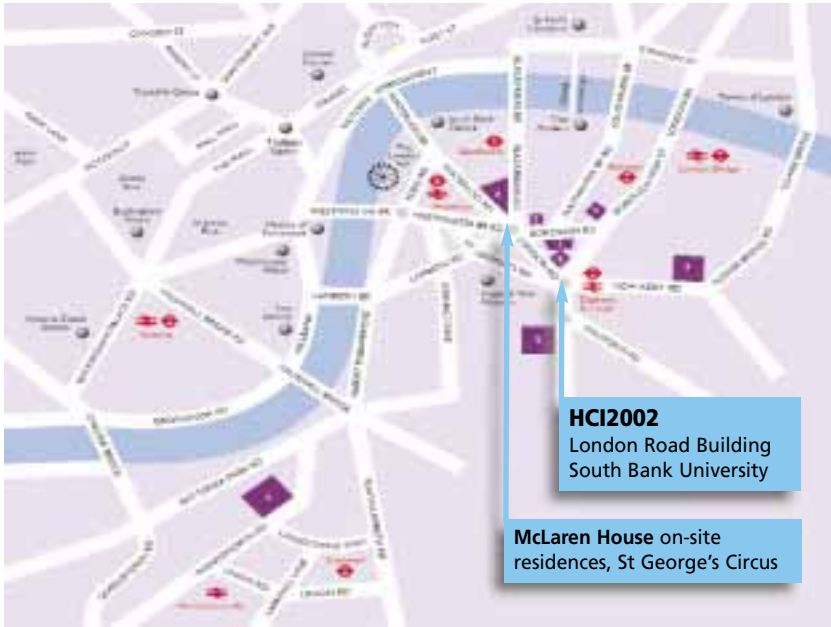
B

Registration for Tutorials

C

TOTAL

Getting there



From Heathrow the fastest, easiest and most expensive option is to take the Heathrow Express train to Paddington and then take a Bakerloo line tube southbound to the end of the line, which is the Elephant & Castle. A slower but cheaper option is to take a Piccadilly line tube into the centre of the city and transfer to the Bakerloo line southbound at Piccadilly Circus.



From London City Airport take the airport bus to Canary Wharf

tube station and then a Jubilee line tube westbound to London Bridge and change to the Northern line southbound to the Elephant and Castle. From Luton take a Thameslink train to London Bridge and then a southbound Northern Line tube.

From Stansted catch a Stansted Express train to Liverpool Street, take a westbound Central line tube one stop to Bank and then a southbound Northern line tube to the Elephant.

Comprehensive information about travel in London can be found at www.londontransport.co.uk

Travelling into central London by private car is not recommended. The conference organisers are only able to arrange car parking for those with mobility difficulties. Public car parks are generally busy and expensive.

The conference is being held in the London Road Building of South Bank University with the on-site residences located at St George's Circus. Both of which are only a few minutes walk from the Elephant and Castle tube station. There is no car parking except for the disabled.

TUBE The Elephant and Castle tube station is the southern terminus of the Bakerloo line and is also on the city branch of the Northern line. The exit for South Bank University (from the Bakerloo platforms) is clearly signed within the station. At the exit turn right and the London Road building is the second on the right.

RAIL All major London rail stations are on the tube network and the Elephant and Castle is readily accessible from them. Waterloo and London Bridge stations are within a 10 min walk.

AIRPORTS Gatwick is closer and more convenient for south London than Heathrow. From Gatwick train station take a Thameslink train to London Bridge (not a Gatwick Express train to Victoria). At London bridge either catch a southbound Northern

Line tube for 2 stops to the Elephant and Castle, or take a taxi for the one mile journey.



HCI2002 Committee

Conference Chair	Fintan Culwin	South Bank University	Publicity	Lachlan M MacKinnon	Heriot-Watt University
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	Janet Finlay	Leeds Metropolitan University	HCI Liaison	Alistair Kilgour	Real Axis Consulting
Tutorials	Eamonn O'Neill	Bath University	Past Conference Chair	Chris Roast	Sheffield Hallam University
Doctoral Consortium	Sally Fincher	University of Kent at Canterbury	Past London Chair	Phil Gray	Glasgow University
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	Jenny Le Peuple	London Guildhall University	Web Slave	Simon Hall	South Bank University
Panels	Richard Butterworth	Middlesex University	EUPA liaison	Thomas Lancaster	South Bank University
Workshops	Steve Draper	Glasgow University		Nigel Bevan	Serco Usability Services
Interactive Experiences	John Rosbottom	University of Portsmouth		Martin Maguire	Loughborough University

EUPA Committee

Conference chair	Nigel Bevan	Serco Usability Services, London, UK	Proceedings editor	Martin Maguire	HUSAT, Loughborough University, UK
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	Marc Hassenzahl	Technical University, Darmstadt, Germany	Tutorials chair	Verena Giller	CURE, Austria
				Manfred Tscheligi	CURE, Austria
Panels	Marty Carroll	The Usability Company, London, UK	HCI liaison	Fintan Culwin	South Bank University, London, UK
				Jonathan Earthy	Lloyd's Register, London, UK
Workshops	Kevin Keohane	The Empowerment Group, London, UK	Local chapters	Michele Visciola	Etnoteam, Turin, Italy
				Åsa Granlund	Ericsson Radio Systems, Linköping, Sweden

HCI2002 I N C O R P O R A T I N G EUPA2002

2-6 SEPTEMBER 2002 • SOUTH BANK UNIVERSITY • ELEPHANT & CASTLE • LONDON

South Bank University is located in an area of London known as the Elephant and Castle, also known simply as 'the Elephant'.

It is commonly thought that the name is a corruption of 'Infanta de Castile' who supposedly stayed nearby. The truth is that the name is derived from the thirteenth century sign of the Cutler's guild, an Elephant with a Howdah symbolising the source of ivory used for knife handles.

Charlie Chaplin, Robert Browning, John Ruskin, Michael Caine and Michael Faraday were all born here. Faraday's monument is a electrical substation cunningly disguised as an aluminium cube whilst Chaplin's is a rather dreary pub.

The Elephant is justly infamous for its hideous pink shopping centre and massive sixties traffic roundabouts. However, the area is rapidly regenerating and has many tourist, cultural and historical attractions located within walking distance.



These include.

- The Bankside Gallery
- The Clink Prison Museum
- The Design Museum
- The George Inn
- The Hayward Gallery
- The Imperial War Museum
- The London Dungeon
- The London Eye
- The London Imax Theatre
- The Museum of the Moving Image
- The National Theatre
- The National Film Theatre.
- The National Theatre
- The OXO Tower Restaurant
- A Replica of the Drake's Golden Hinde
- The Royal Elizabeth Hall
- Shakespeare's Globe Theatre.
- The Tate Modern ...and many other interesting places, pubs and restaurants which the local conference committee will be delighted to tell you about!



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