



Workshops

Workshops provide an extended forum for small groups (15-20 people) to exchange ideas on a specific topic of common interest. CHI 2000 offers workshops covering a wide range of HCI topics. Workshops will be held on Sunday and Monday, 2-3 April 2000.

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 **28 January 2000**. Submitters will be notified of selection by 4 February 2000. Accepted workshop participants will be charged a registration fee of US\$75/NLG 150 for a one-day workshop and US\$150/NLG 300 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 18 February 2000 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.

Information

For additional information about CHI 2000 Workshops, see www.acm.org/chi2000/ap.



1 Basic Research Symposium

Sunday & Monday

Michael Twidale •
University of Illinois, USA

José Juan Cañas •
University of Granada, Spain

The CHI Basic Research Symposium is an opportunity for researchers to exchange new developments and insights from their own fields and expand their vision of human-computer interaction. Participants are selected by a program committee that reviews submitted position papers to bring together a diverse group of researchers with innovative research underway. The symposium includes interactive research presentations, group discussions and small group activities.

The mission is to provide a venue where researchers conducting ground-breaking, controversial, and emerging research can discuss that research with a diverse group of peers.

Our vision for this year's Basic Research Symposium is for each participant to leave with a better understanding of the research methods, goals, and frontiers of a wider range of HCI disciplines. Each participant should contribute to the collective understanding and leave with new ideas for conducting, integrating, and applying research. In keeping with the CHI 2000 theme of vision of HCI in the future, we expect to pick a topic around the issue of tackling real-world problems to be solved by the HCI community. See the Web for details (www.ugr.es/~delagado/BRS2000).

The BRS welcomes two types of submissions:

- Position papers: Up to ten pages introducing your field and your work. Authors of accepted position papers will be given time to present their work in an interactive discussion format.
- Position statements: Up to two pages introducing you and your interests. This can be in the form of a scenario, set of design constraints, or description of observed user activity and why it is problematic. Authors of accepted position statements will be invited to participate in the symposium.

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2 Challenges in the Multicultural HCI Development Environment

Sunday & Monday

Michael G. McKenna • Sybase, Inc., USA
Henry Naftulin • Sybase, Inc. USA

The effort to ease creation of multicultural systems is being undertaken by an increasingly broad community of application designers and developers. This task is not trivial given lack of tools, knowledge, and standards in the area of cross-cultural human computer interaction. This workshop explores the challenges in the multicultural HCI development environment and ways to overcome them.

We will explore the cultural and linguistic issues of:

- Textual display design
- Visual design
- Intelligent agents
- Social interfaces
- Learning modalities
- Information retrieval
- Language handling
- Distributed systems
- Integration of Unicode features

The workshop will focus on how frameworks and methodologies can aid in providing modular multicultural interaction design and seamless cultural and linguistic feature integration.

Participants will be expected to come to the workshop with examples of frameworks and methodologies, and we will then work together to understand and identify the common experiences and major issues in the field.

The output of the workshop will be recommendations for a framework for modular multicultural interaction design and recommended methodologies for effective multicultural feature integration, to be published in a SIGCHI Bulletin after the Conference.

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3 Pattern Languages for Interaction Design: Building Momentum

Sunday & Monday

Richard Griffiths •
University of Brighton, UK

Lyn Pemberton •
University of Brighton, UK

Jan Borchers • University of Linz, Austria

Adam Stork •
University College London, UK

The potential of pattern languages as a vehicle for the dissemination of human-computer interaction design knowledge has been recognized within the CHI community for a number of years. This potential is based on the ideas of the architect Christopher Alexander, for recording the designs of “living buildings”. Patterns are developed to record the invariant properties that exist in a design solution which resolves conflicting social, cognitive, and technological forces. Patterns are interlinked into a network (a pattern language) to support both conceptual and detailed design.

The two-day workshop aims to build momentum following previous successful workshops on pattern languages for interaction design. The first day will be mainly practical, to include a writer’s workshop, while the second day will be mainly theoretical. The main goals are to:

- Promote the development of pattern languages for interaction design.
- Refine and develop the application of pattern languages in this area
- Develop an understanding of the relationship between interaction design and software engineering patterns
- Extend the community of pattern writers

Participants will be required to submit a brief position paper and at least one potential interaction design pattern. They are also expected to have read some of Alexander’s books: *The Timeless Way of Building* and *A Pattern Language*.

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4 Continuity in Human Computer Interaction

Sunday & Monday

Giorgio P. Faconti •
CNR – Istituto CNUCE, Italy

Mieke Massink •
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Novel interaction techniques, such as gesture, speech, body expression recognition, haptic devices, and video, are characterized by the significance of the temporal aspects of interaction. Those techniques, especially when used in combination, require thinking of interaction over time intervals rather than at discrete points.

The concept of Continuity in HCI is intended to distinguish these technologies because their modeling requires notions from continuous mathematics. Currently, knowledge relevant to the design of continuous interfaces is spread over many different disciplines such as theater arts, semiotics, cognitive psychology, linguistics and various technically oriented disciplines in an often ad hoc and unrelated way. There is no theory of continuous interaction that can guide designers in a systematic way in the development of interfaces employing continuous technologies.

The goal of the workshop is to develop a reference model enabling the modeling of continuous interaction techniques and the identification of their relevant properties.

Participants will be required to submit a 2-5 page position paper addressing aspects of continuity in interaction from various perspectives. Alternatively, they can elaborate on one of the case descriptions provided by the workshop organizers available at: kazan.cnuce.cnr.it/TACIT/Continuity

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Designing Interactive Systems for 1-to-1 E-Commerce

Sunday & Monday (morning)

Markus Stolze •
IBM Research, Zurich Research Laboratory
Jürgen Koenemann • *humanIT, Germany*
Daniela Handl • *Darmstadt University of Technology, Germany*
Barbara Hayes-Roth •
Stanford University, USA

Economic theory and observations of the emerging markets suggest that e-commerce sellers will be driven towards offering personalized buying interactions and customized products.

The focus is the design and evaluation of interactive systems for e-commerce that provide a personalized user experience for buyers by offering targeted information, individualized interaction opportunities, and/or customizable products and services.

The workshop is directed at designers and researchers working on e-commerce systems that enable personalized interactions and facilitate the buying of complex goods and services. Of interest will be work on novel interfaces, interactive, immersive environments and intelligent support. Methods for instilling confidence in sites and purchase decisions, creating communities, and increasing customer retention are equally relevant.

Restricted to about 20 participants of which about 8 will be invited to present their work. Other participants will have their 2-page position statement included in the online workshop proceedings and will participate in discussions/group work throughout the workshop. Participants will be asked to demonstrate the utility of their approaches. Workshop results and selected papers will be published in a special issue of a journal (to be announced).

Review www.zurich.ibm.com/~mrs/chi2000/ before submitting an application.

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Semiotic Approaches to User Interface Design

Sunday

Clarisse Sieckenius de Souza •
PUC-Rio, Brazil
Ernest A. Edmonds •
Loughborough University, UK
Raquel O. Prates •
UERJ/PUC-Rio, Brazil
Simone D. J. Barbosa •
PUC-Rio, Brazil

Semiotics is the discipline that studies signs, communication, and signification systems and the cultural processes involved in them. Our goal is to bring together researchers/practitioners of HCI and Semiotics to discuss how the fields can provide a new interdisciplinary research agenda in HCI.

The workshop will consider the following:

- Does Semiotics provide HCI with new insights?
- How can Semiotics contribute to delineate the resourceful communicative mechanisms that will help users grasp the intended meanings conveyed by HCI designers through the interface of software applications in general?
- How can Semiotic approaches complement or contribute to user-centered approaches by tackling specifically with the communicative aspects of interaction?

Send a 2-4 page position paper to the organizers. Participants will be selected based on their position paper and the diversity of the approaches and of the participants. Limited to 15 participants.

Accepted position papers will be placed on a web site for participants to read prior to the workshop, and be prepared to discuss their positions. Position papers should be sent electronically (in HTML or Microsoft Word format) to Clarisse Sieckenius de Souza at clarisse@inf.puc-rio.br. See: <http://peirce.inf.puc-rio.br/chi2000ws6/>

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National and International Frameworks for Collaboration Between HCI Research and Practice

Sunday

Jeroen Ubink •
Ministry of Economic Affairs/Senter, The Netherlands
Piet Bögels •
Chairman IOP HMI, The Netherlands
Austin Henderson • *Rivendel Consulting, USA*
Gerard van der Heiden •
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Joan Minstrell •
IBM Toronto Laboratory, Canada
Lucas Noldus •
Noldus Information Technology, The Netherlands
Matthias Rauterberg •
IPO User System Interaction, The Netherlands
Alice Thomas •
IBM Toronto Laboratory, Canada
Gerrit van der Veer •
VU Amsterdam, The Netherlands
Karel Vredenburg •
IBM Corporate UCD, Canada

This workshop will focus on methods of forging ties between industry practitioners and the research communities. Participants will discuss enabling conditions for collaborative projects.

Workshop topics include:

- Successful collaborative initiatives
- Existing and effective collaboration
- Ways to encourage collaboration
- Factors affecting research and industry, and international, collaborations
- Motivations for researchers and for practitioners to collaborate
- Successful methods of educating young researchers and exchanging knowledge between practitioners and researchers
- Evaluation/validation of effects of activities on the larger HCI community
- Improving collaborative research

Participants will be requested to submit a short case history of the organization(s) they are working with and/or collaborative projects they have been involved with. Email communication prior to the workshop will be encouraged. Limited to 25 participants.

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Future Mobile Device
User Interfaces**Sunday**

Matthias Schneider-Hufschmidt •
Siemens, AG, Germany

Sata Ruuska • *Nokia Mobile Phones, Finland*

Kaisa Väänänen-Vainio-Mattila •
Nokia Mobile Phones, Finland

Bruno Von Niman • *Ericsson, Sweden*

The goal is to create an understanding of the special characteristics of users' activities in the mobile contexts of use in which personal devices fit in the future. The aim is to elaborate on the consequences of the user interface design for future communication devices. In the first phase of the workshop we will try to find answers to a number of questions in the four major topic areas:

- Physical, social and cultural context and their effects on the design of mobile devices
- Personalization of mobile devices
- Applications and services for mobile devices
- Connectivity and interoperability of communication devices

The following questions will be answered:

- What will the main characteristics of mobile devices be regarding the topic areas?
- Will we see a trend towards multifunctional devices or will there be many different personal information appliances with different user interfaces?
- How will these future communication devices interact?

In the second workshop phase we will develop a number of paper prototypes of mobile devices. Finally we will try to consolidate our findings in one prototype of a future mobile user interface.

Each applicant should submit a 1-3 page position paper where a view of one or more of the above-mentioned topics is presented. These papers will be reviewed by the organizers for their relevance and originality. Selected participants will be asked to bring their ideas and solutions in the form of paper prototypes to the workshop.

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Research Directions in
Situated Computing**Sunday**

Michel Beaudouin-Lafon •
University of Aarhus, Denmark

Wendy E. Mackay •
University of Aarhus, Denmark

The goal of this one-day workshop is to launch a CHI special interest area to discuss how to explicitly incorporate context throughout all aspects of interactive system design. Situated Computing describes socio-technical systems in which situations of use and context play a central role in the use of computers. Since most computing is arguably situated computing, we need to reflect on our current understanding of context, establish a common language for discussion and define processes for developing "systems-in-use".

Research in Situated Computing requires a multidisciplinary approach, drawing from various HCI fields, including:

- Augmented reality
- Computer-supported cooperative work
- Mobile computing
- Multimodal interaction
- Participatory design
- Persuasive computing
- Ubiquitous computing
- User-centered design
- Wearable computing

The workshop is designed to bring together researchers who work in diverse areas of human-computer interaction and who actively address local context and situations of use in the design, development and evaluation of interactive systems. The workshop is organized around two main activities: presenting current research by the participants and discussing directions for future research. Participation will be based on two-page statements describing the author's interest in situated computing within the context of their work. See www.daimi.au.dk/~mbl/chi2000-sitcomp.

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Virtually Collocated
Teams in the Workplace**Sunday**

Gloria Mark •
University of California at Irvine, USA

Steven Poltrock •
The Boeing Company, USA

Jonathan Grudin • *Microsoft Research, USA*

Distributed teams and the technology to 'virtually collocate' team members are becoming more widespread. This one-day workshop will bring together researchers, designers, developers, and early adopters of these technologies to study how technology can achieve the benefits of physical collocation, for virtually collocated groups.

The problem for virtually collocated teams is that they are expected to perform as physically collocated teams and provide deliverables, meet project schedules, and generate feasible and even innovative problem solutions—all from a distance. Team members often span different departments, organizations, countries, and even companies, often rarely or never meeting face-to-face. How can team members successfully adopt the technology when peer pressures are from a distance, and management and technical support may be weak at local sites?

It is widely believed that a well-functioning group (whether physically or virtually collocated) needs to forge common goals, working procedures, and rules of interaction. The key word in our workshop is teams; we focus on how team social processes are affected by distance, and how they impact work. We intend to clarify research issues concerning experiences and recommendations, team processes, measuring impact, and the value of face-to-face meeting.

Participants will be selected based on a 3-5 page position paper submission describing lessons-learned and recommendations for virtually collocated teams. We are looking for a diverse group of participants with experiences of technology usage by intra- and inter-organizational, interdisciplinary, and cross-cultural groups.

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The What, Who, Where, When, Why and How of Context-Awareness

Monday

David R. Morse • *The Open University, UK*
Anind Dey •
Georgia Institute of Technology, USA
Steve Armstrong • *The Open University, UK*

Context-awareness is widely thought to be an important enabling technology for developing ubiquitous, handheld and wearable computer applications. It describes the ability of a computing device or program to sense, react to, or adapt to the environment in which it is running. In order to understand better how we can use context and facilitate the building of context-aware applications, we need to understand more fully what constitutes a context-aware application and what context is. This workshop will attempt to address these issues by asking the six "W" questions of context-awareness: what, who, where, when, and why? These five questions underpin the sixth meta-question of how?

For example:

- What is context?
- Whose context is important to whom, or what?
- Where can an awareness of context be exploited?
- When is context useful?
- Why are context-aware applications useful?
- How do we implement a generic supporting infrastructure for context-aware applications?

Potential participants are encouraged to place their own interpretation on the six questions of context-awareness. Please submit a short position statement giving your viewpoint on these questions, focusing particularly on one of the questions in your submission. This focus will be used to allocate selected participants to small discussion groups that form part of the workshop. Participants will be selected on the basis of their interest in, and familiarity with the problem area. See mcs.open.ac.uk/drm48.

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A Compendium of Practical Techniques for HCI Instruction

Monday

Marian G. Williams •
University of Massachusetts Lowell, USA
Andrew Sears •
University of Maryland Baltimore County, USA

If you teach HCI-related courses in industry, at conferences, or in academia, this workshop is your chance to contribute to a collection of practical, reproducible HCI instructional techniques. A lot of work has gone into defining what HCI students should learn from the many disciplines that make up the field, but much less attention has been paid to how to teach it.

This workshop will produce a compendium of how-to information for HCI educators. It is not the place to discuss theories, curricula, one-of-a-kind projects, or the grand scheme of HCI education. It is the place to discuss concrete success stories that can be reproduced by other instructors.

To be considered for participation, submit a position paper, 5 pages maximum, describing a successful technique:

- Subject matter, and how it fits into the curriculum recommendations in www.acm.org/sigchi/cdg/.
- Pedagogical goals
- Materials and methods used
- Instructional setting (country, educational system, etc.)
- Assumptions about students' prior knowledge
- How other instructors can reproduce the technique
- Evidence you will bring to demonstrate success with the technique (e.g., videotape of the technique in use, examples of students' work, data from feedback questionnaires, etc.).

The primary criterion for acceptance is demonstrable success with a technique that can be used by other HCI instructors. Accepted participants will be invited to submit chapters to an anthology of successful HCI teaching techniques.

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Electronic Communities: Places and Spaces, Contents and Boundaries

Monday

Michael J. Muller •
Lotus Development Corporation, USA
Jessica Friedman •
Lotus Development Corporation, USA

This workshop brings together four related areas of research and practice:

- Electronic communities in CSCW
- Communities of practice in management science
- Places and spaces as constructed venues for collaboration
- Boundaries and boundary objects as crucial areas for collaboration

The goal of the workshop is to increase the existing overlap among these four areas, to enrich their work through mutual education.

We ask participants to consider one or more of the following questions:

- How is the social and computing environment for a community (the attributes of its place or space) shaped or determined? What are the impacts upon different groups inside and outside of the community?
- How does the social and computing environment of a community affect what goes on within the community? What goes on at the boundary of the community?
- What work takes place within a community? What work takes place across boundaries? What work takes place at the boundary?
- To what extent are structures, resources, or persons within the community visible to community members? To outsiders? Can community members control these issues of visibility?

A detailed call for participation may be found at www.lotus.com/research.

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Situated Interaction in Ubiquitous Computing

Monday

Albrecht Schmidt •
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Walter Van de Velde •
Starlab Nv/Sa, Belgium

Gerd Kortum • *University of Oregon, USA*

This workshop will bring together researchers and practitioners who are concerned with the design, development, and implementation of novel interfaces for mobile devices and environment-based appliances.

The availability of sensing technology gives the opportunity to include information implicitly provided by the situation of use as well as by the surrounding environment in the process of human-computer interaction. Situated interaction is especially attractive for mobile devices and for shared appliances in common spaces.

The main goal of the workshop is to develop an understanding of how the situation of use influences the interaction process. This comprises the following topics:

- Adaptation and optimization of input and output to the situation
- Reducing need for input and output by usage of situational context
- Choosing interruption time and mode appropriate to the situation

We will have a small number of presentations of current research work and time for discussion. We expect participants to search for a common understanding of situated interaction and to define a research agenda in this field.

Participants will be selected based on their submissions, either a position paper or an extended abstract describing ongoing research. Participants accepted for presentation will be expected to submit longer versions that will be presented on a pre-workshop web site. The goal is to produce a review of research in situated interaction in ubiquitous computing that may be published in post-proceedings by the participants. See www.teco.edu/chi2000ws/.

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Social Navigation: A Design Approach?

Monday

Kristina Höök • *HUMLE, SICS*

Alan Wexelblat • *Mainspring, USA*

Alan Munro • *Napier University, UK*

Social navigation has been proposed as a means to help users cope with large information spaces. Making other users' actions visible allows us to take advantage of the work they have done to find their way around and to solve problems. By information space, we mean anything from the interface to a normal application to large hypermedia spaces such as the World Wide Web or virtual reality environments. Users' actions can be made visible in various ways: through direct social navigation (talking to or seeing individual users act), indirect social navigation (seeing the aggregated user behavior as in recommender system advice), or readwear (seeing how an object has been used by other users through its texture).

Social navigation seems to be a natural approach to the design of an information space; yet we still have not seen many practical solutions that allow users to behave socially, interfaces that allow for the accumulation of social trails, or the aggregation of user behaviors. We invite practitioners, designers, and evaluators who are trying to design for social navigation of information spaces to come and discuss problems and practical solutions, and develop ideas and solutions.

When we say useful solutions, we do not necessarily mean that social navigation must contribute to the efficiency of the interface from the user point of view. What is gained by social navigation might not be, and maybe should not be, time and efficiency, but instead it might contribute to other factors. Maybe a better question to ask is how do we know that we have created a good navigational experience? Will it be a matter of more aesthetic or emotional factors, such as feelings of flow or having a delightful experience, as opposed to the efficiency measurements usually taken for the prevailing tool-based usability evaluations?

The workshop will bring together as many varied viewpoints around these ideas as we can find.

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Natural-Language Interaction

Monday

Candace Kamm •
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David G. Novick •
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Nils Dahlbäck •
Linköping University, Sweden

Our goal is to create a community of researchers and practitioners by exchanging views on two main topics: 1. Identifying the most important barriers to the use of natural language (NL) interfaces; 2. Identifying the most significant contributions that the NL-CHI community can bring to the development of interaction technology for user-friendly NL interfaces.

Associated workshop objectives include:

- Fostering communication among people who primarily self-identify as belonging to the CHI or NL communities
- Identifying opportunities for NL practitioners to improve their practice and for NL researchers to develop new techniques
- Stimulating research towards improved NL interaction techniques

Researchers and practitioners who have a demonstrated interest in natural language in human-computer interaction are invited to participate. Email a position paper of about 2500 words, written in HTML, to novick@cs.utep.edu. The paper should address one or both of the main topics through one or more of the following:

- Case studies of text-based and spoken-language interfaces or interface components
- New methods/techniques for using NL in HCI
- Critical reviews of research and practice on the role of NL in HCI

The workshop will be a series of discussions of issues in the position papers. (We will have a pre-workshop e-mail discussion with participants to validate the selection of the issues.) The workshop will then address the two main workshop issues and will conclude with developing future plans for the NL CHI community. See www.cs.utep.edu/novick/nlchi/ for details.

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