

CONTENTS

Preface	xii
Conference Organizers and International Programme Committee	xiii
Editor's Note	xvii
PART ONE Keynote Addresses	1
1 Getting usability used <i>J. Nielsen</i>	3
2 Communication patterns in teleworking <i>J.W. Bakke</i>	13
PART TWO Research and Theory	17
3 The economics of interface development <i>C.W. Johnson</i>	19
4 Cinematography and interface design <i>J. May and P. Barnard</i>	26
5 The interplay between cognitive and organizational factors in software development <i>P.E. Waterson, C.W. Clegg and C.M. Axtell</i>	32
6 Designing environmental sounds based on the results of interaction between objects in the real world <i>A. Darvishi, E. Munteanu, V. Guggiana, H. Schauer, M. Motavalli and M. Rauterberg</i>	38
7 The sonic enhancement of graphical buttons <i>S.A. Brewster, P.C. Wright, A.J. Dix and A.D.N. Edwards</i>	43
8 Earcons and icons: an experimental study <i>E. Leimann and H.-H. Schulze</i>	49
9 Displays as data structures: entity-relationship models of information artefacts <i>T.R.G. Green and D. Benyon</i>	55
10 Perceptions of design rationale <i>A.H. Jørgensen and A. Aboulafla</i>	61
11 How many novices does it take to match three expert designers? Lessons from an exercise in parallel design <i>S. Ovasaka and K.-J. Rähä</i>	67

12	Gedrics: the next generation of icons <i>J. Geißler</i>	73
13	Distributable interactive objects <i>K.J. Rodham and D.R. Olsen, Jr.</i>	79
14	Constraint-based definition of application-specific graphics <i>M. Pöpping and G. Szwillus</i>	85
15	Separating user and device descriptions for modelling interactive problem solving <i>A.E. Blandford and R.M. Young</i>	91
16	Task orientation in user interface design <i>M. Gritzman, A. Kluge and H. Lovett</i>	97
17	“To say and to do.” Virtual actions in the structure and recognition of discourse plans with regard to practical plans <i>C. Castelfranchi and R. Falcone</i>	103
18	Exploring user effort involved in using history tools through MHP/GOMS: results and experiences <i>A. Lee</i>	109
19	Four easy pieces for assessing the usability of multimodal interaction: the care properties <i>J. Coutaz, L. Nigay, D. Salber, A. Blandford, J. May and R.M. Young</i>	115
20	Whizz’Ed: a visual environment for building highly interactive software <i>O. Esteban, S. Chatty and P. Palanque</i>	121
21	Decision theory and safety-critical interfaces <i>C.W. Johnson</i>	127
22	An empirical study of software reuse by experts in object-oriented design <i>J.-M. Burkhardt and F. Detienne</i>	133
23	Programming plans, imagery, and visual programming <i>T.R.G. Green and R. Navarro</i>	139
24	Learning graphical programming: an evaluation of KidSim™ <i>D.J. Gilmore, K. Pheasey, J. Underwood and G. Underwood</i>	145
25	To repeat or not to repeat: <i>Face</i> -ing the facts <i>M. Burmester, W. Beck and P.H. Vossen</i>	151
26	A multimodal user interface system with force feedback and physical models <i>C. Ramstein</i>	157
27	Multimodal user interface system for blind and “visually occupied” users: ergonomic evaluation of the haptic and auditive dimensions <i>A. Dufresne, O. Martial and C. Ramstein</i>	163

28	The myth of seperable dialogue: software engineering vs. user models <i>H. Wegener</i>	169
29	Interface design: have we got it wrong? <i>D.J. Gilmore</i>	173
30	Prototyping considered dangerous <i>M.E. Atwood, B. Burns, A. Girgensohn, A. Lee, T. Turner and B. Zimmermann</i>	179
31	Solving arbitrary expressions of graphical constraints <i>G. Szwillus</i>	185
32	Verification of an interactive software by analysis of its formal specification <i>Ph. Palanque and R. Bastide</i>	191
33	A data centred framework for user-centred design <i>D. Benyon</i>	197
34	Computational advice and explanations – behavioural and computational aspects <i>Y. Wæren, S. Hägglund, R. Ramberg, I. Rankin and J. Harrius</i>	203
35	Designing query support for multiple databases <i>A. Sutcliffe, I. Bennett, A. Doubleday and M. Ryan</i>	207
36	Documentation as part of design: exploratory field studies <i>J.-F. Rouet, C. Deleuze-Dordron and A. Bisseret</i>	213
37	An empirical study in using linked documentation to assist software maintenance <i>F. Hamilton and H. Johnson</i>	219
38	An experimental study of a gestalt based database for mug shots <i>U. Astad, F. Safayeni and D. Raymond</i>	225
39	Suspect identification: traditional mugshot album versus computerized feature system <i>E. Lee, C. Bisesar, G. Reid and T. Whalen</i>	231
40	An alternative interface for multimedia service stations <i>M. Silva Santos, F. da Fonseca de Souza and A.C. Salgado</i>	237
41	Searching without a keyboard in a multimedia environment <i>L. Leventhal, B. Teasley, D. Stone and K. Instone</i>	241
42	Ubiquitous mail: speech and graphical user interfaces to an integrated voice/e-mail mailbox <i>C.G. Wolf, L. Koved and E. Kunzinger</i>	247
43	Interactive net-services on the WWW <i>K.J. Rodham and D.R. Olsen, Jr.</i>	253
44	Encouraging exploratory learning of a user interface <i>S. de Mul and H. von Oostendorp</i>	259
45	VCR-as-paradigm: a study and taxonomy of errors in an interactive task <i>W.D. Gray</i>	265

46	Satisfying user needs through a combination of interface design techniques <i>M. Bladh and K. Höök</i>	271
47	Understanding collaborative authority in shared workspaces <i>C. Chen and R. Rada</i>	277
48	A requirements space for group-work systems <i>J. McCarthy, P. Wright and M. Harrison</i>	283
49	Design and evaluation of MAJIC videoconferencing system <i>K. Okada, Y. Ichikawaa, G. Jeong, S. Tanaka and Y. Matsushita</i>	289
PART THREE Symposium I: Tools for Working with Guidelines		295
50	EXPOSE. HCI-counseling for user interface design <i>P. Gorny</i>	297
51	IDA – a design environment for ergonomic user interfaces <i>H. Reiterer</i>	305
52	Accessing guidelines information with Sierra <i>J. Vanderdonckt</i>	311
PART FOUR		
Symposium II: Computer-aided Building of Interactive Application		317
53	From OOA to GUIs – the JANUS System <i>H. Balzert</i>	319
54	Generation of user interfaces using formal specification <i>O. Lauridsen</i>	325
55	Computer-aided window identification in Trident <i>F. Bodart, A.-M. Hennebert, J.-M. Leheureux, I. Provot and J. Vanderdonckt</i>	331
PART FIVE Case Studies: Application and Practice		337
56	Reflections on the design of interface metaphors <i>M. Smyth, B. Anderson, R. Knott and J.L. Alty</i>	339
57	Evaluating a multimedia history system as support for collaborative design <i>J. Karat, J.M. Carroll, S.R. Alpert and M.B. Rosson</i>	346
58	An approach to hypertext-based requirements specification and its application <i>H. Kaindl</i>	354
59	Design of coordinated interfaces for real-time decision making in hierarchical structures <i>S. Nishida and M. Nakatani</i>	358
60	Dynamic forms: an enhanced interaction abstraction based on forms <i>A. Girgensohn, B. Simmermann, A. Lee, B. Burns and M.E. Atwood</i>	362

61	Cyberbase: the man machine computer <i>S. Pedersen</i>	368
62	Organizing usability in the corporation <i>J. Scholtz</i>	372
63	Evaluating design specifications using heuristic evaluation <i>W.O. Lee, K. Dye and D. Airth</i>	376
64	Human factors in software development – current practice relating to user centred design in the UK <i>A. Smith and L. Dunckley</i>	380
65	Delivering competitive edge <i>M. Atyeo and S. Robinson</i>	384
66	DynaDesigner: a tool for rapid creation of device-independent interactive services <i>L. Terveen and M. Toumenoksa</i>	386
67	Audio annotation of electronic texts <i>I.D. Benest</i>	390
68	An adaptable user interface to a multimedia telecommunications conversation service for people with disabilities <i>N.A. Hine, D. Wilkinson, I.A.S. Gordon and J.L. Arnott</i>	394
	PART SIX HCI: Education and Training	399
69	Designing an interface in an educational context: first steps to a principled approach <i>M. Linard and R. Zeiliger</i>	401
70	The effect of a teacher-designed assessment tool on an instructor's cognitive activity <i>A. Cohen, K. Candland and E. Lee</i>	405
71	Educational applications of adaptive hypermedia <i>I. Beaumont and P. Brusilovsky</i>	410
72	Making claims about teaching systems <i>E.F. Churchill and S. Ainsworth</i>	415
73	HCI curricula: what is being taught on computing courses in the UK <i>M. Kirby, A. Life, H. Istance, L. Hole and A. Crombie</i>	419
74	Advanced interaction in university based education <i>T.T. Hewett and M. Tscheligi</i>	423
75	The usefulness of an HCI syllabus <i>P.J.A. Scown</i>	427
	Index of contributors	431
	Keyword index	433