The CHI 2002 Conference is sponsored by ACM's Special Interest Group on Computer-Human Interaction (ACM SIGCHI). ACM, the Association for Computing Machinery, is a major force in advancing the skills and knowledge of Information Technology (IT) professionals and students throughout the world. ACM serves as an umbrella organization offering its 78,000 members a variety of forums in order to fulfill its members' needs, the delivery of cutting-edge technical information, the transfer of ideas from theory to practice, and opportunities for information exchange. Providing high quality products and services, world-class journals and magazines; dynamic special interest groups; numerous "main event" conferences; tutorials; workshops; local special interest groups and chapters; and electronic forums, ACM is the resource for lifelong learning in the rapidly changing IT field.

The scope of SIGCHI consists of the study of the human-computer interaction process and includes research, design, development, and evaluation efforts for interactive computer systems. The focus of SIGCHI is on how people communicate and interact with a broadly-defined range of computer systems. SIGCHI serves as a forum for the exchange of ideas among computer scientists, human factors scientists, psychologists, social scientists, system designers, and end users. Over 4,500 professionals work together toward common goals and objectives.

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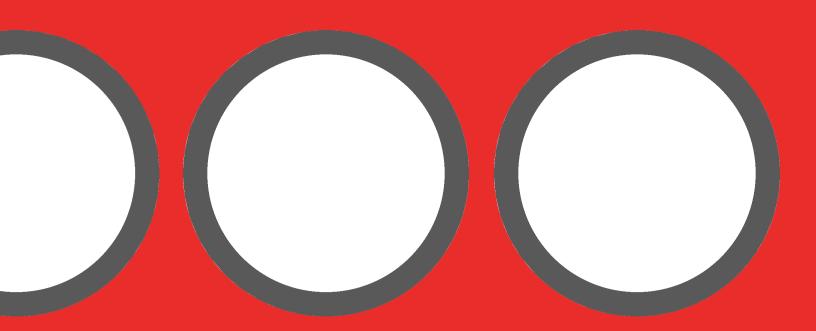20
02

changing the world, changing ourselves

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Official Conference Site
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CONFERENCE ON HUMAN FACTORS
IN COMPUTING SYSTEMS

CHI
2002

changing the world, changing ourselves

advance program

minneapolis, minnesota usa • 20 - 25 april 2002

welcome

Interactive technologies have changed - and continue to change - our world. We are living in an era of transformation driven by the Internet, hand-held computing, digital photography, interactive entertainment, and wireless communication technologies. But such transformations are nothing new. Adoption of many technologies has transformed our work, play, communication, and thought. It has also transformed our research and practice in the HCI community.

CHI 2002 will explore transforming technologies, looking back to the past and forward to the future. First, by reflecting on past (and current) technologies, we seek a better understanding of questions like: Why do some technologies succeed where others fail? How have economic and work conditions and leisure been changed? What roles have technologists, entrepreneurs, legislators, lawyers, and citizens played? We will examine these issues especially as they have arisen as they relate to HCI, a young field that will celebrate its 20th "birthday" at CHI 2002.

Second, we look forward, examining emerging technologies and involving us all in shaping their progress. As computer and communications technologies progress from portable to wearable to implantable – and as the power and speed of technology increases and the cost decreases – key HCI issues are raised.

We will ask: What role should HCI professionals play in the development and deployment of such profoundly transformative devices and the socio-technical systems surrounding them? How can we ensure usability and a regard for personal privacy? What is the role of the legal and political system – can they "keep up" with technology, or do sufficiently compelling technologies simply push them aside?

Third, in addition to looking outward, we also will look inward to the practices of our community. We are using some of the emerging technologies to nudge the CHI conference in the direction of greater interactivity – turning attendees into participants. Hundreds of people have signed up to use **CHIplace.org**, our interactive online forum, to exchange ideas, offer suggestions, and preview conference content. If you haven't already done so, join us there now! As part of CHI's increasing emphasis on issues of interest to designers and usability practitioners, CHI 2002 features the **Practitioners Special Track**. Designers will present portfolios, usability professionals will reflect on the experiences they have gained with usability methods in practice, and collaborative teams will work on a design challenge problem throughout the conference, with all participants invited to join in as observers and experimental subjects. In addition, CHI 2002 is proud to announce a two-day forum, the **CHI 2002|AIGA Experience Design FORUM**. Held in collaboration with the Experience Design Group of AIGA, the American Institute of Graphic Arts, this forum is open to anyone interested in design and human-computer interaction.

Be there!

Loren Terveen, AT&T Labs-Research
Dennis Wixon, Microsoft

CHI 2002 Co-chairs

CHI 2002
minneapolis, minnesota usa

Minneapolis at a Glance...

Population: 368,838

Geography: 58.7 square miles; 37,568 acres

Location: Minneapolis can be reached by air in 2.5 hours from most major U.S. cities. More than 28 million people can reach the Minneapolis in an eight-hour drive.

Downtown Minneapolis is just 20 minutes from the Minneapolis/St. Paul International Airport.

Weather:
Average Daily High Temperature in April - 55 F / 13 C
Average Daily Low Temperature in April - 31 F/ -1 C
Average annual rainfall: 26 inches / 66 centimeters
Average annual snowfall: 46 inches / 117 centimeters

Minneapolis Convention Center

CHI 2002 will be held in the Minneapolis Convention Center. This beautiful, state-of-the-art complex is conveniently located at 1301 Second Avenue South, in the downtown area within easy walking distance, by sidewalk or skywalk, of the CHI Conference hotels.

For more information on the Minneapolis Convention Center, visit their web site at www.mplsconvctr.org.

CHI Conference Headquarters Hotel

The Hilton Minneapolis & Towers Hotel is the Conference Headquarters Hotel, located nearby at 1001 Marquette Avenue. Located in the midst of downtown, the Hilton Minneapolis & Towers is perfectly situated for walking to the convention center (also connected by skyway) or stepping out to enjoy the evening. Each guest room provides the conveniences you're used to, including in-room movies, large work desks, and voice mail. The hotel has two restaurants, lobby bar, and, complimentary health club with swimming pool.

For more information on Minneapolis, visit their web site at www.minneapolis.org

CHI 2002 gratefully acknowledges its sponsor program participants. The generosity of these organizations enables the conference to provide technical content and operational services that otherwise might not be possible.

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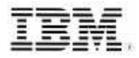
CHI 2002 conference at-a-glance

APRIL	services	technical	ongoing/ informal events	social events
sat 20	Registration 15:00-19:00	Tutorials 18:00-21:30	The Commons 15:00-19:00	
sun 21	Registration 8:00-17:30 Child Care 8:30-18:00	Tutorials 9:00-17:30 Workshops 9:00-17:30 Consortia 9:00-17:30 Design FORUM 9:00-17:15	The Commons 8:00-18:30	Networking Reception 21:00-23:30
mon 22	Registration 8:00-17:30 Child Care 8:30-18:00	Tutorials 9:00-21:30 Workshops 9:00-17:30 Consortia 9:00-17:30 Design FORUM 9:00-17:15	The Commons & Recruiting Boards 8:00-18:30	
tue 23	Registration 8:00-17:30 Child Care CHIkids 8:30-18:30	Opening Plenary 9:00-10:30 Tech. Sessions 11:30-18:00 Posters 10:30-18:00	The Commons 10:30-19:00 Exhibits & Recruiting Boards 10:30-18:00	Newcomers Orientation 10:30-11:30 Conference Reception/ 20 Years of CHI 19:30-22:30
wed 24	Registration 8:00-17:30 Child Care CHIkids 8:30-18:30	Tech. Sessions 9:00-18:00 Posters 9:00-18:00	The Commons 8:00-19:00 Exhibits & Recruiting Boards 9:00-18:00	Hospitality Suites
thu 25	Registration 8:00-14:00 Child Care CHIkids 8:30-18:30	Tech. Sessions 9:00-16:00 Posters 9:00-16:30 Closing Plenary 16:30-18:00	The Commons 8:00-16:30 Exhibits & Recruiting Boards 9:00-16:30	
fri 26	TECHNICAL TOURS			

 NEW FOR CHI 2002: PRACTITIONERS SPECIAL TRACK
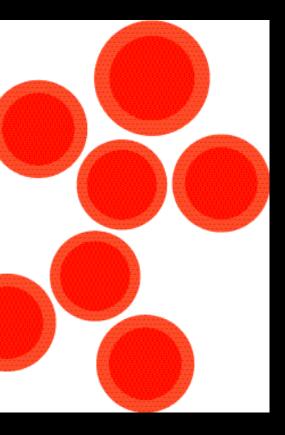
content

Look for these symbols throughout the advance program:

 – New for CHI 2002

 – Focus on design

tutorials

TUTORIALS ARE COURSES THAT OFFER EXTENDED INTERACTIONS WITH EXPERT INSTRUCTORS. THE COURSES AVAILABLE AT CHI 2002 REPRESENT THE LEADING EDGE OF CURRENT PRACTICE AND RESEARCH IN HUMAN-COMPUTER INTERACTION.
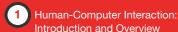
TUTORIALS COVER EMERGING TECHNOLOGIES AND MARKETS, ALONG WITH USABILITY METHODS AND TECHNIQUES. IN-DEPTH TRAINING IN SPECIALIZED AREAS IS ALSO PROVIDED. THE TUTORIAL PROGRAM HAS BEEN DESIGNED TO PROVIDE DIVERSITY AND DEPTH, AND TO APPEAL TO RESEARCHERS AND PRACTITIONERS.

Tutorial Schedule

Full-Day: 9:00 to 17:30
Half-Day, Morning: 9:00 to 12:30
Half-Day, Afternoon: 14:00 to 17:30
Evening: 18:00 to 21:30

Evening Tutorials

Saturday

1 Human-Computer Interaction: Introduction and Overview

2 Avoiding "We can't change that!": Software Architecture & Usability

Monday

32 Web Site Usability: The Big Picture 2002

Earn Continuing Education Units (CEUs)

SIGCHI offers CEUs in accordance with guidelines provided by the International Association for Continuing Education and Training (IACET).

The CEU is a recognized unit of measure for continuing education and professional training programs. Each CEU requires the successful completion of 10 hours of instruction. Successful completion of a CHI tutorial requires that you attend the entire session and participate fully in the learning activities.

You can earn 0.6 CEUs for each full-day tutorial (6 hours of instruction), and 0.3 CEUs for each half-day or evening tutorial (3 hours of instruction).

To obtain CEU credit, you must register for CEUs at the same time you register for your tutorials. There is a small administrative charge. After the conference, the ACE CEU Transcript Service will send you a letter confirming regis-

tration of your CEUs. In most cases, this letter is adequate proof that you have completed CEUs. In the rare case that it is not, the registry can issue an official transcript for a small fee. Please note that the conference does not issue certificates of completion. For further inquiries about obtaining CEU transcripts, you may contact the ACE registry at:

Email: registries@ace.nche.edu
Tel: +1 202 939 9434
Fax: +1 202 833 3005
Web: www.acenet.edu/calec/corporate/ceu_
     transcript.cfm

Transcripts may be ordered through this Web site.

Recommended Groupings

Overview Courses

1 *Introduction and Overview (Saturday evening)*
25 *GUI Bloopers (Monday)*

Fostering Usability

2 *Avoiding "We can't change that!": Software Architecture & Usability (Saturday Evening)*
4 *The Usability Engineering Lifecycle (Sunday)*
18 *Promoting, Establishing, and Institutionalizing Usability Engineering in Development Organizations (Monday)*
22 *Scenario-Based Usability Engineering (Monday)*
23 *Flexible, Accessible Interfaces More Usable by Everyone (Monday)*
30 *Styling the New Web: Web Usability with Style Sheets (Monday)*
32 *Web-Site Usability: The Big Picture 2002 (Monday)*

Usability Testing/Evaluation

8 *Test Design and Statistical Analysis (Sunday)*
14 *Advanced Usability Testing Methodology (Sunday)*

21 *Design and Rapid Evaluation of Usable Web Sites (Monday)*

Task Analysis

6 *Customer's World: E-Business User Interfaces (Sunday)*
10 *Mastering the Complexity of Creating Highly Satisfying User Experiences (Sunday)*
12 *Discovering User Needs: Field Techniques You Can Use (Sunday)*
15 *Understanding User's Work in Context: Practical Observation Skills (Sunday)*
20 *Driving Invention from Field Data (Monday)*
27 *Frontiers of User Support: Bridging the Gap Between What Users Know and What They Need to Know (Monday morning)*

Cognitive Perspective

5 *Cognitive Factors in Design (Sunday)*
31 *A Cognitive Perspective on Design (Monday)*

Design Methodology

7 *Let's Get Small: Experience Design for the Mobile Internet (Sunday)*
9 *Goal-Directed Methods for Great Design (Sunday)*
16 *Web Sites That Work: Designing with Your Eyes Open (Sunday)*
22 *Scenario-Based Usability Engineering (Monday)*
24 *How to Introduce, Deploy, and Optimize User-Centered Design in Your Organization (Monday)*

User Adaptation

13 *Designing Systems That Adapt to Their Users (Sunday)*

Information Visualization & Retrieval

3 *Information Visualization and Visual Perception (Sunday)*
17 *Information Foraging (Monday)*

1 HUMAN-COMPUTER INTERACTION: INTRODUCTION AND OVERVIEW

2 AVOIDING "WE CAN'T CHANGE THAT!": SOFTWARE ARCHITECTURE & USABILITY

SATURDAY EVENING
20 April

Keith Butler, *Boeing, USA*
Wayne Gray, *George Mason University, USA*
Robert Jacob, *Tufts University, USA*

Benefits
This tutorial is a tried-and-true introduction to the field of human-computer interaction (HCI). It has become a CHI conference tradition.

If you are a newcomer to the CHI field, this tutorial will give you the background you need to get the most out of the CHI conference.

Origins
This tutorial has evolved, based on feedback from the participants, as we have given it each year at CHI since CHI 92.

Features
• What is HCI and why is it important?
• Brief history of HCI
• Introduction to building usable systems
• Introduction to the psychology of HCI
• Introduction to computer technologies for HCI
• Future directions of HCI
• Where to learn more during the conference
• Where to learn more in the published HCI literature

Audience
Mainly first-time CHI attendees; typically professionals from computing-related fields who are new to the field of human-computer interaction. No background in HCI is assumed.

Presentation
Half-day (evening), mostly lecture style.

Instructors
Keith Butler is Technical Fellow for user-centered design at Boeing. Before joining Boeing, he was a member of the technical staff at Bell Labs. Wayne Gray is a Professor of Psychology at George Mason University and Program Director of its Human Factors and Applied Cognition Program. He is an Associate Editor of *ToCHI* as well as of the *Human Factors* journal, and is on the editorial board of the *Cognitive Science* journal. Rob Jacob is an Associate Professor of Electrical Engineering and Computer Science at Tufts University. He is a member of the editorial board of *ACM Transactions on Computer-Human Interaction* and *ACM interactions* magazine, Vice Chair for Finance of SIGCHI, and was Papers Co-Chair for CHI 2001.

SATURDAY EVENING
20 April

Bonnie John, Len Bass,
Carnegie Mellon University, USA

Benefits
You will learn how early software architecture design decisions facilitate or preclude the achievement of usability goals in a software system. You will be given tools that explicitly link software mechanisms to usability benefits so that usability concerns can be considered on an equal footing with attributes like performance, availability, and modifiability.

Origins
New for CHI 2002.

Features
• 26 commonly occurring usability scenarios and their implications for software architecture design
• Patterns of software architecture that facilitate usability and standard mechanisms that comprise these patterns
• A matrix explicitly linking software mechanisms to usability benefits

Audience
Anyone who works in interdisciplinary teams to design and develop software systems. No knowledge of software architecture or the usability implications of architectural decisions required.

Presentation
Lecture presenting new material; group activities applying this material to specific design problems.

Instructors
Bonnie John is an engineer and psychologist researching usability evaluation methods, and Director of Carnegie Mellon University's Masters Program in HCI. She consults for many industrial and government organizations. Len Bass is an expert in software architecture and architecture design methods. Author of two textbooks on software architecture and User Interface development, Len consults on large-scale software projects in his role as Senior MTS on the Architecture Trade-off Analysis Initiative at the Software Engineering Institute.

tutorials

tutorials

changing the world, changing ourselves

SUNDAY FULL-DAY
21 April

Ed Chi, Stuart Card, *Xerox PARC, USA*

Benefits
This one-day tutorial will communicate a working knowledge of the field of information visualization including retrieved information from large document collections, the Web, and data bases. It will highlight the process of producing effective visualizations, making sense of information, and taking users' needs into account. Through an understanding of human perception, you will learn to make data visualizations more effective, appreciate what makes icons or data glyphs more visible, and how information should be organized for patterns to be perceived.

Origins
The instructors presented tutorials on Information Visualization at CHI 97, CHI 98, CHI 99, CHI 2000, and at SIGGRAPH 96, and co-organized the Information Visualization Symposia.

Features
• Learning objectives are gaining a working knowledge of how to effectively visualize abstract information and how to apply this knowledge to specific areas
• Effective use of color in classifying data
• Making patterns in data easier to perceive
• Pre-attentive processing theory and how it can be applied to grab attention
• Object perception and the object display
• Use and misuse of 3D viewing
• Visualization for problem solving

Audience
Of special interest to people designing data visualization applications or engaged in visualization research, anyone who is interested in understanding human perception and applications in data visualization. Participants should have basic knowledge in graphics and visualization.

Presentation
Lectures, demonstrations, and hands-on exercises.

Instructors
Ed Chi is currently doing visualization research at Xerox PARC where he is a Research Scientist. He has a PhD. in Information Visualization, and has won awards for both teaching and research. Stuart Card, a Xerox Research Fellow, manages the User Interface Research group at the Xerox Palo Alto Research Center performing research on theory and design of interactive computing systems. Card is winner of the 1999 CHI Achievement Award.

SUNDAY, FULL-DAY
21 April

Deborah Mayhew,
Deborah J. Mayhew & Associates, USA

Benefits
You will obtain an overview of a highly structured but adaptable engineering process for designing good user interfaces to both traditional software applications and to Web sites and applications.

Origins
This "CHI Classic" consistently receives high ratings from participants. The tutorial has been extensively updated to reflect new ideas, approaches and methods in the field.

Features
• Setting the stage for effective user interface design by applying usability requirements analysis techniques
• Extracting usability goals from requirements analysis data and using them to drive design
• Applying a structured approach to UI design
• Applying iterative evaluation techniques to validate designs before they are implemented
• Integrating The Usability Engineering Lifecycle into an underlying software development methodology
• Applying The Usability Engineering Lifecycle to Web development projects

Audience
Development managers, developers responsible for usability, and usability engineering practitioners, in both traditional software development and Web development organizations. Experience with software development methodologies useful. No prior experience with usability engineering is necessary, but experienced as well as novice usability engineering practitioners will benefit.

Presentation
Lecture materials will provide an overview of The Usability Engineering Lifecycle. "War stories" from the instructor's extensive consulting practice and audience discussion will augment the lecture materials.

Instructor
Deborah Mayhew holds a Ph.D. in Cognitive Psychology, and has more than 20 years of experience in software development and Usability Engineering consulting. Clients have included IBM, AT&T, American Airlines, Cisco Systems, Ford Motor Company, the IRS, and the NYC Police Dept. In the last five years she has been working almost exclusively on Web development projects.

SUNDAY, FULL-DAY
21 April

Thomas Hewett, *Drexel University, USA*

Benefits
You will learn theoretical underpinnings and practical aspects of how people remember information and solve problems. You will also gain ideas about how to use that knowledge during interaction design and how to take advantage of some of the capabilities of your most important interface and interaction component: the human mind.

Origins
This "CHI Classic" was a highly rated tutorial at CHI 95, CHI 96, CHI 97, CHI 98, CHI 99, CHI 2000 and CHI 2001.

Features
• Understand intuitively a variety of phenomena through direct, "minds-on" exposure
• Learn to avoid some common errors
• Develop a basis for making educated design choices when guidelines fail
• Relate cognitive phenomena to human-computer interaction
• Gain the resources needed for self-directed study in cognitive psychology
• Obtain a useful set of teaching materials for cognitive aspects of human-computer interaction

Audience
Interaction designers and developers who have found there are users who have trouble using their products without training or who have found that users have minds of their own. Anyone interested in human-computer interaction and interactive system design who has not done course work in cognitive psychology. Not intended for the human factors specialist, for the individual with extensive training in psychology or for the person seeking a state-of-the-art literature review of the latest research in cognitive psychology.

Presentation
Interactive presentation and "minds-on" demonstrations.

Instructor
Tom Hewett is Professor of Psychology and Computer Science at Drexel University where he teaches courses on Cognitive Psychology, Psychology of Human Computer Interaction, and Problem Solving and Creativity. He is a published courseware author, and is currently working with a team of six researchers on a project in networked engineering design.

SUNDAY, FULL-DAY
21 April

Helmut Degen, *Consultant, Germany,*
Sonja Pedell, *Consultant, Germany,*
Kem Laurin Lubin, *Consultant, USA,*
Ji Zheng, *Siemens AG, China*

Benefits
This tutorial closes the gap between the modeling of business processes and the design of e-business user interfaces. Participants learn to analyze the workflow in e-business applications and gather requirements for the user interface design. The approach is easy to learn and has proven itself in real life applications. Special international considerations will be discussed.

Origins
This approach was developed for e-business projects within Siemens AG. It has been used for real applications and continuously developed further.

Features
The participants learn to:

- Identify goals and tasks
- Analyze and optimize workflows
- Determine requirements (click-through, wording, content, links, functions) for selected workflow tasks

Audience
- Decision makers and project managers with responsibility for the execution of e-business projects
- Project employees who are responsible for a part of e-business projects and/or for user interface design

The participants should have solid knowledge of process/requirements analysis and user interface design.

Presentation
The approach is presented and then applied in the form of exercises.

Instructors
Helmut Degen, is a senior consultant and one of the developers of this method. Sonja Pedell, Kem Lubin, and Ji Zheng are consultants. All are responsible for e-business projects and conduct research in this field.

SUNDAY, FULL-DAY
21 April

Vincent Helyar, *The Hiser Group, UK*
David More, *The Hiser Group, Australia*

Benefits
Mobile devices suffer from small screens, poor input methods, low bandwidth, and limited battery life. Services must be carefully designed to fulfill users' needs, without unnecessary complexity. This tutorial spells out usability issues and practical techniques necessary to design effective user interfaces.

Origins
This tutorial is the outcome of research and workshops held at conferences in Australia, the US, and the UK.

Features
Participants will learn:

- Critical differences affecting user experience between the Web and mobile internet
- Contribution of technological innovations such as personalization, location-based services, GUIs on mobiles, GPRS, and 3G
- Key findings from competitive usability research in WAP services
- Tips and techniques for lab and field-based usability testing of mobile internet devices and design tips

Audience
Novice to experienced usability professionals, interaction designers, user interface designers, developers, marketing, and management.

Presentation
Presentation format with video, hands-on exercises, and group discussion.

Instructors
Vincent Helyar is a Senior Consultant at The Hiser Group London, with experience on iTV, WAP and new media projects. Vincent founded www.usablemobile.com, a global discussion forum, and speaks at events about the usability of wireless devices. David More is a Consultant at The Hiser Group Sydney providing interaction design for both software and hardware projects. He teaches 'Writing for the Web' and is WAP expert for Hiser Australia. Previously, David was the information designer on publishing, web and software projects, industrial designer for consumer appliances, industrial products, and scientific instruments.

SUNDAY, FULL-DAY
21 April

Andrew Dillon, *University of Texas-Austin, USA*

Benefits
Overcome your fear of statistics and your confusion over variables. In this tutorial you will learn how to think clearly about statistics in terms that matter for usability evaluations.

Origins
This tutorial was first introduced at CHI 2000 and has been modified each year on the basis of participant feedback.

Features
- Expressing usability in measurable terms
- How to design tests to get maximum information
- How to analyze data in a statistically appropriate manner
- How to estimate the confidence levels and probability for your results
- How to interpret usability tests and user data analyses
- Where to get more information about this topic

Audience
This is a basic introductory tutorial aimed at novice evaluators and usability testers with no training in statistics or data collection required. Math-phobes and the numerically-challenged are particularly encouraged to attend. It is not intended for participants with experience in inferential statistics.

Presentation
Brief lecture segments and individual exercises. A question and answer session will end the tutorial.

Instructor
Andrew Dillon is Dean and Professor of GSLIS at the University of Texas-Austin where he conducts research into HCI and information architecture. He was the developer and former Director of the Masters in HCI at Indiana University. He received his Ph.D. in 1991 from Loughborough University, has published over 75 articles and 4 books on various aspects of HCI, and has consulted widely in the software industry in both the U.S. and Europe. He serves on the editorial board of several leading journals such as the *International Journal of Human-Computer Studies* and *Interacting with Computers*.

9 GOAL-DIRECTED METHODS FOR GREAT DESIGN

SUNDAY, FULL-DAY
21 April

Kim Goodwin, *Cooper Interaction Design, USA*

Benefits
You will gain an overview of Goal-Directed Design, a robust, repeatable, and efficient methodology for user modeling and interaction design. You will learn how to conduct qualitative interviews, use the data to create believable personas, and use personas and scenarios to drive design. There will also be some discussion of design meeting tools and design team work practices.

Origins
The instructor taught a similar tutorial at CHI 2001, and has also presented similar material at the UI2000, UI2001, and UI6 conferences.

Features
• Nine steps that bridge the chasm from requirements to design concept
• Why understanding user goals can be more important than task analysis
• Ethnographic techniques for uncovering user goals
• Using personas to create living, breathing models of your most important users
• Using scenarios to help you create and test your design
• Ways to make design team meetings more effective and more efficient
• Outside-the-box thinking tools to accelerate your design process

Audience
Anyone who participates in product design activities, including information architects, user interface designers, developers, managers, usability professionals, human factors engineers, and technical writers. Appropriate for both beginners and seasoned professionals.

Presentation
Lecture segments interspersed with group exercises.

Instructor
Kim Goodwin is Director of Design at Cooper Interaction Design, an industry-leading interaction design consulting firm. She helped create Cooper's methodology, and has taught it in multiple conference, corporate, and university settings.

10 MASTERING THE COMPLEXITY OF CREATING HIGHLY SATISFYING USER EXPERIENCES

SUNDAY, FULL-DAY
21 April

Carolyn Bjerke, Didier Bardon, *IBM, USA*

Benefits
Participants will gain:

• Basic understanding of architecture and modeling concepts and UML conventions
• Basic understanding of the phases of the process
• Basic understanding of the concepts of object modeling that are utilized in architecting the user experience
• Basic understanding of how each diagram in the model relates to the other diagrams and the purpose of each diagram
• A grasp of the distinction between the abstract design and the realized design
• An appreciation for the rigor of the approach

Origins
The tutorial presents an evolution of IBM's patent-pending OVID (Objects, Views and Interaction Design) approach. New for CHI 2002.

Features
• Basic concepts of architecture and modeling
• Modeling users, goals, current task models, and use cases
• Defining and modeling users' objects, relationships, and states
• Defining and modeling the views
• Realizing the abstract design onto various platforms and into various cultures/geographies
• Modeling the realized design into presentation views
• Demo of tools, proof of concepts on future directions

Audience
Intermediate to advanced HCI Designers, UI Designers, Information Architects, Visual Designers and other design roles that are interested in adopting a rigorous approach to the architecture and design of user experiences (for any platform/device/application). No knowledge of modeling concepts, UML or other related topics required.

Presentation
Lecture/exercise/review format.

Instructors
Carolyn Bjerke is a Senior Ease of Use Designer in IBM's Ease of Use Group. Didier Bardon studied Communication Art in Paris, joined IBM in 1992 and has been involved as a visual designer in numerous advanced UI design projects.

11 DESIGNING MULTIMEDIA USER INTERFACES

SUNDAY, FULL-DAY
21 April

Alistair Sutcliffe, Leon Watts,
UMIST, Manchester, UK

Benefits
You will learn psychological underpinnings necessary for multimedia design, as well as practical design method-based on sound theory and research.

Origins
This well-received CHI 2000 tutorial was also given at INTERACT, HCI International; based on a course given to industry and university students.

Features
• Learn the basic psychology required to understand multimedia interaction and design
• Understand how to make design decisions based on psychological models
• A design method covering user requirements and information content, media selection, combination and integration will be presented, together with guidelines for media integration, directing users' attention, navigation control and dialogue design
• Gain knowledge of ISO 14915 standard and multimedia design practice

Audience
Anyone who is involved in design of multimedia systems including CDROM authors; Web site, VR and UI designers; HCI researchers and educators, and anyone interested in effective use of ISO 14915 standard, Part 3: Media Selection and Combination. It is more suitable for beginners than for seasoned designers and presents a research-based approach to understanding multimedia interaction as well as practical design.

Presentation
Lectures and group storyboarding exercise.

Instructors
Alistair Sutcliffe is Professor of Systems Engineering in Department of Computation, UMIST. He has over 15 years research experience in HCI, and has more than 150 publications including five books. Leon Watts is a lecturer who researches in CSCW and multimodal communication.

12 DISCOVERING USER NEEDS: FIELD TECHNIQUES YOU CAN USE

SUNDAY, FULL-DAY
21 April

Kate Gomoll, Ellen Story,
Gomoll Research & Design, USA

Benefits
What do users really need? What drives them to your product, and what will keep them coming back? Field study techniques work so well that most of the major trade magazines describe successful companies using them to gain a competitive advantage. By conducting your own field visit, you'll learn how to plan a study, what to look for, and how to analyze the data. You'll learn how to observe users and collect key information to feed into your design. The instructors draw from their extensive experience, sharing anecdotes, sample deliverables, and useful techniques. This hands-on class offers opportunities to practice techniques and share experiences.

Origins
This tutorial is new for CHI 2002. It was taught at UIE '98, '99, 2000, & 2001, UPA '96, '98, & '99 and Studio 2001.

Features
• Selecting the right users
• Cataloging and analyzing tasks
• Developing forms to collect data
• Observing and interviewing
• Creating profiles and personas

Audience
Anyone involved in product design. UI designers, developers, managers, usability professionals, researchers, and technical writers.

Presentation
Workshop with lecture segments supporting the field study exercise.

Instructors
Kate Gomoll is a pioneer in the field of user interface design and usability. Her company has conducted research for a broad range of clients, including: Charles Schwab, DirecTV, Hewlett-Packard, GE Medical Systems, Compaq, and WebTV. She is a highly acclaimed instructor. Ellen Story has been a software designer since 1985. She is an expert in conducting field studies, designing human interface models, and usability testing.

13 DESIGNING SYSTEMS THAT ADAPT TO THEIR USERS

SUNDAY, FULL-DAY
21 April

Anthony Jameson, *DFKI, Germany*

Benefits
You will acquire active, in-depth understanding of the issues that arise in the design of systems that adapt to their users—ranging from personalized e-commerce Web sites to context-aware alerting systems.

Origins
First presented in a full-day format at CHI 01, this tutorial also draws from experience with related half-day tutorials at UM 99, IJCAI 99, IJCAI 01, and IUI 01.

Features
• Learn about the benefits and limitations of many forms of user-adaptation
• Discuss live demonstrations of deployed user-adaptive systems and current research prototypes
• Systematically consider typical issues and decisions while working in a group on a realistic design problem

Audience
Those interested in planning, designing, or evaluating systems that include user-adaptive aspects.

Presentation
Brief lectures and demonstrations with an equal amount of guided group work on concrete design problems.

Instructor
Anthony Jameson is a Senior Researcher at the German Research Institute for Artificial Intelligence (DFKI), adjunct professor of human-computer interaction at the International University in Germany. He has published widely on user-adaptive systems for over 15 years, and he consults for leading European firms on personalization and interface design.

14 ADVANCED USABILITY TESTING METHODOLOGY

SUNDAY, FULL-DAY
21 April

Rolf Molich, *DialogDesign, Denmark*

Benefits
Compare your own approach to usability testing with those used by eleven professional labs during controlled usability tests in realistic, industrial settings. This tutorial gives a rare insight in the practical doings of usability professionals.

Origins
Presented at CHI 2000 and at the Nielsen Norman Group World Tour.

Features
• Gather insight from practical examples of usability work done by other professional labs - both good and bad
• Improve your abilities in usability test planning, scenario design, and usability reporting
• Improve your abilities in identifying usability problems
• Learn about novel usability problem communication techniques that are vastly superior to traditional techniques (paper reports and video tapes)

Audience
Usability professionals who have conducted a few tests and would like to improve their skills in test planning, scenario design, problem identification, and problem communication. Those with more experience may be familiar with some material but will still benefit by learning from other usability professionals. Although this seminar is not intended as an introduction to usability testing, past participants with no testing experience have rated it highly.

Presentation
Lecture segments interspersed with exercises and discussions.

Instructor
Rolf Molich owns and manages DialogDesign, a small Danish usability consultancy. Rolf coordinated the comparative usability evaluation studies CUE-1 and CUE-2 where eleven professional usability labs tested the same application. Rolf has worked with usability since 1984; he is the co-inventor of the heuristic inspection method (with Jakob Nielsen).

15 — UNDERSTANDING USER'S WORK IN CONTEXT: PRACTICAL OBSERVATION SKILLS

SUNDAY, FULL-DAY
21 April

Susan Dray, *Dray & Associates, USA*

Benefits
Observational studies of users in their work environments are a key element of 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. It focuses on practical solutions, skills, and well-proven tools for participants to use in their own work. You will learn three types of observational techniques.

Origins
This is an update of a highly-rated tutorial from past CHI conferences, CHI-SA, and other venues around the world.

Features
• Learn what Structured Observation is and how to use it
• Learn three techniques:
  o *Naturalistic Observation*
  o *Contextual Inquiry*
  o *Artifact Walkthrough*
• Practice doing Naturalistic Observation and Contextual Inquiry
• Identify next steps for data analysis and use in design
• Learn when and how to apply these tools to user-centered design

Audience
This tutorial is aimed at anyone working in the areas of user experience, information architecture, usability, or interface design. This is an introductory tutorial, but will also be useful for those with some experience observing users.

Presentation
Lecture, group discussion, and small group hands-on exercises.

Instructor
Susan Dray is an internationally-known consultant in user-centered design. Her firm has consulted to over 50 companies and worked in 17 countries. She has published numerous articles on this and other relevant topics. She is a Fellow of the Human Factors and Ergonomics Society, and has been active in CHI since CHI'85. She is also the Business column editor of *ACM interactions* magazine and has a Ph.D. in Psychology.

16 — WEB SITES THAT WORK: DESIGNING WITH YOUR EYES OPEN

SUNDAY, FULL-DAY
21 April

Jared Spool, Matthew Klee, Christine Perfetti, Erik Ojakaar, *User Interface Engineering, USA*

Benefits
You will learn about significant design factors that affect users' success in finding information on a Web site. We will examine several commercial sites where we have performed usability tests. Includes unpublished results of recent research involving eye-tracking and usability tests in which users dynamically defined their own tasks.

Origins
Presented at CHI 98, 99, 2000, and 2001.

Features
• The importance of links, and design factors which contribute to their success
• How to design and conduct usability tests on your own Web sites
• Where users actually look on Web pages and how uniform page designs may discourage users from looking at what you want them to see
• Why it is not possible to design site navigation in a vacuum
• The difference between navigation, content, and ornamental graphics
• The page layout factors that make a difference

Audience
Ideal for anyone who has experience designing Web sites or creating content. No technical knowledge or usability testing experience necessary.

Presentation
Lively lectures, small group usability testing, and numerous examples.

Instructors
Jared Spool is Founding Principal of User Interface Engineering and author of *Web Site Usability: A Designer's Guide*. Matthew Klee's usability experience comprises usability testing at Lotus Development Corporation, medium-fidelity prototyping and user testing at American Institutes for Research, and contextual inquiry and on-line surveys at The Mathworks. Christine Perfetti is an expert in the area of designing for the Scent of Information. Erik Ojakaar is an expert in the area of on-site search and navigation techniques.

17 — INFORMATION FORAGING

MONDAY, FULL-DAY
22 April

Peter Pirolli, Stuart Card, *Xerox PARC, USA*

Benefits
Participants will learn techniques of information foraging analysis for characterizing human information-seeking behavior. The objective is that participants should be able by the end of the tutorial to perform analyses in information foraging.

Origins
This tutorial is new for CHI 2002.

Features
• Information foraging theory as a new method for analyzing information-intensive work
• Models and empirical tools for analysis of adaptation to information environments cognitive mechanisms
• Emphasis on applications to Web and information visualization system design

Audience
The course is aimed at research colleagues. It is assumed that participants will not faint if confronted with a few equations or raw, seething ACT-R code samples during the tutorial.

Presentation
Lecture and demo segments interspersed with student exercises.

Instructors
Peter Pirolli is a Principal Scientist in the User Interface Research Area at Xerox PARC. He joined Xerox PARC in 1991 where he is engaged in studies of human-information interaction, information foraging theory, and the development of new user interface technologies. Stuart Card is a Research Fellow at Xerox PARC and head of the User Interface Research Group. He has developed a number of models in human-computer interaction, including GOMS and the Fitts's Law model of the mouse as well as new user interface techniques, such as ROOMS and focus+context information visualization methods.

18 PROMOTING, ESTABLISHING, AND INSTITUTIONALIZING USABILITY ENGINEERING IN DEVELOPMENT ORGANIZATIONS

MONDAY, FULL-DAY
22 April

Deborah Mayhew,
Deborah J. Mayhew & Associates, USA

Benefits
Learn how to be a successful "Usability Champion" by applying strategies to:

- Gain support to introduce usability engineering expertise into your development organization
- Design a usability engineering organization tailored to your company's organizational structure and corporate culture
- Institutionalize usability engineering within your development organization

Strategies taught will apply to introducing Usability Engineering into any kind of software development organization.

Origins
This tutorial is new for CHI 2002.

Features
- Promoting UE
  - o The "Usability Champion" as Change Agent
  - o Learning to speak the language of business organizations and engineers
  - o The power of education
  - o Case studies
- Establishing UE
  - o Organization roles and structures
  - o Writing the organizational plan
  - o The first year
  - o Overcoming common problems
  - o Case studies
- Institutionalizing UE
  - o Leveraging scarce resources
  - o Getting UE integrated into the development methodology
  - o Focusing on a corporate-wide impact
  - o Staffing
  - o Case studies

Audience
This tutorial is aimed at anyone who wants to be a "Usability Champion" in a software development organization.

Presentation
Lecture materials and discussion.

Instructor
Deborah Mayhew holds a Ph.D. in Cognitive Psychology, She has authored and contributed to four books on usability and usability engineering. Consulting credits include IBM, AT&T, American Airlines, Cisco Systems, Ford Motor Company, and the NYC Police Dept.

19 COLLABORATION TECHNOLOGY IN TEAMS, ORGANIZATIONS, AND COMMUNITIES

MONDAY, FULL-DAY
22 April

Steven Poltrock, *The Boeing Company, USA*
Jonathan Grudin, *Microsoft Research, USA*

Benefits
Learn about technologies being used to support groups, organizations, and online interaction. Hear about successes and problems that are encountered. See how different disciplines contribute to collaborative systems and how these technologies affect individuals, groups, organizations and society. The tutorial addresses support for small groups, for organizations, and emerging support for communities.

Origins
A major revision of a tutorial presented at many CHI and CSCW conferences.

Features
- Discover the multi-disciplinary nature of computer-supported cooperative work
- Discuss experiences with technologies that support collaboration
- Understand behavioral and social challenges to developing and using these technologies
- Learn successful development and usage approaches
- Anticipate future trends in technology use and global social impacts

Audience
This introductory overview tutorial is for actual and potential users, developers, researchers, marketers, or managers of systems designed to support groups and organizations. Broad experience with collaborative technologies is not expected.

Presentation
Lecture, video, and group exercises.

Instructors
Steven Poltrock introduces, evaluates, and deploys collaborative technologies to support teamwork, knowledge management, and workflow management. Jonathan Grudin, Editor in Chief of ACM *Transactions on CHI*, has worked as developer and researcher in this area.

20 DRIVING INVENTION FROM FIELD DATA

MONDAY, FULL-DAY
22 April

Karen Holtzblatt, Hugh Beyer,
InContext Enterprises, USA

Benefits
Participants will learn concrete and practical techniques for driving innovative design from field research. Participants will learn how qualitative data from field research drives real product and system design, and will study examples of field data and the designs prompted by that data.

Origins
An updated version of the successful CHI 2001 tutorial.

Features
- How the design focus limits and directs the design activity
- How a different focus leads a team to consider different solutions to a design problem
- How "story thinking" drives deep understanding of the natural coherence of work practice
- How work metaphors and analogies build on your understanding of the structure of a familiar domain to give insight into an unfamiliar domain
- How existing parts, themes, and software genres are recombined to drive new design possibilities

Audience
For anyone with a role in product or systems design: researchers, ethnographers, user interface designers, usability experts, and engineers.

Presentation
A lecture discussion of sample data, designs, and exercises to explore techniques of how field research drives design.

Instructors
Karen Holtzblatt and Hugh Beyer are the developers of the customer-centered process Contextual Design. Karen Holtzblatt originated the Contextual Inquiry approach to field data collection and has pioneered the introduction of this technique into working engineering teams. Hugh Beyer has worked as customer-centered design expert, architect, and programmer for 20 years. He has designed and developed object-oriented repositories and integrated CASE systems, and has developed processes for using customer data to drive object-oriented design. They authored *Contextual Design: Defining Customer-Centered Systems.*

21 DESIGN AND RAPID EVALUATION OF USABLE WEB SITES

MONDAY, FULL-DAY
22 April

Gene Lynch, Susan Palmiter,
Design Technologies, USA

Benefits
You will learn a scenario-based design process for creating usable Web sites and quick and effective Web site usability evaluation methods.

Origins
Presented at CHI 2000, CHI 2001, and previous UPA conferences.

Features
• Key factors in Web site usability
• Personas and tasks in scenario-based design of Web sites
• Critiques of Web sites with four simple graphic design rules
• Overview of Web site usability assessment methods
• Frameworks for expert heuristic usability reviews and reports
• Team usability walk-throughs to identify, clarify, and prioritize Web site issues

Audience
Some experience in either usability work or Web site design, management, or development is recommended.

Presentation
Illustrated presentations, group discussions, and individual and group exercises.

Instructors
Gene Lynch has 14 years of consulting on usability and product design and 17 years industry experience in product development and in leading the research, development, and implementation of a customer-centered design process for interactive products. Prior to the founding of Design Technologies, he directed Tektronix' Design Technology Laboratory. Gene Lynch holds patents in graphical input devices and video information control. He chaired the ANSI/HFS 100 Committee, co-chaired CHI 90. Gene holds a Ph.D. in Engineering from the University of Notre Dame. Susan Palmiter has 10 years experience consulting with start-up firms and Fortune 100 corporations in the areas of user interface design, customer requirements definition, Web site design, and Web site evaluation. She holds an M.S. and Ph.D. in Human Factors Engineering from The University of Michigan.

22 SCENARIO-BASED USABILITY ENGINEERING

MONDAY, FULL-DAY
22 April

Mary Beth Rosson, John Carroll,
Virginia Tech, USA

Benefits
You will learn about the history and motivations for scenario-based design. You will learn an iterative, scenario-based usability engineering method, including a detailed case study.

Origins
This tutorial was first developed for CHI 2000.

Features
• Analysis of why and how scenarios are effective design tools
• Scenario-based methods for analyzing, responding to, and evaluating users' needs
• Case study and interactive exercises illustrating the methods

Audience
This tutorial is most appropriate for user interface designers, usability engineers, and project managers seeking an introduction to scenario-based design. It is also appropriate for developers who already use scenarios but are interested in integrative methods.

Presentation
Brief lecture segments followed by interactive exercises.

Instructor
Mary Beth Rosson is Associate Professor of Computer Science at Virginia Tech. She is author of numerous articles, book chapters, and tutorials, including *Usability Engineering: Scenario-Based Development of Human-Computer Interaction* (Morgan Kaufmann, 2001). John Carroll is Director of the Center for Human-Computer Interaction at Virginia Tech. His books on scenario-based design include *Scenario-Based Design: Envisioning Work and Technology in System Design* (John Wiley, 1995), *Making Use: Scenario-Based Design of Human-Computer Interactions* (MIT Press, 2000), and *Usability Engineering: Scenario-Based Development of Human-Computer Interaction* (Morgan Kaufmann, 2001).

23 FLEXIBLE, ACCESSIBLE INTERFACES MORE USABLE BY EVERYONE

MONDAY, FULL-DAY
22 April

Gregg Vanderheiden,
University of Wisconsin-Madison, USA
Shawn Lawton Henry, *Optavia Corporation, USA*

Benefits
You will gain hands-on experience of the usability problems an aging population and people with disabilities encounter when trying to use today's technology products and Web sites.

Origins
This was a highly-rated tutorial at CHI 99. The lead instructor was the closing plenary speaker at CHI 2001.

Features
• Hands-on experience with accessibility issues and solutions
• Low-cost strategies for building access into standard products
• How to separate key accessibility issues from lower priority issues
• Resources available to draw on for additional information, training, or technical assistance

Audience
Products developers, human factors or usability specialists, consultants, and researchers interested in universal usability/accessible design.

Presentation
Includes "experience sessions" where participants will be introduced to the problems faced by people with sensory and physical disabilities. Presentations of accessibility techniques on IT products and Web sites.

Instructors
Gregg Vanderheiden is Director of the Trace R&D Center and a professor of Industrial Engineering at the University of Wisconsin-Madison. He has been a pioneer in the field of disability and technology for 30 years. Achievements include development of access features used in Windows, MacOS, and many other standard operating systems. Shawn Henry is Director of R&D at Optavia Corporation, a usability research and consulting firm for e-commerce. Shawn has led the user interface design effort for numerous projects, from analysis through usability testing.

24 HOW TO INTRODUCE, DEPLOY, AND OPTIMIZE USER-CENTERED DESIGN IN YOUR ORGANIZATION

MONDAY, FULL-DAY
22 April

Karel Vredenburg, *IBM, USA*
Scott Isensee, *BMC Software, USA*
Carol Righi, *Righi Interface Engineering USA*

Benefits
This tutorial is an overview of an integrated approach to User-Centered Design (UCD) and explores practical issues concerning the introduction of this approach to an organization.

Origins
Presented at:

- HFES '98 through 2000, UPA '99 through 2001 and HCI '99

Features
- Identifying a set of core principles guiding the UCD approach

- Introducing UCD through education, communication, and advocacy

- Developing skills and methods for the deployment of the UCD approach

- Optimizing the UCD approach via metrics, tools, and technology

Audience
Usability advocates who are examining the best ways to introduce a UCD approach into their organizations. Beginner and intermediate professionals who are examining ways of optimizing their organizations' implementation of UCD.

Presentation
Lecture and discussion.

Instructors
Karel Vredenburg is Architect and Corporate Team Lead for User-Centered Design at IBM. He has responsibility for the development of IBM's UCD approaches, methods, and tools; the deployment of them company-wide; and the leadership of IBM's team of 400 UCD practitioners. Scott Isensee is a user interface architect at BMC Software where he designs user interfaces for systems management products and defines the architecture on which numerous products are based. Scott holds 38 US patents and is a co-author of several books. Carol Righi is president of Righi Interface Engineering, and specializes in user-interface design and evaluation and user-centered design education.

25 GUI BLOOPERS

MONDAY, FULL-DAY
22 April

Jeff Johnson, *UI Wizards, USA*

Benefits
After completing this full-day tutorial, participants will:

- Have seen the most common GUI design errors

- Be able to recognize those errors in software products and Web software

- Know how to correct and avoid common errors

- Be better designers, reviewers, and/or customers of GUI software

Origins
The tutorial is based on the instructor's book: *GUI Bloopers: Don'ts and Do's for Software Developers and Web Designers* which explains how to avoid common GUI design errors and is illustrated with examples from commercial software and Web sites.

Features
- GUI component, layout and appearance, textual, interaction and Web

- Practice designing a task-focused conceptual model

- Review of GUIs for software and Web sites

Audience
Software designers and developers who lack several years of experience designing and evaluating GUIs. Not intended for highly experienced UI designers or HCI researchers.

Presentation
Lecture and exercises.

Instructor
Jeff Johnson is Principal Consultant at UI Wizards, a product usability consulting firm. He has worked in the HCI field since 1978. After earning B.A. and Ph.D. degrees from Yale and Stanford, he worked as a UI designer, programmer, manager, tester, and researcher at Cromemco, Xerox, US West, Hewlett-Packard Labs, Sun/FirstPerson, and SunSoft. Besides the GUI Bloopers book, he has published articles and book chapters on a variety of topics in HCI.

26 DESIGNING SPEECH USER INTERFACES

MONDAY, FULL-DAY
22 April

Jennifer Lai, *IBM T.J. Watson Research Center, USA*

Benefits
You will learn how to design an effective speech interface by understanding the challenges and benefits of using speech technology. Learn strategies for designing effective prompts, methods for handling user and system errors, as well as techniques for providing user feedback.

Origins
An updated version of a highly regarded CHI tutorial.

Features
At the end of the tutorial the participant should have a sound understanding of:

- Basic concepts of speech technologies for input (recognition) and output (synthesis)

- The breadth of products and types of applications that speech is used in

- Design issues that affect speech-based systems including techniques for providing user feedback, strategies for designing effective prompts, methods for handling user and system errors

- The range of user studies that are appropriate at different stages of a speech application's lifecycle

Audience
Intended for user interface designers and application developers who are interested in understanding the issues involved in designing effective speech interfaces. No prior knowledge of speech input or output is required.

Presentation
This tutorial uses a combination of lecture and small group exercises. Examples of existing products and research prototypes are used to illustrate system features and design techniques.

Instructor
Jennifer Lai is an Interaction Designer at IBM Research. She has published papers on the use of speech in interfaces, the comprehension of synthetic speech, the development of statistical language models, and holds multiple patents in natural language translation, and speech interface design.

27 FRONTIERS OF USER SUPPORT: BRIDGING THE GAP BETWEEN WHAT USERS KNOW AND WHAT THEY NEED TO KNOW

MONDAY, HALF-DAY, MORNING
22 April

Ron Baecker, *University of Toronto and Expresto Software Corp., Canada*

Benefits
You will learn new approaches and techniques for documentation, help, and support, and be able to judge their relevance and value for users of your products.

Origins
New for CHI 2002.

Features
- Current approaches to user support; their strengths and weaknesses
- Documentation, including document design and minimalist documentation
- Errors and error handling, including mental models, error recovery, undo, combatting feature and data bloat
- Online help, including animated icons, adaptive menus, intelligent help agents
- Customer support, including users helping themselves with Web support, live machine hookups, users helping users via collaborative networks, showing rather than telling

Audience
Anyone who participates in, manages, or teaches documentation, help, support, and interface design. Appropriate for beginners and experienced professionals.

Presentation
Lectures, demos, videos, ten case studies, and group discussion.

Instructor
Ronald Baecker is Bell University Laboratories Professor of Human-Computer Interaction at the University of Toronto, founder and Chief Scientist of the Knowledge Media Design Institute, and founder and CEO of Expresto Software. He is an active researcher and lecturer on human-computer interaction, user interface design, and user support. He is author or co-author of 100 papers and four books including: *Readings in Human-Computer Interaction: A Multidisciplinary Approach, Readings in Groupware and Computer-Supported Cooperative Work* and *Readings in Human-Computer Interaction: Toward the Year 2000.*

28 UNDERSTANDING HOMES, CONSUMERS AND TECHNOLOGY

MONDAY, HALF-DAY, AFTERNOON
22 April

Debby Hindus, *Consultant, USA*

Benefits
- Fundamentals of describing and understanding consumers, quantitatively and qualitatively
- Statistical profiles of consumers, households, and technological adoption rates
- Exposure to the standard tools and methods for understanding consumers
- Specifics of several home technology areas, including evaluation of methods and findings
- Up-to-date knowledge of home-related technology research and summary of recent findings
- High-level familiarity with current home technology infrastructures
- Post-tutorial exercises and resources

Origins
New for CHI 2002.

Features
- Historical perspective on homes, families, and technology
- Understanding consumers: Demographics, psychographics and data on the Web
- Understanding consumers: Observations, interviews and qualitative market research
- Quick tour of current research on homes, consumers, and technology
- Home infrastructure reality check: Devices, internet access and home networks
- Case studies of social communication, interactive photo albums and working at home

Audience
Aimed at academics and practitioners who are new to the home and consumer domain, or who are seeking a stronger quantitative and conceptual understanding of this domain.

Presentation
Interactive lecture style, supplemented with case studies, and illustrative videos from consumer studies.

Instructor
Debby Hindus is currently an entrepreneur and consultant, following her work at Interval Research Corporation. She has conducted several studies of novel communications technology for workplaces and homes, including primary consumer research.

29 THE SIMPLICITY SHIFT: DESIGN TACTICS IN A CORPORATE WORLD

MONDAY, FULL-DAY
22 April

Scott Jenson, *Cognima, USA*

Benefits
This is a practitioner's tutorial. Most designers have a reasonable understanding of interactive design, prototyping, and user testing. Unfortunately, that isn't enough to get a product out the door. Even with enlightened and willing management, there are lots of hurdles and easy mistakes to make. The simplicity shift is about an intense, cost-effective attitude towards design. You can do a lot without costing a lot.

Origins
New for CHI 2002.

Features
- Understand the product cycle and why it chafes against good design practice
- Walk through of accepted design practice with an interactive example
- Explore tools to get the key product issues understood
- Identify and design for the critical base case and why this is important
- Understand the proper use of prototyping and usability testing: what works and what doesn't
- Words of wisdom and last minute tricks

Audience
Everyone who participates in product design activities, including UI designers, developers, usability professionals, and especially product managers. Appropriate for beginners as well as professionals.

Presentation
Brief lecture segments interspersed with small team exercises.

Instructor
Scott Jenson has worked for 15 years as a UI designer. He has shipped: 1 spreadsheet, 2 Mac OS releases, 5 Newton releases, 4 commercial Web sites, 2 Symbian mobile phones, run dozens of usability trials/focus groups. He has 5 patents granted and has 23 in application. He has his MSCS from Stanford University. *The Simplicity Shift* is being written for publication by Cambridge University Press. He is founder and past chair of the Twin Cities SIGCHI chapter.

30 — STYLING THE NEW WEB: WEB USABILITY WITH STYLE SHEETS

MONDAY, FULL-DAY
22 April

Steven Pemberton, *CWI, The Netherlands*

Benefits
This full-day tutorial shows how to use Cascading Style Sheets (CSS) to style the presentation of Web pages using HTML, XHTML (the new HTML) and XML, and how this helps usability.

Emphasis is on structuring of documents, and why using CSS is essential for usability, including accessibility for the elderly and sight impaired, device independence, reduced download times, and increased user preferences.

Origins
The tutorial is an update of a successful tutorial given several times before, and has been updated for developing material within W3C.

Features
All of CSS1, the level currently best implemented, is handled, as well as much of CSS2, and how to find out more. Details of what to expect in CSS3 will be given. It will be shown how to use CSS with HTML, and there will be an introduction to XHTML and XML, and how to use CSS with these.

Audience
The tutorial is for people who want to learn about new developments in Web technology, and how to apply them to increase the usability of Web sites. Attendees should have a working knowledge of how to write HTML.

Presentation
The tutorial will be given in alternating sessions of 45 minutes lecture, 45 minutes hands-on experience.

Instructor
Steven Pemberton is a researcher at the CWI, Amsterdam, currently involved in research on usability of Web-based services. He has been involved with the Web from the beginning, organising two workshops at the first WWW conference in 1994, and chairing the first Style Sheets Workshop in 1995. He is chair of the HTML Working Group, and was a long-time member of the CSS working group, and co-author of CSS1 and CSS2. He has given tutorials on CSS and XHTML several times before. He is editor-in-chief of *ACM interactions*.

31 — A COGNITIVE PERSPECTIVE ON DESIGN

MONDAY, FULL-DAY
22 April

Michael Atwood, Thomas Hewett, *Drexel University, USA*

Benefits
You will learn how to successfully design and improve useful and useable interactive systems. Below are some of the questions we will tackle:

- What is cognitive task analysis? Why do I want it and how can I do it?
- How can I tell how useful and useable a system is now or how useful and useable it can be?
- How do I get started in designing a cognitively useful and useable system?
- How can I determine what parts of a system should be changed and how to change them?
- How can I communicate well with others on my design and development team?

Origins
New for CHI 2002.

Features
A successful start to designing useful and useable systems involves three phases:

- Deciding what you need to do
- Doing it
- Evaluating how well you did it

Audience
Intended for anyone who is or who will be part of a team that designs and develops interactive systems to support complex human work or problem solving.

Presentation
Brief lectures, discussion, as well as "minds on" and group exercises.

Instructors
Mike Atwood has worked in industry, primarily as a manager of several research and development groups that successfully used the development of useful and useable systems as the basis for research programs. Tom Hewett teaches courses on Cognitive Psychology, the Psychology of Human Computer Interaction, and on Problem Solving and Creativity. He is a published courseware author, has worked on the development and evaluation of several projects, and is currently working with a group of computer scientists who are interested in integrating symbolic and numeric computing in a single Problem Solving Environment (PSE).

32 — WEB-SITE USABILITY: THE BIG PICTURE 2002

MONDAY, EVENING
22 April

Jared Spool, Matthew Klee, Christine Perfetti, Erik Ojakaar, *User Interface Engineering, USA*

Benefits
We will discuss the big issues that go into making a usable Web site. We'll look at how to tie design decisions directly to business results; how to design tasks and make assessments; where designer tools, such as Macromedia Flash, can add tremendous value to the users' experience; and some of the latest research in navigation usability.

Origins
A completely updated version of the popular CHI 2001 tutorial.

Features
- New methods for tying the design of a site to the business results generated
- How explicitly-biased test methods can highlight significant problems on the sites
- New instruments for measuring how design affects brand engagement
- A framework for designers to evaluate the appropriateness of using rich media tools, such as Macromedia Flash (with lots of examples of Flash used to enhance experiences)
- The latest research in site navigation, including analyses of on-site search engines and successful link navigation

Audience
Anyone who is interested in the latest thinking in how to make Web sites more usable.

Presentation
Lecture and live examples. (The speakers are very funny.)
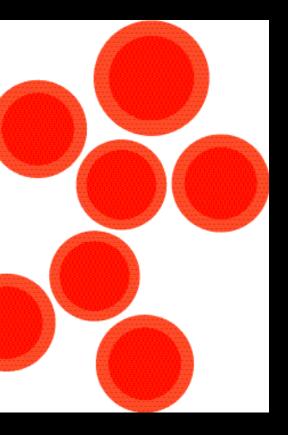
Instructors
Jared Spool is the Founding Principal of User Interface Engineering, and author of *Web Site Usability: A Designer's Guide*. Matthew Klee's usability experience comprises usability testing at Lotus Development Corporation, medium-fidelity prototyping and user testing at American Institutes for Research, and contextual inquiry and on-line surveys at The Mathworks. Christine Perfetti is an expert in the area of designing for the Scent of Information. Erik Ojakaar is an expert in the area of on-site search and navigation techniques.

tutorials

workshops

WORKSHOPS PROVIDE AN EXTENDED FORUM FOR SMALL GROUPS (15-20 PEOPLE) TO EXCHANGE IDEAS ON A SPECIFIC TOPIC OF COMMON INTEREST. WORKSHOPS WILL BE HELD ON SUNDAY AND MONDAY, 21 APRIL AND 22 APRIL 2002. FOR COMPLETE DESCRIPTIONS AND ADDITIONAL INFORMATION ABOUT CHI 2002 WORKSHOPS, SEE: www.acm.org/chi2002/ap

Workshop Schedule

Full-Day: 9:00 to 17:30

Workshop Participation

Workshop participants are selected on the basis of position papers submitted directly to a workshop's organizer. A position paper is generally 2-4 pages long and outlines the submitter's views on the workshop theme and the reasons for the submitter's interest in the topic. Check each workshop for specific information.

Position Paper Deadline

Position papers must be received by 25 January 2002. Submitters will be notified of selection by 22 February 2002. Accepted workshop participants will be charged a registration fee of US$90 for a one-day workshop and US$180 for a one-and-a-half or two-day workshop.

Workshop Registration

To take advantage of reduced conference fees, register for the conference by the early deadline 7 March 2002 even if you have not yet received notification of workshop acceptance.

If you receive notification after registering for the conference, please send workshop payment to the Registration Office along with a note including the name of your workshop and your name, address, telephone, fax and email.

If you receive notification of workshop acceptance before registering for the conference, you may register for the workshop on the conference registration form (also available online). Just complete the designated workshop section and include your workshop payment along with your conference payment.

21/22 april SUNDAY & MONDAY
Please note these are two-day workshops.

1 Creating and Refining Knowledge, Identities, and Understandings in On-Line Communities

Michael Muller, David Millen, *IBM Research, USA*

Send position papers or questions to
Michael Muller: mullerm@acm.org

2 Automatically Evaluating the Usability of Web Sites

Tom Brinck, *Diamond Bullet Design, USA*
Erik Hofer, *University of Michigan, USA*

Send position papers or questions to
Tom Brinck: tom@diamondbullet.com

21 april SUNDAY

3 Patterns in Practice: A Workshop for UI Designers

Martijn van Welie, *Satama, The Netherlands*
Kevin Mullet, *Propel, USA*
Paul McInerney, *IBM Canada, Canada*

Send position papers or questions to
Martijn van Welie: martijn.van.welie@satama.com

4 Cognitive Models of Programming-Like Activity

Alan Blackwell, Peter Robinson, *Cambridge University, UK*
Chris Roast, Thomas Green, *Sheffield Hallam University, UK*

Send position papers or questions to
Alan Blackwell: alan.blackwell@cl.cam.ac.uk

5 Physiological Computing

Jennifer Allanson, *Lancaster University, UK*
Gillian Wilson, *University College London, UK*

Send position papers or questions to
Jennifer Allanson: allanson@comp.lancs.ac.uk

6 Robustness in Speech Based Interfaces: Sharing the Tricks of the Trade

Jennifer Lai, *IBM T.J. Watson Research Center, USA*
Nils Dahlbäck, Arne Johnson, *Linköping University, Sweden*

Send position papers or questions to
Jennifer Lai: lai@watson.ibm.com

7 Relationships Among Speech, Vision, and Action in Collaborative Physical Tasks

Susan Fussell, Robert Kraut, Jane Siegel, *Carnegie Mellon University, USA*
Susan Brennan, *SUNY Stony Brook, USA*

Send position papers or questions to
Susan R. Fussell: susan.fussell@cmu.edu

8 The Philosophy and Design of Socially Adept Technologies

Stephen Marsh, *National Research Council of Canada, Canada*
John Meech, *AmikaNow! Corporation, Canada*
Lucy Nowell, *Pacific Northwest National Laboratories, USA*
Kerstin Dautenhahn, *University of Hertfordshire, UK*

Send position papers or questions to
Stephen Marsh: steve.marsh@nrc.ca

9 Teaching Interaction Design: Methods, Philosophies and Approaches

Scott Berkun, *Microsoft Corporation, USA*

Send position papers or questions to
Scott Berkun: scottber@microsoft.com

10 Automatic Capture, Representation and Analysis of User Behavior

Sharon Laskowski, *NIST, USA*
James Landay, *University of California, USA*
Mike Lister, *Netusability Limited, UK*

Send position papers or questions to
Sharon Laskowski: sharon.laskowski@nist.gov

11 Funology - Designing Enjoyment

Andrew Monk, *University of York, UK*
Marc Hassenzahl, *User Interface Design GmbH, Germany*
Mark Blythe, Darren Reed, *University of York, UK*

Send position papers or questions to
Andrew Monk: A.Monk@psych.york.ac.uk

22 april MONDAY

12 HCI & IA: Information, Interaction, Interface and Usability Architects

Keith Instone, *IBM.Com, USA*
Lisa Chan, *Stanford University, USA*
Peter Boersma, *Consultant Information Ergonomics, The Netherlands*
George Olsen, *Interaction by Design, USA*

Send position papers or questions to
Keith Instone: keith@instone.org

13 Web Navigation Workshop: Exercising and Sharing Web Design Knowledge

Scott Berkun, *Microsoft Corporation, USA*

Send position papers or questions to
Scott Berkun: scottber@microsoft.com

14 The Business Value of HCI: How Can We Do It Better?

Gitte Lindgaard, *Carleton University, Canada*
Nicola Millard, *BTexact Technologies, UK*

Send position papers or questions to
Gitte Lindgaard: gitte_lindgaard@carleton.ca

15 It's a Global Economy Out There: Usability Innovation for Global Market Places

Mizue Fujinuma, Kirsten Risden, *Microsoft Corporation, USA*

Send position papers or questions to
Mizue Fujinuma: mizuef@microsoft.com

16 Mobile Ad Hoc Collaboration

Mark Billinghurst, *University of Washington, USA*
Hans-Werner Gellersen, *Lancaster University, UK*
Gerd Kortuem, *University of Oregon, USA*

Send position papers or questions to
Mark Billinghurst: grof@hitl.washington.edu

17 Getting to Know You: Open Source Development Meets Usability

Nancy Frishberg, Suzanna Smith, Andrea Mankoski, *Sun Microsystems, USA*
Anna Marie Dirks, *Ximian, USA*
Calum Benson, *Sun Microsystems, Ireland*
Seth Nickell, *Gnome Usability Project, USA*

Send position papers or questions to
Nancy Frishberg: Nancy.Frishberg@sun.com

18 Creativity and Interface: Looking at the Diverse Role of the Use of Computational Tools Within the Creative Process

Winslow Burleson, Ted Selker, *MIT Media Lab, USA*

Send position papers or questions to
Winslow Burleson: win@media.mit.edu

19 Discourse Architectures: The Design and Analysis of Computer-Mediated Conversation

Thomas Erickson, *IBM Research, USA*
Susan Herring, *Indiana University, USA*
Warren Sack, *University of California at Berkeley, USA*

Send position papers or questions to
Thomas Erickson: snowfall@acm.org

20 New Technologies for Families

Catherine Plaisant, Allison Druin, Hilary Browne, *University of Maryland, College Park, USA*

Send position papers or questions to
Catherine Plaisant: plaisant@cs.umd.edu

CHI 2002 | AIGA
Experience Design FORUM
Sunday and Monday, 21-22 April

CHI 2002 and AIGA Experience Design offer the FORUM to explore the intersections of the SIGCHI and AIGA design communities. The FORUM presents a two-day program of speakers, panels, and in-depth case studies that explore design contexts such as Web sites, software applications, mobile device interfaces, pervasive computing, virtual reality, and interactive television. The FORUM is the event to attend to hear the latest about design and evaluation methods and methodologies, philosophy of design, and design artifacts. It also offers opportunities to interact with fellow design practitioners of all kinds.

This FORUM is the first "satellite" event at the annual CHI conference to bring in new communities and explore connections with existing members of our broad HCI community. This FORUM has been developed to reach out to design and usability professionals who often have widely divergent perspectives and practices, yet ultimately are all responsible for making technology useful, usable, and desirable for everyone.

Participation in the FORUM is open to the public; fees are $295 (members of SIGCHI or AIGA) and $395 (non-members). Registration for the FORUM is separate from the CHI conference and is limited. Advance registrations as well as on-site registrations are accepted through the CHI conference registration process. You can register at www.sigchi.org/chi2002/registration.html. The CHI 2002 Networking Reception on Sunday evening is included in the FORUM registration fee.

For more information about the FORUM visit: http://experience.aiga.org/chi2002forum

AIGA Membership

The American Institute of Graphic Artists (AIGA) stimulates thinking about design by focusing on innovative practices, celebrating excellence, and inviting discussion among professionals. To become a member of AIGA go to: www.aiga.org. Experience Design is a community within AIGA whose mission is to build an interdisciplinary community of professionals who design for a highly digital and connected world. For more information go to http://experience.aiga.org.

Doctoral Consortium
Sunday and Monday, 21-22 April

The Doctoral Consortium is a closed session that provides an opportunity for doctoral students to explore their research interests in an interdisciplinary workshop with a group of established researchers. Participants receive feedback on their work and guidance for its future directions. The Consortium aims to develop a supportive community of scholars and a spirit of collaborative research. Consortium participants, who represent a wide range of disciplines within HCI, have been invited on the basis of submissions about their research projects.

Doctoral Consortium Faculty
Gary Olson, *University of Michigan, USA*

Development Consortium:
Changing the World, Changing Ourselves in South Africa
Sunday and Monday, 21-22 April

Each year, the Development Consortium sets out to look at issues and directions that the HCI community and SIGCHI should develop in the coming years. This year, the Development Consortium brings South Africans and international participants together with a common goal: to explore cultural experiences across a range of interactive technologies and applications, in various sectors vital to the growth of South African society and economy.

The Consortium is made up of an interdisciplinary group of participants representing a variety of perspectives; professional, occupational, and geographical. Participants have been invited on the basis of position papers submitted to the Consortium's organizer.

Jacques Hugo, *Usability Sciences Associates, South Africa*
Theo Bothma, *University of Pretoria, South Africa*

Invited Discussions
Wednesday, 24 April

World events sometimes force violent change upon us – such were the September 11 terrorists attacks on the United States. The response to these events takes many forms, some of which are based on cutting-edge interactive technology. Thus, the CHI community must play an active role.
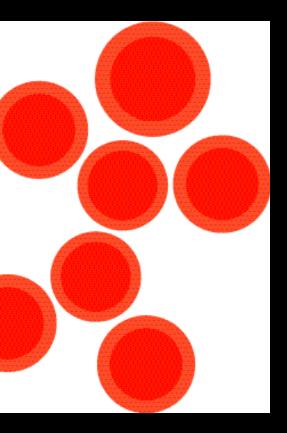
CHI 2002 will be presenting two Invited Discussions on issues that already were of significant interest to the CHI community, and which are even more important in today's changed world.

Interacting with Identification Technology: Can It Make Us More Secure? This discussion will focus on national identification cards and biometric technologies, such as face recognition, asking how these technologies can enhance our security and liberties without endangering either. The role that the human-computer interaction community will play in the development of new technologies will be an important element of the discussion.

Strengthening Communities: Tying the Virtual to the Real. This discussion will address socio-technical systems that can build strong communities, that can build trust within a community, and that can resolve conflicts. The discussion will address negative consequences of electronic communications technologies, which extremist groups have used to foster their communities of hate.

See Wednesday's Technical Program for the names and affiliations of the participants.

technical program

AS ALWAYS, THE CHI TECHNICAL PROGRAM SHOWCASES PRESENTATIONS OF OUTSTANDING HCI RESEARCH (PAPERS), DEMONSTRATIONS OF NEW AND INNOVATIVE TECHNOLOGY (DEMONSTRATIONS), DISCUSSIONS OF TIMELY AND CONTRO-VERSIAL ISSUES (PANELS), AND PRESENTATIONS OF THE LATEST DEVELOPMENTS IN HCI (SHORT TALKS). CHI 2002 ALSO IS PROUD TO OFFER THE PRACTITIONERS SPECIAL TRACK, COMPRISED OF NEW VENUES PRESENTING WORK BY AND FOR DESIGNERS AND USABILITY PROFESSIONALS.

Pre-Conference Events

Development Consortium

The Development Consortium can be used as a vehicle for examining issues and directions that the HCI community and SIGCHI should develop in the coming years. This year, it will focus on realizing the CHI 2002 goal of providing unique opportunities for bringing together diverse members of the global HCI community. This will be accomplished, in part, by the inclusion of South African researchers, designers, developers, and educators.

Doctoral Consortium

The Doctoral Consortium provides an oppor-tunity for a group of invited doctoral students to explore their research interests in an inter-disciplinary workshop with other students and a group of experienced researchers.

Tutorials

Tutorials are courses designed for novice to experienced participants. Courses cover a wide range of topics from theory to practice. This year, several tutorials will contain content that is representative of the conference theme: changing the world, changing ourselves.

Workshops

Workshops provide a valuable opportunity for small communities of people with diverse perspectives to engage in rich one- to two-day discussions about a topic of common interest. Workshop participants are pre-select-ed and workshops offer an opportunity to explore and develop work collaboratively.

Technical Program Overview

Demonstrations

Demonstrations offer an opportunity to show an innovative interface concept, HCI system, technique, or methodology. Participants are able to view systems in action and discuss them with the people who created them.

Practitioners Special Track

A new event for CHI 2002, the Practitioners Special Track is a unique opportunity that offers three areas of participation: Extended Interactionary, Interaction Design Portfolios, and Usability in Practice. The Extended Interationary provides several interdisciplinary teams of usability engineers and designers the opportunity to work on an interaction design problem in a competitive and fun format. The Interaction Design Portfolios welcomes partic-ipation from professional interaction designers, design educators, researchers, and design students to "show and tell" new developments from the design community. The Usability in Practice focuses on how usability practices have evolved over the past decade by offering sessions that concentrate on the best prac-tices in usability methods.

Panels

Panels stimulate thought and discussion about ideas and issues of interest to the human-computer interaction community. Panels typi-cally focus on controversial or emerging issues, allowing speakers and the audience to explore, debate, and reflect on these issues.

Papers

Papers present significant contributions by researchers and practitioners to the HCI field, capable of influencing the design lifecycle of current and future interactive systems. Papers are highly refereed and are published in the archival CHI Conference Proceedings and as an issue of CHI Letters.

Plenary Sessions

Plenary sessions are general sessions that open and close the conference. The key event of the session is an invited presentation by a prominent person that supports the confer-ence theme and offers a challenge to people interested in HCI.

Short Talks and Interactive Posters

Short Talks and Interactive Posters are particularly suitable for exciting new findings, ongoing work that has demonstrated special promise, preliminary results, timely work still in a state to be influenced, or tightly argued essays or opinion pieces. Posters are visual presentations of work and are displayed throughout the conference. Short Talks are presented in traditional technical sessions.

Special Interest Groups (SIGs)

Special Interest Groups (SIGs) enable confer-ence attendees who share a common interest to meet informally for 90 minutes of discus-sion at the conference. They differ from work-shops in that there is no pre-event selection of participants and all attendees may participate.

Student Posters

The Student Posters program offers a unique opportunity for students to present their work at CHI and to receive encouragement in their development as HCI professionals. Student posters are displayed during the conference and provide an excellent opportunity to dis-cuss late-breaking and on-going work in an informal setting.

CHI 2002

9:00 TO 10:30

Opening Plenary

**A World Filled With Cameras:
Security at the Cost of Freedom?
Or Can We Have Both?**

David Brin

11:30 TO 13:00

Papers / Demonstrations

⭐ Contextual Displays

Focus Plus Context Screens: Displays for Users Working with Large Visual Documents
Patrick Baudisch, Nathaniel Good, *Xerox PARC, USA*

Where Do Web Sites Come From? Capturing and Interacting with Design History
Scott Klemmer, Ethan Phelps-Goodman,
James Landay, *UC Berkeley, USA*
Michael Thomsen, *University of Aarhus, Denmark*

**The Augurscope:
A Mixed Reality Interface for Outdoors**
Holger Schnädelbach, Boriana Koleva, Martin Flintham,
Mike Fraser, Shahram Izadi, Paul Chandler, Malcolm Foster,
Steve Benford, Chris Greenhalgh, Tom Rodden,
University of Nottingham, UK

Panel

CHI@20: Fighting Our Way from Marginality to Power

Ben Shneiderman, *University of Maryland, USA*
Stuart Card, *Xerox PARC, USA*
Donald Norman, *Nielsen Norman Group, USA*
Marilyn Tremaine, *New Jersey Institute of Technology, USA*
M. Mitchell Waldrop, *USA*

14:30 TO 16:00

Demonstrations

Technology to Help People Generate Information

An Automated Approach and Virtual Environment for Generating Maintenance Instructions
Russell Blue, G. Bowden Wise, Louis Hobel, Christopher Volpe,
Pascale Rondat, Ann Kelly, Anne Gilman, Wesley Turner,
Steve Linthicum, George Ryon, *General Electric R&D, USA*
Jeff Wampler, *Air Force Research Lab, USA*
Boris Yamrom, *CUNY - Lehmon College, USA*
Bruce Wilde, *Lockheed Martin Systems Integration, USA*

LAPIS: Smart Editing with Text Structure
Robert Miller, Brad Myers, *Carnegie Mellon, USA*

**Hunter Gatherer:
Browser Based Interaction Support for Within-Web Page Collection Making**
m.c. schraefel, *University of Toronto, Canada*

Panel

What Kind of Work is HCI Work?

Moderators:
Allison Druin, *University of Maryland, USA*
Michael Muller, *IBM Research, USA*

Participants:
Tone Bratteteig, *University of Oslo, Norway*
Bill Gaver, *Royal College of Art, UK*
Bonnie John, *Carnegie Mellon University, USA*
Mary Beth Rettger, *MathWorks, USA*

16:30 TO 18:00

Demonstrations

⭐ Using Groupware to Support Collaboration

**KidPad:
Collaborative Storytelling Tool for Children**
Juan Pablo Hourcade, *University of Nottingham, UK*
Benjamin Bederson, Allison Druin,
University of Maryland, USA
Gustav Taxén, *Royal Institute of Technology, Sweden*

Groupspace: A 3D Workspace Supporting User Awareness
Jeff Dyck, Carl Gutwin,
University of Saskatchewan, Canada

Interaction in a Collaborative Environment
Holger Regenbrecht, *DaimlerChrysler, Germany*
Michael Wagner, *shared-reality.com, Germany*

Panel

When I'm Sixty-Four:
Are there Real Strategies for Providing Universal Accessibility for the Elderly?

Moderator:
Rachelle Heller, *The George Washington University, USA*

Participants:
Laura Leventhal, *Bowling Green State University, USA*
Mary Zajicek, *Oxford Brooks University, UK*
Joaquim Jorge, *INESC, Portugal*
Krista Coleman, *Enhanced Mobility Technologies, USA*
Robert Jacob, *Tufts University, USA*
Pedro Branco, *Fraunhofer Center for Research in Computer Graphics, USA*
David Novick, *University of Texas at El Paso, USA*
Julio Abascal, *The University of the Basque Country-Euskal Herriko Unibertsitatea, Spain*
Elizabeth Mynatt, *Georgia Institute of Technology, USA*

David Brin is a scientist and author whose future-oriented novels include *Earth*, *The Postman*, and Hugo Award winning best-sellers *Startide Rising* and *Uplift War*. (*The Postman* inspired a major film in 1998.) Brin is also known as a leading commentator on modern technological trends. His non fiction book – *The Transparent Society: Will Technology Make Us Choose Between Freedom and Privacy?* – deals with provocative issues of openness and liberty in the wired-age. Brin's newest novel – *Kiln People* – explores a fictional near future when people use cheap copies of themselves to be in two places at once.

Since the tragic events of 9/11 we keep hearing security experts demand tighter restrictions on daily life, while civil libertarians preach we should accept risk to avoid "Big Brother". Both groups implicitly assume a tradeoff between safety and freedom. But is such a tradeoff necessary?

For generations, people have grown detached from responsibility for protecting and maintaining civilization, handing evermore of the task to paid professionals. But on 9/11 most of the useful video was taken by private citizens, private cell phones spread word quicker than official media, and the sole effective action to thwart terror was taken by individuals, armed with intelligence and communication tools outside official channels. What does this suggest about the coming era?

Pundits cry that onrushing technologies threaten our freedom and privacy, yet these commentators actually underestimate the 'Moore's Law of cameras' that may soon spread digital vision nearly everywhere at minuscule expense. Meanwhile, citizens take a pragmatic attitude, accepting and even embracing the new age of transparency - one in which technology may actually empower individuals even more than elites.

Papers
Input Devices

Movement Model, Hits Distribution and Learning in Virtual Keyboarding

Shumin Zhai, Alison Sue, Johnny Accot,
IBM Almaden Research Center, USA

Comparison of Two Touchpad-Based Methods for Numeric Entry

Poika Isokoski, Mika Käki,
University of Tampere, Finland

Interacting At a Distance: Measuring the Performance of Laser Pointers and Other Devices

Brad Myers, Rishi Bhatnagar, Jeffrey Nichols, Choon Hong Peck, Dave Kong, Robert Miller, A. Chris Long, *Carnegie Mellon University, USA*

Short Talks
See the CHI 2002 Web site for details.

Papers
Gaze

Messages Embedded in Gaze of Interface Agents - Impression Management with Agent's Gaze

Atsushi Fukayama, Takehiko Ohno, Naoki Mukawa, Minako Sawaki, Norihiro Hagita, *NTT Communication Science Laboratories, Japan*

Leveraging the Asymmetric Sensitivity of Eye Contact for Videoconferencing

Milton Chen, *Stanford University, USA*

Papers
Input: Smooth Moves

Acquisition of Expanding Targets
Michael McGuffin, Ravin Balakrishnan,
University of Toronto, Canada

Quantitative Analysis of Scrolling Techniques
Ken Hinckley, Edward Cutrell, Steve Bathiche, Tim Muss, *Microsoft, USA*

More Than Dotting the i's – Foundations for Crossing-based Interfaces
Johnny Accot, Shumin Zhai,
IBM Almaden Research Center, USA

Short Talks
See the CHI 2002 Web site for details.

Practitioners Special Track
⭐ Design Portfolio

Papers
Structure and Flow

A Case Study to Distill Structural Scaffolding Guidelines for Scaffolded Software Environments

Chris Quintana, Joseph Krajcik, Elliot Soloway, *University of Michigan, USA*

Notification for Shared Annotation of Digital Documents

AJ Brush, *University of Washington and Microsoft, USA*
David Bargeron, Anoop Gupta, Jonathan Grudin, *Microsoft Research, USA*

I'd Be Overwhelmed, But It's Just One More Thing To Do: Availability and Interruption in Research Management

Jim Hudson, *Georgia Institute of Technology, USA*
Jim Christensen, Wendy Kellogg, Thomas Erickson, *IBM T.J. Watson Research Center, USA*

Papers
Two-Handed Interaction

Comparing Voodoo Dolls and HOMER: Exploring the Importance of Feedback in Virtual Environments
Jeff Pierce, Randy Pausch,
Carnegie Mellon University, USA

SmartSkin: An Infrastructure for Freehand Manipulations on Interactive Surfaces
Jun Rekimoto, *Sony CSL, Japan*

Creating Principal 3D Curves with Digital Tape Drawing
Tovi Grossman, Gordon Kurtenbach, George Fitzmaurice, Azam Khan, Bill Buxton, *Alias|wavefront, Canada*
Ravin Balakrishnan, *University of Toronto, Canada*

Practitioners Special Track
Usability in Practice
Field Studies - Evolution and Revolution

Chairs: Dennis Wixon, *Microsoft, USA*
Judy Ramey, *University of Washington, USA*

Contextual Design: Defining Customer-Centered Systems
Karen Holtzblatt, Hugh Beyer,
InContext Enterprises, USA

Hospital Information Systems: Contrast Between 1978 and 2001
JoAnn Hackos, *The Center for Information Development Management, USA*

Contextual Inquiry and Ethnographic Interview Methodology
Stephanie Rosenbaum, *Tec-Ed, USA*

Discount User Observations (DUO)
Sari Laakso, Karri-Pekka Laakso,
Interacta Deign Oy, Finland
Colleen Phillips Page, *Microsoft, USA*

changing the world, changing ourselves

9:00 TO 10:30

Demonstrations

★ Innovative UIs for Non-traditional Environments

Roomware: The Second Generation

Norbert Streitz, Thorsten Prante, Christian Müller-Tomfelde, Peter Tandler, Carsten Magerkurth, *Integrated Publication and Information Systems Institute, Germany*

E-Windshield: A Study of Using

Ted Selker, Winslow Burlson, Ernesto Arroyo, *MIT Media Lab, USA*

Prototype Implementations for a Universal Remote

Gottfried Zimmerman, Gregg Vanderheiden, Al Gilman, *Trace R&D Center, University of Wisconsin-Madison, USA*

Invited Discussion

Interacting with Identification Technology: Can It Make Us More Secure?

Organizers:
Jean Scholtz, *NIST, USA*
Jeff Johnson, *UI Wizards, USA*

Moderator:
Alan Wexelblat, *HOVIR, USA*

Participants:
Ben Shneiderman, *University of Maryland, USA*
Peter Hope-Tindall, *dataPrivacy Partners, Canada*
Jonathon Phillips, *NIST & DARPA, USA*
Dan Rosenberg, *Oracle, USA*

11:30 TO 13:00

Papers / Demonstrations

★ Technology to Help People Find Information

SearchKids: A Digital Library Interface for Young Children

Juan-Pablo Hourcade, Allison Druin, Lisa Sherman, Benjamin Bederson, Glenda Revelle, Dana Campbell, Stacy Ochs, Beth Weinstein, *University of Maryland, USA*

Video Browsing Interfaces for the Open Video Project
Gary Geisler, Gary Marchionini, Barbara Wildemuth, Anthony Hughes, Meng Yang, *University of North Carolina at Chapel Hill, USA*

Smart Skip: Consumer Level Browsing and Skipping of Digital Video Content

Steven Drucker, Asta Glatzer, Steven De Mar, Curtis Wong, *Microsoft Research, USA*

Panel

★ Future Interfaces: Social and Emotional

Moderator:
Alan Wexelblat, *HOVIR, USA*

Participants:
Rosalind Picard, *MIT Media Lab, USA*
Clifford Nass, *Stanford University, USA*
Kevin Warwick, *University of Reading, UK*
Cynthia Breazeal, *MIT, USA*

14:30 TO 16:00

★ Design Expo 2

Moderator:
Dan Olson Jr., *Bringham Young University, USA*

Participants:
Jonathan Arnowitz, *Nuon Valley, Netherlands*
Jared Braiterman, *Shutterfly, USA*
Elizabeth Dykstra-Erickson, *Generic Media, USA*
Shelley Evenson, *Scient, USA*
Gong Szeto, *Rare Medium, USA*

Panel

Focus Groups in HCI: Wealth of Information or Waste of Resources?

Moderator:
Stephanie Rosenbaum, *Tec-Ed, USA*

Participants:
Gilbert Cockton, *University of Sunderland, UK*
Kara Coyne, *Nielsen Norman Group, USA*
Michael Muller, *Lotus Research, USA*
Thyra Rauch, *IBM, USA*

16:30 TO 18:00

Papers / Demonstrations

Interactive Design

A Model Based Tool for Interactive Prototyping of Highly Interactive Applications

Rémi Bastide, David Navarre, Philippe Palanque, *University Toulouse, France*

Physical Programming: Designing Tools for Children to Create Physical Interactive Environments

Jaime Montemayor, Allison Druin, Allison Farber, Sante Simms, Wayne Churaman, Allison D'Amour, *University of Maryland, USA*

A Visual language for Sketching Large and Complex Interactive Designs

James Lin, James Landay, *UC Berkeley, USA*
Michael Thomsen, *University of Aarhus, Denmark*

Panel

New Issues in Teaching HCI: Pinning a Tail on a Moving Donkey

Moderator:
Jonathan Lazar, *Towson University, USA*

Participants:
Jenny Preece, *UMBC, USA*
Terry Winograd, *Stanford, USA*
Jean Gasen, *Capital One, USA*

Papers

Confidence and Trust

**Adaptive Testing:
Effects on User Performance**

Eva Jettmar, Clifford Nass, *Stanford University, USA*

Rich Media Helps Trust Development

Nathan Bos, Judith Olson, Gary Olson,
Zachary Wright, *University of Michigan, USA*
Darren Gergle, *Carnegie Mellon University, USA*

**Trust Without Touch: Jumpstarting Long-
Distance Trust with Initial Social Activities**

Judith Olson, Jun Zheng, Nathan Bos, Gary Olson,
Elizabeth Veinott, *University of Michigan, USA*

Papers

Controlling Complexity

Automating CPM-GOMS

Bonnie John, *Carnegie Mellon University, USA*
Alonso Vera, Michael Matessa, Michael Freed,
Roger Remington, *NASA Ames Research Center, USA*

Investigating Human-Computer Optimization

Stacey Scott, Neal Lesh, Gunnar Klau,
Mitsubishi Electric Research Laboratory, USA

**An Evaluation of Multiple Interfaces:
A Design Solution For Bloated Software**

Joanna McGrenere, Ronald Baecker,
University of Toronto, Canada,
Kellogg Booth, *University of British Columbia, Canada*

Practitioners Special Track
Design Portfolio

Short Talks

See the CHI 2002 Web site for details.

Papers

I Think, Therefore I M

**Introducing Instant Messaging into the
Workplace**

Mark Handel, Tom Finholt,
University of Michigan, USA
Jim Herbsleb, Dave Atkins, *Lucent Technologies, USA*
Dave Boyer, *Avaya Communications, USA*

**Hubbub: A Sound-Enhanced Mobile Instant
Messenger That Supports Awareness and
Opportunistic Interactions**

Ellen Isaacs, Alan Walendowski, Dipti Ranganathan,
AT&T Labs, USA

**When Genres Collide: The Tensions of Instant
Messaging Attributed**

Amy Voida, Wendy Newstetter, Elizabeth Mynatt,
Georgia Institute of Technology, USA

Papers

Spatial Cognition

Women Take a Wider View

Mary Czerwinski, George Robertson
Microsoft Research, USA
Desney Tan, *Carnegie Mellon University, USA*

**Evaluating the Effectiveness of Spatial
Memory in 2D and 3D Physical and
Virtual Environments**

Andy Cockburn, Bruce McKenzie,
University of Canterbury, New Zealand

**Learning Where to Look: Location Learning
in Graphical User Interfaces**

Brian Ehret, *Sun Microsystems, USA*

Practitioners Special Track
Usability in Practice

**Formative Evaluations -
Evolution and Revolution**

Chairs: Ginny Redish, *Redish & Associates, USA*
Randolph Bias, *Austin Usability, USA*

User-Based Evaluation
Joseph Dumas, *Oracle, USA*
Rolf Molich, *DialogDesign, Denmark*

User Interface Update - 2001
Robert Bailey, *Computer Psychology, USA*

New Usability Testing Techniques
Jared Spool, *User Interface Engineering, USA*

Short Talks

See the CHI 2002 Web site for details.

Papers

Web Behavior Pattern

How Knowledge Workers Use the Web
Abigail Sellen, Rachel Murphy,
Hewlett-Packard Labs, UK
Kate Shaw, *Aston University, UK*

**Applying Patterns of Cooperative
Interaction To Work (Re)Design:
E-Government and Planning**
David Martin, Mark Rouncefield, Ian Sommerville,
Lancaster University, UK

**Separating the Swarm: Categorization
Methods for User Sessions on the Web**
Ed Chi, Jeffrey Heer, *Xerox PARC, USA*

Papers

⋆ Focus and Context

**Popout Prism: Adding Perceptual Principles
to Overview + Detail Document Interfaces**
Bongwon Suh, *University of Maryland, USA*
Allison Woodruff, Ruth Rosenholtz, Alyssa Glass,
Xerox PARC, USA

**Keeping Things in Context:
A Comparative Evaluation of Focus Plus
Context Screens, Overviews, and Zooming**
Patrick Baudisch, Nathaniel Good, Victoria Bellotti,
Pamela Schraedley, *Xerox PARC, USA*

**Improving Focus Targeting in
Interactive Fisheye Views**
Carl Gutwin, *University of Saskatchewan, Canada*

Short Talks

See the CHI 2002 Web site for details.

Papers

Speech, Audio, and Gesture

**SCANMail: A Voicemail Interface That Makes
Speech Browsable, Readable, and Searchable**
Steve Whittaker, Julia Hirschberg, Larry Stead,
Gary Zamchick, Aaron Rosenberg, Michiel Bacchiani,
AT&T, USA
Brian Amento, *AT&T Labs - Research, USA*
Litza Stark, *University of Delaware, USA*
Phil Isenhour, *Virginia Tech, USA*

**Speech in the Call Center:
Comparing Natural Language
Call Routing with Touch-Tone Menus**
Bernhard Suhm, Josh Bers, Dan McCarthy,
Barbara Freeman, David Getty, Katherine Godfrey,
Patrick Peterson, *BBN Technologies, USA*

**Gestural and Audio Metaphors as a
Means of Control for Mobile Devices**
Antti Pirhonen, *University of Jyvaskyla, Finland*
Stephen Brewster, Christopher Holguin,
University of Glasgow, UK

Invited Discussion

⋆ Strengthening Communities:
Tying the Virtual to the Real

Moderator:
Jenny Preece, *UMBC, USA*

Participants:
Paul Resnick, *University of Michigan, USA*
Doug Schuler, *The Evergreen State College, USA*

(two other panelists to be arranged)

Practitioners Special Track
Usability in Practice

**Alternatives to Formative
Evaluations – Evolution
and Revolution**

Chairs: Janice Rohn, *Siebel Systems, USA*
Jared Spool, *User Interface Engineering, USA*

**The Role of Expert Reviews, Walkthroughs,
and Guidelines in Usability Practice**
Ginny Redish, *Redish and Associates, USA*

CARD Technique
Michael Muller, *IBM, USA*

Participatory Design Method
Mayuresh Ektare, Yanxia Yang, *Cadence,USA*

**Comprehensive Evidence-Based Web Design
and Usability Guidelines**
Sanjay Koyani, *National Cancer Institute, USA*

Short Talks

See the CHI 2002 Web site for details.

9:00 TO 10:30

Papers / Demonstrations
✭ Web Site Analysis

NetRaker Suite: A Demonstration
Doug van Duyne, James Landay, Matthew Tarpy, *NetRaker Corporation, USA*

Designing Online Banner Advertisements: Should We Animate?
Michelle Bayles, *Wichita State University, USA*

Statistical Profiles of Highly-Rated Web Site Interfaces
Melody Ivory, Marti Hearst, *UC Berkeley, USA*

Panel
The World of Wireless and Kids

Moderator:
Allison Druin, *University of Maryland, USA*

Participants:
Erik Strommen, *Consultant, USA*
Matt Barranca, *Context-Based Research Group, USA*
Heiko Sacher, *GVO Interaction, USA*
Deborah G. Tatar, *SRI, USA*
Elliot Solloway, *University of Michigan, USA*

11:30 TO 13:00

Paper /Demonstrations
✭ Visualizing Patterns

A Dynamic Query Interface for Finding Patterns in Time Series Data
Harry Hochheiser, Ben Shneiderman, *University of Maryland, USA*

SHriMP Views
Margaret-Anne Storey, *MIT, USA*

Polyarchy Visualization: Visualizing Multiple Intersecting Hierarchies
George Robertson, Kim Cameron, Mary Czerwinski, Daniel Robbins, *Microsoft Research, USA*

Panel
What the Best Usability Specialists are Made Of

Moderator:
Danielle Gobert, *Fidelity Investments, USA*

Participants:
Virginia Howlett, *Blue Sky Design, USA*
Carolyn Snyder, *Snyder Consulting, USA*
Howard Tamler, *HT Consulting, USA*
Thomas Tullis, *Fidelity Investments, USA*
Chauncey Wilson, *Bentley College, USA*

14:30 TO 16:00

Panel
Getting Real About Speech: Overdue or Overhyped?

Moderator:
Frankie James, *SAP Labs, USA*

Participants:
Bruce Balentine, *Enterprise Integration Group, USA*
John Makhoul, *BBN Technologies, USA*
Clifford Nass, *Stanford University, USA*
Ben Shneiderman, *University of Maryland, USA*

16:30 TO 18:00

Closing Plenary

Interfaces for Alternate, Automated and Involuntary Experiences: Prosthetics, Robotics and Remote Operational Systems.

Stelarc

Papers

Collaborative Filtering

Specifying Preferences Based on User History
Loren Terveen, Jessica McMackin, Brian Amento, Will Hill, *AT&T Labs - Research, USA*

Observed Behavior and Perceived Value of Authors in Usenet Newsgroups: Bridging the Gap
Andrew Fiore, *Cornell University, USA*
Scott LeeTiernan, *University of Washington, USA*
Marc Smith, *Microsoft Research,USA*

Diffusing Information in Organizational Settings: Learning from Experience
Dave Snowdon, *Xerox Research Centre Europe, UK*

Papers

★ Hands-On Interfaces

A Tangible Interface for Organizing Information Using a Grid
Robert Jacob, *Tufts University & MIT Media Lab, USA*
Hiroshi Ishii, Gian Pangaro, James Patten, *MIT Media Lab, USA*

Cognitive Cubes: A Tangible User Interface for Cognitive Assessment
Ehud Sharlin, Lili Liu, Steve Sutphen, *University of Alberta, Canada*
Yuichi Itoh, Yoshifumi Kitamura, *Osaka University, Japan*
Benjamin Watson, *Northwestern University, USA*

Illuninating Clay: a 3-Dimensional Tangible Interface for Landscape Analysis
Ben Piper, Carlo Ratti, Hiroshi Ishii, *MIT Media Lab, USA*

❋ Practitioners Special Track
Usability in Practice

User Experience Lifecycle – Evolution and Revolution

Chairs: Stephanie Rosenbaum, *Tec-Ed, USA*
Chauncey Wilson, *Bentley College, USA*

User-Centered DesignApproach at IBM
Karel Vredenburg, *IBM, Canada*

How to Systematically and Effectively Improve the Role and Impact of UCD in Development Projects
Timo Jokela, *University of Oulu, Finland*

User Experience Lifecycle at Siebel
Janice Rohn, *Siebel Systems, USA*

Library Web Improvement Team
Trixi Smith, *Lansing Comunity College, USA*

Short Talks

See the CHI 2002 Web site for details.

Papers

★ Communities and Organizations

HutchWorld: Clinical Study of Computer-mediated Social Support for Cancer Patients and their Caregivers
Shelly Farnham, Cheng Lili, Linda Stone, Melora Zaner-Godsey, Christopher Hibbeln, *Microsoft, USA*
Janet Abrams, Karen Syrjala, Ann Marie Clark, *Fred Hutchinson Cancer Research Center, USA*

Design as a Minority Discipline in a Software Company: Toward Requirements for a Community of Practice
Michael Muller, *Lotus Development Corporation, USA*
Kenneth Carey, *IBM Research, USA*

Designing for Improved Social Responsibility, User Participation and Content in On-Line Communities
Sean Kelly, *Microsoft Corporation, USA*
Christopher Sung, *eTonal media, USA*

Papers

Ubiquity

Unremarkable Computing
Peter Tolmie, James Pycock, Tim Diggins, Allan MacLean, Alain Karsenty, *Xerox Research Centre Europe, UK*

Comparing Paper and Tangible, Multimodal Tools
David McGee, *Pacific Northwest National Laboratory, USA*
Philip Cohen, R. Matthews Wesson, Sheilah Horman, *Oregon Graduate Institute of Science and Technology, USA*

Making Sense of Sensing Systems: Five Questions for Designers and Researchers
Victoria Bellotti, Maribeth Back, W. Keith Edwards, Rebecca Grinter, Cristina Lopes, *Xerox PARC, USA*
Austin Henderson, *Rivendel Consulting & Design, USA*

❋ Practioners Special Track
★ Design Portfolio

Invited Session
Ask Jakob

Moderator:
Chris Nodder, *Microsoft, USA*

Participant:
Jakob Nielsen, *Nielsen Norman Group, USA*

Papers

Group Spaces

Sotto Voce: Exploring the Interplay of Conversation and Mobile Audio Spaces
Paul Aoki, Rebecca Grinter, Margaret Szymanski, James Thornton, Allison Woodruff, *Xerox PARC, USA*
Amy Hurst, *Georgia Institute of Technology, USA*

Age-old Practices in the 'New World': A Study of Gift-giving between Teenage Mobile Phone Users
Alex Taylor, Richard Harper, *University of Surrey, UK*

Finding Others Online: Reputation Systems for Social Online Spaces
Carlos Jensen, *Georgia Institute of Technology, USA*
John Davis, Shelly Farnham, *Microsoft Research, USA*

Papers

★ Design Methods

Groupware Walkthrough: Adding Context to
David Pinelle, Carl Gutwin, *University of Saskatchewan, Canada*

Cognitive Walkthrough for the Web
Marilyn Hughes Blackmon, Peter Polson, Clayton Lewis, *University of Colorado, USA*
Muneo Kitajima, *National Institute of Advanced Science and Technology, Japan*

A Survey of User-Centered Design Practice
Karel Vredenburg, Paul Smith, *IBM, Canada*
Ji-Ye Mao, Tom Carey, *University of Waterloo, Canada*

❋ Practitioners Special Track
★ Extended Interactionary

Short Talks

See the CHI 2002 Web site for details.

Stelarc is an Australian artist who has performed extensively in Japan, Europe and the USA- including new music, dance festivals and experimental theatre. He has used medical instruments, prosthetics, robotics, Virtual Reality systems and the Internet for art performances.

In 1997 he was appointed Honorary Professor of Art and Robotics at Carnegie Mellon University. He was Artist-In-Residence for Hamburg City in 1998. In 2000 he was awarded an honorary Degree

of Law by Monash University. He is now Principal Research Fellow in the Performance Arts Digital Research Unit at The Nottingham Trent University, UK. His art is represented by the Sherman Galleries in Sydney.

In his presentation he will explore alternate, intimate and involuntary interfaces with the body, demonstrating a muscle stimulation system for remote choreography of the body.

Additional activities will be featured throughout the conference. All conference attendees are welcome to participate in these events.

Networking Reception

Sunday, 21 April
21:00-23:30

Join us at a casual kick-off reception for all CHI participants to meet with old friends, make new acquaintances, and catch a preview of CHI 2002. Light snacks provided. Cash bar. Stop in and get a head start on networking at CHI 2002!

Newcomers' Orientation

Tuesday, 23 April
10:30-11:30

The Newcomers' Orientation is a special session that immediately follows the Opening Plenary Session. It offers an opportunity for those attending CHI for the first time to learn about SIGCHI and ACM. During the orientation you will also learn how to navigate the conference and make session choices in an environment with so many options.

Conference Reception/ 20 Years of CHI

Tuesday, 23 April
19:30-22:30

Join us for an evening of fellowship, fine food, and music in the dramatic six story atrium of the International Market Square. We will also honor 20 years of exciting SIGCHI growth and influence. Come celebrate with us and toast the future of SIGCHI.

The Conference Reception is included with Conference registration and Accompanying Persons registration. Additional tickets may be purchased when you register or on site at the CHI Store. Attendees are welcome to bring their children to the reception. Please see the registration form for the prices of children's tickets.

ACM SIGCHI Open Meeting

Wednesday, 24 April
18:30-19:30

The annual ACM SIGCHI Open Meeting will be held after the last session of the day on Wednesday. At this meeting, officers will present ongoing SIGCHI programs and activities and then conduct a question and answer session with the audience. Participants interested in learning more about SIGCHI or participating in shaping SIGCHI's future are encouraged to attend.

ACM SIGCHI Volunteer Reception

Wednesday, 24 April
19:45
(Following ACM SIGCHI Open Meeting)

ACM SIGCHI exists because of the contributions of time, energy, and resources given by the many volunteers who participate in running SIGCHI activities (including the CHI Conference). If you are one of the many volunteers who has helped SIGCHI (reviewed papers, ran a newsletter for your local chapter, or otherwise gave of your time and energy), OR if you are interested in becoming a volunteer and want to meet the SIGCHI board to talk about how you can get involved, you are invited to attend this reception.

The Commons

Located in the Exhibit Hall C on the first floor of the Convention Center, The Commons is a large central area that is the site for all main conference breaks, Exhibits, Extended Interactionary Displays, Posters, Interactive Posters, Recruiting Boards, Student Posters, and other interactive activities. You will also find the Internet Room and the Message Boards. Seating areas make The Commons the perfect place to meet with old or new friends, enjoy food and beverage, or just relax between sessions.

The Commons Hours

Saturday...............15:00 to 19:00
Sunday.................. 8:00 to 18:30
Monday .... 8:00 to 18:30
Tuesday................10:30 to 19:00
Wednesday.............8:00 to 19:00
Thursday...............8:00 to 16:30

Informal Special Interest Groups (SIGs)

Informal SIGs are meetings where small groups can discuss specific topics of common interest. Organizing a lunchtime informal SIG is a great way to guarantee yourself interesting lunch companions. Anyone can organize an informal SIG and anyone can attend.

Exhibits

Exhibits provide an opportunity for conference attendees to learn about a broad spectrum of HCI offerings. They feature the latest in HCI oriented products and services from commercial vendors, institutions, and publishers. Exhibits are a wonderful way to promote your organization, network with the HCI community, and recruit new talent.

Champion Sponsor Exhibitors

Champion Sponsors are provided with exhibit space on the convention floor. Many sponsors recruit, demo new technology and provide exciting giveaways and raffles durring the convention. The current Champion Sponsors are:

- Diamond Bullet Design
- Enviz
- Microsoft Corporation
- Polycom
- Sun Microsystems
- Unisys
- Yahoo!

Contributing Sponsor Exhibitors

- Cooper Interaction Design
- Hewlett Packard
- IBM
- Menlo Technology
- Nokia

Exhibitors

- Human Factors International
- John Wiley & Sons
- Kluwer Academic Publishers
- Lawrence Erlbaum Associates
- The MIT Press
- Morgan Kaufmann Publishers
- NetRaker
- Noldus Information Technology
- Ovo Studios Usability Labs
- Samsung Electronics
- Springer-Verlag New York
- Taylor & Francis

Exhibit Hours

Tuesday...............................10:30 to 18:00
   Highlight on Exhibits ......10:30 to 11:30
Wednesday............................9:00 to 18:00
Thursday...............................9:00 to 16:30

Interested in Exhibiting or in Recruiting Boards?

Contact:

CHI 2002 Conference Office
Tel: +1 410 263 5382
Fax: +1 410 267 0332
Email: chi2002-exhibits@acm.org

Recruiting Boards

A designated area in The Commons will focus on recruiting. Organizations interested in recruiting new personnel can reserve space to display pertinent information on the Recruiting Boards. The conference will collect resumes from interested persons and deliver them to authorized representatives of the recruiting organization.

This is an excellent opportunity for all conference delegates to obtain valuable information on industry opportunities and increase their networking with HCI professionals.

Contact

For information and for the cost to reserve a 4' x 3' space on a Recruiting Board to post job announcements for your organization, contact: CHI 2002 conference office at +1 410 263 5382 or chi2002 exhibits@acm.org

Walk-In Demonstrations

CHI 2002 participants interested in showing their work in progress are encouraged to use the Walk-In Demonstration area. A limited number of Walk-In Demonstrations may be scheduled in advance with the Demonstrations Co-Chairs. All other slots will be available on site on a first-come, first-serve basis. No advance submissions are required for this event.

CHI 2002 will provide a flip chart and some basic equipment including an IBM PC and Apple Macintosh (both with built-in audio support) and a VCR. No external speakers, external CD-ROM drives, or ZIP drives will be provided. Participants with more extensive needs should bring their own hardware and software.

Student Volunteers

Student Volunteers are integral to the success of each CHI conference. Students from all disciplines are invited to be part of the most exciting event in the HCI field. Many of the duties are not glamorous, but all provide opportunities to interact with CHI 2002 attendees from all parts of the world.

In return for their help at the conference, student volunteers will receive many benefits including free conference registration, some student meals, a Conference Reception ticket, a student volunteer T-shirt, and an invitation to the student volunteer thank-you party. Student volunteers are responsible for their own housing, travel to and from Minneapolis, and those meals not provided. Reduced housing rates may be available for student volunteers. Student volunteers will have access to the student volunteer email list, which helps to create a community before the conference.

Volunteers must be undergraduate, Master's, or PhD students during the 2001-2002 academic year. All students, regardless of dis- cipline, are encouraged to apply. No experience is required. We are looking for enthusiastic, intelligent, reliable people. Volunteers must commit to a total of 20 volunteer hours of work at the conference during 20-25 April 2002.

Application and Information
While the deadline for applying is 25 January 2002, there is already a waiting list. Applications are no longer being accepted per the web site.

Contact
Christian Rohrer and Adrienne Warmack Student Volunteers Co-Chairs Email: chi2002-student-volunteers@acm.org www.acm.org/sigchi/chi2002/ student-volunteers.html

CHIkids Technology Camp and Child Care Program

The Child Care Program and the CHIkids Technology Camp will be available during the conference for children between the ages of 6 months to 14 years old. Program details and age ranges for each program are described below. (**As of Sunday, 21 April 2002, a child aged 15 or older cannot be accepted into the program.**)

Child Care Program
Sunday and Monday, 8:30-18:00
Tuesday, Wednesday, Thursday, 8:30-18:30

The Child Care Program, provided by KiddieCorp, offers fun-filled and develop-mentally appropriate activities. Activities include exciting themes, group games, music & movement, board games, story time, dramatic play, and more. Our goal is to provide your children with a comfortable, safe and happy experience. The Child Care Program is available Sunday through Thursday for children 6 months to 6 years old, and on Sunday and Monday only for children 7 to 14 years old. The registration fee is US$85 per day, and includes activities, lunch and snacks. Children ages 7 to 14 years may participate in the CHIkids Technology Camp on Tuesday through Thursday.

CHIkids Technology Camp
Tuesday, Wednesday, Thursday, 8:30-18:00

CHIkids Technology Camp is a place where kids 7 to 14 years of age, adults, and technology come together with common goals and do meaningful things. With the tools of technology, children can be conference reporters, web designers, multimedia story-tellers, software testers, conference attendees, and more! CHIkids combines the feeling of summer camp with the fun of technology, all as a part of this unique conference experience.

Children will use CD-ROMs, test new software, as well as be provided with a mixture of off-computer activities to complement their technology experiences. All CHIkids activities will be led by a team of CHI volunteers with experience in technology, kids, and fun!

Assistance will be provided by KiddieCorp, our experienced child care facilitators. Each day, children will be able to choose from a variety of activities. The registration fee is US$100 per day, and includes lunch, snack, and a t-shirt.

CHIkids Newsletter
Available to Conference Attendees via Email upon Request

The CHIkids Newsletter will contain late-breaking news stories about the CHI conference, written by our own CHIkids staff reporters and CHIkids leaders who are Student Volunteers. You'll enjoy summaries of various conference venues, interviews with CHI conference attendees, and a summary of CHIkids activities. The newsletter will also be available in specified locations in the Center.

If you would like to receive your complimentary copy of the CHIkids Newsletter during the conference via email, please check the CHIkids Newsletter request box on your conference registration form and be sure to provide your email address.

Child Care Program and CHIkids Technology Camp Registration
The deadline for registration is 21 March 2002. Registration forms are available at www.acm.org/chi2002. Space is limited, and there will be no on-site registration. Therefore, registration will be on a first-come, first-serve basis. A waiting list will be formed if all spaces are filled. Waiting list registrants will be notified if space becomes available. Participants are not considered registered until all appropriate fees are paid.

For questions about the CHIkids Technology Camp Program:
Allison Druin, CHIkids Co-Chair Email: chi2002-kids@acm.org

For questions about the Child Care Program:
KiddieCorp
Email: chikids@kiddiecorp.com
Tel: +1 858 455 1718
Fax: + 1 858 455 5841

Technical Tours
Friday

The CHI 2002 Local Activities Committee, working together with the University of Minnesota, is arranging tours of industry, research and cultural sites, including nearby usability facilities and a half-day tour of simulation, research, and cultural venues. Current plans include a visit to Northwest Airlines' Pilot Training Center, to a major car and road simulator facility, and a behind-the-scenes look at the Minneapolis Institute of Arts. Registration for all tours will be handled through the following Web site: http://www.cs.umn.edu/TwinCHI/tours. Seats are limited; registration for tours will open 1 January and close 7 March.

CHI 2002 is more to the HCI profession than just the leading technical forum. It provides attendees with opportunities to make new contacts and renew old friendships with colleagues from around the world.

Accompanying Persons

CHI 2002 welcomes Accompanying Persons of 18 years or older to the conference to share in the excitement of the event. Accompanying Persons registration is US$95 each, and includes access to The Commons, Opening and Closing Plenary Sessions, and the Conference Reception. Please complete the appropriate section of your registration form on behalf of the person(s) accompanying you.

Alcoholic Beverages

Legal drinking age in Minneapolis is 21.

Attire/Weather

CHI conferences are casual dress. A warm jacket and/or sweater is suggested for the evenings. The Convention Center is air conditioned and may be cool. Minneapolis weather in the Spring can be wet, so you may want to bring an umbrella. Average daily high temperature in April is 55 degrees F/13 degrees C; average daily low is 31 degrees F/ -1 degrees C.

The CHI Store

Conference sweatshirts, t-shirts, mugs, publications, and videos will be sold at the CHI Store located near Registration in the Main Lobby of the Convention Center. The CHI Store opens at 12:00 on Sunday and will be open during registration hours.

Electrical Power

It is ACM SIGCHI policy to use the local power source. In Minneapolis, electricity is supplied at 120 Volt, A.C., single phase, 60 cycle. CHI 2002 does not provide power converters, extension cords, power strips or other electric accessories.

Information Booths

Information Booths will be located in the Main Lobby near Registration in the Convention Center and in The Commons. Local representatives will be available at the lobby location to answer your questions regarding local attractions, tours, and dining options.

Information Booth Hours

Saturday...............................15:00 to 19:00
Sunday-Wednesday.................8:00 to 17:30
Thursday...............................8:00 to 18:00

Internet Access

Internet access will be available in The Commons. Please check with your assigned hotel about guest room availability.

Message Service

A telephone line for incoming calls will be available at the Lobby Information Booth starting at 15:00 on 20 April 2002. The number is +1 612 335 6911. Please do not call this number prior to 15:00 on 20 April. During the conference, messages can be taken for you at this number and posted on the message board. You may also use the message board to post messages for other conference participants.

Recording Prohibited

The use of any type of audio or video recording device is not permitted during any part of the conference. The use of still cameras is permissible. However, reprinting photographs in print or electronic publications is prohibited without the written permission of the people photographed.

Smoking Policy

CHI conferences are smoke-free. There are easily-accessible outdoor areas at the Convention Center where smoking will be permitted.

Cell Phone Courtesy

CHI 2002 requests that all cellular phones, pagers and other equipment with audible alarms be turned off in all sessions as a courtesy to the presenters and to the other attendees.

Special Needs and Access

The conference registration form includes space for indicating any special needs you may have. Information about special directions for persons with impaired mobility, sign language services, interpreters, dietary restrictions, or other assistance is available upon request. If you need special assistance, please contact the North American Conference Office. See contact information below.

Time

All times listed in this Advance Program are US Central Time Zone time / GMT-6 unless otherwise noted.

Currency Exchange

The airport offers an exchange service from 6:00-20:00, Monday-Saturday; 8:00-20:00 on Sunday. Located in airport Business Center on upper level of main terminal across from Northwest Airline's ticket counter. Currency exchange is also available at two Wells Fargo offices in downtown Minneapolis.

Contact for Information/Questions

North American Conference Office

9:00 to 17:00 US EST
Tel: +1 410 263 5382
Fax: +1 410 267 0332
Email: chi2002-office@acm.org

Global Relations

Regional Liaisons are available in many geographic areas to offer assistance. You may also contact the North American or European Conference Offices for help.

Regional Liaison Contacts

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Cambridge Laboratory, UK
allan.maclean@xrce.xerox.com

CHI 2002 will be held at the Minneapolis Convention Center, 1301 Second Avenue South, Minneapolis, Minnesota 55403-2781, USA. For details on how to reach the Minneapolis Convention Center by car, please visit their web site at: www.mplsconvctr.org/visit_home

Airline Discounts

NORTHWEST AIRLINES/KLM
Northwest Airlines / KLM have been selected as the official airline carriers for CHI 2002.

Domestic Travel:

US / Canada originating travelers will receive discounts ranging from US$30 -US$120 when booking a round trip paid fare on qualifying published coach or business class fares.

Book online at www.nwa.com/travel/reser/. When prompted for an electronic ticket certificate, enter the WorldFile number: NY379. Leave the certificate number prompt blank.

Or you can call Northwest World Meeting & Incentive Reservations at +1 800 328 2111, Monday through Friday between 7:30-19:30 Central Time.

Whether booking on-line, via the toll-free number, or though a travel agent, please remember to quote the special CHI 2002 / Northwest Airline number code to receive the discount; WorldFile number: NY379.

If you are using a travel agent to book your flights, please visit the CHI web site at www.acm.org/chi2002 to download the Northwest Airlines travel coupon to provide to your travel agent. The coupon will contain important information that your travel agent will need to secure your discount. (Does not apply to International Travel.)

International Travel:

Travelers originating from Europe or Asia will receive 10% off any applicable business, normal economy, special economy, APEX, or Super APEX fare to Minneapolis offered by Northwest / KLM. A 5% discount off any promotional or short term sale fare is also available.

Travelers from Europe/Asia may contact their local Northwest Airlines or KLM office in their country of origin. Tickets may also be purchased from travel agents. All reservation inquiries must quote the following file designator: WorldFile number: RBAFS.

City Transportation
All CHI Conference hotels are within walking distance of the Convention Center; most are connected by skyways. In fact, much of downtown Minneapolis is within reasonable walking distance. Taxis are available and fares within the city are reasonable. For no more than US$5, a taxi can take you anywhere within the Minneapolis downtown zone. City buses run regularly during the day and evening hours with a service frequency every 5 to 15 minutes depending on the bus and time of day. Bus fares range from US$1.25 to US$1.75; exact change is needed.

Parking Facilities
Parking is available directly across the street from the Minneapolis Convention Center for US$7 per day. The hotels have parking facilities for hotel guests.

Airport Taxicabs
Taxicabs are available from the airport to downtown. Follow signs from the baggage claim areas to the taxi stand area which is reached by skyway or lower level, across from the main terminal. Typical fares to downtown Minneapolis are approximately US$22. The ride is 15-20 minutes.

Express Shuttle, Coach USA
This is the most convenient and inexpensive scheduled airport service between Minneapolis/ St. Paul International Airport and downtown Minneapolis. Airport departures every 15 minutes; no reservations needed. Located at carousel #8 in baggage claim area. Fares: US$13 one way; US$20 roundtrip. Travel time is 30-40 minutes, depending on hotel drop-off route.

Travel Tips
In these changing times, we suggest that you contact your airline carrier to double check their services, schedules, meals, preflight airport arrival times, baggage restrictions and other travel-related questions that you may have. Most carriers have information posted on their websites to assist travelers in making their flights as uncomplicated as possible. You may also wish to contact your local airport to verify parking availability and restrictions.

Alternative Travel
For persons who might be interested in finding alternative methods of traveling to Minneapolis, check the Web site for more information: www.acm.org/chi2002.

The CHI 2002 Housing Bureau will be providing the hotel housing service for all the delegates booking accommodations at the CHI 2002 conference hotels. Housing forms may be submitted online, by fax, or by mail. Reservations at the special conference rates will not be accepted directly by the hotels.

The Housing Registration Form is available on the CHI Conference Web site. Telephone reservations will not be accepted. Please do not use more than one method of submitting your reservation; this may result in multiple reservations.

Special Conference Rates

Special reduced hotel rates have been negotiated at the conference hotels and are available on a first come, first serve basis through the CHI 2002 Housing Bureau. Your choice of hotel will be honored as space permits. Please note that reservations at the special conference rates will not be accepted directly by the hotels. The CHI 2002 Housing Bureau will inform you by fax, email or postal mail of your hotel assignment within seven days of receipt of your housing form. Rates do not include applicable taxes, currently 13%.

A US$125 deposit is required for each room before a reservation can be processed. Deposits can be paid by major credit card or check payable to the GMCVA.

Suites

All reservations for hotel suites are being handled by the CHI conference office. To reserve a suite, contact +1 410 263 5382 or chi2002-office@acm.org.

Check-in / Check-out Times

Check-in time at all conference hotels is 15:00. However, the hotels will make every effort to accommodate earlier arrivals. Check-out time at all conference hotels is 12:00 Noon.

Hotel Reservation Deadline
Friday, 22 March 2002

The deadline date for hotel reservations is 22 March 2002. Please note that if the conference room blocks fill early, every attempt will be made to secure comparable hotels for any overflow requests. The housing service will try to accommodate all reservation requests through 11 April 2002 on a space and rate available basis.

Changes & Cancellations Deadlines and Fees

Submit any changes or cancellations to the CHI 2002 Housing Bureau via fax or postal mail. Cancellations received after 22 March 2002 will be assessed a $25 processing fee. Early departures and changes after 22 March are subject to penalty fees set by the hotel(s). After 11 April 2002, reservations, changes or cancellations should be submitted directly to your hotel's reservations department. Cancellations received within 72 hours prior to day

of arrival will forfeit the US$125 deposit. A charge of the first night's room and tax will be applied if you do not cancel your reservation and do not arrive at your confirmed hotel on your scheduled arrival date.

CHI 2002 Conference Hotels

All hotels are within walking distance of the Minneapolis Convention Center. For more information on guest services and amenities offered by each hotel, please visit their web sites listed below.

Hilton Minneapolis & Towers Hotel - Conference Headquarters Hotel
www.minneapolis.hilton.com

Located in the midst of downtown, the Hilton Minneapolis & Towers is perfectly situated for walking to the convention center (also connected by skyway) or stepping out to enjoy the evening. Each guest room provides in-room movies, large work desks, and voice mail. The hotel has two restaurants, a lobby bar, and complimentary health club with swimming pool.

US$151 Single / US$164 Double / US$200 Triple

Towers Rooms: US$200 Single; Additional persons US$20 each

Hyatt Regency Minneapolis
www.hyatt.com/usa/minneapolis/hotels

Located on Nicollet Mall and two blocks from the convention center, the Hyatt is connected by skyway. It features four restaurants, an indoor pool, a full service health club and spa, and spacious guest rooms.

US$141 Single or Double / US$156 Triple / US$171 Quad

Millennium Hotel Minneapolis
www.millennium-hotels.com

The closest full-service hotel to the convention center and connected by skyway, this newly renovated hotel is tastefully decorated and features a pool, sauna, and exercise facilities.
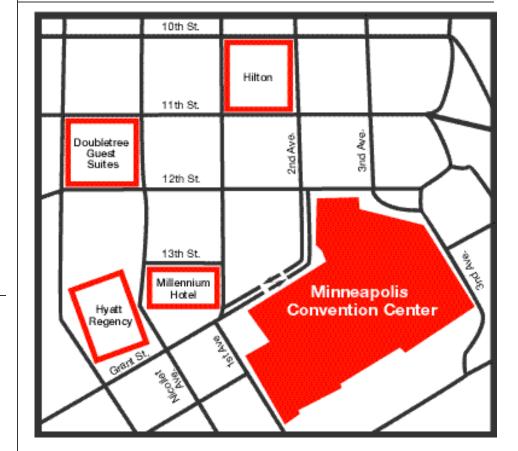
US$145 Single / US$155 Double / US$165 Triple / US$175 Quad

Doubletree Guest Suites Minneapolis
www.doubletree.com

Located just off Nicollet Mall and four blocks from the convention center, spacious two-room suites are complete with microwave, refrigerator and coffee maker. Living room includes a pull-out sleeper sofa and a work desk. Restaurant and exercise room with whirlpool and sauna are featured.

US$126 Single or Double / US$146 Triple / US$156 Quad

Each hotel is holding a block of rooms to be assigned through the CHI 2002 Housing Bureau at conference rates until Friday, 22 March 2002. Hotel guest rooms are assigned on a first-come, first-serve basis. Submit your room request on this form to qualify for the conference rate. Please use one form per room. Only one room may be requested under each name.

Make copies of this form for any additional rooms. Telephone requests will not be accepted. Room reservations can also be made online at: www.pkghlrss.com/events/5542/5542.html. After 22 March 2002, rooms and conference rates are based on availability.

CONFIRM RESERVATION TO: (Only one acknowledgement will be sent.)

_____
First Name   Last Name   Mr./Ms.

_____
Company/Organization

_____
Mailing Address

_____
City   Prov/State

_____
Postal/Zip Code   Country

_____
Telephone   Fax

_____
E-mail

HOTEL DATA

Arrival Date _____ Departure Date _____

Rates are subject to a 13% state and city room tax.

1st Choice Hotel Name _____

2nd Choice Hotel Name _____

3rd Choice Hotel Name _____

If your choices are not available, you will be assigned to the next available hotel within your rate category.

Room Type

____ Single   ____ Double

____ Triple   ____ Quad

(Maximum room occupancy is four (4) per city code.)

Occupants _(List all occupants, and arrival and departure dates if different from above.)_

_____

_____

_____

Special requirements:

_____

_____

Preferences: ____ King Bed   ____ 2 Double Beds   ____ ♿

____ Smoking   or   ____ Non-Smoking

Allow one week for acknowledgement. If hotel assignment is not received by 22 March, please contact CHI Housing Bureau.

METHOD OF PAYMENT

A US$125 deposit is required for each room before a reservation may be processed. With your housing form, please include a major credit card number or a check, made payable to the GMCVA.

Credit Card Guarantee

○ American Express   ○ MasterCard   ○ Visa

○ Diners Club   ○ Discover

Card Number

_____

Expiration Date _____ / _____

Signature _____

Credit card charges will be processed at the US Dollar rate.

MAIL TO: CHI 2002 Housing Bureau
33 South 6th Street, Suite 4000
Minneapolis, Minnesota 55402 USA

FAX TO: +1 612 335 5842 _(Do not mail after faxing.)_

VIA INTERNET: www.pkghlrss.com/events/5542/5542.html
(Do not mail and/or fax after submitting via internet.)

CHANGES/CANCELLATIONS: Changes, cancellations or inquires should be sent via fax or mail to the CHI Housing Bureau. Early departures or changes after 22 March are subject to penalty fees set by the hotel. Credit cards will only be charged if cancelled within the penalty period. A charge of first night's room and tax will be applied and/or forfeited if you do not cancel or do not arrive (no-show). After 22 March, all cancellations will be charged a US$25 Event Cancellation Processing Fee. All cancellations within 72 hours prior to day of arrival will forfeit their entire deposit.

Registrations are accepted by postal or express mail or fax. You may also register online at www.acm.org/chi2002. Telephone registrations will not be accepted. On-site registration hours are noted below.

Conference Fees

Member: If you are a member of ACM or ACM SIGCHI you qualify for the member registration fee.

Non-Member: Included in the registration fee for non-members is a one year membership in ACM and ACM SIGCHI.

Student: Full time students qualify for the student registration fee. Students must provide proof of full-time status, such as a student identification card, at the time of registration.

Payment: Registration forms must be accompanied by payment. Delegates may pay for their conference registration by check, international money order, or Visa, Mastercard or American Express credit card.

Please make checks and money orders payable to ACM/CHI 2002. Wire transfers, purchase orders and government vouchers will not be accepted.

Tutorial Registration

Evening, half-day, and full-day tutorials are offered on 20-22 April. There is a separate fee for each tutorial. Registration for tutorials is limited and assigned in the order received. Tutorial availability information may be found at www.regmaster.com/chi2002.

Workshop Registration

Workshops are held on 21-22 April. Workshop participation fees are US$90 for a one-day workshop or US$180 for a one-and-a-half or two-day workshop.

CHI2002 | AIGA Experience Design FORUM Registration

The Design FORUM is held on 22 April. The Design FORUM registration fees are US$295 for SIGCHI or AIGA members, and US$395 for non-members. Fee includes access to the FORUM program and the Networking Reception.

Accompanying Persons

CHI 2002 welcomes Accompanying Persons, an adult 18 years and older, to the conference. Accompanying Persons can be registered for US$95 each. Fee includes access to The Commons, Opening and Closing Plenary Sessions, and the Conference Reception.

Conference Reception Tickets

Conference participants and registered Accompanying Persons will receive a reception ticket in their registration packet. Additional reception tickets are available for US$50 on the advance registration form or at the CHI Store. Reception tickets are available at a reduced rate of US$25 for children 7 to 12 years of age. Children aged 6 and younger are free.

Conference Registration Deadlines

Early Deadline: Thursday, 7 March 2002, 24:00 US ET / GMT-5

The early registration discount deadline is 7 March 2002. To qualify for the greatest discount, forms must be received by this date. Early registration is important since popular tutorials fill up quickly!

Late Deadline: Thursday, 4 April 2002, 24:00 US ET / GMT-5

The last day to register in advance is 4 April 2002. If your registration form is received at the Registration Office after this date, you will be charged the on-site registration fee and you will not receive a confirmation.

On-Site Registration Hours

Saturday................................15:00 to 19:00
Sunday-Wednesday................ 8:00 to 17:30
Thursday................................8:00 to 14:00

Conference Registration Includes:

- Three days of Technical Sessions
- CHI 2002 Conference *Proceedings*
- CHI 2002 *Extended Abstracts*
- CHI 2002 *Video*
- Conference Reception
- Coffee Breaks
- Exhibits
- Networking Reception

Confirmation

Allow up to two weeks for mailed confirmation of your registration. CHI 2002 cannot fax or email confirmations. If your registration form is received after 4 April 2002, you will not receive confirmation prior to your arrival.

Refund Requests

Refund requests must be submitted in writing and must be received at the Registration Office on or before Monday, 8 April 2002. A US$75 cancellation fee will be deducted to cover processing costs. CHI 2002 cannot accept refund requests after 8 April 2002.

Registration Transfers

If you cannot attend, your registration may be transferred by giving a colleague a letter authorizing the transfer. The letter must be presented at registration.

Merchandise

Pre-ordered merchandise may be picked up in the registration area until 13:00 on Thursday. Unclaimed pre-ordered merchandise will be sold at the CHI Store after this time.

First Name _____Last Name _____

Company/Institution _____

Address _____

_____

City _____ State/Province _____

Zip/Postal Code _____Country _____

Tel _____ Fax _____

E-mail _____

Mail Form to:

CHI 2002 Registration
61 Alafaya Woods Blvd., #199
Oviedo, FL 32765 USA

Same address applies to express mail or courier.

Fax to: +1 407 366 4138

Online Registration
www.acm.org/chi2002

FEES in U.S. DOLLARS	On or Before 7 March 2002			8 March - 4 April 2002			After 4 April 2002 (No confirmation provided)		
(Please circle the appropriate fee)	Student	Member	Non-Member	Student	Member	Non-Member	Student	Member	Non-Member
Conference Fee (CF) Only	$130	$455	$601	$150	$655	$801	$170	$855	$1,001
Each Half-Day Tutorial (with CF)	$120	$290	$290	$140	$390	$390	$160	$490	$490
Each Full-Day Tutorial (with CF)	$240	$580	$580	$280	$780	$780	$320	$980	$980
Each Half-Day Tutorial (without CF)	$195	$350	$350	$215	$450	$450	$235	$550	$550
Each Full-Day Tutorial (without CF)	$390	$700	$700	$430	$900	$900	$470	$1,100	$1,100

○ I do NOT want ACM SIGCHI Membership included in the non-member conference fee.

○ I do NOT want my name on a mailing list given or sold to outside organizations.

○ I would like to have Child Care Program information.

○ Please rank the roles below that you perform in your work
  (1 = main role, 2 = 2nd role, 3 = 3rd etc., blank = not performed)

  Designer: __ Educator: __ Evaluator: __ Manager: __ Researcher: __

  Other (*please state*) _____ Rank: __

○ I am a member of ACM or ACM SIGCHI:_____

  My membership number is: _____

○ I am a full-time student and will provide proof of current student status with my registration.

○ This is my first time attending CHI.

○ I would like to receive the CHIkids Newsletter.

○ I have Special Needs: _____

TUTORIAL SELECTIONS (Please circle tutorial numbers)

	UNITS	TUTORIAL NUMBERS
Saturday Evening	1	1 2
Sunday Full-Day	2	3 4 5 6 7 8 9 10 11 12 13 14 15 16
Monday Full-Day	2	17 18 19 20 21 22 23 24 25 26 29 30 31
Monday Morning	1	27
Monday Afternoon	1	28
Monday Evening	1	32
Total Units		Add Tutorial units above; the maximum number of units is 6.
2nd Choice		Saturday:_____ Sunday:_____ Monday:_____

For CEU credits, please provide your social security number or other personal ID number:

[   ]

CEU credit is optional. Compute appropriate CEU fees in payment computation section.

WORKSHOPS (Please circle workshop numbers)

Sunday and Monday	US$180	1 2
Sunday Only	US$90	3 4 5 6 7 8 9 10 11
Monday Only	US$90	12 13 14 15 16 17 18 19 20

Workshops are open to Accepted Registrants Only (See page 14.)

PAYMENT COMPUTATION

Conference Fee . . . . _____

Half-Day & Evening Tutorial: _____ x US$_____ . . . . _____

Full-Day Tutorial: _____ x US$_____ . . . . _____

CEU Fee per Tutorial Unit: _____ x US$5 . . . . _____

Workshops Fee (accepted registrants only) . . . . _____

CHI 2002 | AIGA Experience Design FORUM:

  AIGA or SIGCHI Members _____ x US$295 . . . . _____

  Non-members _____ x US$395 . . . . _____

  AIGA Membership number _____

Accompanying Person (incl. reception) US$95 . . . . _____

  Acc. Person's Name: _____

Extra Reception Tickets: _____ x US$50 . . . . _____

7-12 yrs. old Reception Ticket: _____ x US$25 . . . . _____

Extra Proceedings: _____ x US$50 . . . . _____

Extra Extended Abstracts: _____ x US$25 . . . . _____

Extra NTSC Video: _____ x US$20 . . . . _____

Extra PAL Video: _____ x US$20 . . . . _____

Mugs: _____ x US$7 . . . . _____

T-shirts:† M L XL _____ x US$15 . . . . _____

Sweat shirts:† M L XL _____ x US$25 . . . . _____

Free video with registration†: _____ o NTSC o PAL

  Total Fees Enclosed: $_____

†Circle shirt size and/or check video format.
Conference is not responsible for unclaimed merchandise.

Forms without payment will NOT be processed. Make checks and money orders payable to ACM/CHI 2002. Wire transfers, purchase orders and government vouchers will not be accepted. Credit card charges will be processed at the US dollar fee. If paying by Visa, MasterCard, or American Express, please provide the credit card information in full to avoid delays:

PAYMENT

Card Number: _____ Exp. Date:_____

Cardholder's Name: _____

Cardholder's Signature: _____

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ACM SIGCAPH
ACM SIGDOC
ACM SIGGRAPH
ACM SIGGROUP
ACM SIGWEB

Cooperating Organizations

Association Francophone
    d'Interaction Homme-Machine (AFIHM)
Austrian Computer Society
British HCI Group (BCS)
European Association of
    Cognitive Ergonomics (EACE)
German Society for Informatics (GI)
Human Communication Group [HCG]
    of the IEICE of Japan
Swedish Interdisciplinary Interest Group
    for Human-Computer Interaction (STIMDI)

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South Africa: CHI-SA

The Americas (outside U.S.A.)
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Toronto: ToRCHI
Vancouver: VanCHI
Brazil: Brazil CHI
Mexico: CHI-MEXICO

Asia/Pacific
India: CHI-South India
New Zealand: SIGCHI_NZ

Europe
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Belgium: BelCHI
Bulgaria: BulSIGCHI
Czech Republic: Czech SIGCHI
Finland: SIGCHI Finland
France: Toulouse SIGCHI
Italy: CHI Italy
Netherlands: SIGCHI NL
Romania: RoCHI
Spain: CHISPA
Switzerland: SwissCHI

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California: BayCHI, LA-SIGCHI, SanD CHI
District of Columbia: DC-CHI
Georgia: CHI-Atlanta
Illinois: CHI-Squared
Massachusetts: LowellCHI, GB/SIGCHI
Michigan/Ohio: MOCHI
Missouri: KC-CHI, GatewayCHI
New York: NYC-CHI
Ohio: BuckCHI
Oregon: CHIFOO
Pennsylvania: PhiCHI
Texas: CHI-Austin, Lone Star CHI
Utah: NUCHI
Virginia: GMU SIGCHI
Washington: Puget Sound SIGCHI
Wisconsin: Milwau-CHI