

CONTENTS

Contributors	xi
Advisory Board	xv
Series Foreword (<i>Gavriel Salvendy</i>)	xvii
Foreword (<i>Ben Shneiderman</i>)	xix
Preface	xxi
About the Editors	xxiii

Introduction

A Moving Target: The Evolution of HCI	1
<i>Jonathan Grudin</i>	

PART I—Humans in HCI

25

1 Perceptual-Motor Interaction: Some Implications for HCI	27
<i>Timothy N. Welsh, Romeo Chua, Daniel J. Weeks, and David Goodman</i>	
2 Human Information Processing: An Overview for Human-Computer Interaction	43
<i>Robert W. Proctor and Kim-Phuong L. Vu</i>	
3 Mental Models in Human-Computer Interaction	63
<i>Stephen J. Payne</i>	
4 Emotion in Human-Computer Interaction	77
<i>Scott Brave and Cliff Nass</i>	
5 Cognitive Architecture	93
<i>Michael D. Byrne</i>	
6 Task Loading and Stress in Human-Computer Interaction: Theoretical Frameworks and Mitigation Strategies	115
<i>J. L. Szalma and Peter Hancock</i>	
7 Motivating, Influencing, and Persuading Users: An Introduction to Captology	133
<i>B. J. Fogg, Gregory Cueller, and David Danielson</i>	
8 Human-Error Identification in Human-Computer Interaction	147
<i>Neville Stanton</i>	

Part II—Computers in HCI

159

9 Input Technologies and Techniques	161
<i>Ken Hinckley</i>	
10 Sensor- and Recognition-Based Input for Interaction	177
<i>Andrew D. Wilson</i>	
11 Visual Displays	201
<i>Christopher Schlick, Martina Ziefle, Milda Park, and Holger Luczak</i>	

12	Haptic Interfaces	229
	<i>Hiroo Iwata</i>	
13	Nonspeech Auditory Output	247
	<i>Stephen Brewster</i>	
14	Network-Based Interaction	265
	<i>Alan Dix</i>	
15	Wearable Computers	295
	<i>Dan Siewiorek, Asim S. Mailagic, and Thad Starner</i>	
16	Design of Computer Workstations	313
	<i>Michael J. Smith, Pascale Carayon, and William J. Cohen</i>	
Part III—Designing Human-Computer Interactions		327
17	Visual Design: Principles for Usable Interfaces: Everything Is Designed: Why We Should Think Before Doing	329
	<i>Suzanne Watzman and Margaret Re</i>	
18	Global/Intercultural User Interface Design	355
	<i>Aaron Marcus</i>	
19	Conversational Speech Interfaces and Technologies	381
	<i>Jennifer Lai, Clare-Marie Karat, and Nicole Yankelovich</i>	
20	Multimedia User Interface Design	393
	<i>Alistair Sutcliffe</i>	
21	Multimodal Interfaces	413
	<i>Sharon Oviatt</i>	
22	Adaptive Interfaces and Agents	433
	<i>Anthony Jameson</i>	
23	Mobile Interaction Design in the Age of Experience Ecosystems	459
	<i>Marco Susani</i>	
24	Tangible User Interfaces	469
	<i>Hiroshi Ishii</i>	
25	Achieving Psychological Simplicity: Measures and Methods to Reduce Cognitive Complexity	489
	<i>John C. Thomas and John T. Richards</i>	
26	Information Visualization	509
	<i>Stuart Card</i>	
27	Groupware and Computer-Supported Cooperative Work	545
	<i>Gary M. Olson and Judith S. Olson</i>	
28	HCI and the Web	559
	<i>Helen Ashman, Tim Brailsford, Gary Burnett, Jim Goulding, Adam Moore, Craig Stewart, and Mark Truran</i>	
29	Human-Centered Design of Decision-Support Systems	573
	<i>Philip J. Smith, Norman D. Geddes, and Roger Beatty</i>	
30	Online Communities	603
	<i>Panayiotis Zaphiris, Chee Siang Ang, and Andrew Laghos</i>	
31	Virtual Environments	621
	<i>Kay M. Stanney and Joseph V. Cohn</i>	

32	Human-Computer Interaction Viewed from the Intersection of Privacy, Security, and Trust	639
	<i>John Karat, Clare-Marie Karat, and Carolyn Brodie</i>	
Part IV—Application/Domain Specific Design		559
33	Human-Computer Interaction in Health Care	661
	<i>François Sainfort, Julie Jacko, Paula J. Edwards, and Bridget C. Booske</i>	
34	Why We Play: Affect and the Fun of Games: Designing Emotions for Games, Entertainment Interfaces and Interactive Products	679
	<i>Nicole Lazzaro</i>	
35	Motor Vehicle Driver Interfaces	701
	<i>Paul Green</i>	
36	Human-Computer Interaction in Aerospace	721
	<i>Steven J. Landry</i>	
37	User-Centered Design in Games	741
	<i>Randy J. Pagulayan, Kevin Keeker, Thomas Fuller, Dennis Wixon, and Ramon L. Romero</i>	
Part V—Designing for Diversity		761
38	The Digital Divide: The Role of Gender in Human-Computer Interaction	763
	<i>Joel Cooper and Matthew B. Kugler</i>	
39	Information Technology and Older Adults	777
	<i>Sara J. Czaja and Chin Chin Lee</i>	
40	HCI for Kids	793
	<i>Amy Bruckman, Alisa Bandlow, and Andrea Forte</i>	
41	Information Technology for Cognitive Support	811
	<i>A. F. Newell, A. Carmichael, P. Gregor, N. Alm, and A. Waller</i>	
42	Physical Disabilities and Computing Technologies: An Analysis of Impairments	829
	<i>Andrew Sears, Mark Young, and Jinjuan Feng</i>	
43	Perceptual Impairments: New Advancements Promoting Technological Access	853
	<i>Julie A. Jacko, V. Kathlene Leonard, and Ingrid Scott</i>	
44	Universal Accessibility and Functionally Illiterate Populations: Implications for HCI, Design, and Testing	871
	<i>William M. Gribbons</i>	
45	Computing Technologies for Deaf and Hard of Hearing Users	885
	<i>Vicki L. Hanson</i>	
Part VI—The Development Process		895
Section A: Requirements Specification		
46	User Experience and HCI	897
	<i>Mike Kuniavsky</i>	
47	Requirements Specifications within the Usability Engineering Lifecycle	917
	<i>Deborah J. Mayhew</i>	
48	Task Analysis	927
	<i>Catherine Courage, Janice (Ginny) Redish, and Dennis Wixon</i>	

49	Contextual Design	949
	<i>Karen Holtzblatt</i>	
50	The Ethnographic Approach to Design	965
	<i>Jeanette Blomberg, Mark Burrell</i>	
Section B: Design and Development		
51	Putting Personas to Work: Using Data-Driven Personas to Focus Product Planning, Design and Development	991
	<i>Tamara Adlin and John Pruitt</i>	
52	Prototyping Tools and Techniques	1017
	<i>Michel Beaudouin-Lafon and Wendy E. Mackay</i>	
53	Scenario-based Design	1041
	<i>Mary Beth Rosson and John M. Carroll</i>	
54	Participatory Design: The Third Space in HCI	1061
	<i>Michael J. Muller</i>	
55	Unified User Interface Development: New Challenges and Opportunities	1083
	<i>Anthony Savidis and Constantine Stephanidis</i>	
56	HCI and Software Engineering: Designing for User Interface Plasticity	1107
	<i>Jöelle Coutaz and G��lle Calvary</i>	
Section C: Testing and Evaluation		
57	Usability Testing: Current Practice and Future Directions	1129
	<i>Joseph S. Dumas, and Jean E. Fox</i>	
58	Survey Design and Implementation in HCI	1151
	<i>A. Ant Ozok</i>	
59	Inspection-based Evaluations	1171
	<i>Gilbert Cockton, Alan Woolrych, and Darryn Lavery</i>	
60	Model-Based Evaluation	1191
	<i>David Kieras</i>	
Part VII—Managing HCI and Emerging Issues		1209
61	Technology Transfer	1211
	<i>Kevin M. Schofield</i>	
62	Augmenting Cognition in HCI: 21st Century Adaptive System Science and Technology	1221
	<i>Dylan Schmorrow, Amy Kruse, Leah Reeves, and Amy Bolton</i>	
63	Human Values, Ethics, and Design	1241
	<i>Batya Friedman and Peter H. Kahn, Jr.</i>	
64	Cost Justification	1267
	<i>J. Patrick Williams, Randolph G. Bias, and Deborah J. Mayhew</i>	
Perspectives on HCI		1279
65	Future Trends in Human-Computer Interaction	1281
	<i>Andrew Sears and Julie Jacko</i>	
	Author Index	1291
	Subject Index	1347