About the Authors

Julio Abascal (BSD, physics, Universidad de Navarra, 1978; PhD, informatics, Universidad del País Vasco-Euskal Herriko Unibertsitatea, 1987) is a professor of the Computer Architecture and Technology Department of the University of the Basque Country, Spain, where he has worked since 1981. In 1985 he co-founded the Laboratory of Human-Computer Interaction for Special Needs that has participated in several R&D projects at national and international levels. His research activity is focused on the application of HCI methods and techniques to assistive technology, including the design of ubiquitous, adaptive, and accessible user interfaces. Currently he coordinates a research group aiming to develop methods and tools to enhance physical and cognitive accessibility to the Web. He has been the Spanish representative in the IFIP Technical Committee 13 on HCI since 1991, and the former and founder chairman (in 1993) of IFIP WG 13.3 Human-Computer Interaction and Disability. Currently he serves as a member of the Management Committee of COST 219tero Accessibility for All to Services and Terminals for Next Generation Networks.

Sherman R. Alpert has been at the IBM T. J. Watson Research Center (USA) since 1987. He received a BS in computer science from the State University of New York at Stony Brook and an MA in computing in education from Columbia University’s Teachers College where he has pursued additional graduate studies. He has been involved in research and software development in a variety of domains including educational technology, HCI, multimedia, funds transfer systems, and object-oriented programming and design. He has published
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**David Benyon** is a professor of human-computer systems at Napier University, Edinburgh, Scotland. His research focus is on navigation of information space, a new view of HCI that focuses on how people find their way around the information spaces created by new media. He has also published on semiotics and new media and on applying experientialism to new media. The book, *Designing with Blends* is due to be published by MIT Press in 2006. In 2005 he published *Designing Interactive Systems* with Phil and Susan Turner, the latest and most up-to-date textbook on HCI and interaction.

**Anna L. Cox** is a lecturer in HCI at UCLIC, University College London. She received her PhD in cognitive science from the University of Hertfordshire in 2002.

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**Rod Farmer** is a recent PhD graduate from the Department of Computer Science and Software Engineering at The University of Melbourne, Australia. He currently lectures in applied linguistics at the Horwood Language Centre within the University of Melbourne. He possesses a BA (*magna cum laude*) in arts and computer science. Possessing over a decade of experience in the Australian ICT industry, he has provided HCI and software engineering consulting services to several of Australia’s largest defense, corporate, and charitable organizations. His research interests include HCI, software engineering, computer-assisted language learning, philosophy of mind, natural language processing, multimodal interaction, and machine learning.

**Catherine Forsman** is currently an independent consultant, providing training and assistance in usability and usability testing, analyzing users and users’ tasks, and reviewing products and documentation. From 1996 to the present, Catherine has worked on numerous projects for major American and European companies such as Siemens, *NY Times*, Goldman Sachs,
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**Ashraf Gaffar** is a part time faculty member at Concordia University (Montreal, Canada). His research combines software engineering, interface design, and usability testing. He participated in the design and building of Concordia’s first usability lab. He also participated in several usability tests jointly with industrial and research partners like Daimler Chrysler and the Natural Sciences and Engineering Research Council of Canada (NSERC).

**Rebecca A. Grier** is a human-systems engineer with Aptima (USA) in the interaction engineering team. Primarily, her work entails domain analysis and knowledge elicitation to inform the system requirements and user interface design for software and Web-based systems. Prior to joining Aptima, Grier worked in the Human Factors Group at SBC. In this position, she conducted usability tests and participated in the design of a variety of telecommunication systems. She earned her PhD in human factors/experimental psychology from the University of Cincinnati.

**Paul Gruba** is a senior lecturer at the Horwood Language Centre within the School of Languages at The University of Melbourne, Australia. His work is widely recognized in L2 listening assessment and serves as the basis of the listening section of the Web-based Language Assessment Project at UCLA. Gruba is also known as an expert in computer-assisted language learning. He has served as a research consultant to Australia’s largest online, task-based teaching resource, the Virtual Independent Learning Centre (VILC). At the University of Melbourne, Gruba acts as deputy director for the Horwood Language Centre.

**Marie Jefsioutine** is faculty research fellow in digital media at University of Central England, Birmingham Institute of Art and Design and is involved in design and usability research. Jefsioutine has worked in digital media for over 10 years, previously at the BBC Open University and Goldsmith’s College. She studied experimental psychology at Sussex University, and has an MSc in computing, cognition, and psychology from Warwick University. Memberships include the Design Research Society, the BCS HCI Group, the Museums Computer Group, and The British Association of Counseling & Psychotherapy. She contributes to conferences and publications in the field of design, e-learning, and museums.

**John Knight** is director of User-Lab at Birmingham Institute of Art and Design. His work includes academic and commercial research in usability and accessibility. He studied at University College Wales and completed an MSc in user-interface design at London Guildhall University. He has worked for a variety of major international clients including McCann Erikson, The British Council, and Honda. He is a longstanding member of The BCS HCI Group, Design Research Society, The Usability Professionals’ Association, and an associate editor of The Design Journal. As a regular contributor to Usability News, he reviews HCI and design issues for Leonardo and Interactions.

**Philip Kortum** is currently a professor in the Department of Psychology at Rice University in Houston, Texas (USA), having recently joined the university after working for almost a decade at SBC Laboratories. Kortum has performed extensive work in the research and development of user-centric systems in both visual (Web and equipment design, image
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**Gabriel Michel** is an associate professor in the University of Metz (France). He has been an ergonomist and usability labs specialist for about 10 years. His main research interests include usability testing, Web accessibility (for disabled people, seniors, and children), and intercultural problems (in learning and in the interfaces).

**James T. Miller** is currently a principal member of the technical staff at SBC Laboratories, Inc. (USA). For the past several years, he has been responsible for the development, testing, and evaluation of products for consumer and business customers on the Web. In addition to this work, he has been responsible for developing and evaluating a number of telephony products, interactive voice response systems, and telephones. He received his PhD in psychology from the University of Colorado at Boulder.

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**Elizabeth D. (Betty) Murphy** was selected to lead the Census Bureau’s Human Factors and Usability Group, after 7 years as a research psychologist with the U.S. Census Bureau. She holds a PhD in psychology from the University of Maryland and an MA in psychology from George Mason University. Betty has over 20 years of experience in conducting human-factors evaluations for government agencies. Her areas of specialization include the usability and accessibility of human-computer interfaces, focusing on the design and evaluation of Web-based, national censuses and surveys. Betty has authored or co-authored over 40 papers in journals and conference proceedings.

**Theresa A. O’Connell** is a well-published, usability engineering researcher and practitioner. After senior positions with major information technology firms, she formed Humans and Computers, Inc. (USA). She played a major role in machine translation evaluation in the DARPA Machine Translation Initiative. Her research includes human interaction with personal autonomous intelligent agents. Access to technology for users with physical disabilities is an area of expertise. Her consulting track record includes integrating usability engineering practices into over 100 software development projects in North America and Europe, in fields ranging from telecommunications to finance, and for industry and government clients.

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Napawan Sawasdichai holds a BA in industrial design from the King Mongkut’s Institute of Technology Ladkrabang (KMITL) and an MA in graphic design from the Rochester Institute of Technology (RIT). She received her PhD from the Institute of Design at Illinois Institute of Technology (IIT) in 2004 for research in the area of user-centered communication design, for which she developed a framework to formulate alternative design strategies for structuring and presenting information to better serve user purposes and enhance user experience in processing information through Web-based media. She is currently a full-time faculty at the Department of Industrial Design, Faculty of Architecture, King Mongkut’s Institute of Technology Ladkrabang in Thailand. Her current research interest concerns information design in new media.

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Zhijun Zhang received his BA degree in computer science from Peking University, Beijing, China, in 1990. He developed interactive computer software for 3 years before starting his graduate study at the University of Maryland, where he became interested in software usability and conducted research in usability evaluation. He received his PhD degree in computer science from the University of Maryland in 1999. He has worked for various organizations in the field of human factors and usability, as an intern, full-time employee, or consultant. Most recently, he has been a technology researcher (focusing on emerging technologies for user interaction) and enterprise architect at a large financial service company. Zhang maintains the UsabilityHome.com Web site, which hosts information about various usability evaluation methods and techniques.