Call for Papers

Workshop on HCI & Information Design to Communicate Complex Information
University of Memphis, Memphis TN
February 16-17, 2007

The future will see the design of information and communication technologies that serve ever more complex purposes and problems. For these technologies, creating user-centered support is particularly challenging when users are domain experts with sophisticated knowledge work and collaborations and do not want to become power users to conduct this work electronically. Goals of this workshop are to define what we already know about communicating complex information to such domain experts and clarify our understanding of what issues urgently need further research.

Quality designs must make HCI simpler, not more complex and difficult. The challenge is figuring out how to “harness” complex phenomena in requirements, design, and testing so that our systems support and enhance the proper level of understanding for open-ended, dynamic knowledge work. To meet these challenges, this workshop will address some of the most pressing issues in designing useful and usable digital information for domain experts’ knowledge work. These include but are not limited to the following:

**Designing for experts.** What do we know about the ways experts conduct their exploratory, open-ended knowledge work in organizations or communities? What do we know about the information and technological support that they need for various task purposes? What is common and what is different based on domain demands that should inform our analysis of needs, generation of requirements, designs and testing? How do we design for knowledge work among interdisciplinary groups of experts?

**Representations of complex activities for design.** How do we build situational context into designs? What methodologies best capture audience informational needs for open-ended exploratory work?

**Domain specificity.** What commonalities characterize specialists across domains? What variations across domains are important for the information and systems we design and how we design them? How do we apply knowledge about these commonalities and differences to requirements and design?

**Extending convention.** What aspects of user experience, design, and testing are under-emphasized today but vital for useful and usable information and systems for complex work? How do we test whether the designs we develop for experts’ dynamic and nonlinear knowledge work are useful and usable? What might we need to add to usability heuristics for expert reviews to better account for the needs of experts in a field who are more than novices but less than power users?

We hope to reach new insights and agreement about

- The current major research issues that need to be addressed
- Ways to transform research into practical applications
We want this workshop to maximize the exchange of information and ideas among the participants. The workshop will feature a highly interactive format with each participant giving a 15-20 minute presentation followed by a 20-30 minute discussion. We wish to encourage high interactivity and in-depth discussion about each topic.

Keynote talk: Barbara Mirel

Please submit a 2-page position paper about your ongoing work, new interaction designs, opinions or approaches to the problem, or conceptual frameworks or theories. Papers will be peer-reviewed and 10-14 selected by relevance and likelihood of stimulating and contributing to this discussion. The position paper will also be used as part of a book proposal for a collection of the papers presented at the workshop. Email your paper, in PDF, to malbers@acm.org with subject “Workshop Submission”.

Schedule

- 2 page proposal due: June 30, 2006
- Notice of acceptance: July 30, 2006
- Papers for workshop due: 3 weeks before conference
  (about 30 double spaced pages)
- Workshop dates: February 16-17, 2007
- Final papers for edited collection due: 1 month after conference

Venue

University of Memphis

Hotel is on campus at the University of Memphis.
rates: about $105 + 15.95% room tax per night for 2 room suite (all suite hotel).
Free parking at the hotel.

Contact

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