

User Experience: Collaboration Systems and Technology

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The Hawaii International Conference on System Sciences (HICSS) has a long history of supporting evolving areas of research, such as groupware, group support systems and knowledge management and the nurturing of these new concepts and ideas. Both collaboration and knowledge management are currently popular topics and hopefully from this minitrack, we can gain insight into their effective and efficient use on a day to day basis. Over the years, these researchers and practitioners have led the way in their organizations to dramatically improve productivity and organizational efficiency and effectiveness. This minitrack will focus on user experience from real organizations and real problems. The technological and process advances gained through years of research and practical experience are shared by the authors of the papers in this session. The papers in the four sessions describe the recent advances in the collaboration systems and knowledge management development and experiences. We are fortunate to assemble this group of authors and experts who are willing to share the insight and knowledge gained from their experience. The content of each session is as follows:

Session 1. User Experience: Collaboration Systems and Technology

“User Satisfaction with System, Decision Process, and Outcome in GDSS Based Meeting: An Experimental Investigation,”

“WebEv-a Collaborative Environment for Supporting QM Measurement Frameworks,”

“Evaluating Wireless Architectures for GDS Applications,”

Session 2. User Experience: Collaboration Systems and Technology

“Knowledge Mapping: Visualizing the Expertise Space,”

“The Effect of Visualized Summarization on Collaboration,”

“A Language Technology Toolset for Development of a Large group Augmented Facilitation System,”

Session 3. User Experience: Collaboration Systems and Technology

“Managerial Use and Emerging Norms: Effects of Activity Patterns on Software Design and Deployment,”

“The Influence of Familiarity among Group Members and Extraversion on Verbal Interaction in Proximate GSS Sessions,”

“User Experience with Agent99 Trainer: A Usability Study,”

Session 4. User Experience: Collaboration Systems and Technology

“Characteristics of Large Group Support Systems,”

“Group Consensus: Do We Know It When We See It.”

The papers in this session describe efforts in facilitation, ontology development, sharing information, experiments, field studies, work flow, process design, planning and development of practical guidelines for collaboration systems and knowledge management.

The papers and speakers in these sessions bring insight and lessons learned from their experiences with real world problems. The GroupSystems software will be available throughout the sessions to identify research questions and opportunities for further study.