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Aaron Marcus · Elizabeth Rosenzweig (Eds.)

Design, User Experience, and Usability

Design for Contemporary Interactive Environments

9th International Conference, DUXU 2020

Held as Part of the 22nd HCI International Conference, HCII 2020

Copenhagen, Denmark, July 19–24, 2020

Proceedings, Part II



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Foreword

The 22nd International Conference on Human-Computer Interaction, HCI International 2020 (HCII 2020), was planned to be held at the AC Bella Sky Hotel and Bella Center, Copenhagen, Denmark, during July 19–24, 2020. Due to the COVID-19 coronavirus pandemic and the resolution of the Danish government not to allow events larger than 500 people to be hosted until September 1, 2020, HCII 2020 had to be held virtually. It incorporated the 21 thematic areas and affiliated conferences listed on the following page.

A total of 6,326 individuals from academia, research institutes, industry, and governmental agencies from 97 countries submitted contributions, and 1,439 papers and 238 posters were included in the conference proceedings. These contributions address the latest research and development efforts and highlight the human aspects of design and use of computing systems. The contributions thoroughly cover the entire field of human-computer interaction, addressing major advances in knowledge and effective use of computers in a variety of application areas. The volumes constituting the full set of the conference proceedings are listed in the following pages.

The HCI International (HCII) conference also offers the option of “late-breaking work” which applies both for papers and posters and the corresponding volume(s) of the proceedings will be published just after the conference. Full papers will be included in the “HCII 2020 - Late Breaking Papers” volume of the proceedings to be published in the Springer LNCS series, while poster extended abstracts will be included as short papers in the “HCII 2020 - Late Breaking Posters” volume to be published in the Springer CCIS series.

I would like to thank the program board chairs and the members of the program boards of all thematic areas and affiliated conferences for their contribution to the highest scientific quality and the overall success of the HCI International 2020 conference.

This conference would not have been possible without the continuous and unwavering support and advice of the founder, Conference General Chair Emeritus and Conference Scientific Advisor Prof. Gavriel Salvendy. For his outstanding efforts, I would like to express my appreciation to the communications chair and editor of HCI International News, Dr. Abbas Moallem.

July 2020

Constantine Stephanidis

HCI International 2020 Thematic Areas and Affiliated Conferences

Thematic areas:

- HCI 2020: Human-Computer Interaction
- HIMI 2020: Human Interface and the Management of Information

Affiliated conferences:

- EPCE: 17th International Conference on Engineering Psychology and Cognitive Ergonomics
- UAHCI: 14th International Conference on Universal Access in Human-Computer Interaction
- VAMR: 12th International Conference on Virtual, Augmented and Mixed Reality
- CCD: 12th International Conference on Cross-Cultural Design
- SCSM: 12th International Conference on Social Computing and Social Media
- AC: 14th International Conference on Augmented Cognition
- DHM: 11th International Conference on Digital Human Modeling and Applications in Health, Safety, Ergonomics and Risk Management
- DUXU: 9th International Conference on Design, User Experience and Usability
- DAPI: 8th International Conference on Distributed, Ambient and Pervasive Interactions
- HCIBGO: 7th International Conference on HCI in Business, Government and Organizations
- LCT: 7th International Conference on Learning and Collaboration Technologies
- ITAP: 6th International Conference on Human Aspects of IT for the Aged Population
- HCI-CPT: Second International Conference on HCI for Cybersecurity, Privacy and Trust
- HCI-Games: Second International Conference on HCI in Games
- MobiTAS: Second International Conference on HCI in Mobility, Transport and Automotive Systems
- AIS: Second International Conference on Adaptive Instructional Systems
- C&C: 8th International Conference on Culture and Computing
- MOBILE: First International Conference on Design, Operation and Evaluation of Mobile Communications
- AI-HCI: First International Conference on Artificial Intelligence in HCI

Conference Proceedings Volumes Full List

1. LNCS 12181, Human-Computer Interaction: Design and User Experience (Part I), edited by Masaaki Kurosu
2. LNCS 12182, Human-Computer Interaction: Multimodal and Natural Interaction (Part II), edited by Masaaki Kurosu
3. LNCS 12183, Human-Computer Interaction: Human Values and Quality of Life (Part III), edited by Masaaki Kurosu
4. LNCS 12184, Human Interface and the Management of Information: Designing Information (Part I), edited by Sakae Yamamoto and Hirohiko Mori
5. LNCS 12185, Human Interface and the Management of Information: Interacting with Information (Part II), edited by Sakae Yamamoto and Hirohiko Mori
6. LNAI 12186, Engineering Psychology and Cognitive Ergonomics: Mental Workload, Human Physiology, and Human Energy (Part I), edited by Don Harris and Wen-Chin Li
7. LNAI 12187, Engineering Psychology and Cognitive Ergonomics: Cognition and Design (Part II), edited by Don Harris and Wen-Chin Li
8. LNCS 12188, Universal Access in Human-Computer Interaction: Design Approaches and Supporting Technologies (Part I), edited by Margherita Antona and Constantine Stephanidis
9. LNCS 12189, Universal Access in Human-Computer Interaction: Applications and Practice (Part II), edited by Margherita Antona and Constantine Stephanidis
10. LNCS 12190, Virtual, Augmented and Mixed Reality: Design and Interaction (Part I), edited by Jessie Y. C. Chen and Gino Fragomeni
11. LNCS 12191, Virtual, Augmented and Mixed Reality: Industrial and Everyday Life Applications (Part II), edited by Jessie Y. C. Chen and Gino Fragomeni
12. LNCS 12192, Cross-Cultural Design: User Experience of Products, Services, and Intelligent Environments (Part I), edited by P. L. Patrick Rau
13. LNCS 12193, Cross-Cultural Design: Applications in Health, Learning, Communication, and Creativity (Part II), edited by P. L. Patrick Rau
14. LNCS 12194, Social Computing and Social Media: Design, Ethics, User Behavior, and Social Network Analysis (Part I), edited by Gabriele Meiselwitz
15. LNCS 12195, Social Computing and Social Media: Participation, User Experience, Consumer Experience, and Applications of Social Computing (Part II), edited by Gabriele Meiselwitz
16. LNAI 12196, Augmented Cognition: Theoretical and Technological Approaches (Part I), edited by Dylan D. Schmorrow and Cali M. Fidopiastis
17. LNAI 12197, Augmented Cognition: Human Cognition and Behaviour (Part II), edited by Dylan D. Schmorrow and Cali M. Fidopiastis

18. LNCS 12198, Digital Human Modeling and Applications in Health, Safety, Ergonomics and Risk Management: Posture, Motion and Health (Part I), edited by Vincent G. Duffy
19. LNCS 12199, Digital Human Modeling and Applications in Health, Safety, Ergonomics and Risk Management: Human Communication, Organization and Work (Part II), edited by Vincent G. Duffy
20. LNCS 12200, Design, User Experience, and Usability: Interaction Design (Part I), edited by Aaron Marcus and Elizabeth Rosenzweig
21. LNCS 12201, Design, User Experience, and Usability: Design for Contemporary Interactive Environments (Part II), edited by Aaron Marcus and Elizabeth Rosenzweig
22. LNCS 12202, Design, User Experience, and Usability: Case Studies in Public and Personal Interactive Systems (Part III), edited by Aaron Marcus and Elizabeth Rosenzweig
23. LNCS 12203, Distributed, Ambient and Pervasive Interactions, edited by Norbert Streitz and Shin'ichi Konomi
24. LNCS 12204, HCI in Business, Government and Organizations, edited by Fiona Fui-Hoon Nah and Keng Siau
25. LNCS 12205, Learning and Collaboration Technologies: Designing, Developing and Deploying Learning Experiences (Part I), edited by Panayiotis Zaphiris and Andri Ioannou
26. LNCS 12206, Learning and Collaboration Technologies: Human and Technology Ecosystems (Part II), edited by Panayiotis Zaphiris and Andri Ioannou
27. LNCS 12207, Human Aspects of IT for the Aged Population: Technologies, Design and User Experience (Part I), edited by Qin Gao and Jia Zhou
28. LNCS 12208, Human Aspects of IT for the Aged Population: Healthy and Active Aging (Part II), edited by Qin Gao and Jia Zhou
29. LNCS 12209, Human Aspects of IT for the Aged Population: Technology and Society (Part III), edited by Qin Gao and Jia Zhou
30. LNCS 12210, HCI for Cybersecurity, Privacy and Trust, edited by Abbas Moallem
31. LNCS 12211, HCI in Games, edited by Xiaowen Fang
32. LNCS 12212, HCI in Mobility, Transport and Automotive Systems: Automated Driving and In-Vehicle Experience Design (Part I), edited by Heidi Krömker
33. LNCS 12213, HCI in Mobility, Transport and Automotive Systems: Driving Behavior, Urban and Smart Mobility (Part II), edited by Heidi Krömker
34. LNCS 12214, Adaptive Instructional Systems, edited by Robert A. Sottilare and Jessica Schwarz
35. LNCS 12215, Culture and Computing, edited by Matthias Rauterberg
36. LNCS 12216, Design, Operation and Evaluation of Mobile Communications, edited by Gavriel Salvendy and June Wei
37. LNCS 12217, Artificial Intelligence in HCI, edited by Helmut Degen and Lauren Reinerman-Jones

38. CCIS 1224, HCI International 2020 Posters - Part I, edited by Constantine Stephanidis and Margherita Antona
39. CCIS 1225, HCI International 2020 Posters - Part II, edited by Constantine Stephanidis and Margherita Antona
40. CCIS 1226, HCI International 2020 Posters - Part III, edited by Constantine Stephanidis and Margherita Antona

<http://2020.hci.international/proceedings>



9th International Conference on Design, User Experience, and Usability (DUXU 2020)

Program Board Chairs: Aaron Marcus, Aaron Marcus and Associates, USA, and Elizabeth Rosenzweig, World Usability Day and Bentley User Experience Center, USA

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The full list with the Program Board Chairs and the members of the Program Boards of all thematic areas and affiliated conferences is available online at:

<http://www.hci.international/board-members-2020.php>



HCI International 2021

The 23rd International Conference on Human-Computer Interaction, HCI International 2021 (HCII 2021), will be held jointly with the affiliated conferences in Washington DC, USA, at the Washington Hilton Hotel, July 24–29, 2021. It will cover a broad spectrum of themes related to Human-Computer Interaction (HCI), including theoretical issues, methods, tools, processes, and case studies in HCI design, as well as novel interaction techniques, interfaces, and applications. The proceedings will be published by Springer. More information will be available on the conference website: <http://2021.hci.international/>.

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