

AAAI Fall Symposium on
Etiquette for Human-Computer Work

November 15-17, 2002
Sea Crest Conference Center, North Falmouth, Massachusetts

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Etiquette for Human-Computer Work

Tentative Schedule (with some description and rationale)

| Friday, November 15 | |
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| 9:00-9:10 | Welcome and Introductions |
| 9:10-10:10 | Keynote by Jeanne Comeau-- Importance and Lessons of Human-Human etiquette. |
| 10:10-10:30 | Christopher A. Miller—Dimensions and Definitions of Etiquette |
| 10:30-11:00 | Break |
| Session 1: Perspectives on Etiquette —An overview of our different perspectives on what etiquette is and how and why it is important to human-computer interaction design | |
| 11:00-11:25 | Clifford Nass-- Social Media & Learning from Human Relations: |
| 11:25-11:50 | Raja Parasuraman—Trust and Communication in Complex, Safty Critical Systems: |
| 11:50-12:15 | Timothy Bickmore—When Etiquette Really Matters: Relational Agents and Behavior Change |
| 12:15-12:30 | Discussion |
| 12:30-2:00 | Lunch |
| Session 2: Utility of Etiquette —papers/speakers that illustrate (or hint) that taking etiquette concerns into account produces better outcomes | |
| 2:00-2:25 | John Davis—Understanding and Decreasing Aversive Behavior in Online Social Contexts |
| 2:25-2:50 | Susan K. Hahn, C. Michael Lewis, Terri L. Lenox—Impact of Roles on Participation and Task Performance |
| 2:50-3:15 | John D. Lee and Katherine A. See—Trust in Computer technology and the implications for design and evaluation |
| 3:15-3:30 | Discussion of Utility—(Leader: Mark Scerbo) Comment on papers and open discussion on how to demonstrate added value of etiquette considerations |
| 3:30-4:00 | Break |
| Session 3: Etiquette in the Design Process —focus on how to take etiquette into account in the design process and/or how to design for good etiquette | |
| 4:00-4:25 | Lewis Johnson—Making Pedagogical Agents more socially intelligent |
| 4:25-4:50 | Deborah Schreckenghost, Cheryl Martin, Carroll Thronebery—Specifying Organizational Policies and Individual Preferences for Human Software Interaction |
| 4:50-5:15 | Brian Whitworth— Polite Computing: Software that respects the user |
| 5:15-5:30 | Discussion—(Leader: Caroline Hayes) Comment on papers and open discussion on how to do good design of etiquette |
| Evening | Open Reception |
| Saturday, November 16 | |
| 9:00-9:40 | Panel/Debate: Does Etiquette “just” = Good HCI? Central question here is ‘are we doing anything different by focusing on |

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| | etiquette than HCI and HF folks have claimed to be doing all along?’ |
| Session 4: Etiquette in High Criticality Systems—Part 1. How does etiquette impact human work when the consequences of doing that work well or badly is of high consequence? | |
| 9:40-10:05 | Caroline Hayes, Christopher A. Miller and Amit Pande—Human-Computer Etiquette Rules drawn from experiences in planning, design and other domains |
| 10:05-10:30 | James P. Bliss, Susan Sidone and Julie Mason—Collective Mistrust of Alarms |
| 10:30-11:00 | Break |
| Session 5: Etiquette in High Criticality Systems—Part 2 | |
| 11:00-11:25 | Christopher L. Johnson—Etiquette Within and Between Large Human-Robot Teams |
| 11:25-11:50 | Kevin Corker—Performance Impacts of Digital Communication in Aerospace Operations: Roger, Over. |
| 11:50-12:15 | Mark Scerbo—Computer Teammates: Should they read your mind? |
| 12:15-12:30 | Discussion—(Leader: John Lee) Comment on papers and open discussion on implications of etiquette for ‘real world’ applications |
| 12:30-2:00 | Lunch |
| 2:00-3:30 | Challenge Case—“The Clippit™ post mortem”. Microsoft Office Assistants™ were introduced with Windows95™. They strove to make computing a friendly, even pleasant, experience and they were well informed by both theories of social interaction and by usability studies. Thus, Clippit™ is easily the most prevalent example of an etiquette-informed advising system yet fielded. And yet, most of us (at least, us heavy-duty computer users) hate them. Why? To avoid making this a gripe session about Clippit™, let’s focus on the following questions: How did/does Clippit™ violate etiquette-based design principles? How would we take an etiquette perspective on the problem? Would it tell us anything new or different? Can we believe that it <i>would</i> have told us anything different during design? How would we fix it? |
| | Break |
| Session 6: Etiquette in Pedagogical Systems | |
| 4:00-4:25 | Punyashloke Mishra, Kathryn Hershey —A framework for designing etiquette for educational technology |
| 4:25-4:50 | Max Louwerse, Art Graesser, Andrew Olney and the Tutoring Research Group—Good computational manners: Mixed-initiative dialog in conversational agents |
| 4:50-5:15 | Kristen N. Moreno, Natalie K. Person, Amy B. Adcock, Richard N. Van Eck, G. Tanner Jackson, Johanna C. Marineau—Etiquette and Efficacy in Animated Pedagogical Agents: The Role of Stereotypes |
| 5:15-5:30 | Discussion—(Leader: Lewis Johnson). Comment on papers and open discussion on implications of etiquette for training applications |
| | Dinner out. (I’ll pick a restaurant) |

Sunday, November 17

Session 7: Etiquette and Good Citizenship (Security/Privacy Concerns)

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| 9:00-9:25 | Ernesto Arroyo and Andrea Lockerd and —Personal Data for Personal Use: Case Studies in User Modeling for Context-Aware Computing |
| 9:25-9:50 | Barry Kort, Rob Reilly, Nancy Williams— Experiences with Civility and the Role of a Social Contract in Virtual Communities |
| 9:50-10:15 | Jack L. Edwards, Greg L. Scott, Sharon McFadden and Keith C. Hendy--Traps, Pitfalls, Swindles, Lies, Doubts and Suspicions in Human-Computer Interaction: A Counter-Case for the Study of Good Etiquette |
| 10:15-10:30 | Discussion (Leader: Brian Whitworth). Comment on papers and open discussion on 'Macro-etiquette'—the role of etiquette in encouraging or enforcing good citizenship |
| 10:30-11:00 | Break |
| 11:00-12:30 | Wrap up, final discussion, where to go from here? |

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