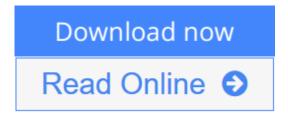# Human-Computer Interaction in the New Millennium

By John M. Carroll

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The more than 25 essays in this volume consider the social implications of advanced human-computer interaction. They look at revolutionary interfaces for multimedia, hypermedia, collaboration, virtual environments, and ubiquitous computing.

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Editorial Review

From the Inside Flap

Human-Computer Interaction (HCI) has been a focal area for innovative multidisciplinary computing research and development during the past twenty-five years. As we contemplate the dawn of a new millennium, we should ask where the HCI project is going. What are the critical technical challenges and opportunities that will define HCI research and development work beyond the year 2000? What are the approaches that will sustain and enhance the vitality and effectiveness of HCI in this new era? How will HCI be different from and similar to what it is today? These questions can be addressed with respect to HCI taken broadly, or with respect to specific subdomains within HCI.

In spring of 1998, Jonathan Grudin, editor of ACM Transactions on Computer-Human Interaction, and Tom Moran, editor of Human-Computer Interaction, suggested a coordinated special issue project celebrating "Human-Computer Interaction in the New Millennium." Since I serve on both editorial boards, and perhaps more importantly, since I was unable to attend this meeting, I was asked to coordinate the project.

In the late spring an initial call for papers was circulated for the Transactions. About 50 research groups expressed initial interest, and in the end, 30 papers were submitted for the January 1999 deadline. Thirteen associate editors of the Transactions--Joelle Coutaz, Paul Dourish, Wayne Gray, Jim Hollan, Scott Hudson, Hiroshi Ishii, Robert Jacob, Sirkka Jarvenpaa, Allan MacLean, Brad Myers, Bonnie Nardi, Randy Pausch, and I--helped to manage the review process. The result was a double special issue of the Transactions in March and June of 2000. The ten papers from that double special issue are included here, with some revision to make them briefer and more accessible to a larger audience.

In February 1999, the Human-Computer Interaction Consortium held a workshop on research visions and directions for the new millennium. A special issue of the Human-Computer Interactions was organized from the papers presented at this workshop. It was edited by Wendy Kellogg, Clayton Lewis, and Peter Polson. The five papers from that special issue are also included here. Human-Computer Interactions has a tradition of presenting rather lengthy and comprehensive papers. I thank this group of authors in particular for heroic revision efforts--in a couple cases, excellent papers were cut to less than half their original length, and their excellence was preserved!

I think both of the journal special issue projects were highly successful. But journal projects are always limited by what papers happen to be submitted. I solicited 14 papers in addition to the 15 special issue papers from the two journals, to help balance content, though frankly, even 29 papers cannot begin to cover the scope of human-computer interaction. I thank this group of authors for writing to my half-baked specifications with such creativity and good nature.

John M. Carroll
Department of Computer Science
Center for Human-Computer Interaction
Virginia Tech

From the Back Cover

Human-computer interaction (HCI) has long been a focal area for innovative, multidisciplinary computing research and development. At the dawn of a new millennium, it is time to ask where this increasingly important field is going. What are the critical technical challenges and opportunities that will define HCI work in the years to come? What are the approaches that will sustain and enhance the vitality and effectiveness of HCI? In what ways will HCI differ from what it is today?

In this unique book, John M. Carroll, himself a prominent contributor to HCI understanding, presents answers to these questions from a number of leaders in the field. Half of the chapters are based on articles that first appeared in special issues of *ACM Transactions on Computer-Human Interaction* and *Human-Computer Interaction,* revised and rewritten for a broader audience. The other half are original contributions, describing some of the latest work being done in HCI and providing a striking vision of the future. No single volume could cover the entire scope of HCI, but these selected writings will give you a good glimpse of the energy and creativity now driving HCI forward.

Topics covered include:

- The influence of the cognitive sciences on HCI
- Usability engineering, including both measurement and design
- Addressing interface concerns earlier in the development process; participatory design
- New user interface software tools for speech and voice, immersive displays, and position-sensing controls
- New interfaces and methodologies for supporting collaboration
- Interfaces that support navigation through vast amounts of information
- Situated computing and the integration of computers with real environments
- Learner-centered design; community computing
- Social and societal impacts

Whether you are a specialist in HCI, a software designer or developer, or simply a curious computer user, you will find here a wealth of interesting and stimulating ideas on the future of our interactions with computers.

About the Author

John M. Carroll, Ph.D., is Professor of Computer Science, Education, and Psychology at Virginia Polytechnic Institute and State University, where he is also the director of the Center for Human-Computer Interaction. Dr. Carroll has written more than 250 technical papers, presented numerous conference plenary addresses, and authored or edited 14 books. He serves on editorial boards for a variety of journals and handbooks.

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