Contents – Part I

Design Thinking and Design Philosophy

Towards Establishing Design Principles for Balancing Usability and Maintaining Cognitive Abilities ........................................... 3
Gayathri Balasubramanian, Hyowon Lee, King Wang Poon, Wee-Kiat Lim, and Wai Keet Yong

User Operational Design Thinking ............................................. 19
Peipei Cai

Disappearing Boundary ............................................................. 28
Wai Ping Chan

Investigating User Interpretation of Dynamic Metaphorical Interfaces .......... 45
Kenny K.N. Chow

Thinking in Interdisciplinary Design Teams Based on Workshop ............. 60
Ying Hu, Ying Li, and Xing Du

Digitization of the Design Thinking Process Solving Problems with Geographically Dispersed Teams ........................................ 71
Christoph Lattemann, Dominik Siemon, David Dorawa, and Beke Redlich

Processless Design Extended ..................................................... 89
Joon-Suk Lee

The Categorization of Document for Design Thinking .......................... 100
Tingyi S. Lin and Min-Zhe Yi

Internet Product Design Is the Whole Design Around the “Product Strategy” ................................................................. 114
Chao Liu

Reflection on Exploring and Designing Generation Y Interaction Qualities ................................................................. 122
Wei Liu

Design-Based Evidence Collection and Evidence-Based Design (DEED) Model ................................................................. 134
Caitlyn McColeman, Robin Barrett, and Mark Blair
Aesthetics and Perception in Design

U-index: An Eye-Tracking-Tested Checklist on Webpage Aesthetics for University Web Spaces in Russia and the USA

An Association Analysis Between Content Topic and Appeal Type of Infographics

Automatic Information Loss Detection and Color Compensation for the Color Blind

Research on the Form Design of Mini Car in Perceptual Consumption Times

The Effects of Website White Space on University Students

Research on the Effect of Visual Conventions on Perception and Inference

Research on the Style of Product Shape Based on NURBS Curve
A Quantitative Study of Emotional Experience of Daqi Based
on Cognitive Integration ............................................. 306
Min Xie, Liqun Zhang, and Tian Liang

User Experience Evaluation Methods and Tools

Bringing Content Understanding into Usability Testing in Complex
Application Domains—a Case Study in eHealth ...................... 327
Simon Brunstse Andersen, Claire Kirchert Rasmussen, and Erik Frøkjær

The Use of Neurometric and Biometric Research Methods in Understanding
the User Experience During Product Search of First-Time Buyers
in E-Commerce ....................................................... 342
Tuna Çakar, Kerem Rızaıoğlu, Özgürol Öziır, Deniz Zengin Çelik,
and İrfan Gürvardar

ErgoMobile: A Software to Support Usability Evaluations
in Mobile Devices Using Observation Techniques .................. 363
Thiago Adriano Coleti, Leticia da Silva Souza, Marcelo Morandini,
Suzie Allard, and Pedro Luiz Pizzigatti Correa

Addressing Mobile Usability and Elderly Users: Validating
Contextualized Heuristics .............................................. 379
André de Lima Salgado, Leandro Agostini do Amaral,
Renata Pontin de Mattos Fortes, Marcos Hortes Nisihara Chagas,
and Ger Joyce

Is a Holistic Criteria-Based Approach Possible in User Experience?:
Study of the Classification of 58 Criteria Linked to UX .............. 395
Josefina Isabel Gil Urrutia, Eric Brangier, and Laurent Cessat

Mobile Application Usability Heuristics: Decoupling Context-of-Use. ........ 410
Ger Joyce, Mariana Lilley, Trevor Barker, and Amanda Jefferies

Developmental Process of Interface Design Evaluations ............ 424
Lucila Mercado Colin and Alejandro Rodea Chávez

Usability Testing as a Complement of Heuristic Evaluation: A Case Study. . . 434
Brailio Murillo, Silvia Vargas, Arturo Moquillaza, Luis Fernández,
and Freddy Paz

What Drives Perceived Usability in Mobile Web Design:
Classical or Expressive Aesthetics? ................................. 445
Kiemute Oyibo and Julita Vassileva
Application of the Semiotic Inspection Method: A Case Study in Web Domain .................................................. 463
   Freddy Paz, Freddy A. Paz, Luis Collantes, Manuel Sánchez, and José Antonio Pow-Sang

UX Heuristics for Cross-Channel Interactive Scenarios ....................... 481
   Adriano Bernardo Renzi

A Systematic Review of User Experience Evaluation Methods in Information Driven Websites ........................................... 492
   Ana Cecilia Ten and Freddy Paz

The UX Metrics Table: A Missing Artifact ........................................ 507
   Dieter Wallach, Jan Conrad, and Toni Steimle

Research on “4D” Evaluation System Construction for Information Interaction Design ...................................................... 518
   Yangshuo Zheng and Yongzhen Zou

User Centered Design in the Software Development Lifecycle

Converging Data with Design Within Agile and Continuous Delivery Environments .................................................. 533
   Jay Brewer, Ger Joyce, and Saurabh Dutta

Model-Based HCI System Development Methodology .......................... 543
   Kyung Won Cha and Changbeom Choi

Integrating Participatory and Interaction Design of an Authoring Tool for Learning Objects Involving a Multidisciplinary Team .................................................. 554
   André Luiz de Brandão Damasceno, Carlos de Salles Soares Neto, and Simone Diniz Junqueira Barbosa

A Human-Centered Perspective on Software Quality: Acceptance Criteria for Work 4.0 ...................................................... 570
   Holger Fischer, Michael Engler, and Stefan Sauer

Building a Team to Champion User-Centered Design Within an Agile Process .................................................. 584
   Eleonora Ibragimova, Leanda Verboom, and Nick Mueller

Prototype-Centric Explorative Interaction Design Approach in the Case of Office Energy Coaches Projects .................................................. 597
   Tomasz Jaskiewicz, Aadjan van der Helm, and Wei Liu

UCD and Agile Methodology in the Development of a Cultural Heritage Platform .................................................. 614
   Eduardo Merino, Claudia Zapata, and María del Carmen Aguilar

Research on Interactive Prototype Design and Experience Method Based on Open Source ................................. 633  
Yanrui Qu, Yanhong Jia, Tong Qu, Zhaoyu Chen, Heng Li, and Wanqiang Li

Programming a Robotic Toy with a Block Coding Application: A Usability Study with Non-programmer Adults .......................... 652  
Muhammet Ramoğlu, Çağlar Genç, and Kerem Rızvanoğlu

IT Governance for Cyber-Physical Systems: The Case of Industry 4.0 .... 667  
Maximilian Savtschenko, Frederik Schulte, and Stefan Voß

Relationship Between the Scientific and Traditional Software Engineering Considering the Ethical Aspects of Human-Computer Interaction ............ 677  
Natalie Mie Takahashi and Plinio Thomaz Aquino Jr.

Technical to Teachable: The Flint Water Crisis and the Design of Instructions for Assembling Water Sampling Kits ....................... 697  
Audrey R. Zarb, Shawn P. McElmurry, and Judith A. Moldenhauer

**DUXU Education and Training**

Using Prototyping in Authentic Learning of Human-Centred Design of Mobile Apps ........................................... 713  
Ghislain Maurice Norbert Isabwe, Hellen Mula Apondi Olum, and Maren Schelbred Thormodsæter

Collaborative System for Generative Design: Manipulating Parameters, Generating Alternatives ........................................... 727  
Luisa Paraguai, Heloisa Candello, and Paulo Costa

Design of Digital Products in the Future: A Study of Interaction Design Students and Their Perceptions on Design Issues ................. 740  
Hanne Sørum

Creativity in Digital Design: Differences from Print-Based Graphic Design. . . 755  
Virginia Tiradentes Souto

Establishing China’s First UX Master Program Based on Applied Psychology Perspective ............................................ 767  
Shuping Sun and Limei Teng

Knowledge Graph Design: A Way to Promote User Experience for Online Education ........................................... 776  
Wentao Wang and Qi Feng

**Author Index** ........................................... 787
Contents – Part II

Persuasive and Emotional Design

Mix and Match: Designing an Installation for Music Festivals Aiming to Increase Social Sustainability .......................................................... 3
  Vlad-Doru Epure, Beatrix Ivicsics, István Kovács, Louise Skjoldborg Lessel, Nikolaj Schlüter Nielsen, Jakob Ranum, and Evangelia Triantafyllou

Explore the Categories on Different Emotional Branding Experience for Optimising the Brand Design Process ........................................... 18
  Amic G. Ho

Guiding Human Behavior Through Alternate Reality Experience .................. 35
  Fumiko Ishizawa and Tatsuo Nakajima

A Quality Table-Based Method for Sentiment Expression Word Identification in Japanese ................................................................. 48
  Shujiro Miyakawa, Fumiaki Saitoh, and Syohei Ishizu

EcoTrips: Leveraging Co-benefits and Metaphorical Metrics in a Mobile App to Promote Walking and Biking for Short Trips ......................... 60
  Hannah Park, Angela Sanguinetti, and Gabriel Castillo Cortes

Experience, Usability and Sense of Things .................................................. 77
  Axel Sande, Adriano Bernardo Renzi, and Silvia Schnaider

GreenFLY: Adding Carbon to the Equation in Online Flight Searches .......... 87
  Angela Sanguinetti, Andrew Kwon, Yitong Li, Vishal Chakraborty, Suhaila Sikand, Otavio Tarelho, Ying Chen, and Nina Amenta

Electric Vehicle Explorer: Educating and Persuading Consumers with an Online Vehicle Energy Cost Calculator ........................................ 104
  Angela Sanguinetti, Kiernan Salmon, Mike Nicholas, Gil Tal, and Matt Favetti

Beyond Hedonic Enjoyment: Conceptualizing Eudaimonic Motivation for Personal Informatics Technology Usage ........................................... 119
  Ayoung Suh and Christy M.K. Cheung

A Suggestion to Improve User-Friendliness Based on Monitoring Computer User’s Emotions ................................................................. 134
  Keum Young Sung
XXII  Contents – Part II

EMOVLE: An Interface Design Guide: Through the Design of Emotive Virtual Learning Environments .................................................. 142
   Angela Villareal-Freire, Andrés F. Aguirre, and César A. Collazos

Auditory User Interface Guideline for Emotional User Experience .......... 162
   Hoon Sik Yoo and Da Young Ju

Reassurance Experience Design for “Financial Planning Users” ............. 170
   Yang Zhang and Pengbo Zhu

Mobile DUXU

Towards Designing Mobile Banking User Interfaces for Novice Users .... 181
   Victor Ndako Adama, Ibrahim Shehi Shehu, Solomon Adelowo Adepoju,
   and Rasheed Gbenga Jimoh

Feasibility of Utilizing E-Mental Health with Mobile APP Interface for Postpartum Depression in Taiwan ........................................ 198
   Wen-Ko Chiou, Chun-Ying Kao, Liang-Ming Lo, Ding-Hau Huang,
   Ming-Hsu Wang, and Bi-Hui Chen

Exploring the Interaction Between Visual Flux and Users on Mobile Devices ................................................................. 208
   Shih-Wen Hsiao and Yi-Cheng Tsao

New Mobile Service Development Process ..................................... 221
   Hans-Peter Hutter and Andreas Ahlenstorf

Designing User Experiences of Novel Technologies .............................. 233
   Masayuki Ihara, Takayuki Adachi, and Hiroshi Watanabe

Do Car Drivers Really Need Mobile Parking Payment?: A Critical Evaluation of the Smart Service apparkB in Barcelona ................. 241
   Aylin Ilhan, Kaja J. Fietkiewicz, and Wolfgang G. Stock

The Study of Factors Affecting Minimum Center Distance of Mobile Touch Screen ............................................................... 255
   Hong Ji, Jingqin He, Hong Sun, and Jie Yin

Mobile Phone – Offers Exchanged as Cultural Practice ........................ 262
   Arminda Guerra Lopes

The Smartwatch in Multi-device Interaction ..................................... 275
   Donald McMillan

The Interaction Design of Mobile Apps for Chinese Early Education .... 288
   Qiong Peng
Breaking Through the Traditional Form of News Communication—User Experience Design of Live Broadcast

Xueting Xie

Innovation Design in Personal Center Interface of Mobile Application

Xin Xin, Wei Zhou, Mengfan Li, Haozhi Wang, Han Xu, Yuwei Fan, Weizheng Ma, and Di Zhu

Applying Working Memory Theory to Redesign a Mobile Application User Interface: Take a Handicraft Self-learning Page as an Example

Jun Xu, Sicong Liu, and Xiaozhen Fu

Designing the Playing Experience

A Systematic Review of Geolocated Pervasive Games: A Perspective from Game Development Methodologies, Software Metrics and Linked Open Data

Jefferson Arango-López, Cesar A. Collazos, Francisco Luis Gutiérrez Vela, and Luis F. Castillo

A Conceptual Model for Educational Game Authoring: A Showcase in Math Games

Johan Baldeón, Anna Puig, Inmaculada Rodríguez, Cristian Muriel, and Leandro Zardain

The Shape of Challenge: Using Affordance Design to Create Challenge Within Games

Michael Brandse

Co-designing a Civic Educational Online Game with Children

Ana Claudia da Costa, Francisco Rebelo, and Antônio Rodrigues

Improving the Usability in a Video Game Through Continuous Usability Evaluations

Corrado Daly, Claudia Zapata, and Freddy Paz

Connecting Through Kinect: Designing and Evaluating a Collaborative Game with and for Autistic Individuals

Kristen Gillespie, Gabriel Goldstein, David Shane Smith, Ariana Riccio, Michael Kholodovsky, Cali Merendino, Stanislav Leskov, Rayan Arab, Hassan Elsherbini, Pavel Asanov, and Deborah Sturm

Engagement in a Virtual Reality Game with Gesture Hand Interface. An Empirical Evaluation of User Engagement Scale (UES)

Irma C. Landa-Avila and Maria-Luisa Cruz
<table>
<thead>
<tr>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Effect of Playing Factors and Playing History on Game Flow and Companion Levels for Online Pets</td>
<td>428</td>
</tr>
<tr>
<td><em>Elena Carolina Li and Ding-Bang Luh</em></td>
<td></td>
</tr>
<tr>
<td>Game Worlds and Creativity: The Challenges of Procedural Content Generation</td>
<td>443</td>
</tr>
<tr>
<td><em>Rafael Pereira de Araujo and Virginia Tiradentes Souto</em></td>
<td></td>
</tr>
<tr>
<td>Designing Game Controllers in a Mobile Device</td>
<td>456</td>
</tr>
<tr>
<td><em>Leonardo Torok, Mateus Pelegrino, Daniela Trevisan, Anselmo Montenegro, and Esteban Clua</em></td>
<td></td>
</tr>
<tr>
<td><strong>Designing the Virtual, Augmented and Tangible Experience</strong></td>
<td></td>
</tr>
<tr>
<td>The Importance of Specific Usability Guidelines for Robot User Interfaces</td>
<td>471</td>
</tr>
<tr>
<td><em>Julia Ramos Campana and Manuela Quaresma</em></td>
<td></td>
</tr>
<tr>
<td>Discounted Prototyping of Virtual Reality Solutions for Science Education</td>
<td>484</td>
</tr>
<tr>
<td><em>Ghislain Maurice Norbert Isabwe, Margrethe Synnøve Moxnes, and Marie Ristesund</em></td>
<td></td>
</tr>
<tr>
<td>A Natural Interaction VR Environment for Surgical Instrumentation Training</td>
<td>499</td>
</tr>
<tr>
<td><em>Adalberto Lopes, Antônio Harger, Felipe Breyer, and Judith Kelner</em></td>
<td></td>
</tr>
<tr>
<td>Visual and Interactive Concerns for VR Applications: A Case Study</td>
<td>510</td>
</tr>
<tr>
<td><em>Francimar Maciel, Alvaro Lourenço, Paulo Carvalho, and Paulo Melo</em></td>
<td></td>
</tr>
<tr>
<td>Algorithm Experimental Evaluation for an Occluded Liver with/without Shadow-Less Lamps and Invisible Light Filter in a Surgical Room</td>
<td>524</td>
</tr>
<tr>
<td><em>Hiroshi Noborio, Kaoru Watanabe, Masahiro Yagi, Shunsuke Ohira, and Katsunori Tachibana</em></td>
<td></td>
</tr>
<tr>
<td>Capturing a Surgical Area Using Multiple Depth Cameras Mounted on a Robotic Mechanical System</td>
<td>540</td>
</tr>
<tr>
<td><em>Masahiro Nonaka, Kaoru Watanabe, Hiroshi Noborio, Masatoshi Kayaki, and Kiminori Mizushino</em></td>
<td></td>
</tr>
<tr>
<td><em>Katsuhiko Onishi, Yohei Miki, Keishi Okuda, Masanao Koeda, and Hiroshi Noborio</em></td>
<td></td>
</tr>
<tr>
<td>A Comparative Usability Analysis of Virtual Reality Goggles</td>
<td>565</td>
</tr>
<tr>
<td><em>Ana Carol Pontes de França, Danilo Fernandes Vitorino, Aline de Oliveira Neves, Cristiane Nunes de Lima, and Marcelo Márrio Soares</em></td>
<td></td>
</tr>
</tbody>
</table>
Augmented Reality Navigation System for Robot-Assisted Laparoscopic Partial Nephrectomy ................................................................. 575
Atsushi Sengiku, Masanao Koeda, Atsuro Sawada, Jin Kono, Naoki Terada, Toshinari Yamasaki, Kiminori Mizushino, Takahiro Kunii, Katsuhiko Onishi, Hiroshi Noborio, and Osamu Ogawa

Laser Intensity Data Visualization for Laser Physics ....................... 585
Jee Ho Song, Han Sol Shin, Tae Jun Yu, and Kun Lee

A New Organ-Following Algorithm Based on Depth-Depth Matching and Simulated Annealing, and Its Experimental Evaluation. .......... 594
Kaoru Watanabe, Shogo Yoshida, Daiki Yano, Masanao Koeda, and Hiroshi Noborio

Development of a Surgical Knife Attachment with Proximity Indicators..... 608
Daiki Yano, Masanao Koeda, Katsuhiko Onishi, and Hiroshi Noborio

Wearables and Fashion Technology

TEA Band: An Interactive System to Aid Students with Autism Improve Their Social Interactions ......................................................... 621
Fernanda Bonnin and Victor M. Gonzalez

User Oriented Design Speculation and Implications for an Arm-Worn Wearable Device for Table-Top Role-Playing Games. ................. 636
Oğuz Turan Buruk and Oğuzhan Özcan

Critical and Speculative Wearables: Boundary Objects ................. 656
Patricia Flanagan

Melissa’s Concept Store: Physical Environment for Experience ......... 673
Stella Hermida and Adriano Bernardo Renzi

Wearables Design: Epistemic Cultures and Laboratory Performances .... 683
Valérie Lamontagne

The Grayman Project ................................................................. 704
Darien H. Lovell

Digital Humanities and Techno-Animism in Wearables:
A Case-Study-Based Collaborative Design Framework for Digitally-Ensouled Jewellery ......................................................... 719
Doros Polydorou, Kening Zhu, and Alexis Karkotis

Wearable Rhythms: Materials in Play ........................................ 737
Amy Winters

Author Index ........................................................................... 747
**Contents – Part III**

### Information Design

- An Interactive Behavior-Based Hierarchical Design Method for Form Hints .......................... 3  
  *Cao Huai and Zhou Qi*

- Usability Modeling of Academic Search User Interface ......................... 16  
  *Tsangyao Chen and Melissa Gross*

- The Influence of Task-Oriented Human-Machine Interface Design on Usability Objectives ............................ 31  
  *Julia N. Czerniak, Christopher Brandl, and Alexander Mertens*

- ViVid: A Video Feature Visualization Engine .................................... 42  
  *Jianyu Fan, Philippe Pasquier, Luciane Maria Fadel, and Jim Bizzocchi*

- Comparison of Circle and Dodecagon Clock Designs for Visualizing 24-Hour Cyclical Data ...................... 54  
  *Chen Guo, Shuang Wei, Mingran Li, Zhenyu Cheryl Qian, and Yingjie Victor Chen*

- Design of Tooltips for Data Fields: A Field Experiment of Logging Use of Tooltips and Data Correctness ............................ 63  
  *Helene Isaksen, Mari Iversen, Jens Kaasbøll, and Chipo Kanjo*

- The Application of Multi-view and Multi-task Learning for On-Board Interaction Design Based on Visual Selection ............................ 79  
  *Bin Jiang, JiangHui Ma, and Di Zhou*

- Research on the Experience Design of Chinese Knowledge Sharing in the Information Age ............................ 94  
  *Wenkui Jin, Renke He, and Xinxin Sun*

- The Effect of Video Loading Symbol on Waiting Time Perception ............. 105  
  *Woojoo Kim and Shuping Xiong*

- Research on Image Emotional Semantic Retrieval Mechanism Based on Cognitive Quantification Model .................. 115  
  *Tian Liang, Liqun Zhang, and Min Xie*

- A Recommender System for Political Information Filtering .................... 129  
  *Kevin Lim, Chunghwan Kim, Gangsan Kim, and Hyebong Choi*
Look at My Face: A New Home Screen User Interface ............................... 146

Young Hoon Oh and Da Young Ju

Understanding the User

Extending the Concept of User Satisfaction in E-Learning Systems from ISO/IEC 25010 ................................................................. 167

Andrés F. Aguirre, Ángela Villareal-Freire, Rosa Gil, and César A. Collazos

The International Effect of the Convention on Rights of Persons with Disabilities on Access in Society and Information ............................. 180

Leo Baldiga, Jacob Gattuso, Sophia Baker, Holly Gruber, and Phillip J. Deaton

Coffee Cup Reading as an Inspiration for Looking into Augmented Mugs in Social Interaction .............................................................. 199

Ahmet Börütecene, İdil Bostan, Gülben Şanlı, Çağlar Genç, Tilbe Göksun, and Oğuzhan Özcan

A LifeLike Experience to Train User Requirements Elicitation Skills ......... 219

Silvia De Ascaniis, Lorenzo Cantoni, Erkki Sutinen, and Robert Talling

Comfortable Subjective Duration and User Experience of Face Recognition ................................................................. 238

Tingting Gan and Chengqiang Yi

Taiwanese People’s Wayfinding Personas and Tool Preferences ............... 249

Chih-Wei Joy Lo, Chia-Ning Liao, I-Ping Chen, and Tsuei-Ju Hsieh

The Role of Narrative Transportation Experience in Design Communication ................................................................. 265

Qiong Peng and Jean-Bernard Martens

A Requirements Engineering Process for User Centered IT Services – Gathering Service Requirements for the University of the Future ............ 275

Dominik Rudolph, Anne Thoring, Christian Remfert, and Raimund Vogl

Understanding Voting Barriers to Access for Americans with Low Literacy Skills ................................................................. 294

Kathryn Summers, Jonathan Langford, Caitlin Rinn, Joel Stevenson, Emily Rhodes, Jaime Lee, and Rachel Sherard

Bifurcating the User .......................................................................... 313

Nicholas True, Shad Gross, Chelsea Linder, Amber McAlpine, and Sri Putrevu

The Challenges Found in the Access to Digital Information by People with Visual Impairment ............................................................. 330

Karolina Vieira da Silva Bastos and Ivette Kaufre Muñoz
How the Inhabited Space Helps Consumers Customize Good Products . . . . . 347
Liang Zhou and Kanliang Wang

**DUXU for Children and Young Users**

*Teenagers’ Destination Website Navigation. A Comparison Among
Eye-Tracking, Web Analytics, and Self-declared Investigation* . . . . . . . . 359
*Edoardo Cantoni, Elena Marchiori, and Lorenzo Cantoni*

Using Storytelling to Support the Education of Deaf Children:
*A Systematic Literature Review* . . . . . . . . . . . . . . . . . . . . . . . . . . 371
*Leandro Flórez Aristizábal, Sandra Cano, and César Collazos*

Research on Online Education Products Designed for Chinese Young
*Women’s Interest Development* . . . . . . . . . . . . . . . . . . . . . . . . . . 383
*Xuan Li, Jingya Zhang, Qijun Chen, Nan Wang, and Yi Yang*

Technology as an Extension of the Self: Socialising Through Technology
*for Young People with Autism* . . . . . . . . . . . . . . . . . . . . . . . . . . 393
*Lye Ee Ng*

Service Design for Improving Adolescents’ Cyber Language Habit . . . . . 403
*Jae Sun Yi, Chanmi Jeon, and Yeji Yu*

Let’s Play (While Far Away)! Using Technology to Mediate Remote
*Playdates for Children with Autism* . . . . . . . . . . . . . . . . . . . . . . . . 415
*Annuska Zolyomi, Ankitha Bharadwaj, and Jaime Snyder*

**DUXU for Art, Culture, Tourism and Environment**

Perception of Source Credibility Within Touristic Virtual Communities:
*A Cross-Generational Examination* . . . . . . . . . . . . . . . . . . . . . . . . 435
*Aleksander Groth, Giulietta Constantini, and Stephan Schlögl*

Gender Differences in Tourism Website Usability: An Empirical Study . . . . 453
*Zhao Huang and Liu Yuan*

Energy UX: Leveraging Multiple Methods to See the Big Picture . . . . . . 462
*Beth Karlin, Sena Koleva, Jason Kaufman, Angel Sanguinetti,
Rebecca Ford, and Colin Chan*

Optimizing User Interface Design and Interaction Paths for a Destination
*Management Information System* . . . . . . . . . . . . . . . . . . . . . . . . . 473
*Dimitri Keil, Wolfram Höpken, Matthias Fuchs, and Maria Lexhagen*

Modeling a Systematic-Innovation Approach for Green Product Design . . . 488
*Yao-Tsung Ko, Meng-Cong Zheng, and Chi-Hung Lo*
Cultural Calibration: Technology Design for Tourism Websites ............. 501
   Emanuele Mele and Erkki Sutinen

“deBallution” - A Prototype of Interactive Artwork Based
on Cultural Heritage .................................................. 514
   Je-ho Oh, So-young Kim, Yun Tae Nam, and Chung-kon Shi

Research on the Design of Nanjing Museum Cultural and Creative
Product from the Perspective of Experience .................................. 529
   Xinxin Sun, Wenkui Jin, and Chao Li

An Exploratory Case Study into Curatorial Intervention Within the Context
of HCI ............................................................... 540
   Deborah Turnbull Tillman, Jorge Forseck, and Mari Velonaki

**DUXU Practice and Case Studies**

The Role of UX in Government System Expansion ............................ 559
   Fuad Abujarad, Ian O’Bara, Sarah J. Swierenga, and Eric D. Ratle

Pervasive Information Architecture and Media Ecosystem: A Brazilian
Video on Demand User Experience ........................................ 570
   Luiz Agner, Barbara Jane Necyk, and Adriano Bernardo Renzi

Simplified Thermal Comfort Evaluation on Public Busses
for Performance Optimization .................................................. 581
   Guilherme Valle Loures Brandão, Wilian Daniel Henriques do Amaral,
   Caio Augusto Rabite de Almeida, and Jose Alberto Barroso Castañon

Shaping the Experience of a Cognitive Investment Adviser .................. 594
   Heloisa Candello, Claudio Pinhanez, David Millen,
   and Bruna Daniele Andrade

User Experience Evaluation for User Interface Redesign: A Case Study
on a Bike Sharing Application ................................................. 614
   Jonas Forte and Ticianne Darin

Teleconsultation Process for Physicians Working with ASD Patients:
Insights from a Usability Evaluation ........................................ 632
   Jennifer Ismirle, Hannah Klautke, Sarah J. Swierenga,
   and Lauren O’Connell

Visual Standards for Southern California Tsunami Evacuation Information:
Applications of Information Design in Disaster Risk Management ........ 645
   Claudine Jaenichen and Steve Schandler
<table>
<thead>
<tr>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>SmartPA: An Electronic Solution for Secure Prior Authorization Processing</td>
<td>664</td>
</tr>
<tr>
<td>Ramandeep Kaur, Patricia Morreale, and Marvin Andujar</td>
<td></td>
</tr>
<tr>
<td>Research on the Cognitive Evaluation Method of Subway Signs Design in the Aging Society</td>
<td>677</td>
</tr>
<tr>
<td>Jian Liu, Jian Dai, Yanrui Qu, Zhenwei You, Xiaochun Wang, and Junfeng Cui</td>
<td></td>
</tr>
<tr>
<td>Developing an ATM Interface Using User-Centered Design Techniques</td>
<td>690</td>
</tr>
<tr>
<td>Arturo Moquillaza, Edward Molina, Edilson Noguera, Leidi Enriquez, Adrián Muñoz, Freddy Paz, and César Collazos</td>
<td></td>
</tr>
<tr>
<td>Challenges to Patient Experience: Documenting Evidence-Based Practice in the Family Health Center</td>
<td>702</td>
</tr>
<tr>
<td>Dawn S. Opel and William Hart-Davidson</td>
<td></td>
</tr>
<tr>
<td>The Labor Judicial Expert from Sergipe State, Brazil and Propositions of Use of Tools Ergonomic in the Sustenance of Causal Connections in Disturbances Bone-Muscle</td>
<td>713</td>
</tr>
<tr>
<td>Marcos André Santos Guedes, Maria Goretti Fernandes, and Marcelo Marcio Soares</td>
<td></td>
</tr>
<tr>
<td>The Open University of the Unified Health System in Brazil (UNA-SUS/UFMA): Identification and Hierarchization of Problems in Distance Learning Courses</td>
<td>724</td>
</tr>
<tr>
<td>Carla Galvão Spinillo, Stephanie Padovani, Kelli C.A.S. Smythe, Juliana Bueno, and Ana Emília Figueiredo de Oliveira</td>
<td></td>
</tr>
<tr>
<td>Case Study: Building UX Design into Citizen Science Applications</td>
<td>740</td>
</tr>
<tr>
<td>Brian Traynor, Tracy Lee, and Danah Duke</td>
<td></td>
</tr>
<tr>
<td>Participatory Design in the Development of a Smart Pedestrian Mobility Device for Urban Spaces</td>
<td>753</td>
</tr>
<tr>
<td>Wiktoria Wilkowska, Katrin Arning, and Martina Zieflė</td>
<td></td>
</tr>
<tr>
<td>Service Design for Inter Floor Noise Problem: Using a Floor Noise Reduction Device Technology and Network System in Apartment Complex</td>
<td>773</td>
</tr>
<tr>
<td>Jae Sun Yi, Seona Kim, and Hahyeon Sung</td>
<td></td>
</tr>
<tr>
<td>Analysis of Users’ Mental Model and Expectations from Usability and Information Design Point of View in e-Contracts: A Case of Hotel Reservation</td>
<td>784</td>
</tr>
<tr>
<td>Renata Zappelli Marzullo, André Ribeiro Oliveira, and Adriano Bernardo Renzi</td>
<td></td>
</tr>
</tbody>
</table>

**Author Index** | 805
Design, User Experience, and Usability: Theory, Methodology, and Management
Marcus, A.; Wang, W. (Eds.)
2017, XXXI, 792 p. 288 illus., Softcover
ISBN: 978-3-319-58633-5