UCD4D Collaboratory | Annotated Bibliography

Annotated Bibliography for UCD4D Projects

1. Annotated Bibliography for UCD4D Projects
2. Working together using this wiki
3. Group members
4. Annotated Bibliography
   a. Cross Cultural HCI
   b. ICT4D and HCI
   c. General ICT4D Initiatives with HCI leanings
   d. Relevant General HCI Material
   e. Books, Chapters and Other Sources

Working together using this wiki

Think of this wiki as a shared online whiteboard. Your entire group can share information using this wiki, making your research accessible to everyone. Play around with this wiki: Notice how you can add comments to a page, see what people have changed, and edit all the text.

Group members

- Mike Best
- Susan Dray
- Gaurishankar "Shanks" Krishnan
- Dan Greenblatt
- Celeste Buckhalter
- Nithya Sambasivan

Annotated Bibliography
Cross Cultural HCI

1. Title: The effects of Culture on performance achieved through the use of HCI
   
   Authors: Gabrielle Ford, Helene Gelderblom
   
   Description: A paper that explains efforts of identifying cultural dimensions, identifying test subjects and test interfaces displaying cultural dimensions and assessing the impact if these in the test subjects. The test was carried out by identifying 5 websites each addressing a particular aspect of Hofstede's cultural dimension, and performance was measured in terms of how accurately and quickly the test subjects were able to find information.

2. Title: Cross-Cultural Understanding of Metaphors in Interface Design
   
   Authors: Evers .V
   
   Description: Paper outlines the main research that has been done in cross-cultural perception and understanding of user interfaces. It also proposes a study that observes users working with an interface in their everyday environment. This study uses a location model metaphor like the Tarahaat village metaphor but of a college campus and tests it on students from diverse cultural backgrounds.

3. Title: Meaning, the central issue in cross-cultural HCI design
   
   Authors: Paula Bourges-Waldegg, Stephen A.R. Scrivener
   
   Description: This exhaustive paper focuses on the design of systems intended to be shared by culturally heterogeneous users. It discusses the limitation of current approaches in designing interfaces and describes a study conducted to understand culturally determined usability problems in a Web Site.

4. Title: Cross Cultural Interface Design Strategy
   
   Authors: Jainaba Jagne, Serengul Guven Smith, Elke Duncker, Paul Curzon
   
   Description: Explores the emerging need for integration of cultural and social factors if metaphors into interface design by creating cultural models. Also proposes an investigative model that incorporates all important components of cultural contexts of metaphors in interface design.

5. Title: Cultural User Interfaces
   
   Author: Alvin Yeo
   
   Description: An article that proposes the concept of Cultural User Interfaces, explains its dimensions
and fleshes out the elements of CUIs from 3 different cultures, New Zealand, Malaysia and United States. These elements constitute the content metaphor of each culturally specific UI. The paper also talks about strategies and benefits of CUI.

6 Title: Cross Cultural Understanding of Graphical Elements on DirectED website  
Author: Vanessa Evers  
Description: A more detailed version of the Paper Cross Cultural Understanding of Metaphors in Interface design, with specific focus on a website modeled like the Tarahaat website.

7 Title: Towards Culture Centered Design  
Authors: Si-Tsen Shen, Martin Wookey, Stephen Prior  
Description: Introduces the concept of Culture Centered Design, and develops a CCD process. Then a computer interface designed to look like a Chinese garden is developed and tested along side a standard desktop metaphor.

8 Title: Towards the Sixth Level in Interface Design: Understanding Culture.  
Authors: Kamppuri, M., Tedre, M. and Tukiainen, M  
Description: Adds Culture as the sixth level to Grudins 5 levels of interface design, and discusses its implications.

9 Title: Parameters of User Interface Design for Cultural Information Systems: An Interdisciplinary Approach  
Authors: George Pehlivanides  
Source: www.archimuse.com  
Description: A case study of a cultural promotion strategy based on practices from the Exhibition design field in combination with the use of Customizable User Interfaces.

10 Title: Developing a practical inclusive interface design approach,  
Authors: Simeon Keates, P. John Clarkson and Peter Robinson,  
Description: The aim of this paper is to present a methodological design approach for implementing inclusive interface design. This will begin with a discussion about what constitutes good inclusive design and suitable measures of success. A summary of the principal methods for designing for users with different capabilities is given along with a description of a model, the inclusive design cube that displays how the different approaches are complementary and can provide complete population coverage.

11 Title: Directions in HCI education, research, and practice in Southern Africa.
Authors: Kotzé, P.
Source: In CHI '02 Extended Abstracts on Human Factors in Computing Systems (Minneapolis, Minnesota, USA, April 20 - 25, 2002).
Description: This paper focuses on the current status and directions of human-computer interaction (HCI) education, research, and practice in Southern Africa.

12 Title: A historical perspective of HCI development in Romania.
Authors: Pribeanu, C. and Chisăliță, C.
Source: In CHI '04 Extended Abstracts on Human Factors in Computing Systems (Vienna, Austria, April 24 - 29, 2004)
Description: Presents HCI development in Romania from a historical Perspective.

13 Title: HCI in the Next Millennium: Supporting the World Mind
Author: Brian R Gaines
Source:http://pages.cpsc.ucalgary.ca/~gaines/reports/MFIT/HCIMill/index.html
Description: This presentation uses three worlds, collective stance and learning curves perspectives to analyze developments in human-computer interaction. It argues from historic data that the human interests have remained unchanged over at least five millennia, and may be expected to have the same basis during the next millennium.

14 Title: Integrating culture into interface design.
Authors: Khaslavsky, J.
Description: The paper describes how culture impacts usability and design, presents a package of variables for identifying cultural differences, and gives localization suggestions. Also presents ideas for research leading to specific guidelines for integrating culture into design.
ICT4D and HCI

15 Title: ICT4D Bedtime Stories
Authors: Thai RuralNet
Source: Retrieved from thairuralnet.org website
Description: A collection of case studies by the Thai RuralNet project outlining the challenges faced in implementing 5 projects, some with HCI focus, and the lessons learnt.

16 Title: HCI in the so-called developing world: What's in it for Everyone
Authors: Derrick L. Coburn, University of Michigan
Source: ACM-Interactions March + April 2003 edition
Description: Explores the impact of social, political, economic and technological factors result in structural changes to how we live and work, and argues that HCO and UCD principles are critical to ensuring that developed and developing countries are able to meet the challenges of this change.

17 Title: Developing Locally Relevant Software Applications for Rural Areas: A South African Example
Authors: Marshini Chetty, William Tucker and Edwin Blake
Source: ACM International Conference Proceeding Series; Vol. 75, 2004
Description: An initial experience paper of developing a telemedicine application for a rural village in Eastern Cape Province of South Africa using the Participatory Design and Action Research Method.

18 Title: Indra's Net: HCI in the developing world
Authors: Dray S.M, Siegel DA and Kotze
Source: ACM Interactions 2003, P.28-37
Description: Discusses various issues of HCI and ICT4D including design, development and evaluation
issues under constrained conditions, with a few examples

19 Title: Universal Access to the Net: Requirements and Social Impact
Author: Jeff Johnson
Source: ACM 97 Invited Talk
Description: Addresses Universal Access issues in the third world including, the new requirements in access that need to be addressed in order to make ICTs more effective, socio-cultural impact etc.

20 Title: Metaphors and Website Design: A Cross-Cultural Study of the Tide.com Stain Detective
Authors: A.Dawn Shaikh, Barbara S Chaparro, W. Todd Nelson & Anirudha Joshi
Description: Describes a study where 6 Indian females were asked to evaluate the Tide.Com website which uses a Home Metaphor to help users understand the nature of stains. The original website was developed for US users. The evaluation done on Indian users yielded different results including a fundamental difference in how stains are perceived. These differences made the metaphor used ineffective.

21 Title: Offshore Usability: Helping meet the global demand
Authors: Eric Schaffer
Source: Human Factors International Web-site
Description: A general article on the issues to conduct usability design and evaluations by off shoring it to a location different from the target users, and the advantages for international usability bodies to have off shoring arms, because of value for money and other factors.

22 Title: Another Culture, another method
Authors: Apala Lahiri Chavan
Source: HCII 2005, Conference Proceedings
Description: Explores the area of methods used in the design process and the need to adapt them for use in different cultures. Interesting section on using a bollywood storyline method for evaluating websites.

23 Title: Pantoto: A Participatory model for community information
Authors: Susan Uskudarli, T.B Dinesh
Description: Proposes a model for creating locally relevant information and keeping them current which
is participatory in nature thus assuring quality of content and sustainability.

24 Title: Cross Cultural Usability of the Library Metaphor
Author: Elke Duncker
Description: Paper presents an investigation of the cross-cultural use and usability of interaction metaphors by studying the library metaphor. The ethnographic study was conducted on the Maori people of New Zealand, by examining their culture, form of knowledge transfer and use of physical and digital libraries. It points out why and when the library metaphor fails these users.

25 Title: Implementation of an electronic report viewing application for multi-cultural users
Authors: Diane Norton
Description: The paper asks the question is it necessary to customize computer interfaces for South African users from different cultural groups who work on the same computer system in a corporate environment? It reviews literature and describes a case study conducted in a South African financial institution, and evaluated the NetQM product developed in the UK.

26 Title: Design Studies for Financial Management System for Micro-Credit groups in Rural India
Authors: Tapan Parikh, Kaushik Shosh, Apala Chavan
Description: Paper describes the design process, results and observations obtained in designing a user interface or managing community based financial institutions in rural India.

27 Title: An Approach to help functionally illiterate people with graphical reading aids
Authors: Marcel Goetze and Thomas Strothotte
Description: A paper which raises issues related to web access for users who have very poor reading skills and presents the design of a prototype browser that provides interactive reading aids to illiterate people. The system uses a tablet PC, direct manipulation. The reading aids are descriptive pictures with words in the text.

28 Title: Developing Design Recommendations for Computer Interfaces Accessible to Illiterate Users
Authors: Matthew Paul Huenerfauth
Description: Research Thesis outlining Design recommendations, past work, case studies and future work in developing interfaces for illiterate users. URSULA project.
29 Title: "Understanding and Designing for Intermediated Information Tasks in India,"

Authors: Tapan S. Parikh, Kaushik Ghosh,


Description: In the developing world users most often, interact with information resources via a proxy, an empowered user with the required access rights and skill. This work demonstrates the importance of considering both primary and secondary users when addressing intermediated interaction scenarios in India and elsewhere in the developing world. This article is part of a special issue on Emerging Economies.


Authors: Parikh, T. S.


Description: Outlines the CAM Framework for Mobile Paper based information services.

31 Title: "Using Mobile Phones for Secure, Distributed Document Processing in the Developing World,"

Authors: Tapan S. Parikh,


Description: Case Study outlining how the CAM document processing framework in mobile phones that allows the linking of paper with modern information tools.

32 Title: ATM’s adoption in developing countries: Déjà vu or not?

Authors: Antonella De Angeli, Lynne Coventry and Graham I Johnson

Source: http://www.informatics.manchester.ac.uk

Description: Paper proposes some thoughts on and insights into technology adoption in different cultural contexts, analyzing the relationship between Hofstede’s cultural value dimensions and ATM adoption in urban India.

33 Title: Adopting information technology as a first step in design.

Authors: De Souza, C. S., Prates, R. O., and Barbosa, S. D.

Source: interactions 10, 2 (Mar. 2003), 72-79.
Description: Lessons learnt from working with Brazilian Social Workers

34 Title: Can a user centered approach to designing a user interface for rural communities be successful?

Authors: Delene Heukelman


Description: Small enterprise owners were taught computer and business management skills. The research questions concerned the involvement in the design and evaluation of user interfaces by users with low levels of user interface experiences and low levels of computer literacy, the effect of raising the level of computer literacy, and the preferred communication method of the users with the design team.

35 Title: A position paper on Cross-Cultural Usability of Bilingual (Hindi and English) Mobile Phones.

Authors: Kartre D

Source: In proceedings of Indo Danish HCI research Symposium, 2006

Description: SMS, email, news and other reading materials are now available on mobile phones. This study involves consideration of various aspects like keypad design, mapping of Devanagari alphabets, text entry techniques rendering fonts and translation of user interfaces to the target audience.

36 Title: Mobile phones and paper documents: evaluating a new approach for capturing microfinance data in rural India.

Authors: Parikh, T. S., Javid, P., K., S., Ghosh, K., and Toyama, K.


Description: A usability evaluation of an application built using CAM for collecting data from microfinance groups in rural India.

37 Title: Designing an Architecture for Delivering Mobile Information Services to the Rural Developing World.

Author: Parikh, T. S.


Description: Another paper based on the CAM platform.
38 Title: HCI and Multiculturalism in Southern Africa

Authors: Jacques Hugo,


Description: Highlights the opportunities presented to researchers, educators and developers in the HCI community by the unique perspective on "multicultural HCI" in South Africa.

39 Title: Enabling computer interaction in the indigenous languages of South Africa: the central role of computational morphology.

Authors: Pretorius, L. and Bosch, S. E.


Description: Looks at the exploitation and realization of Natural Language processing relative to HCI practices.

40 Title: Cultural effects in usability assessment.

Author: Yeo, A. 1998.


Description: Describes a study to identify factors that may affect results of usability evaluation techniques. Preliminary results based on eight subjects are described and then implications of the findings are discussed.

41 Title: Culture and International Usability Testing: The Effects of Culture in Structured Interviews

Authors: Ravikiran Vatrapu, Manuel A. Perez-Quinones

Description: A major impediment in interface development is that there is inadequate empirical evidence for the effects of culture in the usability engineering methods used for developing user interfaces. This paper presents a controlled study investigating the effects of culture on the effectiveness of structured interviews in usability testing. The experiment consisted of usability testing of a website with two independent groups of Indian participants by two interviewers; one belonging to the Indian culture and the other to the Anglo-American culture.

42 Title: Delving Deeper into Access: Marginal Internet Usage in a Local Community

Authors: Daniel Dunlap, Wendy Schafer, John M. Carroll, Debbie Denise Reese

Source: www.uci.edu
Description: Discusses how Internet usage categories and models might be refined to better describe and account for marginal users and the impact of the Internet on non-users. Finally, discusses the implications that the refined usage categories might have for research.

43 Title Using Mnemonics as part of Pictorial Interface for Self Identification of Illiterate Villagers.

Authors: Dinesh S Katre

Source: In proceedings of International Conference on Human Computer Interaction I-HCI 2004

Description: Outlines a series of experiments that help in identifying the effectiveness of visual imagery mnemonics and other complementing mnemonic techniques in recalling a picture sequence.

44 Title: "How Fluent is Your Interface? Designing for International Users,"

Authors: Patricia Russo and Stephen Boor.


Description: This paper presents and explains a cross Cultural checklist of issues including text, local formats, images, symbols, colors, flow, and product functionality. Suggestions for an effective international product development cycle are provided.

45 Title: Keylekh: a keyboard for text entry in indic scripts.


Source: In CHI '04 Extended Abstracts on Human Factors in Computing Systems

Description: Solutions to input text in Indic languages have been around for a while, but none of these are usable enough to emerge as the de-facto standard. Paper describes the design of a new keyboard based on the structure of the Indic alphabet.

46 Title: Cultures, literacy, and the web: dimensions of information "scent".

Authors: Walton, M. and Vukovic, V.


Description: Work done with African students from disadvantaged educational backgrounds identifies some of the challenges in assisting them in joining the ranks of knowledge workers. Cultural differences make it difficult for these students to make the transition to Web use, although not in the stereotyped notion of ethnic or national cultures.
47 Title: Understanding and Designing for Intermediated Information Tasks in India

Authors: Tapan S. Parikh, Kaushik Ghosh,


Description: Computing in India is usually a multi-user experience. Poor people might only rarely physically access a computing device. Most often, they interact with information resources via a proxy, an empowered user with the required access rights and skills. A taxonomy of interaction scenarios shows a continuum of intermediation—the degree to which such secondary users directly access the user interface.

48 Title: Designing the Teacher Like Behavior of e-Learning Systems. A Case study of Indian Scripts Typing Tutor.

Author: Katre. D.S


Description: Case study of Indian Scripts Typing Tutor software to show how teacher behaviors are modeled and incorporated with consideration to ego-states.

49 Title: UniFace: Internet based Software for Remote Usability Testing of Icon.

Author: Katre. D.S

Source: In Proceeding of ACM-SIGCHI-SI National Usability Conference 2004

Description: The Graphical User Interface (GUI) of software usually consists of huge number of icons. Though the intention is to improve the usability of software, not all interface designers are able to test and evaluate the comprehensibility of icons. Increasing exposure to un-evaluated icons causes cognitive fatigue to users and slows down the intuitive learning. A software tool named ‘UniFace’ for remote usability testing of icons is designed capitalizing on far-reaching capability of Internet. UniFace extends the usability lab onto the desktop of every user.

50 Title: Speech Recognition for Illiterate Access Information and Technology

Authors: Madelaine Plauch, Udhyakumar Nallasamy, Joyojeet Pal, Chuck Wooters, and Divya Ramachandran.

Source: In proceedings of ICTD 2006 Conference, Berkley California. May 25th and 26th 2006

Description: In rural Tamil Nadu and other predominantly illiterate communities throughout the world, computers and technology are currently inaccessible without the help of a literate mediator. Speech recognition has often been suggested as a key to universal access, but success stories of speech-driven interfaces for illiterate end users are few and far between. The challenges of dialectal variation, multilingualism, cultural barriers, choice of appropriate content, and, most importantly, the prohibitive expense of creating the necessary linguistic resources for effective speech recognition are intractable.
using traditional techniques.

51 Title: Multiple Mice for Computers in Education in Developing Countries
Authors: Udai Singh Pawar, Joyojeet Pal and Kentaro Toyama
Source: In proceedings of ICTD 2006 Conference, Berkley California. May 25th and 26th 2006
Description: A distinct feature observed in computer use in schools or rural kiosks in developing countries is the high student-to-computer ratio. It is not unusual to see more than five children crowding around a single display, as schools are rarely funded to afford one PC per child in a classroom. We have developed software that allows multiple colored cursors to co-exist on the monitor, along with two sample games with some educational content.

52 Title: Design studies for a financial management system for micro-credit groups in rural India.
Authors: Parikh, T., Ghosh, K., and Chavan, A.
Description: This paper describes the design process, results and observations obtained in designing a user interface for managing community-based financial institutions in rural India. The primary users are semi-literate village women from local communities.

53 Title: Evaluating the relevance of the ‘Real Access criteria’ as a framework for rural HCI research.
Authors: Maunder, A., Tucker, W. & Marsden, G.
Description: Developing ICT software that is useful and usable in a rural context poses many problems. One of the major difficulties faced is in understanding the real needs of the end users and the constraints imposed by the rural environment. This paper presents some existing HCI research techniques that are applicable in a rural context and shows how they fit into the bridges.org ‘Real Access’ framework.

Top

General ICT4D Initiatives with HCI leanings
54 Title: ICT Hypes and Realities: Insights from Sri Lanka
Authors: Nalaka Gunawardene
Source: Information for Development, June 2006, Vol IV No. 6 pg 6-10
Description: Provides examples of what went wrong with ICT initiatives in Sri Lanka and what is needed

55 Title: TakingITGlobal online community - A Cultural communion for youth
Authors: Svitlana Taraban, Axel van Goud
Description: Case study on developing multi-lingual interfaces of TakingITGlobal's online community initiative

56 Title: Mobile Phones may be the Right Devices for Supporting Developing World Accessibility, but is the WWW the Right Service Delivery Model?
Author: Tapan S Parikh
Description: This paper details the synergies that have been observed between the features and limitations of mobile phones, and the usability and accessibility requirements of rural developing world users.

57 Title: Rural kiosks on profit mode
Authors: Karishma kiri, Deepak Menon
Source: Information for Development, June 2006, Vol IV No. 6 pg 14-16
Description: Talks about a recent imitative by Microsoft to use rural kiosks for business initiatives, and lessons learnt

58 Title: Multi-lingual ICT education in Cyberspace
Authors: Mohd Zaidi Abd Rozan, Yoshiki Mikami, Ahmad Zaki Abu Bakar, Om Vikas
Source: Information for Development, June 2006, Vol IV No. 6 pg 19-26
Description: This article presents an effort made by a consortium of universities and research centers in
Asia to address the problem of ‘digital language divide’ through the establishment of a World Language


Authors: Dangwal, R., Jha, S., Chatterjee, S., and Mitra, S.


Description: Explores the possibility of constructing a "minimally invasive" learning model from the results of a Graphical User Interface (GUI) Icon Association Inventory (devised by Dangwal and Inamdar Mitra 2003). Also discusses the results obtained from four playground (hole-in-the-wall) computer kiosk sites in southern India, made freely available to children, without supervision, for nine months.

60 Title: Minimally Invasive Education

Author: Sugata Mitra


Description: In two experiments conducted in India, PCs connected to the Internet were provided on the roadside and turned on without any instructions or announcement. In both instances it was seen that the acquisition of basic computing skills by groups of children was achieved through incidental learning and some minimal (human) guidance. This paper reports the observations and compares the two experiments, suggests steps to further the experiment and discusses the new pedagogy. It also suggests a methodology for replicating the experiment.

61 Title: Augmenting Rural Supply Chains with a Location-Enhanced Mobile Information System,

Author: Paul Javid and Tapan S. Parikh,

Source: In proceedings of ICTD 2006, May 25-26, 2006, Berkeley, CA

Description: Describes a field study conducted with a company involved in the marketing, sale, and distribution of products in rural India. Paper describes the participants in this company's rural supply chain, highlighting inefficiencies in the information and material flow. Also shows how a technology-based solution could help optimize distribution routes and reduce inefficiency.

62 Title: User-led innovations in mobile use in sub-Saharan Africa

Author: Jonathan Donner

Source: Reciever # 14

Description: Recent research and projects in Rwanda provide evidence of how users in sub-Saharan
Africa have adapted the global mobile/cellular system in innovative ways. This essay presents three examples that emphasize how regional practices appear in response to conditions of economic scarcity, and to the lack of landline infrastructure.

63 Title: Text-to-Speech Technology in Human-Interaction
Author: Lehlohonolo Mohasi & Daniel Mashao
Description: This paper investigates the use of text-to-speech technology and ways of making this technology acceptable and ‘user-friendly’ on interactive basis. This can be achieved through a design which takes into consideration user expectations. Evaluation is also of importance in order to get feedback and assess if the design meets the user’s expectations.

64 Title: Business: government, business, HCI, and technological development in south Africa.
Authors: Hugo, J. and Day, B.
Description: This article is a case study of an effort to adopt or promote UCD practice and principles to help guide national technology initiatives. It involves a collaboration of government, business, and academic stakeholders. The context is South Africa, a nation whose economic potential can be released only if political enfranchisement for masses of people is backed up by economic and technological enfranchisement.

Top

Relevant General HCI Material

65 Title: Metaphors in iconic interface Design
Authors: Stephen Richards, Philip Barker, Ashok Banerji, Charles Lamont, Karim Manji
Description: Compares and Contrasts Generic Metaphors which are consistent to a theme and multiple metaphor iconic representations, with various case studies.

66 Title: Usability testing of international interfaces.
Author: Nielsen, J.

Description:

67 Title: Direct Manipulation Interfaces
Authors: Edwin Hutchins, James Hollan, Don Norman
Description: The seminal paper that describes both the advantages and disadvantages of DM interfaces from a cognitive stand point.

68 Title: Layered Interaction Analysis of Direct Manipulation
Author: Jakob Nielsen
Description: Analysis of Direct Manipulation using a layered interaction model, showing that it has quite different effects on the dialog with the user at different levels.

69 Title: Building Distributed Multi-User Applications by Direct Manipulation
Authors: Krishna Bharat, Marc H Brown
Description: Describes a user interface development environment for constructing distributed, Multi-User systems using DM.

70 Title: Does animation help users build mental maps of spatial information?
Authors: Ben Bederson, Angela Boltman
Description: Examines how animating a viewpoint change in a spatial information system affects a user's ability to reconstruct the information space. Provides strong evidence for adding animated transitions in many applications with fixed spatial data.

71 Title: Zoomable User Interfaces - Literature Review
Author: Nikitas Liogkas, Manas Tungare
Description: Comprehensive literature review on ZUIs

72 Title: An Evaluation of Integrated Zooming and Scrolling on Small Screens.
Authors: Jones, S., Jones, M., Marsden, G., Patel, D. and Cockburn, A.

Description: Speed-dependent automatic zooming (SDAZ) has been proposed for standard desktop displays as a means of overcoming problems associated with the navigation of large information spaces. SDAZ combines zooming and panning facilities into a single operation, with the magnitude of both factors dependent on simple user interaction. Previous research indicated dramatic user performance improvements when using the technique for document and map tasks. This paper proposes algorithmic extensions to the technique for application on small-screen devices and presents a comparative experimental evaluation of user performance with the system and a normative scroll-zoom-pan interface.

73 Title: Toward an Information Society for All: HCI challenges and R&D recommendations.
Authors: Stephanidis, C., Salvendy, G., et al.,

Description: The document elaborates on the proposed R&D agenda by identifying Human Computer Interaction (HCI) challenges and clusters of concrete recommendations for international collaborative Research and Technological Development (RTD) activities. Four clusters of recommendations are proposed, of which the first three are intended to facilitate reaching technological targets, while the fourth comprises accompanying measures. The three technological clusters are related to the corresponding transitions from: (a) productivity tools to environments of use; (b) individual users to communities of users; and (c) computer-assisted business tasks to computer-mediated human activities.

Top

Books, Chapters and Other Sources


83 Hars, A. Localizing software is not just a multilingual issue; it's also multicultural. http://www.byte.com/art/9603/sec18/art1.htm


89 Internationalization (i18N). http://www.vlsivie.tuwien.ac.at/mike/i18n.html

90 Internationalization Working Group of the W3C. Non-western Character sets, Languages, and
Writing Systems.
http://www.w3.org/International/

International Technical Communication (ITC) PIC Home Page.
Http://www.iquest.com/~blatro/itc.itc.html

ISYS Information Architects, Inc. Hall of Shame: Globalization.
http://www.iarchitect.com/global.htm


(Note: There is a paperback version available. The paperback version has additional references and some updated material.)


Notes: This book has a series of case studies on how marketing communications experts solved problems they faced when designing marketing materials outside their own cultures. This book gives examples from corporate identity programs, magazines, books, and advertisements.


Notes: This short paperback has excellent advice for anyone who is trying to establish a usability presence. Chapters topics include: making a business case for usability, overcoming inertia in large organizations, integrating usability into system development, and cultivating an effective client relationship. Each chapter ends with a list of major lessons learned. Newcomers to the field can gain some savvy from this book. Experienced practitioners may find some new methods or political ideas that will make their work easier. Part 4 of this book focuses on international usability topics (the title is “The Politics of Expansion: How to Work Effectively on an International Scale”).


Notes: Chapter 8 by Susan Dray and Deborah Mrazek describes an international ethnographic study from beginning to end.

Top