SIGDOC ‘20

A New Decade of Technology & Design

The 38th ACM International Conference on the Design of Communication

Virtually hosted by the University of North Texas | Denton, TX, USA | October 5-9, 2020
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Welcome from the Conference Chair

Stacey Pigg

Welcome to SIGDOC 2020!

If you’re reading this, you’ve already offered us your time, which we know is a precious gift. Thank you for making space for SIGDOC in your day, and we hope that we can offer you content and interaction that makes your visit worth it.

For me, SIGDOC has always stood out as a special place for mentorship and learning. It’s a place where the presentations themselves inspire, but the conversations around them create relationships that ensure conference motivation can move into action in everyday life.

This year, program chairs Daniel and Josie offered an exciting call focused on technology and design and extended their original focus to respond to two crucial exigences: pandemic-related communication and antiracist communication design. Local chairs Chris and Autumn have designed hospitable, Texas-style spaces for interaction for both industry and academic professionals around these themes. Finally, website manager Adam has worked tirelessly to make it all come together, along with Sonia supporting student research, Jordan supporting sponsorship, and Jason supporting our social media presence.

We hope you will watch and listen to the excellent presentation and proceedings content that contributors have shared, that you’ll engage with the Student Research Competition content to learn from our field’s emerging scholars, that you’ll leave questions and ideas for presenters in the comments section of their pages, that you’ll participate in our keynote and interactive sessions, and that you’ll check in on our Slack to converse in real-time with us and other attendees. If you have questions or become lost, we hope that you’ll reach out to us in our Slack help-desk so that we can help.

Of course, this is not the conference we imagined it would be when we began planning, but we hope that it’s one that offers you the connection, rejuvenation, and inspiration that are SIGDOC traditions. We look forward to learning with you.

Stacey Pigg
North Carolina State University
Welcome from the Local Chairs

Chris Lam & Autumn Hood

Greetings from Denton and UNT!

Although we can’t be together in person, we are certainly together in spirit. And although we aren’t able to host the event here at UNT, we’re hosting in spirit! Denton is not your typical city in Texas. Because of the two universities in town, we’re a diverse mix of folks from all walks of life. And we think that this year’s program reflects that. In particular, we have six local DFW UXers and communication professionals speaking at the Ignite Talk event on Friday.

Thanks for allowing us the opportunity to "host" this wonderful conference. As they say here in Texas, cheers y’all!

Chris Lam  
University of North Texas

Autumn Hood  
Sabre
Welcome from the Program Chairs

Josie Walwema & Daniel Hocutt

We welcome you to our virtual 2020 SIGDOC Conference, an event whose format we weren’t quite planning for. In some ways the mundane activities of putting together a conference program and preparing its proceedings ran parallel and adjacent to, rather than within, the context of a world turned upside-down by rage, contagion, and protest. Yet we were deeply embedded and affected by what was happening around us—lives upended by COVID-19, the brutal murders of Breonna Taylor and George Floyd, the ensuing protests for social justice across our nation and around the world! And yet we quietly and resolutely carried on with the work of planning the conference, inviting and receiving manuscripts for the proceedings, soliciting reviewers and feedback, and providing guidance on the kind of remote conference presentations we plan for our rescheduled, revamped SIGDOC 2020 conference.

Like each of you, we have our own stories about how this most remarkable and tragic summer made a difference in our lives. That difference extends back to conference preparation. Recognizing that we are not removed from events around us, we’re facilitating topical conversations and inviting you to lead us in sharing how your research agendas are changing in response to two topics: pandemic-related communication and antiracist and social justice activism. As communication designers and researchers, we’re in a unique position to understand that a pandemic is as much a communication emergency as it is a medical crisis. Similarly, communication is central to facilitating information exchange, mobilization, and coordination in protest movements. From this standpoint, we can influence the way we communicate about the pandemic. Similarly, we have opportunities to engage our communities as never before in acknowledging our country’s racism and in designing research that strives toward antiracist social justice. We’re eager to learn from you, and to share the good work that you’re doing.

Daniel L. Hocutt
University of Richmond

Josephine Walwema
University of Washington
Online Connections

Conference Website: sigdoc.acm.org/conference/2020

- Requires registration and login to access conference materials.
- Registrants should have received login information.
- Conference materials available starting Monday, October 5, 2020.
- Live online sessions will be hosted via Zoom. Links provided on the conference website, by email and calendar invitation.
- Previously recorded presentations available in text, audio, and video formats.
- Presentation discussion will be managed asynchronously using comments.

Slack: Use this link to join the SIGDOC 2020 Conference Workspace on Slack.

- We’ll use Slack for conference announcements and synchronous interaction.
- Channels:
  - #frontdesk: Where you’d go to find out where to go and what to do
  - #accessibility: Questions or issues
  - #announcements: What’s coming up in the conference
  - #editors: Related to the editors’ roundtable
  - #general: Anything about SIGDOC and the conference
  - #keynote: About the Women of Color in Computing Collaborative and their work
  - #networking: Informal connections
  - #program: Schedule and format
  - #sponsors: Focus on our sponsors
  - #src: Student research competition
  - #topical_convos: Related to topical conversations

Twitter: @sigdoc, #sigdoc20

- Use #sigdoc20 and tag @sigdoc to join the conversation
- SIGDOC’s Twitter feed: twitter.com/sigdoc

Facebook

- Feel free to tag the SIGDOC page for posts related to the conference. We understand that some conference goers may prefer the more moderated conversation space that Facebook offers.
- You can also watch the SIGDOC Facebook page (facebook.com/groups/ACMSIGDOC/) for announcements.

Registration Info

- Visit the Register page on the SIGDOC website: sigdoc.acm.org/conference/2020/register.
- The conference is free to SIGDOC members, and ACM members or unaffiliated individuals may register for a small fee.
- Registration will remain open through October 9, 2020.
Acknowledgements

Special thanks to all those who dedicated time and effort to reviewing proposals and papers and to helping plan SIGDOC 2020.

Proposal & Proceedings Reviewers

Keshab Acharya  
Godwin Agboka  
Dawn M. Armfield  
Rachel A. Atherton  
Joseph Bartolotta  
Matthew Beale  
Kristin Bivens  
Lillian Campbell  
Alison Cardinal  
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Stephanie Vie  
Douglas M. Walls  
Rebecca Walton  
Candice Welhausen

Student Research Competition Reviewers & Judges

Tim Amidon  
Kristin Bivens  
Alison Cardinal  
Daniel Carter  
Laura Gonzales  
Loel Kim  
Jack Labriola  
Andrew Mara  
Zsuzsanna Palmer  
Ehren Helmut  
Pflugfelder  
Johanna Phelps  
Sara Raffel  
Aimee Kendall  
Roundtree  
Sarah Singer  
Jason Swarts  
Michael Trice  
Gustav Verhulsdonck  
Candice Welhausen  
Quan Zhou
Conference Committee Members

Conference Chair: Stacey Pigg, North Carolina State University
Local Co-Chairs: Chris Lam, University of North Texas, and Autumn Hood, Senior UX Designer, Sabre
Program & Proceedings Co-Chairs: Josie Walwema, University of Washington, and Daniel Hocutt, University of Richmond
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Website Manager: Adam Strantz, Miami University of Ohio
Policy Against Harassment at ACM Activities


The open exchange of ideas is central to the Association for Computing Machinery’s mission. This requires an environment that embraces diversity and provides a safe, welcoming environment for all.

This policy applies to all ACM activities, including:

- conferences, symposia, workshops, and events sponsored, co-sponsored, or in cooperation with ACM any ACM SIG or Chapter or any other ACM subunit;
- ACM member meetings;
- exchanges among committees or other bodies associated with ACM activities publications and communications sent through communication channels associated with ACM, including social media.

Expected Behavior

We expect all participants in ACM activities to abide by this policy in all venues, including ancillary events and unofficial social gatherings:

- Exercise consideration and respect in your speech and actions;
- Refrain from demeaning, discriminatory, or harassing behavior and speech;
- Be mindful of your surroundings and of your fellow participants;
- Alert community leaders if you notice a dangerous situation, someone in distress, or violations of this policy, even if they seem inconsequential.

Unacceptable Behavior

Unacceptable at any ACM activity is:

Abuse: Any action directed at an individual that (a) interferes substantially with that person’s participation; or (b) causes that person to fear for his/her personal safety. This includes threats, intimidation, bullying, stalking, or other types of abuse.

Discriminatory Harassment: Any conduct that discriminates or denigrates an individual on the basis of race, ethnicity, religion, citizenship, nationality, age, sexual or gender identity, disability, or any other characteristic protected by law in the location where the ACM activity takes place.

Sexual Harassment: Unwelcome sexual advances, requests for sexual favors, or other verbal/physical conduct of a sexual nature. Examples include (but are not limited to):

Alert community leaders if you notice a dangerous situation, someone in distress, or violations of this policy, even if they seem inconsequential.

- unwelcome advances or propositions, particularly when one individual has authority over the other;
- inappropriate touching of an individual’s body;
- degrading or humiliating comments about an individual’s appearance;
- using an activity-related communication channel to display or distribute sexually explicit images or messages;
Unacceptable behaviors include, but are not limited to:

- intimidating, harassing, abusive, discriminatory, derogatory or demeaning speech or actions by any participant in ACM activities, at all related events and in one-on-one communications carried out in the context of ACM activities;
- offensive, degrading, humiliating, harmful, or prejudicial verbal or written comments or visual images related to gender, sexual orientation, race, religion, disability, age, appearance, or other personal characteristics;
- unwelcome sexual advances, requests for sexual favors, or other verbal/physical conduct of a sexual nature;
- inappropriate or gratuitous use of nudity, sexual images, or stereotyped images including using an activity-related communication channel to display or distribute sexually explicit or otherwise offensive or discriminatory images or messages;
- deliberate intimidation, stalking or following;
- harassing photography or recording;
- sustained disruption of talks or other events;
- unwelcome and uninvited attention or contact;
- physical assault (including unwelcome touch or groping);
- real or implied threat of physical harm;
- real or implied threat of professional or financial damage or harm.

Harassment can occur when there is no deliberate intention to offend. Be careful in the words that you choose. Harassment committed in a joking manner or disguised as a compliment still constitutes unacceptable behavior. Remember that sexist, racist, and other exclusionary jokes can be offensive to those around you.

Consequences of Unacceptable Behavior

If a participant in an ACM activity engages in prohibited behavior, ACM reserves the right to take any action ACM deems appropriate. ACM reserves the right to:

- remove an individual from any ACM activity without warning or refund;
- prohibit an individual from participating in future ACM activities, including publishing in ACM publications;
- exclude an individual from ACM leadership positions;
- exclude any individual from deriving other benefits from ACM activities;
- suspend or terminate membership in ACM.

Such sanctions may be applied regardless of whether or not the offender is a member of ACM.

Appropriate sanctions also will be taken toward any individual who knowingly makes a false allegation of harassment.

How to Report Unacceptable Behavior

Any individual who experiences harassment (as described above) at any ACM activity should follow the Procedures for Reporting Unacceptable Behavior.

This policy applies only to unacceptable behavior at ACM activities. Complaints regarding other issues should be addressed as described under the applicable ACM policy. For example, complaints about papers and
publications should be made under either ACM’s Code of Ethics and Professional Conduct or its Plagiarism Policy.

**Addressing Grievances**

If you feel you have been falsely or unfairly accused of violating this Policy Against Harassment at ACM Activities you should notify advocate@acm.org with a concise description of your grievance. Your grievance will be thoroughly investigated. Your grievance will be handled in accordance with our existing procedures.

**Warnings and Disclaimers**

This Policy Against Harassment at ACM Activities is not intended to limit open discussion of the merits of particular work or issues presented at ACM events. It applies only to behavior at ACM events and activities.

ACM assumes no liability or responsibility for the actions of any member or other activity participant.

ACM is not responsible for protecting the safety of members or participants in ACM activities. Any individual who feels his/her safety is at risk due to harassment or for any other reason is encouraged to take appropriate steps to ensure personal safety.

This Policy supersedes any policy or guidelines concerning harassment issued by ACM, or one of its Special Interest Groups, or any other ACM sub-unit.

There may be situations (such as those involving Title IX issues in the United States and venue- or employer-specific policies) where an on-site person who is informed of harassment will be under an obligation to file a report with an individual or organization outside of ACM.
SIGDOC Board Members

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2020 SIGDOC Best Paper Award

The SIGDOC Best Paper Award recognizes the best conference paper submitted to the Proceedings of the ACM International Conference on Design of Communication. Reviewers nominate papers after the second round of blind peer review, and the best paper is selected, also blindly, by the SIGDOC Executive and Conference Committees.

The SIGDOC Conference Committee is thrilled to announce that the 2020 Best Paper Award goes to “Migrants as Place-Makers: The Role of Technical Communicators in (re)Locating Place” by Gabriel Lorenzo Aguilar. In this paper, Aguilar investigates the role of technical communicators in determining where place could be made. Most discussions find place in locations that accommodate people through community functions, social interactions, and commercial exchanges; however, not much has been considered in how place is made through necessity. This paper applies place methodology to water stations for migrants left on the US-Mexico border by the organization Humane Borders. Humane Borders locates water barrels based on proximity to the border, migrant water consumption, and rates of vandalism of water stations. Overall, migrants can make place at water stations, decreasing the likelihood of water station relocation and increasing the chance of migrant hydration.

Two research questions organize this paper: How are technical communicators predicting the best location for a water station? How can technical communicators better predict the next location for a place and lessen the frequency of relocation if a water station does not become a place to migrants? Place and space methodology asks the field to consider migrants as interlocutors between place and technical communicator to better (re)locate water stations and lessen the frequency of relocation. These questions are answered through a case study of two water stations where I find that when migrants recognize a water station as a place, it deters vandalism. Thus, technical communicators should especially promote place-making at frequently vandalized water stations.

Gabriel Lorenzo Aguilar is a PhD student at Penn State studying Rhetoric and Technical Communication. His main research interest is in humanitarian technical communication which asks the field to investigate the technical communication between the humanitarian worker and the recipient of aid. Additional areas of focus for Gabe are in Chicana/o, border, and feminist rhetorics.

Previous Award Winning Papers

- **2019** — Rachel Atherton and Alisha Karabinus, “Professional Practice, Amateur Profile: Mapping Amateur Game Design Communities”
- **2017** — Emma J. Rose and Elin A. Björling, “Designing for Engagement: Using Participatory Design to Develop a Social Robot to Measure Teen Stress”
Honorable Mention

The SIGDOC Conference Committee is pleased to announce an honorable mention in this year’s Best Paper awards. Honorable Mention goes to “Preparing Future UX Professionals: Skills, Dispositions, and Competencies” by Emma Rose (University of Washington – Tacoma), Cynthia Putnam (DePaul University), and Craig M. McDonald (Pratt Institute). In this paper, Rose, Putnam & McDonald share research into skills that future UX professionals need. Their abstract reads as follows:

The field of user experience (UX) is growing and rapidly evolving. As instructors who teach in and help design UX programs for students in higher education, we are interested in developing compelling and relevant educational experiences for our students who aim to work as UX professionals. To gain a better understanding of the current expectations for working in the UX industry, we conducted 64 interviews with 71 senior UX industry professionals to learn about their current practices and their expectations of what skills new employees need to be successful working in UX. In this paper, we present a subset of findings from the study that focus on desired skills (both human and technical) and dispositions of UX employees. We discuss the implications of this research for teachers and students and a call for future work.
2020 Diana Award Winner

WIDE (Writing, Information & Digital Experience) Research Center at Michigan State University

The WIDE (Writing, Information, and Digital Experience) Research Center at Michigan State University focuses on researching and innovating experiences for emerging technologies in the Digital Humanities, including uses of social user experiences to solve social, cultural, and political problems; ways of constructing computational analytics for improving persuasive communication, and the need to create new forms of public engagement and democratic practice on a global scale. Leading WIDE are Director Liza Potts and Senior Researchers Jeff Grabill and Bill Hart-Davidson. Visit WIDE online at wide.cal.msu.edu.

The Diana Award is named after Diana Patterson, past President of SIGDOC for three terms. The award is given to an organization, institution, or business for their long-term contribution to the field of communication design.
Super Meetup: Ignite Talks 2020

Friday, October 9, 3-5 p.m. CDT via Zoom (link available on conference website)

Join us for an evening of Ignite talks where we explore the boundaries of design. This event is a super meet up, meant to draw together Denton-area designers, communicators, and writers working in industry, community and academia. We will feature 8 short, engaging, lightning talks from folks working on the boundaries of design.

Ignite Talks

Design Your Goals in High Definition
Tony Daussat | Bottle Rocket Studios

Accessibility: A Catalyst for Equity in a Digital-First World
Sarita Damania | Sabre

A Decolonial Approach to Assessing User-Created Procedural Discourse
Lehua Ledbetter | University of Rhode Island

Don’t Take Your Computer into the Bathroom | And Other WFH Advice
Sophi Marass | Hireology

Coloring Outside the Lines: Moving UX beyond a Box of Individual Skills
Joy Robinson | Northrup Grumman

Extreme Collaboration: Working with People You Don’t Like, Don’t Trust, and Don’t Respect
Brian Sullivan | Sabre

Discovering Machine Learning
Ken Tabor | Sabre

Empathy as a Service: Be a Better Business Partner by Tapping into Your Empathy Superpowers
Shane Ward | Sabre Black

This is an inclusive event; all are welcome. Register on EventBrite.
Keynote: Building Collaborative Networks to Support Women of Color in User-Experience and Technology Design

Members of the Women of Color in Computing Collaborative

In this presentation, members of the Women of Color in Computing Collaborative will discuss a longitudinal project that they developed to establish sustainable pathways for women and women of color with humanities backgrounds to enter the technology industry. Using language diversity as a pathway to teaching and engaging in UX research, members of this team developed localized projects that seek to increase sustainable diversity and representation in UX. Through grounded stories stemming from this collaboration, the team will provide actionable strategies for increasing the representation of women and women of color in UX positions.

Estefania Castillo is a transfronteriza Chicana Feminist from Ciudad Juarez Chihuahua and El Paso Texas. No es ni de aquí ni de allá; es transfronteriza orgullosa. Recently, she graduated with an MA in Rhetoric and Writing from the University of Texas at El Paso. Her work looks to bridge UX and Chicana Feminism by incorporating testimonios and the shared lived experiences of marginalized communities into user experience.

Laura Gonzales is an assistant professor of digital writing and cultural rhetorics in the English Department at the University of Florida. Her research and teaching focus on the intersections of language diversity, community engagement, and technology design. She is the author of Sites of Translation: What Multilinguals Can Teach Us About Digital Writing and Rhetoric (University of Michigan Press, 2018). Gonzales leads and participates in multiple interdisciplinary research teams focused on designing multilingual technologies in community contexts.

Bibhushana Poudyal is a PhD candidate at the University of Texas at El Paso, where she is working on her dissertation, Rethinking South Asia via Critical Digital A(na)rchiving from the Borderlands. In this project, Poudyal discusses and theorizes the precarities, negotiations, and affordances of building a digital archive through participatory approaches in the context of South Asia. Her research and teaching interests are grounded in anti-colonial and feminist/queer approaches to international technical communication and critical digital humanities. Poudyal’s investment in social justice approaches to technical communication and technology design expands beyond a single institution and is fueled by transdisciplinarity and community engagement.
Nora K. Rivera is a College Assistant Professor of Technical and Professional Communication at New Mexico State University. She is also a PhD student at the University of Texas at El Paso in the Rhetoric and Composition program. She holds a Master of Business Administration and a Master of Arts in Spanish. In addition to industry experience, she has extensive experience teaching business, writing, and digital media. Rivera’s work focuses on technical communication, cultural rhetorics, and language. Her current research analyzes Indigenous interpreters’ approaches to technical communication and UX.

Joy Robinson is a UX Manager at Northrop Grumman and is responsible for overseeing multiple UX teams. Joy is also the founder of UAH’s Evaluation and User Experience (VUE) Lab—a UX and social science research lab—the only openly available human-centered research lab on campus. As faculty in the College of Arts, Humanities, & Social Sciences, she teaches graduate UX courses. As an accomplished researcher, Joy has published articles on UX methods and practice, innovative teaching pedagogy, and collaboration across numerous communication and engineering journals. Her work has been published in TCQ, JTWC, CDQ, and IEEE ProComm. Her latest co-authored article, "Drawing on Personas: How User Personas Affect Creativity," will be published in the journal of *Technical Communication* in November of this year.

Ann Shivers-McNair is an Assistant Professor and Director of Professional and Technical Writing in the English Department and affiliated faculty in the School of Information at the University of Arizona. Her book, *Beyond the Makerspace: Making and Relational Rhetorics*, is forthcoming from the University of Michigan Press. She serves as associate editor of *Technical Communication Quarterly* and as a co-organizer of UX@UA, a user experience professional community in Tucson.

Tetyana Zhyvotovska is a PhD candidate in Rhetoric and Writing Studies Program at The University of Texas at El Paso. She previously taught at universities in Ukraine and the United States. Her research and teaching interests are situated at the intersection of technical communication, translation, and user experience.
Conference Schedule

Asynchronous Activities

Monday-Friday, October 5-9

Throughout the week, comments and questions are invited in response to asynchronous content. Presenters will review comments and offer responses and additional insight during this time. Open discussion is encouraged throughout the conference.

- Registration available throughout the week; registration is free with paid SIGDOC membership.
- Registrants welcome to join SIGDOC 2020 Conference Slack workspace.
- Website login available to registrants at sigdoc.acm.org/conference/2020.
- Content remains available for viewing throughout the conference week.

Asynchronous content includes:

- Chair’s welcome
- Research presentations
- Experience reports
- Industry insights
- Poster presentations
- Student Research Competition poster presentations

Synchronous Activities

All times listed in Central Daylight Time (CDT). Links will be provided to registrants on the website, by email, and as calendar links.

Tuesday, October 6

- Student Research Competition (SRC) judging opens today, including asynchronous comments and responses
- 10:30am–12pm SIGDOC Business Meeting (open to all registrants)

Wednesday, October 7

- 10-11:30am
  - Opening remarks
  - Diana Award presentation
  - Keynote: Building Collaborative Networks to Support Women of Color in User-Experience and Technology Design (members of the Women of Color in Computing Collaborative)
- 12-1:30pm Topical discussion: Pandemic Communication and TC
- 2-4:30pm Workshop: The Pedagogy of User Experience: Methods, Tools, Approaches (Emma Rose, Heather Noel Turner) — pre-registration required
Thursday, October 8

- 10-11:15am SRC round 2: Undergraduate presentations
- 11:30am–12:45pm SRC round 2: Graduate presentations
- 1-2:30pm Editors’ Roundtable
- 2:30-5pm Workshop: Structure your Site for Your Users: The Card Sorting Method (Autumn Hood, Todd Luckey) — pre-registration required

Friday, October 9

- 10am–12pm Workshop: YAML as an Information Design Tool in the Classroom and the Workplace (Maurice Moss) — pre-registration required
- 12-1:30pm Topical discussion: Antiracist and Social Justice Activism in TC
- 2-3pm Conference wrap-Up: Closing remarks and awards
- 3-5pm Super Meetup: Ignite Talks — pre-registration required
Workshops

**Emma Rose and Heather Noel Turner** — “The Pedagogy of User Experience: Methods, Tools, Approaches” (Wednesday, October 7)

**Autumn Hood and Todd Luckey** — “Structure your Site for Your Users: The Card Sorting Method” (Thursday, October 8)

**Maurice Moss** — “YAML as an Information Design Tool in the Classroom and the Workplace” (Friday, October 9)

Poster Presentations

Posters are presented asynchronously. Presentations include poster PDF, audio file, and transcript.

**Huiwon Lim, Yongyeon Cho, and Hye Jeong Park** — “User Experience Research for the Next Decade in Education and Visual Arts”

**Jason Swarts** — “Addressing the Speculative ‘You’: Contextualizing the Readers of Documentation”

**Mason Pellegrini** — “The Intersection of Design Thinking and Website Creation: Findings from Two Case Studies”


**Joyce Carter and Laura Walden** — “Lighting the User Experience”

**Sara Raffel** — “#PoppyNightmare: A Content Analysis of Instagram ‘Call-Out’ and ‘Influencer’ Posts at California’s Walker Canyon Poppy Fields”

**Brandon Strubberg and Ethan Horn** — “I knew something was supposed to happen!: Eye Tracking the Interactions between Player Experience and HUD Design”

Panel Sessions

Panels were submitted as panels in response to the conference CFP and remain intact as singular sessions. They are presented asynchronously with either a combined presentation or individual presentations. Presentations include video presentation with closed captioning, abstract, and transcript.

**Jianfen Chen, Yeqing Kong, Nupoor Ranade, and Missy F. Hannah** — “A Critical Look at Mixed Methods and Tools in Corpus Analysis”

**Avery Edenfield, Cana Uluk Itchuaqiyaq, and Keith Grant-Davie** — “Tricking around Town: Sex Worker Technologies to Reduce Risk and Increase Professional Practice”

**Derek Ross, Dan Card, and Geoff Gimse** — “Teaching Design through Micro-assignments: Experience-based Cases towards Training Future Design Professionals”

**Michelle Sidler, Susan Youngblood, and Natalie Butts-Ball** — “Creating Framework for Home Ownership Documentation: Style Guides as Technology and Design”
**Student Research Competition (SRC)**

- Poster adjudication runs Tuesday and Wednesday, October 6-7.
- Finalists in each division selected Wednesday evening, October 7.
- Finalists present Thursday, October 8.
- Winners announced Friday, October 9.

**Graduate Division**

- **Sarah Fadem** – “Designing a Decision Aid for Patients Considering Bone Marrow Transplant”
- **Mary Le Rouge** – “How Literate Responses to Technical Communication Can Promote Practical Responses to Environmental Change”
- **Nicole Lowman** – “Advising the Buffalo Police Advisory Board: Toward a More Usable Technology”
- **AJ McCormick** – “Communicating with Generation Z: Graphic Design for Instructor-Created Classroom Documents”
- **Nupoor Ranade** – “The Real-Time Audience: Data Analytics and Audience Measurements”
- **Danielle Stambler** – “Eating Right and User Experience with an Employee Wellness Program”
- **Allison Styes** – “Resolving the Shortcomings of Human Centered Design in Transcultural Communication”
- **Francine Sutton** – “Examining UX Design Principles and Older Adults’ Preference of Online Appointment Scheduling Using a mHealth Application”
- **Katie Walkup** – “Disrupting Dominant Narratives: Mental Health, Early Warning Systems, and Threat Construction”
- **Hua Wang** – “Social Media in Accommodating Sex Education Exigency in China”
- **Chenxing Xie** – “Topic Modeling-based Web Architecture Redesign”

**Undergraduate Division**

- **Kenyan Burnham, Adam Narine, and Christopher Trotter** – “Instructor Roles in Higher Education During the COVID-19 Pandemic”
- **Jessica Escobar** – “Understanding Patient Perception of Medical Artificial Intelligence: A Proposed Qualitative Study”
- **Rita Flanagan** – “Principles of Technical and Public Communication as a Provisional Framework for Undergraduate Students Writing with and About Indigenous Peoples”
- **Sanjana Ponnada** – “Improving User Experience and Accessibility of CDC’s COVID-19 Symptoms Self-checker with Better Design Practices: The Role of Design in Effective Risk Communication”
Experience Reports

Experience reports are presented asynchronously. Presentations include video presentation with closed captioning, abstract, and transcript.

Daniel Carter — “Where Is Communication in Web Development?”
Geoff Sauer — “Design for Too Many Stakeholders: Redesigning an Academic Library Website”
Hadi Banat, Michelle McMullin, and Bradley Dilger — “Initiating and Sustaining Student Professionalization through Grant Writing”
Quan Zhou — “Building Design Thinking into Content Strategy”
Joseph Bartolotta — “The User Experience Qualification Board (UXQB) and Its Potential Impact on Teaching in the Design and User-Centered Research”
Christin Phelps — “Reaching Dyslexic Students: Updating Accessibility Practices and Lessons Learned from a Faculty Development Module”
Adam Strantz — “Sketching to Play: Material Practices of Data Design”
Michael Madson — “Capturing Wayfinding Data in Real Time: Reflections on an Emergency Department Pilot Study”

Industry Insights

Experience reports are presented asynchronously. Presentations include video presentation with closed captioning, abstract, and transcript.

Ashley Hardin, Aiko Sasaki, and Junko Ito — “Writing for Human and Machine Translation: Best Practices for Technical Writers”
Arthur Berger — “Designing an Analytics Approach for Technical Content”
David Stucker — “Advanced Manufacturing Documentation: Process-based and Practical Considerations in Postindustrial Contexts”
Research Papers

Research papers are presented asynchronously. Presentations include video presentation with closed captioning, abstract, and transcript.

Jessica Lynn Campbell — “A Mixed Methods Approach to Evaluating the Usability of Telemedicine Communications”

Rob Grace and Jason Tham — “Designing for Born-Digital Readers: Seven Dimensions of Webtext Design”

Gabriel Lorenzo Aguilar* — “Migrants as Place-Makers: The Role of Technical Communicators in (re)Locating Place”

Michael Meng, Stephanie Steinhardt, and Andreas Schubert — “Optimizing API Documentation: An Empirical Test of Some Guidelines and Heuristics”

Shelton Weech — “Analyzing Organizational Values Over Time: A Methodological Case Study”

Candice Welhausen — “Wicked Problems in Data Design: The Visual Construction of Public Health Risks”

G. Edzordzi Agbozo — “Engaging the Intersections of Technology and Design through Critical Discourse Analysis”

Claire Lauer and Shaun O’Brien — “The Suggestive Effect of Deceptive Tactics and Titles Used in Data Visualizations”

Laura Gonzales, Alison Cardinal, and Emma J. Rose — “Language as Participation: Multilingual User Experience Design”

Morgan Banville — “Resisting Surveillance: Responding to Body-monitoring in Social Media”

Megan Kane — “Communicating the ‘Write’ Values: Evaluating DocuScope for Use in Instructor Training”


Bibhushana Poudyal — “Building Digital Archive through Collaborative UX Research: Relationship-Building with the Community or Knowledge-Building about the Community?”

Emma Rose, Cynthia Putnam, and Craig M. McDonald** — “Preparing Future UX Professionals: Skills, Dispositions, and Competencies”


Jennifer Bay and Victoria Ruiz — “Theorizing Entrepreneurial Values, Practicing Social Justice”

Andrew Mara and Lesley Michalegko — “SciOps: Piloting and Testing a Scientific Opinion Aggregator”

Chen Chen and Nicholas Jadden Bergholm — “Citizen Technical Communicators: A Transnational Social Justice Analysis of Grassroots Genres during the Novel Coronavirus Outbreak”

Sandra Souza Rodrigues, Débora Maria Barroso Paiva, Vinicius Luiz da Silva Genesio, and Renata Pontin de Mattos Fortes — “A Case Study on How Companies Deal with the User Experience in IOT Projects”

Wendi Sierra — “Distributed Design: Combining Critical Making and Indigenously Determined Game Design”

Johndan Johnson-Eilola and Eric York — “Transient Designers: Professional vs Student Design Spaces”

Yingying Tang — “Promoting User Advocacy through Design Thinking in the Age of Automated Writing”

Leonardo Sensiate, Willian Massami Watanabe, Humberto Lidio Antonelli, and Renata Pontin de Mattos Fortes — “A Mechanism for Identifying and Classifying Dynamic Components in Rich Internet Applications”

Laura Roberts — “Infrastructures of Accessibility: Designing Open Science Projects to Incorporate Multiple Audiences”

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Communication Design Quarterly

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We invite you to contribute in any of the following areas:

- **Original research.** Articles that cross disciplinary boundaries as they focus on effective and efficient methods of designing and communicating information.
- **Experience reports.** Reports presenting project- or workplace-focused summaries of important technologies, techniques, methods, pedagogies, or product processes.
- **Book reviews.** Short reviews of books you think may be of interest to the communication design field. Please query ahead of time before sending.

All submissions except book reviews are peer-reviewed. Book reviews are reviewed by the Book Review Editor.

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We are also interested in proposals for guest editing special issues. As a guest editor, you would be responsible for providing three to five peer reviewed articles on a specific topic along with an article-length introduction to the issue’s topic. You may propose a special issue individually, or as a group. Your proposal should demonstrate expertise on the topic being proposed, and demonstrate the topic’s current interest to members of the design community. Each proposal should include a résumé/CV for proposed guest editors and a draft call for submissions. Guest editors are responsible for publicizing calls for papers, recruiting subject matter experts as peer reviewers, coordinating double blind peer reviews, corresponding with authors and reviewers, editing final drafts, and submitting final drafts and any necessary forms to the CDQ editor.

For more information or submissions of articles, reports, or research results, contact Derek G. Ross (derek.ross@auburn.edu).

For queries about book reviews, please contact Avery Edenfield (avery.edenfield@usu.edu).

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*Communication Design Quarterly* invites work by authors of all ethnicities, colors, faith identifications, genders and sexualities, abilities, and levels of academic and professional expertise. Work will be considered for publication based on its potential value to our readership population, as primarily illustrated by members of the Association for Computing Machinery’s Special Interest Group for Design of Communication (ACM SIGDOC), and the article’s methodological, intellectual, and ethical rigor, as appropriate. Submissions will be assessed by peer-reviewers chosen by the Editor based on how potential reviewer’s expertise relates to the submitted work’s area of focus.

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SIGDOC Career Advancement Research Grant

The Special Interest Group for the Design of Communication (SIGDOC) invites interested members to apply for Career Advancement Research Grants up to $1,200. Proposed research projects should promote research pertaining to the design of communication, including (though not limited to) information design, information architecture, content development, user experience, help and documentation (traditional and user-contributed), social media, as well as technology that supports and enhances communication. The research methods should be rigorous and clearly situated within the fields of technical communication, user experience, and/or communication design.

We are focusing the two 2020 Career Advancement Research Grants to specifically fund projects that actively work to dismantle systemic injustices or create new visions of equity and justice. We are particularly excited about projects that work at the intersection between social justice and the discipline. Proposed research projects should include specific language about how their project achieves these goals.

These grants are specifically designed for early career and/or junior faculty who are working on one of their first major projects related to the design of communication. We encourage scholars at all levels to apply, especially doctoral students and members at non-research institutions, and we look forward to opportunities to support emerging scholarship in addition to established scholars.

Funds may be used for expenses, materials, salary, or research assistance. Funds may be used for travel to collect data and conduct research, but should not be requested for conference travel to present research. Grant recipients will additionally receive discounted registration to the SIGDOC conference in the year following the award of their grant.

Applications

To apply for a SIGDOC research grant, interested SIGDOC members should submit a 3-page proposal that contains the following information:

- Project title on all pages
- Name, title, institutional affiliation, and contact information for the project investigator(s), on page 1, separable from items 3-6 (not included in page count)
- A brief project description, with specific language about how the project attends to equity and justice
- A discussion of the significance of the project to members of SIGDOC and identification of how the research will be published/made available
- An outline of the project methodology or research tasks, including plans for IRB approval if human subjects are involved in any capacity
- A projected budget statement, excluding institutional overhead and indirect costs (request a waiver from your institution if necessary. Exceptions can be made in instances when a waiver is not possible)

Applications should be emailed to sigdocacm@gmail.com no later than 11:59 on November 30, 2020. Winners will be selected by December 15, 2020 in time for projects planned for spring 2021 or later.

All applicants must be members of SIGDOC. To become a member, visit the ACM website. Recipients will be expected to produce a one-page report of their progress one year after receiving their award. The SIG would also
like to be informed of any final publications resulting from the project. Recipients are encouraged to submit their research to SIGDOC’s *Communication Design Quarterly*.

Please direct any questions to Chair Dan Richards dprichar@odu.edu or Secretary/Treasurer Susan Youngblood at susan.youngblood@auburn.edu.

**Past Recipients**

2019

- “Ideals and Realities: Exploring Usability in Born-Digital Scholarship”—Rob Grace, Ph.D and Jason Tham, Ph.D.
- “Social Media Article Visualizer Project”—Stephen Carradini, Ph.D.

2018

- “Designing a Multilingual User Experience Research Center to Support Language Accessibility in a Binational Community”—Laura Gonzalez, Ph.D.
- “Story Mapping and Sea Level Rise: Bringing a Global Risk Home”—Daniel P. Richards, Ph.D., and Sonia H. Stephens, Ph.D.

2017

- “Participatory Communication Design of Mapping Borderlands: Decolonizing Cartographic Information Design and Creating a Participatory Mapping Interface”—Eda Ozyesilpinar, Ph.D. and Victor Del Hierro, Ph.D.
- “Improving the Design of Visual Risk Communication through a Content Analysis of a Crowdsourced Public Health App’s Existing User Comments”—Kristin Bivens, Ph.D. and Candice A. Welhusen, Ph.D.