

SOCIAL RESPONSES TO COMPUTER TECHNOLOGY

INFO 300

Intellectual Foundations of Informatics

READINGS ON SOCIAL RESPONSES TO COMPUTER TECHNOLOGY (for lecture Thursday, November 7)

The readings below concern how the interface may elicit social responses – of behavior, emotions, and personality – from users. In your reading and note taking, consider how you might draw on these research findings to design a voice interface. In lab on Friday, you will work in teams to do such a design.

WRITE one question that you would like to ask Cliff Nass (imagine that he was in class with us) and a 1-2 paragraph discussion of your question. Email your question and response to me (batya@u.washington.edu) in the body of an email message no later than 5 PM on Wednesday, November 6. I'll use your questions to structure some of our class discussion.

Nass, C., Moon, Y., Morkes, J., Kim, E., & Fogg, B. J. (1997). Computers are social actors: A review of current research. In B. Friedman (Ed.), *Human Values and the Design of Computer Technology* (pp. 137-162). Cambridge: Cambridge University Press.

Eisenberg, A. (2000, October 20). Mars and Venus, online. *New York Times*, p. D1, D11.

Reeves, B., & Nass, C. (2000). Perceptual bandwidth. *Communications of the ACM*, 43, 3, 65-70.

What Will Be. Chapter 3: Where person meets machine (pp. 55-80).

Picard, R. W. (2000). Affective perception. *Communications of the ACM*, 43, 3, 50-51.

Kahn, P. H., Jr., Friedman, B., and Hagman, J. (2002). "I care about him as a pal": Conceptions of robotic pets in online AIBO discussion forums. *Extended Abstracts of CHI 2002* (p. 632 – 633).