

## INTERNATIONAL COST294 WORKSHOP ON USER INTERFACE QUALITY MODEL

Place: Centro Congressi Frentani  
 via Dei Frentani 4  
 00185 Roma  
[www.congressifrentani.it](http://www.congressifrentani.it)

Day 1: 12<sup>th</sup> Sept 2005 (Monday)

Time	Activities
9:00 – 9:20	Welcome and Introduction (Jean, Effie & Ebba) <ul style="list-style-type: none"> <li>• Describe the overarching goal of the workshop and the themes of the four groups as well as their inter-relationship</li> <li>• Present several General Questions for the participants to ponder</li> </ul>
9:20 – 11:00	Group 1: <i>Usability Evaluation Methods</i> Presentation (4 talks) <ul style="list-style-type: none"> <li>• <b>David Carr</b> – Usability inspection methods: Do we ask the right questions?</li> <li>• <b>Tobias Uldall-Espersen</b> - Benefits of usability work: Does it pay off?</li> <li>• <b>Fabio Paterno et al.</b> – Remote usability analysis of multimodal information regarding user behaviour</li> <li>• <b>Ebba T. Hvannberg et al.</b> – Statechart metrics for usability evaluation</li> <li>• <b>Horia Pitariu</b> – Personality responses during human-computer interaction</li> </ul>
11:00 – 11:20	Coffee break
11:20 – 12:40	Group 2: <i>Web Usability &amp; Accessibility Guidelines and Tools</i> Presentation (5 talks) <ul style="list-style-type: none"> <li>• <b>Francisco Montero et al.</b> – Quality models for automated evaluation of websites usability and accessibility</li> <li>• <b>Abdo Beirekdar et al.</b> – Quality models involved in automated evaluation of web usability and accessibility guidelines</li> <li>• <b>Regina Bernhaupt et al.</b> – ADIS: Accessibility and device independence system</li> <li>• <b>Edward Chandler</b> – COST 219ter: An evaluation methodology for next generation telecommunication network services and equipment (an invited talk)</li> </ul>
12:40 – 13:30	Lunch break
13:30 – 14:40	Group 3: <i>Software Quality Models and Standards</i> Presentation (4 talks) <ul style="list-style-type: none"> <li>• <b>Timo Jokela</b> – A satisfied and dissatisfied user at the same time: The “Must-Have” and “Attractive” properties of a user interface</li> <li>• <b>Timo Jokela</b> – Determining usability quality model using the ISO 9241-11 definition of usability: Case studies</li> <li>• <b>Silvia Abrahão</b> – A quality model for early usability evaluation</li> <li>• <b>Effie Law</b> – The applicability of software quality standards to digital libraries: A work in progress</li> </ul>
14:40 – 15:00	Coffee break
15:00 – 16:00	Group 4: <i>Context of Use and eCommerce</i> Presentation (3 talks) <ul style="list-style-type: none"> <li>• <b>Asbjørn Følstad</b> – User interface quality and context of use</li> <li>• <b>Costin Pribeanu</b> – A domain-oriented approach in structuring user interface guidelines</li> <li>• <b>Igor Garnik</b> – Factors affecting credibility of e-shops in Poland</li> </ul>
16:00 – 16:45	Group discussion to identify specific questions for G1, G2, G3 and G4 (4 Group leaders)
16:45 – 17:00	Briefing for the Second Day of the Workshop (Effie & Ebba)

Day 2: 13<sup>th</sup> Sept 2005 (Tuesday)

Time	Person-in-Charge	Activities
9:00 – 9:30	Group leaders	Panel Reporting of the Break-up Groups
9:30 – 10:30	Group leaders	Breakout session: To discuss answers for Group-specific Questions
10:30 – 11:00		Coffee break
11:00 – 12:00	Group leaders Effie & Ebba	Panel Reporting (G1 – G4) Plan for Future Work
12:00 – 13:30		Lunch break
13:30 – 14:00	Dominique Scapin Mark Springett	Brief Progress Report of WG1 and WG3
14:00 – 15:00	Dominique Scapin Mark Springett	Parallel Session Part 1
15:00 – 15:30		Coffee break
15:30 – 16:30	Dominique Scapin Mark Springett	Parallel Session Part 2
16:30 – 17:00	Dominique Scapin Mark Springett	Panel Reporting of WG1 and WG3