

International Workshop on:

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Web Usability and Accessibility (IWWUA)



co-located with the 8th International Conference on Web Information Systems Engineering (WISE), December 3-7, 2007, Nancy, France

December 3, 2007

Nancy, France

<http://gplsi.dlsi.ua.es/congresos/iwwua07>

This workshop is aimed at bringing together professionals and researchers who are interested in discussing recent trends and perspectives in Web usability and accessibility. The main purpose is to assess the effectiveness of existing approaches for Web usability and accessibility evaluation. These include, but are not limited to: review guidelines, usability models, usability evaluation methods, usability checkers, accessibility verifiers, logging tools, automatic metric capture tools, statistical tools, etc. This assessment will allow participants to gain insight into the state-of-the-art in usability and accessibility for the Web. Discussions are planned to classify the existing works along dimensions in order to identify gaps in the existing evaluation practices that will lead to topics for further research. An issue of particular importance is when and how usability should be integrated into a well-defined Web development process.

Topics of Interest

We invite contributions, which discuss methodological, technical and theoretical aspects of usability and accessibility for Web applications. Relevant topics include, but are not limited to:

- Usability factors, criteria, metrics, patterns, and recommendations
- Ergonomic/HCI criteria and principles for the Web
- Usability and accessibility guidelines
- Usability criteria for Web vertical domains (e.g., e-commerce, e-government, e-learning)
- Usability of Web services
- Integration of usability methods in Web development processes
- Early usability evaluation (e.g., based on navigational models, abstract Web UIs, etc.)
- Usability testing for the Web
- Evaluation of Web user's performance and satisfaction
- Model-based evaluation for Web usability and accessibility
- Tools for automatic evaluation of Web usability and accessibility
- Usability evaluation of multimodal Web applications
- Comparative analysis of usability/accessibility metrics
- Theoretical/empirical validation of usability/accessibility metrics
- Empirical studies

Motivation

According to recent studies, an estimated 90% of Web sites and applications suffer from usability and/or accessibility problems. As user satisfaction has increased in importance, the need for usable Web applications has become more critical. To achieve Web usability for a Web product (e.g., a service, a model, a running application, a portal), the attributes of Web artifacts must be clearly defined. Otherwise, assessment of usability is left to the intuition or the responsibility of people who are in charge of the process. In this sense, usability models (describing all the usability sub-characteristics, attributes and their relationships) should be built and Usability Evaluation Methods (UEMs) should be used during requirements, design and implementation stages based on these usability models. Another major challenge in industry today is to make the Web more usable for everybody, including those with disabilities.

Since there is no general method for evaluating the usability and accessibility of a Web application in all circumstances, the workshop can clarify several concerns such as the following:

- What are the shortcomings of existing approaches for Web usability and accessibility evaluation?
- How can the Web application usability be decomposed into a set of measurable attributes? For example, the ISO 9126 standard decomposes usability into five sub-characteristics. The standard does not specify how these sub-characteristics can be effectively measured.
- What is the suitability of existing UEMs to evaluate Web interfaces?
- What are the specific usability criteria for Web artifacts? To what extent do they depend on the family of applications under consideration?
- How can we broaden accessibility evaluation to involve people with disabilities? Does it provide a more effective solution than merely conforming to accessibility standards?
- What are the strengths and weaknesses of tools for automated evaluation? For example, many tools are based on accessibility guidelines, but vary in their interpretation of guidelines.

Submission

Authors are invited to submit papers of a maximum length of 12 pages. These papers should clearly emphasize the issues relevant to the workshop. Submissions will be then evaluated according to the relevance and originality of the work, and their ability to stimulate the discussion at the workshop.

The format of submitted papers must follow the Springer-Verlag LNCS standard paper format (<http://www.springer.de>) and be submitted electronically in PDF format at <https://chair.dlsi.ua.es/webchair/inicial.php?id=14>.

Important Dates

Submission of papers: July 15, 2007
Notification of acceptance: August 15, 2007
Camera-ready papers: September, 3

Publication

All papers accepted for the workshop will be published by Springer-Verlag in the Lecture Notes in Computer Science (LNCS) series, as a separate volume for the WISE workshops. Selected papers will also be invited to submit an extended version to a special issue of the Journal of Web Engineering (pending approval).



Workshop Co-chairs

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