Contents

Acknowledgments xi
The Editors xiii
Contributors xv

Chapter 1  Human-Computer Etiquette: Should Computers Be Polite?
CAROLINE C. HAYES AND CHRISTOPHER A. MILLER 1

PART 1  Etiquette and Multicultural Collisions

Chapter 2  As Human-Computer Interactions Go Global
HELEN ALTMAN KLEIN, KATHERINE LIPPA, AND MEI-HUA LIN 15

Chapter 3  Etiquette to Bridge Cultural Faultlines:
Cultural Faultlines in Multinational Teams: Potential for Unintended Rudeness
KIP SMITH, REGO GRANLUND, AND IDA LINDGREN 35
CONTENTS

PART II INTRODUCING ETIQUETTE AND CULTURE INTO SOFTWARE

CHAPTER 4 COMPUTATIONAL MODELS OF ETIQUETTE AND CULTURE
PEGGY WU, CHRISTOPHER A. MILLER, HARRY FUNK, AND VANESSA VIKILI

CHAPTER 5 THE ROLE OF POLITENESS IN INTERACTIVE EDUCATIONAL SOFTWARE FOR LANGUAGE TUTORING
W. LEWIS JOHNSON AND NING WANG

CHAPTER 6 DESIGNING FOR OTHER CULTURES: LEARNING TOOLS DESIGN IN THE NASA AMERINDIAN CONTEXT
SANTIAGO RUANO RINCÓN, GILLES COPPIN, ANNABELLE BOUTET, FRANCK POIRIER, AND TULIO ROJAS CURIEUX

PART III ETIQUETTE AND DEVELOPMENT OF TRUST

CHAPTER 7 NETWORK OPERATIONS: DEVELOPING TRUST IN HUMAN AND COMPUTER AGENTS
MARK T. DZINDOLET, HALL P. BECK, AND LINDA G. PIERCE

CHAPTER 8 ETIQUETTE IN DISTRIBUTED GAME-BASED TRAINING: COMMUNICATION, TRUST, COHESION
JAMES P. BLISS, JASON P. KRING, AND DONALD R. LAMPTON

PART IV ANTHROPOMORPHISM: COMPUTER AGENTS THAT LOOK OR ACT LIKE PEOPLE

CHAPTER 9 ETIQUETTE IN MOTIVATIONAL AGENTS: ENGAGING USERS AND DEVELOPING RELATIONSHIPS
TIMOTHY BICKMORE

CHAPTER 10 ANTHROPOMORPHISM AND SOCIAL ROBOTS: SETTING ETIQUETTE EXPECTATIONS
TAO ZHANG, BIWEN ZHU, AND DAVID B. KABER
PART V  Understanding Humans: Physiological and Neurological Indicators

Chapter 11  The Social Brain: Behavioral, Computational, and Neuroergonomic Perspectives  263
EWART DE VISSER AND RAJA PARASURAMAN

Chapter 12  Etiquette Considerations for Adaptive Systems that Interrupt: Cost and Benefits  289
MICHAEL C. DORNEICH, SANTOSH MATHAN, STEPHEN WHITLOW, PATRICIA MAY VERVERS, AND CAROLINE C. HAYES

PART VI  The Future: Polite and Rude Computers as Agents of Social Change

Chapter 13  Etiquette-Based Sociotechnical Design  323
BRIAN WHITWORTH AND TONG LIU

Chapter 14  Politechnology: Manners Maketh Machine  351
P.A. HANCOCK

Chapter 15  Epilogue  363
CAROLINE C. HAYES AND CHRISTOPHER A. MILLER

Index  367