AIS SIGHCI Newsletter

Association for Information Systems
Special Interest Group on Human Computer Interaction

Volume 20 Issue 1 **October 2021**

Inside

A Message from the Chair

Dear fellow SIGHCI members and friends,

I am extremely honored and privileged to begin my term as the new chair for the AIS SIGHCI. It is a humbling experience to receive the support of our members with the expectations that we will work together to continue to ensure that our SIGHCI remains the best and of course, the coolest community in the AIS! We will continue to be inclusive and to grow our community.

The executive board members remain largely unchanged, and I am sincerely appreciative of the tremendous support that I am getting from Constantinos Coursaris, my predecessor, in helping me to navigate the early days of my term as the new chair. Constantinos is amazing and it is easy to be infected by his enthusiasm and dedication to our SIG and it is my great fortunate to have him serve in the role of past chair for the next two years. I will work closely with Constantinos and other officers to ensure the smooth running of the SIG's activities. We also welcome our new Vice Chair for Marketing, Pei-Hsuan Hsieh, who has stepped up and will work with Anna McNab and Junwei Cao to increase our sponsorship level.

As a fellow researcher in the HCI domain, it is definitely one of my aims to increase the level of interest and also the quality of research in this domain. In this aspect, I am extremely happy that our SIGHCI is supported by Fiona Nah as the EIC of AIS Transactions on Human-Computer Interaction that serves as a great platform upon which promising papers from our workshops could be fast-tracked to find a bigger audience. To grow our community, we will work on expanding our virtual presence with our social media managers and increase our peer-to-peer promotion through our student ambassadors. We will enhance the access to our research and teaching content generated by our active and enthusiastic community members. Last but not least, we must not forget the role that each and every member of our community, past or present, plays in supporting the community through our actions and membership.

This time last year, there were expectations that the pandemic would have been over and done with by mid or late 2021 and that we would once again be able to travel and see each other face-to-face during university visits, workshops, and conferences, robustly discussing research projects and swapping anecdotes related to our academic lives. I stay hopeful that it could still happen. The pandemic has largely forced most of us to change our behaviors and how we relate to one another. We will continue to maintain the presence of our SIG in all the major AIS and HCI conferences: ICIS, AMCIS, ECIS, PACIS, HICSS, HCII, and the Pre-ICIS HCI/MIS Workshop. The world is entering the metaverse and research in ensuring a seamless and value creating experience in our domain of HCI will only become more important. Regardless, our mission for SIGHCI remains and we will emerge from the pandemic stronger as the world drives towards innovating on how technology will influence how we navigate the metaverse.

Best Wishes and Stay Safe,
Eric Lim
AIS SIGHCI Chair

AIS SIGHCI One-Year Report: 7/2020 – 6/2021

Constantinos Coursaris, SIGHCI Chair (2019-2021)
with the assistance of SIGHCI advisors and officers

July 1, 2021
http://www.sighci.org/

SIGHCI is the Special Interest Group on Human Computer Interaction affiliated with the Association for Information Systems (AIS). The SIG was approved by the AIS council in Spring 2001 and was one of the first six SIGs announced on ISWorld in July 2001. Since then, SIGHCI has come to be the largest and one of the most active AIS SIGs.

1. MISSION & TOPICS

SIGHCI provides a forum for AIS members to discuss, develop, and promote a range of issues related to the history, reference disciplines, theories, practice, methodologies and techniques, new developments, and applications of the interaction between humans, information, technologies, and tasks, especially in the business, managerial, organizational, social, and cultural contexts. SIGHCI's mission is twofold:

- To facilitate the exchange, development, communication, and dissemination of information among AIS members;
- To promote research related to human-computer interaction within business, managerial, and organizational contexts among AIS members and to the larger community of practitioners and scholars.

To fulfill our mission, SIGHCI is involved in several conferences, workshops, and other endeavors. Activities and accomplishments of the SIG in the 2020-2021 year are included in Section 3 of this report.

2. OFFICERS, GOVERNANCE, AND BYLAWS

The Advisory Board members and officers serving from July 2020 to June 2021 were as follows:

Advisory Board

Dennis Galletta, University of Pittsburgh, galletta@katz.pitt.edu
Izak Benbasat, University of British Columbia, Izak.benbasat@sauder.ubc.ca
Fiona Fui-Hoon Nah, Missouri University of Science and Technology, nahf@mst.edu
Joe Valacich, University of Arizona, valacich@email.arizona.edu
Ping Zhang, Syracuse University, pzhang@syr.edu
Traci Hess, University of Massachusetts, Amherst, thess@isenberg.umass.edu
Dezhi Wu, University of South Carolina, dezhi.wu@gmail.com
Dianne Cyr, Beedie School of Business, Simon Fraser University, cyr@sfu.edu
Soussan Djamasbi, Worcester Polytechnic Institute, djamasbi@wpi.edu
Miguel Aguirre-Urreta, Texas Tech University, miguel.aguirre-urreta@ttu.edu
Zhenhui (Jack) Jiang, National University of Singapore, jiang@comp.nus.edu.sg
Gabe Lee, Miami University, gabelee@miamioh.edu
Greg Moody, University of Nevada-Las Vegas, greg.moody@unlv.edu

Chair

Constantinos K. Coursaris, HEC Montréal, coursaris@hec.ca (7/19-6/21)

Chair Elect

Eric Lim, University of New South Wales Sydney, e.t.lim@unsw.edu.au (7/21-6/23)

Past Chair

Greg Moody, University of Nevada-Las Vegas, greg.moody@unlv.edu (7/19-6/21)

Secretary and Treasurer

Anna McNab, Niagara University, amcnab@niagara.edu (7/14-6/22)

Advisory Board Chair

Dennis Galletta, University of Pittsburgh, galletta@katz.pitt.edu (2/14-6/21)

Vice Chair for Sponsorship

Jinwei Cao, University of Delaware, jcao@udel.edu (7/16-6/21)

Vice Chair for Research Resources

Wietske Van Osch, HEC Montréal, vanosch@hec.ca (7/19-6/21)

Vice Chair for Teaching Resources

Ulrich Gnewuch, Karlsruhe Institute of Technology, ulrich.gnewuch@kit.edu (1/20-12/21)

Vice Chair for Membership

Prateek Jain, Worcester Polytechnic Institute, pjain@wpi.edu (7/18-6/21)

Listserv Manager

Ping Zhang, Syracuse University, pzhang@syr.edu (7/05-6/21)

Newsletter Editor

Prateek Jain, Worcester Polytechnic Institute, pjain@wpi.edu (7/18-6/21)

Webmaster

Ulrich Gnewuch, Karlsruhe Institute of Technology, ulrich.gnewuch@kit.edu (1/20-6/21)

Social Media Manager

Roxana Jimenez, HEC Montréal, roxana.jimenez@hec.ca (10/20 – 06/21)

Sarah Cosby, HEC Montréal, sarah.cosby@hec.ca (10/20 – 06/21)

Simon Bullock, HEC Montréal, simon.bullock@hec.ca (6/20 - 10/20)

Student Ambassadors

Region 1 (Americas) – Fatima Varzgani, Worcester Polytechnic Institute, fvarzgani@wpi.edu (8/30-6/21)

Region 2 (Europe, Africa, The Middle East) – Unfilled

Region 3 (Asia, Pacific) – Anson Chen-Hao Huang, National Taiwan University of Science and Technology, chhuang@mail.ntust.edu.tw (1/20 – 6/21)

Conference and Track Chairs

Conference Co-Track Chair for PACIS 2021
Ben Choi, Nanyang Technological University (benchoi@ntu.edu.sg)
Lusi Yang, University of Arizona (lusiyang@email.arizona.edu)
Yi Wu, Tianjin University (yiwu@tju.edu.cn)

Conference Co-Track Chair for ECIS 2021
Stefan Morana, Karlsruhe Institute of Technology (stefan.morana@kit.edu)
Alan R. Hevner, University of South Florida (ahevner@usf.edu)
Shirley Gregor, Australian National University (shirley.gregor@anu.edu.au)
Marc T. P. Adam, The University of Newcastle (marc.adam@newcastle.edu.au)

Conference Co-Mini-Track Chair for HICSS 2021
Christoph Schneider, University of Navarra (cschneider@iese.edu)
Joe Valacich, University of Arizona (valacich@arizona.edu)
Jeffrey Jenkins, Brigham Young University (jeffrey_jenkins@byu.edu)

Workshop Co-Chair for Pre-ICIS HCI Workshop 2020
Constantinos K. Coursaris, HEC Montréal (coursaris@hec.ca)
Greg Moody, University of Nevada-Las Vegas (greg.moody@unlv.edu)

Conference Co-Track Chair for ICIS 2020
Ahmed Abbasi, University of Virginia (ana6e@comm.virginia.edu)
Lionel Robert, University of Michigan (lprobert@umich.edu)
Weiquan Wang, City University of Hong Kong (weiquan.wang@gmail.com)
Lynn Wu, University of Pennsylvania (wulynn@upenn.edu)

Conference Co-Track Chair for AMCIS 2020
Miguel I. Aguirre-Urreta, Florida International University (miguel.aguirreurreta@fiu.edu)
Dezhi Wu, University of South Carolina (dezhiwu@cec.sc.edu)
Jeff Jenkins, Brigham Young University (jeffrey_jenkins@byu.edu)

Conference Co-Chair for HCI in Business, Government and Organizations at HCII 2020
Fiona Fui-Hoon Nah, City University of Hong Kong (fiona.nah@cityu.edu.hk)
Keng Siau, City University of Hong Kong (klsiau@cityu.edu.hk)

3. ACTIVITIES & ACCOMPLISHMENTS

3.1. AIS Outstanding SIG Award

Due to the high level of interest and support from enthusiastic SIG members and the hard work of the organizing team, SIGHCI continues to be **the largest** and certainly among, if not the most active AIS SIGs. SIGHCI is among the 42 AIS Communities to earn the designation of Outstanding SIG, Chapter, or College for 2020. The communities receiving the Outstanding SIG, Chapter, or College recognition excelled in operations, member communications, education and/or professional development events, and research publications. Read the full announcement by the AIS here: https://aisnet.org/news/news.asp?id=568172.

3.2. Identity and Community Building

In keeping with its mission, SIGHCI continues to advance the goal of building a community of scholars who share common interests and who appreciate and help develop each other's work. Our membership roster has 352 current (i.e., paid) members as of September 2021. The membership has a global impact representing six continents and nearly 50 countries. The SIG continues to work with AIS to integrate SIG membership renewals with general conference registrations and AIS membership renewals. This integration should result in a greater number of current (paid) members.

3.3. Communications and Outreach

In the past year, we have continued to promote awareness of SIGHCI, to extend the identity and reputation of SIGHCI, and to promote dialogs with the MIS community and other related external parties. These activities are carried out using four levels of communication (see prior years' reports for details): SIG-wide communication, promotion of HCI in the I.S. community, dialog with other HCI-related associations (including ACM SIGCHI and IFIP TC13), and connections with industry. In an effort to further support our members and the HCI community, all SIGHCI workshop papers from 2003 are made available through the AIS e-Library at http://aisel.aisnet.org/sighci/.

In addition, the SIGHCI listserv was created as a broadcast medium for MIS and HCI researchers, doctoral students, and practitioners in 2001. It is open to both SIGHCI members and non-members. As of June 30, 2021, it has over 397 subscribers from across the world. An AIS SIGHCI group was created on LinkedIn in 2008, currently reaching 778 members. In 2020, a LinkedIn Profile was also created, which currently has 81 followers. A SIGHCI Twitter account was created in 2014 but only recently started being used, currently reaching 147 Followers, Similarly, the SIGHCI Facebook Page was created in October 2014, but has only recently increased in its use, connecting 211 Fans and reaching 230 Followers. Also, since 2014, the HCI in Business (HCIB) International Conference affiliated with HCI International (HCII) Conference has joined a number of social media for researchers and practitioners to connect on Facebook, Twitter, and Google+.

3.4. SIGHCI Sponsored Conferences/Meetings

SIGHCI's regularly sponsored conferences were held again during the past year. Specifically, SIGHCI has sponsored and organized the annual Pre-ICIS Workshop on HCI Research in MIS since 2002. SIGHCI also participates in the following conferences: HCI track at AMCIS since 2002, HCI track at ECIS (European Conference on Information Systems) in 2006-2007, 2011-2014, 2016, 2019, and 2020, paper sessions at HCII (HCI International Conference) since 2005, International Conference on HCI in Business (HCIB) affiliated with HCII since 2014, HCI mini-track at HICSS beginning in 2007, HCI track at ICIS since 2004, and HCI track at PACIS since 2005.

3.5. SIGHCI Annual Election

SIGHCI elections were announced on April 27, 2021, by Past-Chair Greg Moody via the SIGHCI listserv. Nominations and self-nominations were solicited for the positions whose current Board Members' terms were ending on June 30, 2021. Online voting between June 3 and June 11 allowed members to vote for their preferred candidates. Sixty-eight votes (19% of paid members) were cast. The election results produced the following updates to the SIGHCI Board reported above on Page 2:

- Chair: Eric Lim
- Past Chair: Constantinos K. Coursaris
- Vice Chair of Marketing: Pei-Hsuan Hsieh
- Social Media Manager: Roxana Jimenez (through Fall 2021); Ju-Yeon (Julie) Kang (from Fall 2021)
- Student Ambassadors
    - Region 1: Fatima Vargani (Boston); Long The Nguyen (Amherst), Student Ambassadors
    - Region 2: Marcel Ruoff (Karlsruhe)
    - Region 3: Zhiyin Li (Singapore); Feiyan Jia (Hong Kong); Yue Cheng (Beijing).

4. SERVICES TO MEMBERS & COMMUNITIES

SIGHCI provides a range of services to its members (visit the SIGHCI website, http://www.sighci.org/, for more information about these services). The website has information about every aspect of SIGHCI, including the mission, bylaws, membership, listserv, conferences, newsletters, photo gallery, HCI related journals, research resources, teaching resources, and SIGHCI officers and contacts. In order to provide greater access to research materials to our members and the SIGHCI community, all SIGHCI workshop papers from 2003 onwards were made available through the AIS e-Library at http://aisel.aisnet.org/sighci.

5. FINANCIAL MATTERS

SIGHCI accounting records, which are maintained by AIS show that as of July 2021, the SIG had a starting balance of $55,583.50 for the fiscal year 2021/2022. The income and expenses for the past fiscal year are listed in Table 1. The balance has increased by $4,899.61 since the beginning of the year. The positive change in balance was primarily due to a $5,000 corporate sponsorship SIGHCI received from Adobe thanks to revamped sponsorship packages and the introduction of a new category of sponsorship. A task force comprising Dr. Jinwei Cao (Vice Chair for Sponsorship), Social Media Managers (Roxanna Jimenez and Sarah Cosby), and Chair (Constantinos Coursaris), with input from the full Board, led the creation of these new sponsorship packages that have attracted our first corporate sponsors. Thanks to Google's generosity, presenting PhD students will receive significant financial support towards their registration and travel for this year's Pre-ICIS Workshop.

6. LOOKING FORWARD

Since its inception in 2001, our SIG has made significant progress through the support of its Advisors, Executive Board, Officers, Board Members, general members, and sponsors. The cooperation and assistance of the AIS office, as well as the support of journal editors in encouraging HCI research in MIS, has been instrumental in SIGHCI's growth. It has been a great experience to work side by side with such a nice and involved group of colleagues and look forward to much future collaboration.

Table 1. Financial Report

Balance (7/1/2020)		$50,683.89
Revenue		$12,100
Membership Fees	$3,370	
Workshop Registration	$1,130	
Sponsorship	$7,600	
Misc.	$0	
Expenses		($7,200.39)
Trophies and Awards	($209.24)	
Webhosting/Admin Fees	($111.12)	
Social Media/Graphic Design	($6,880.03)	
Balance (6/30/2021)		$5,5583.50

Review: HCI Track at AMCIS 2021

Human Computer Interaction Track
at Americas Conference on Information Systems (AMCIS 2021)

Virtual Conference
August 9 – 13, 2021

Track Co-Chairs:
Miguel I. Aguirre-Urreta, Florida International University (miguel.aguirreurreta@fiu.edu)
Dezhi Wu, University of South Carolina (dezhiwu@cec.sc.edu)
Jeff Jenkins, Brigham Young University (jeffrey_jenkins@byu.edu)

The AMCIS 2021 HCI Track attracted a number of high-quality submissions in the areas of Interface Design, Evaluation and Impact; Fostering Trust and Understanding Risk in Information Systems; Conversational , Cognitive, and Affective HCI; Persuasive System Design; and Virtual and Augmented Reality. Altogether, the track received 22 Completed Research submissions and 9 submissions for the Emerging Research Forum (ERF). Of these, 15 and 8, respectively, were accepted (a 74% acceptance rate).

Review: International Conference on HCIBGO at HCII 2021

International Conference on HCI in Business, Government and Organizations (HCIBGO)
Affiliated with HCII 2021

Washington DC, USA (Virtual Conference)
July 24 – 29, 2021

Conference Co-Chairs:
Fiona Fui-Hoon Nah, City University of Hong Kong (fiona.nah@cityu.edu.hk)
Keng Siau, City University of Hong Kong (klsiau@cityu.edu.hk)

The 8th Annual SIGHCI-sponsored International Conference on Human-Computer Interaction in Business, Government and Organizations (HCIBGO), which is an affiliate conference of the Human-Computer Interaction International (HCII) Conference, was held virtually on July 24-29, 2021. Forty-seven papers were accepted and presented at the conference. Many thanks to the authors, reviewers, and attendees for making the conference a success.

Best Paper Award of the 8th International Conference on HCI in Business, Government and Organizations had been conferred to:
Kaveh Abhari, Melissa Klase (San Diego State University, USA),
Farzan Koobchehr (University of California, Irvine, USA),
Fernando Olivares, Michael Pesavento, Luis Sosa (San Diego State University, USA),
and Isaac Vaghefi (Pace University, USA)
for the paper entitled: "Toward a Theory of Digital Mindfulness: A Case of Smartphone-based Self-monitoring"

Review: HCI Track at PACIS 2021

Human Computer Interaction Track
at the Pacific Asia Conference on Information Systems (PACIS 2021)

Dubai, UAE (Virtual Conference)
June 20 – 24, 2021

Track Co-Chairs:
Ben Choi, Nanyang Technological University (benchoi@ntu.edu.sg)
Lusi Yang, University of Arizona (lusiyang@email.arizona.edu)
Yi Wu, Tianjin University (yiwu@tju.edu.cn)

The "Human-Computer Interaction" Track at PACIS 2021 received 28 submissions of which 20 were completed research papers and 8 were research-in-progress papers. After a rigorous review process, the track accepted 12 completed research papers and 4 research-in-progress papers, giving an acceptance rate of 43%.

Review: Design Research in IS Track at ECIS 2021

Design Research and Methods in Information Systems Track
at European Conference on Information Systems (ECIS 2021)

Marrakech, Morocco (Virtual Conference)
June 14 – 16, 2021

Track Co-Chairs:
Stefan Morana, Karlsruhe Institute of Technology (stefan.morana@kit.edu)
Alan R. Hevner, University of South Florida (ahevner@usf.edu)
Shirley Gregor, Australian National University (shirley.gregor@anu.edu.au)
Marc T. P. Adam, The University of Newcastle (marc.adam@newcastle.edu.au)

The ECIS 2021 "Design Research and Methods in Information Systems" track attracted a number of high-quality submissions in the areas of design- oriented research, human-computer interaction, and methodological aspects of design research. Altogether, the track received 26 research papers (RP) and 11 research in progress (RIP) papers. Of these, 7 RP and 4 RIP, respectively, were accepted (approx. 30% acceptance rate overall) and presented during the virtual conference. We look forward to running the track again at ECIS 2022.

Future Activities Sponsored by AIS SIGHCI

Pre-ICIS Workshop on HCI Research in MIS
At the International Conference on Information Systems (ICIS 2021)

Austin, Texas, USA (Hybrid Conference)
December 12, 2021

Workshop Co-Chairs:
Constantinos K. Coursaris, HEC Montréal (constantinos.coursaris@hec.ca)
Eric T. K. Lim, UNSW Sydney (e.t.lim@unsw.edu.au)

Program Co-Chairs:
Brian Dunn, Utah State University (brian.dunn@usu.edu)
Mark Grimes, University of Houston (gmgrimes@bauer.uh.edu)
Chee-Wee Tan, Copenhagen Business School (ct.digi@cbs.dk)

For more details, please visit https://sighci.org/conferences/2021-pre-icis-workshop/

Human Computer / Robot Interaction Track
at the International Conference on Information Systems (ICIS 2021)

Austin, Texas, USA
December 12 – 15, 2021

Track Co-Chairs:
Lionel P. Robert Jr., University of Michigan (lprobert@umich.edu)
Douglas C. Derrick, University of Nebraska at Omaha (dcderrick@unomaha.edu)
Shuk Ying (Susanna) Ho, The Australian National University (susanna.ho@anu.edu.au)

For more details, please visit https://icis2021.aisconferences.org

Human Compute Interaction in Digital Economy Mini-Track
At the Hawaii International Conference on System Sciences (HICSS 2022)

Kauai, Hawaii
January 4 – 7, 2022

Christoph Schneider, University of Navarra (cschneider@iese.edu)
Joe Valacich, University of Arizona (valacich@arizona.edu)
Jeffrey Jenkins, Brigham Young University (jeffrey_jenkins@byu.edu)

For more details, please visit https://hicss.hawaii.edu

Design Research and Methods in Information Systems Track at European Conference on Information Systems (ECIS 2022)

Timisoara, Romania
June 18 – 24, 2022

Track Co-Chairs:
Stefan Morana, Saarland University, Germany (stefan.morana@uni-saarland.de)
Marc Adam, The University of Newcastle (marc.adam@newcastle.edu.au)
Alan Hevner, University of South Florida (ahevner@usf.edu)
Shirley Gregor, Australian National University (shirley.gregor@anu.edu.au)

For more details, please visit https://aisnet.org/page/ECISPage

International Conference on HCI in Business, Government and Organizations (HCIBGO) Affiliated with HCII 2022

Gothenburg, Sweden
June 26 – July 1, 2022

Conference Co-Chairs:
Fiona Fui-Hoon Nah, City University of Hong Kong (fiona.nah@cityu.edu.hk)
Keng Siau, City University of Hong Kong (klsiau@cityu.edu.hk)

For more details, please visit https://2022.hci.international

Student Corner – SIGHCI Student Ambassador Introductions

Region 1 (Americas)

Long The Nguyen
Isenberg School of Management,
University of Massachusetts Amherst
Email: longtnguyen@som.umass.edu

I am a fourth year PhD Candidate in Information Systems at Isenberg School of Management, University of Massachusetts Amherst. I come from Hanoi, Vietnam, which is half the world away from my current institution. My research interests include motivation in IS use, user-generated content, and decision-making process. My work in these areas have been presented at the Americas' Conference on Information Systems (AMCIS) 2019, 2020, 2021, the International Conference on Information Systems (ICIS) 2020, and the MISQ Author Development Workshop (2020).

I attended the AIS SIGHCI Pre-ICIS Workshop 2020 and was heavily impressed by the quality of papers and interaction authors receive at the workshop. I am determined to be involved and spread the opportunities at the workshop to more and more PhD students like myself. A fun fact: I suffered a bad knee injury during soccer but picked up running during rehabilitation and ended up doing a full marathon. The marathon has since become my favorite analogy as a life-long learner, which happens to fit very well to my academic career. Please feel free to reach out to me at longtnguyen@som.umass.edu.

Region 2 (Europe, Africa, and The Middle East)

Marcel Ruoff
Institute of Information Systems
and Marketing,
Karlsruhe Institute of Technology
Email: marcel.ruoff@kit.edu

Marcel is a third-year Ph.D. Candidate at the Institute of Information Systems and Marketing, Karlsruhe Institute of Technology. His research focuses on the effective use of IS and specifically how natural language-based interaction can enhance the current direct manipulation paradigm. His work in these areas has been presented at the European Conference on Information Systems (ECIS) 2021, the 31st IEEE Conference on Information Visualization, and the AIS SIGHCI Pre-ICIS Workshop 2020.

His participation at the AIS SIGHCI Pre-ICIS Workshop 2020 provided him with feedback that helped him advance his research and to align it with established streams in the IS community. Therefore, through his involvement in this community he strives to provide fellow PhD students with the same opportunities on which they can build for their future development.

Fun Fact: The first time he came into contact with programming was when he was a teenager trying to recreate his favorite online games because he felt the games were missing important features. Even though he didn't achieve his goal of improving those games, it set him on the path to better understanding what users expect and need from an IS.

Region 3 (Asia, Pacific)

Feiyan Jia
City University of Hong Kong
Email: feiyanjia2-c@my.cityu.edu.hk

Feiyan Jia is a fifth year PhD candidate from the joint PhD program between City University of Hong Kong and University of Science and Technology of China. Her research interest centers on online product recommendation, e-health, etc.

She has published in HCII 2021, and she is also good at writing teaching cases, which have been published by Ivey Publishing. Feiyan was born and brought up in mainland China.

She does exercise regularly. Her favorite sports include swimming, dancing, and running. Please feel free to contact her if you meet any problem about the 2021 Pre-ICIS SIGHCI Workshop.

Li Zhiyin
Nanyang Technological University
Email: zhiyin001@e.ntu.edu.sg

Hello, I am Zhiyin. I come from China. I am a fourth year Ph.D. candidate in Information Systems at Nanyang Technological University. My research mainly focuses on understanding persuasive visualizations, designing technology for sustainability, and behavioral economics. My studies utilized both laboratory experiments and field experiments.

I have previously presented my work at Pacific Asia Conference on Information Systems, China Summer Workshop on Information Management, the Pre-ICIS workshop on HCI Research in MIS, and the MISQ Author Development Workshop.

A fun fact: I used to be so reluctant to give up the convenience of private transport. Later by knowing that vehicular carbon emission is a major contributor to global warming, I came up with my research idea of designing persuasive visualizations to promote sustainability among people like me. From that personal experience, I truly realize that research oftentimes comes from life. Please feel free to contact me at zhiyin001@e.ntu.edu.sg.

Yue Cheng
Guanghua School of Management,
Peking University
Email: yuecheng@pku.edu.cn

I am Yue Cheng from China. I am a sixth-year Ph.D. Candidate at Guanghua School of Management, Peking University. My research interests generally focus on Human-AI (Artificial Intelligence) Interaction. My work has been presented at the Pacific Asia Conference on Information Systems (PACIS), International Conference on Information Systems (ICIS), and Human-Computer Interaction International (HCII).

I love playing standalone games, for example, Banished and Stardew Valley. I can hardly resist the feeling of growing stronger at my pace, and the feeling of certainty that hard work always pays off. To me, conducting research is somehow like playing a game. The time and efforts I spent on the research would equip me with the capabilities to deal with incoming challenges.

My supervisors and fellow students are my teammates and we are heading for the achievements and badges. I am looking forward to the fantastic academic journey, and please feel free to join us at yuecheng@pku.edu.cn.

Recent Publications in AIS Transactions on HCI (THCI)

THCI is ranked "A" in the 2019 Australian Business Deans Council (ABDC) Journal Quality List - https://abdc.edu.au/research/abdc-journal-list/ with an acceptance rate of 7.61% (excluding special issues) in Year 2020.

The March 2021 Issue:

THCI March 2021 issue comprises one editorial and four papers on the special issue theme on Design Science Research in Human-Computer Interaction that was co-edited by Marc T. P. Adam, Shirley Gregor, Alan Hevner, and Stefan Morana. The March 2021 issue also comprises a paper on the special issue theme on AI Fairness, Trust, and Ethics in which three other papers on this theme were published in the December 2020 issue (vol. 12, no. 4)

The editorial and four papers on the special issue theme on Design Science Research in Human-Computer Interaction are:
1. "Design Science Research Modes in Human-Computer Interaction Projects" by Marc T. P. Adam, Shirley Gregor, Alan Hevner, and Stefan Morana
2. "CASSI: Designing a Simulation Environment for Vehicle Relocation in Carsharing" by Christoph Prinz, Mathias Willnat, Alfred Benedikt Brendel, Sascha Lichtenberg, and Lutz Kolbe
3. "Designing and Evaluating a Collaborative Writing Process with Gamification Elements: Toward a Framework for Gamifying Collaboration Processes" by Christina Wiethof, Navid Tavanapour, and Eva A. C. Bittner
4. "Gamification: Explaining Brand Loyalty in Mobile Applications" by Jens Mattke and Christian Maier
5. "Understanding the Impact that Response Failure has on How Users Perceive Anthropomorphic Conversational Service Agents: Insights from an Online Experiment" by Stephan Diederich, Tim-Benjamin Lembcke, Alfred Benedikt Brendel, and Lutz M. Kolbe

The paper on the special issue theme on AI Fairness, Trust, and Ethics is:
"Understanding the Effect that Task Complexity has on Automation Potential and Opacity: Implications for Algorithmic Fairness" by M. Vimalkumar, Agam Gupta, Divya Sharma, and Yogesh K. Dwivedi

You can download the papers from this issue at https://aisel.aisnet.org/thci/vol13/iss1/ or the direct links provided below. You can also download papers in THCI by visiting the AIS E-Library https://aisel.aisnet.org or the journal website https://aisel.aisnet.org/thci/.

In this issue (Volume 13, Issue 1):

Paper 1 (Introduction to the special edition on design science research in human-computer interaction):
Adam, M. T. P., Gregor, S., Hevner, A., & Morana, S. (2021). Design science research modes in human-computer interaction projects. AIS Transactions on Human-Computer Interaction, 13(1), pp. 1-11. DOI: 10.17705/1thci.00139
Available at: https://aisel.aisnet.org/thci/vol13/iss1/1/

Abstract:
In this editorial, we introduce the special issue on design science research in human-computer interaction with four papers extended from the 2020 European Conference on Information Systems and propose a conceptual model for such research projects. Research in the interdisciplinary human-computer interaction (HCI) discipline advances knowledge of how humans interact with technologies, systems, information, and work structures. Design science research (DSR) methods support three distinct modes in HCI projects. In the interior mode, researchers build and evaluate novel technical solutions with a focus on improved system interfaces to support effective human use. Next, in the exterior mode, researchers build and evaluate novel behavioral solutions with a process focus on interactions that increase human capabilities. Lastly, in the gestalt mode, researchers build and evaluate novel composite solutions that improve synergies between technologies and human behaviors. We pose a comprehensive model for identifying the DSR modes of HCI research with related artifacts, evaluation techniques, design theories, and research impacts.

Paper 2 (Design science theme):
Prinz, C., Willnat, M., Brendel, A. B., Lichtenberg, S., & Kolbe, L. M. (2021). CASSI: Design of a simulation environment for vehicle relocation in carsharing. AIS Transactions on Human-Computer Interaction, 13(1), pp. 12-37. DOI: 10.17705/1thci.00140
Available at: https://aisel.aisnet.org/thci/vol13/iss1/2/

Abstract:
Simulations offer an efficient solution to represent operational services and track the impact of changing systematic factors and business constraints. Carsharing services provide users with mobility services on demand. Although research has introduced strategies to optimize efforts to set up and operate such a system, they lack reusable and flexible simulation environments. For instance, carsharing research applies simulations to better understand and solve the problem of balancing vehicle supply and demand, which operators need to solve to prevent operational inefficiencies and ensure customer satisfaction. Hence, one cannot feasibly test new balancing mechanisms directly in a real-world environment. As for now, researchers have implemented simulations from scratch, which results in high development efforts and a limited ability to compare results. In this paper, we address this gap by designing a versatile carsharing simulation tool that researchers can easily use and adapt. The tool simplifies the process of modeling a carsharing system and developing operation strategies. Furthermore, we propose various system performance measures to increase the developed solutions' comparability.

Paper 3 (Design science theme):
Wiethof, C., Tavanapour, N., & Bittner, E. A. C. (2021). Design and evaluation of a collaborative writing process with gamification elements: Toward a framework for gamifying collaboration processes. AIS Transactions on Human-Computer Interaction, 13(1), pp. 38-61. DOI: 10.17705/1thci.00141
Available at: https://aisel.aisnet.org/thci/vol13/iss1/3/

Abstract:
In this study, we examine the influence that gamification elements have on collaboration processes in terms of whether they increase intention to continue to use the system based on meaningful engagement and hedonic motivation as well as outcome quality. Therefore, we review gamification models and principles for information systems and consolidate them in a preliminary framework. We then evaluate how one can supplement the collaboration process for collaborative story writing with gamification elements based on the framework. Additionally, we consider specific gamification elements to successfully accomplish the process. To do so, we conducted action design research in a common iterative structure. First, we observed and reflected on the analog collaborative writing process. Next, we derived design principles and remodeled and implemented the process via a Web application instantiation to evaluate them. In the evaluation, we identified the developed design principles' ability to reach higher hedonic motivation and meaningful engagement, which led to an enhanced intention to continue to use the system. Additionally, we found the potential to manage the shift toward digital collaboration processes that motivate people to participate and produce promising outcomes that do not vary much from outcomes in an analog setting.

Paper 4 (Design science theme):
Mattke, J., & Maier, C, (2021). Gamification: Explaining brand loyalty in mobile applications. AIS Transactions on Human-Computer Interaction, 13(1), pp. 62-81. DOI: 10.17705/1thci.00142
Available at: https://aisel.aisnet.org/thci/vol13/iss1/4/

Abstract:
Gamification is one specific way to increase mobile app users' brand loyalty. We propose that the frequency with which one uses immersion-, achievement- and social-related features relates to brand loyalty. To provide empirical evidence for this proposal, we obtained quantitative data from surveying 243 users on the mobile application Duolingo and conducted a fuzzy-set qualitative comparative analysis (fsQCA). We found that users need to frequently use immersion- and achievement-related features to result in high brand loyalty. On the contrary,

we found users who infrequently use at least two gamification features have low brand loyalty. These findings extend the gamification literature by revealing an interaction between multiple gamification features and extend mobile application research by showing how gamification features relate to high and low brand loyalty. We also guide practitioners on how to identify users at risk to discontinue and reduce customer churn.

Paper 5 (Design science theme):
Diederich, S., Lembcke, T.-B., Brendel, A.B., & Kolbe, L. (2021). Understanding the impact that response failure has on how users perceive anthropomorphic conversational service agents: Insights from an online experiment. AIS Transactions on Human-Computer Interaction, 13(1), pp. 82-103. DOI: 10.17705/1thci.00143
Available at: https://aisel.aisnet.org/thci/vol13/iss1/5/

Abstract:
Conversational agents (CAs) have attracted the interest from organizations due to their potential to provide automated services and the feeling of humanlike interaction. Emerging studies on CAs have found that humanness has a positive impact on customer perception and explored approaches for their anthropomorphic design, which comprises both their appearance and behavior. While these studies provide valuable knowledge on how to design humanlike CAs, we still do not sufficiently understand this technology's limited conversational capabilities and their potentially detrimental impact on user perception. These limitations often lead to frustrated users and discontinued CAs in practice. We address this gap by investigating the impact of response failure, which we understand a CA's inability to provide a meaningful reply, in a service context. To do so, we draw on the computers are social actors paradigm and the theory of the uncanny valley. Via an experiment with 169 participants, we found that 1) response failure harmed the extent to which people perceived CAs as human and increased their feelings of uncanniness, 2) humanness (uncanniness) positively (negatively) influenced familiarity and service satisfaction, and 3) the response failure had a significant negative impact on user perception yet did not lead to a sharp drop as the uncanny valley theory posits. Thus, our study contributes to better explaining the impact that text-based CAs' failure to respond has on customer perception and satisfaction in a service context in relation to the agents' design.

Paper 6 (AI fairness, trust, and ethics theme):
Vimalkumar, M., Gupta, A., Sharma, D., & Dwivedi, Y. K. (2021). Understanding the effect that task complexity has on automation potential and opacity: Implications for algorithmic fairness. AIS Transactions on Human-Computer Interaction, 13(1), pp. 104-129. DOI: 10.17705/1thci.00144
Available at: https://aisel.aisnet.org/thci/vol13/iss1/6/

Abstract:
Scholars have increasingly focused on understanding different aspects of algorithms since they not only affect individual choices and decisions but also influence and shape societal structures. We can broadly categorize scholarly work on algorithms along the dimensions of economic gain that one achieves through automation and the ethical concerns that stem from such automation. However, the literature largely uses the notion of algorithms in a generic way and overlooks different algorithms' specificity and the type of tasks that they perform. Drawing on a typology of tasks based on task complexity, we suggest that variations in the complexity of tasks contribute to differences in 1) their automation potential and 2) the opacity that results from their automation. We also suggest a framework to assess the likelihood

that fairness concerns will emanate from automation of tasks with varying complexity. In this framework, we also recommend affordances for addressing fairness concerns that one may design into systems that automate different types of tasks.

The June 2021 Issue:

The June 2021 issue of THCI comprises one editorial, three regular research papers, and one research commentary that is fast-tracked from a panel on Intelligence Augmentation at the 2020 International Conference of Information Systems.

The editorial entitled "Virtual Reality for Hazard Mitigation and Community Resilience: An Interdisciplinary Collaboration with Community Engagement to Enhance Risk Awareness" by Nancy Stone, Guirong Yan, Fiona Nah, Chaman Sabharwal, Kelsey Angle, Fred Hatch III, Steve Runnels, Vankita Brown, Gregory Schoor, and Christopher Engelbrecht showcases an interdisciplinary collaboration among researchers in Information Systems, Computer Science, Psychology, and Civil Engineering as well as involvement of the National Weather Service and Missouri Department of Transportation in developing virtual reality animations to enhance risk awareness of natural disasters and community engagement in taking protective actions.

The first research paper entitled "Does Supplementing IS Analysts' User Observations with Hands-on Training Help Them Better Understand Users' Work" by Shadi Shuraida and Henri Barki drew on Social Cognitive Theory and empirically assessed the efficacy of adding hands-on activities to observations in acquiring domain knowledge of users. The second research paper on "Co-design in mHealth Systems Development: Insights from a Systematic Literature Review" by Tyler Noorbergen, Marc Adam, Mark Roxburgh, and Timm Teubner provided an overview of methods used in co-design phases of mobile health systems. The third research paper entitled "Efficiency and Exposure: Reconciling the Effects of Website Browsing Behaviors for Non-transactional Outcomes" by Brian Dunn, Narayan Ramasubbu, Matthew Jensen, Dennis Galletta, and Paul Lowry tested two opposing theories by evaluating the effect of goal-directedness of tasks on the relationships between webpages viewed and brand attitude as well as between time spent and product knowledge retention.

Last but not least, the research commentary on "Intelligence Augmentation: Towards Building Human-Machine Symbiotic Relationship" by Lina Zhou, Souren Paul, Haluk Demirkan, Lingyao (Ivy) Yuan, Jim Spohrer, Michelle Zhou, and Julie Basu provided key research issues, challenges, and opportunities in using machine intelligence to augment human intelligence.

You can download the papers from this issue at https://aisel.aisnet.org/thci/vol13/iss2/ or the direct links provided below. You can also download papers in THCI by visiting the AIS E-Library https://aisel.aisnet.org or the journal website https://aisel.aisnet.org/thci/.

In this issue (Volume 13, Issue 2):

Paper 1 (Editorial):

Stone, N. J., Yan, G., Nah, F. F.-H., Sabharwal, C., Angle, K., Hatch, F. E., Runnels, S., Brown, V., Schoor, G., & Engelbrecht, C. (2021). Virtual reality for hazard mitigation and community resilience: An interdisciplinary collaboration with community engagement to enhance risk awareness. AIS Transactions on Human-Computer Interaction, 13(2), pp. 130-144. DOI: 10.17705/1thci.00145
Available at: https://aisel.aisnet.org/thci/vol13/iss2/1/

Abstract:
To achieve community resilience and mitigate the consequences of natural hazards, community officials must balance competing priorities for local resources and funding. Besides the challenge of dealing with multiple competing priorities, community officials face another challenge: low risk awareness of natural hazards by the public and other stakeholders. Considering that virtual reality (VR) has been used to enhance learning and to change attitudes and behaviors, animating natural hazards in VR has the potential to enhance stakeholders' (e.g., the public, local/state/federal governments, insurance agencies, and property owners) risk awareness. Informed stakeholders make better decisions related to protective action. Therefore, we propose using VR to create a sense of presence and immersion that can provide stakeholders with hazard exposure, demonstrate a hazard's personalized consequences, and simulate the consequences of protective action, which, in turn, can influence attitudes and behavioral intentions of the general public to take protective action. Researchers could also apply VR to other hazardous or life-threatening situations and use interdisciplinary research to identify best methods to develop realistic and credible VR that all citizens can access to help mitigate hazards and enhance community resilience.

Paper 2:
Shuraida, S. & Barki, H. (2021). Does supplementing IS analysts' user observations with hands-on training help them better understand users' work? AIS Transactions on Human-Computer Interaction, 13(2), pp. 145-174. DOI: 10.17705/1thci.00146
Available at: https://aisel.aisnet.org/thci/vol13/iss2/2/

Abstract:
IS analysts need to acquire knowledge about users' work processes to design high-quality systems. While researchers have proposed hands-on activities in cognitive learning theories to improve knowledge acquisition, current approaches rely on analysts verbally communicating with users or observing them perform their tasks in order to learn these work processes. We draw on social cognitive theory (SCT) to hypothesize and examine how effectively two learning approaches (an observation-only approach and an observation plus hands-on approach) help analysts better understand users' computer-mediated work processes. Accordingly, we conducted an experimental study to compare these two learning approaches. We found that, while participants who had low prior domain knowledge about users' work processes ended up understanding them better in the observation plus hands-on treatment than in the observation-only treatment, the difference between the two approaches was not significant for participants who had high prior domain knowledge.

Paper 3:
Noorbergen, T. J., Adam, M. T. P., Roxburgh, M., & Teubner, T. (2021). Co-design in mHealth systems development: Insights from a systematic literature review. AIS Transactions on Human-Computer Interaction, 13(2), pp. 175-205. DOI: 10.17705/1thci.00147
Available at: https://aisel.aisnet.org/thci/vol13/iss2/3/

Abstract:
Mobile health (mHealth) systems hold great potential for supporting users in self-managing disease and engaging in a healthier life. However, given the mobile context and the multiple factors that affect a person's health, designing mHealth systems involves much complexity and a range of pitfalls. To overcome these pitfalls, scholars have called on system designers to employ a co-design approach; that is, to involve stakeholders in all phases of the design process. However, the literature on how, when, and why designers use co-design in mHealth remains scant. To address this gap, we systematically reviewed 61 studies that co-designed mHealth systems. Our results show that co-designing mHealth systems constitutes a fragmented and rapidly evolving research field with only limited overlaps and a strong focus on the early design phases (i.e., pre-design, generative). Thereby, the co-designed artifacts cover various application contexts in disease management (e.g., heart disease, diabetes) and health promotion (e.g., physical activity, nutrition) and a diverse group of involved users, healthcare professionals, and system designers. Finally, guided by Sanders and Stappers' (2014) co-design framework, we provide a concise overview of the most widely used methods in the different co-design phases.

Paper 4:
Dunn, B. K., Ramasubbu, R., Jensen, M. L., Galletta, D. F., Lowry, P. B. (2021). Efficiency and exposure: Reconciling the effects of website browsing behaviors for non-transactional outcomes. AIS Transactions on Human-Computer Interaction, 13(2), pp. 206-242. DOI: 10.17705/1thci.00148
Available at: https://aisel.aisnet.org/thci/vol13/iss2/4/

Abstract:
Organizations invest heavily in developing and maintaining websites to meet various transactional (e.g., online purchases) and non-transactional (e.g., influencing brand attitude and disseminating product information organizational goals. In considering non-transactional

outcomes-specifically brand attitude formation and information dissemination-one finds that two literature streams emerge, although they present different recommendations. First, cognitive attitude formation research recommends designing interfaces to promote an efficient experience that takes less time and requires less movement among webpages. On the other hand, the mere exposure literature recommends that longer durations and more exposure to related ideas should improve non-transactional outcomes. To understand the relationship between these two perspectives, we tested related hypotheses in a within-subjects observational experiment with a follow-up survey 10 days later. Building on theory regarding task characteristics, we also included goal-directedness as a hypothesized moderating variable. We found that more time spent on a website was associated with greater brand attitude improvement and product knowledge retention, but that more webpage views was associated with reduced product knowledge. In addition, the task type influenced the relationships between webpages viewed and brand attitude and between time spent and product knowledge retention.

Paper 5 (Commentary):
Zhou, L., Paul, S., Demirkan, H., Yuan, L., Spohrer, J., Zhou, M., & Basu, J. (2021). Intelligence augmentation: Towards building human-machine symbiotic relationship. AIS Transactions on Human-Computer Interaction, 13(2), pp. 243-264. DOI: 10.17705/1thci.00149
Available at: https://aisel.aisnet.org/thci/vol13/iss2/5/

Abstract:
Artificial intelligence, which people originally modeled after human intelligence, has made significant advances in recent years. These advances have caused many to fear that machines will surpass human intelligence and dominate humans. Intelligence augmentation (IA) has the potential to turn the tension between the two intelligence types into a symbiotic one. Although IA has not gained momentum until recent years, the idea that machines can amplify human abilities has existed for many decades. Expanded from a panel discussion on Intelligence Augmentation at the 2020 International Conference of Information Systems (ICIS), we define IA in light of its history and evolution and classify IA based on its capabilities, roles, and responsibilities. Based on reviewing the IA literature in terms of research themes, enabling technology, and applications, we identify key research issues, challenges, and future opportunities.

Call for Papers: AIS Transactions on Human-Computer Interaction

THCI is one of the journals in the AIS (Association for Information Systems) e-library at http://aisel.aisnet.org/thci. THCI is a high-quality peer-reviewed international scholarly journal on Human-Computer Interaction. As an AIS journal, THCI is oriented to the Information Systems community, emphasizing HCI/UX applications in business, managerial, organizational, and cultural contexts. However, it is open to all related communities that share intellectual interests in HCI phenomena and issues. The editorial objective is to enhance and communicate knowledge about the interplay among humans, information, technologies, and tasks in order to guide the development and use of human-centered Information and Communication Technologies (ICT) and services for individuals, groups, organizations, and communities. To increase awareness and readership, THCI is still freely available to the public, which is beneficial to the authors and the community. You can find information related to all aspects of THCI at its website (http://aisel.aisnet.org/thci), including how to submit manuscripts for publication consideration. We would like to thank the AIS Council (http://www.aisnet.org/) for its continued support of the journal. And, as always, we are happy to announce that we have published the journal on time for every issue and are building a strong case for a solid impact factor when released by SSCI and Scopus in the near future. The quality of THCI is affirmed by its inclusion as an "A" journal in the Australian Business Deans Council (ABDC) journal quality list.

Topics of interest to THCI include but are not limited to the following:

- Behavioral, cognitive, motivational, and affective aspects of human and technology interaction
- User task analysis and modeling; fit between representations and task types
- Digital documents/genres; human information seeking and web navigation behaviors; human information interaction; information visualization
- Social media; social computing; virtual communities
- Behavioral information security and information assurance; privacy and trust in human technology interaction
- User interface design and evaluation for various applications in business, managerial, organizational, educational, social, cultural, non-work, and other domains
- Integrated and/or innovative approaches, guidelines, and standards or metrics for human centered analysis, design, construction, evaluation, and use of interactive devices and information systems
- Information systems usability engineering; universal usability
- Impact of interfaces/information technology on people's attitude, behavior, performance, perception, and productivity
- Implications and consequences of technological change on individuals, groups, society, and socio-technical units
- Software learning and training issues such as perceptual, cognitive, and motivational aspects of learning
- Gender and information technology

Call for Items: AIS SIGHCI Newsletter Volume 20, Issue 2

You are invited to offer items to the coming issue of AIS SIGHCI newsletter (Volume 20, Issue 2), to be published in March 2022. All items will be editorial reviewed. If you are interested, please send your pieces to the newsletter editor Prateek Jain (pjain@wpi.edu) by February 15, 2021. Possible topics include, but are not limited to, the following:

1. Short essay/opinion/research study (800 – 1700 words)
2. HCI book review (800 – 1700 words). Please feel free to contact the editor beforehand if you intend to review a book or if you wish your own book to be reviewed.
3. Teaching HCI (up to 1700 words): teaching ideas or cases, sample syllabus, etc.
4. Industry voice (800 – 1700 words). We welcome HCI related essays from industry professionals.
5. Brief introduction of HCI research tools (up to 300 words).
6. Brief introduction of interesting HCI journals and/or special issues, including citation information, brief description, table of content (for special issues), etc.
7. CFP for HCI related journals or conferences.
8. News about SIGHCI members (up to 300 words for each item): honors and awards, professional activities, new appointments, interesting projects, new books or publications, etc.
9. Any other announcements (up to 300 words for each item).

To view previous newsletter issues, please visit http://sighci.org/index.php?page=newsletters

Save the Dates

SIGHCI-Sponsored Activities & Events		
Pre-ICIS Workshop 2021	Austin, Texas, USA (Hybrid Format)	December 12, 2021
ICIS 2021	Austin, Texas, USA	December 12-15, 2021
HICSS 2022	Kauai, Hawaii	January 4–7, 2022
ECIS 2022	Timisoara, Romania	June 18-24, 2022
HCIBGO 2022	Gothenburg, Sweden	June 26-July 1, 2022
SIGHCI website: http://sighci.org/		

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