

# SIGDOC '19

Broadening the Boundaries  
of Communication Design

The 37th ACM International  
Conference on the Design of  
Communication

Portland, OR, USA  
October 4-6, 2019

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# Welcome from the Conference Chairs

Sarah Read, Lars Soderlund, & Julie Staggers

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Welcome to Portland!

We hope you have an enriching and entertaining stay in the Rose City for SIGDOC 2019.

We've chosen conference, hotel, and meeting spaces that we think reflect Portland's unique character, and we look forward to meeting you and hearing the insights that come up during this conference.

Here's to a stimulating conference and lots of great conversations.

From the Conference Chairs,  
Sarah Read (*top right*),  
Lars Soderlund (*middle right*)  
Julie Staggers (*bottom right*)



# Welcome from the Program Chairs

Dan Richards, Tim Amidon, & Ehren Helmut Pflugfelder

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We are pleased to share with the SIGDOC community this year's conference program and proceedings. This year's event is particularly notable for its international representation, with presenters either teaching or enrolled at universities in the United States, Canada, Brazil, China, and the Netherlands.



Our group of presenters and authors, then, are well-equipped to provide a productive space to think through this year's theme, "Broadening the Boundaries of Communication Design." It is in the spirit of the conference theme that we have added for the very first time a separate category of presentations and papers called "Industry Insights." We wanted to create a space beyond the genres of research paper, experience report, poster, and abstracts for practitioners in industry to share with attendees questions, challenges, solutions, and innovations currently taking place in their day-to-day work in communication design, broadly defined.



We are grateful for the proposal and paper reviewers, and thank them for their time and expertise in helping us develop this year's program and proceedings. We hope everyone enjoys their time in Portland.



From the Program Chairs,  
Daniel P. Richards (*top right*)  
Tim Amidon (*middle right*)  
Ehren Helmut Pflugfelder (*bottom right*)

# WiFi & Social Media Info

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## Internet Access

Network: PSU Guest

Password: no password required

## Social Media

**Twitter:** @sigdoc, #SIGDOC19

- If your session has its own hashtag, please announce it at the start of the session. Otherwise, session hashtags should look like #SIGDOC19A1 for SIGDOC 2019 Session A1.
- If you are inclined to share your Twitter handle for discussion during your talk, please list handles with your name early in the slide deck.

## Facebook

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

## Announcements

If you have SIGDOC related announcements, please let us know at the registration desk.

## AV Equipment

All rooms are equipped with microphones, speakers, projectors, and screens. **There are no computers in the rooms.** Please remember to bring your own laptop and any adapters/dongles that you need (an HDMI cable will be available to presenters to project from a laptop).

# Registration Area Info

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Registration is on the third floor of Smith Memorial Student Union (SMSU) outside of the ballroom. A registration and information table will be staffed from 8am-5pm on Friday and Saturday.

## **Friday, October 4, 2019**

8:00 AM - 5:00 PM

## **Saturday, October 5, 2019**

8:00 AM - 5:00 PM

# Acknowledgments

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Special thanks to all those who dedicated time and effort to reviewing proposals and papers and to helping plan SIGDOC 2019.

## Proposal & Proceedings Reviewers

Clay Spinuzzi	Greg Wilson
Kristin Marie Bivens	Jodi Schneider
Dawn M. Armfield	Sushil Oswal
Liz Lane	Ryan Omizo
Felicia Chong	Manuela Aparicio
Alisha Karabinus	Lillian Campbell
Sara C Doan	Sean Zdenek
Rachel Atherton	Candice Welhausen
Michael Faris	Guiseppa Getto
Liza Potts	Shaun O'Brien
Jason Tham	Kenny Walker
Claire Lauer	Daniel Hocutt
Vince Robles	Rick Mott
Melissa Hannah	Jordan Frith
Tammy Rice-Bailey	Bradley Dilger
Trinity Overmyer	Rebecca Walton
Camille Celone	Rebekka Andersen
Dawn Opel	Laurence Jose
Zsuzsanna Palmer	Sarah Gunning
Laura Gonzales	Lisa Meloncon
Dani DeVasto	Jennifer Sano-Franchini
Luke Thominet	Johndan Johnson-Eilola
Sookyung Cho	Stacey Pigg
Huiling Ding	Kelli Cargile Cook
Ann Shivers-McNair	Victor Del Hierro
Brian McNely	W. Michele Simmons
Joseph Bartolotta	Jonatan Lundin
Kirk St.Amant	Jason Lawrence
Adam Strantz	Enrique Reynoso, Jr.
Natasha Jones	Wanda Hui Wang
Douglas Eyman	David Clark
Melissa Stone	Lucia Dura
Mark Hannah	Jason Lawrence
Avery Edenfield	Godwin Agboka

# Acknowledgments (cont.)

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## Student Research Competition Reviewers & Judges

Jordan Frith	Ehren Pflugfelder
Stacey Pigg	Dan Richards
Laura Gonzales	Zsuzsanna Palmer
Nadya Shalamova	Rick Mott
Lauren Cagle	Adam Strantz
Loel Kim	Donnie Sackey
Jack Labriola	Sonia Stephens
Scott Weedon	

## Conference Committee Members

*Conference Chair:* Julie Staggers, Washington State University

*Local Co-Chairs:* Sarah Read, Portland State University, and Lars Soderlund, Western Oregon University

*Program & Proceedings Co-Chairs:* Dan Richards, Old Dominion University, Tim Amidon, Colorado State University, and Ehren Helmut Pflugfelder, Oregon State University

*Microsoft Student Research Co-Chairs:* Jason Swarts, North Carolina State University, and Sonia Stephens, University of Central Florida

*Sponsorship Chair:* Jordan Frith, Clemson University

*Social Media Manager:* Jason Tham, Texas Tech University

*Website Manager:* Adam Strantz, Miami University of Ohio



# Policy Against Harassment at ACM Activities

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Adopted by ACM Council June 21, 2018.

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.

# Policy Against Harassment at ACM Activities (cont.)

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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):

- 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 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, age, appearance, or other personal 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;

# Policy Against Harassment at ACM Activities (cont.)

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- 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](mailto: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

# SIGDOC Board Members

## ***SIGDOC Board***

<i>Role</i>	<i>Name</i>	<i>Affiliation</i>
Chair	Daniel P. Richards	Old Dominion University
Vice Chair	Sarah Read	Portland State University
Secretary/Treasurer	Susan Ann Youngblood	Auburn University
Past Chair	Emma Rose	U of Washington, Tacoma
Editor in Chief, CDQ	Derek Ross	Auburn University
Member at Large	Natasha Jones	Michigan State University
Member at Large	Lisa Dush	DePaul University
Communications Manager	Luke Thominet	Florida International U
Website Manager	Adam Strantz	Miami University of Ohio
Social Media Manager	Jason Tham	Texas Tech University
Access Chair	Sean Zdenek	University of Delaware
Student Representative	Nupoor Jalindre	North Carolina State U
Organizational Liaison	Lisa Meloncon	Univ. of South Florida
Chair of <i>EuroSIGDOC</i>	Manuela Aparicio	ISCTE-IUL, Portugal

# SIGDOC Best Paper Award

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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 2019 best Paper Award goes to “Professional Practice, Amateur Profile: Mapping Amateur Game Design Communities,” by Rachel Atherton and Alisha Karabinus. In their paper, they note that previous research indicates amateur game design communities, which often mirror professional practices, are fruitful spaces for research in professional and technical communication. Before crossing into these spaces, however, researchers and practitioners must understand the makeup of these communities, which may cater to marginalized populations in ways the games industry does not. In this study, Rachel and Alisha used the International Game Developers’ Association’s Developer Satisfaction Survey as a base for their own surveys of three amateur game design communities. In mapping these communities, they found that each mirrored the games industry in several categories, but that each community displayed unique differences that necessitate a variety of approaches to conducting research in or on such sites.

**Rachel Atherton** is a doctoral student in Rhetoric and Composition at Purdue University. Her research is focused on technical communication, rhetorics of data, and public rhetorics, and her work has appeared in *Technical Communication* and *First Person Scholar*.

**Alisha Karabinus** is a doctoral candidate in Rhetoric and Composition at Purdue University. Her research is focused on technical communication (with an emphasis in games) and digital public rhetorics, and her work has previously appeared in *Technical Communication*, *Kairos: A Journal of Rhetoric, Technology, and Pedagogy*, and *First Person Scholar*.

# Keynote: Megan Bigelow

Featured Speaker

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*2019 State of the Community Survey  
Results: Current Tech Power Structures  
are Defining Diversity and Inclusion*

A true tech community leader, Megan is the founder and board president of Portland Women in Tech (PDXWIT), a 501c3 nonprofit. She created and continues to lead the organization with a singular focus on empowering women and underrepresented groups to join tech, while at the same time, supporting and empowering individuals to stay in tech. This is done by connecting people to companies, mentors and skill-building opportunities. The PDXWIT community is over 5000 strong — representing 30% of Portland's tech workforce — and includes the support of 80+ tech companies. Above all, Megan is committed to building a diverse and inclusive tech community.



In her day job, Megan is a Senior Manager of Customer Reliability Engineering at VMWare, in which she is scaling a team responsible for owning the reliability of customers' Kubernetes environments. Her favorite part of the job is solving enterprise problems with open source technology.

Finally — and most importantly! — Megan is the mother of two young children, Jette (6) and Francis (3), and enjoys packing everyone up with husband Scott Bigelow for bike rides to nearby swing sets.

# Keynote: Dr. Samantha Blackmon

2019 Rigo Award Winner

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## Saturday Keynote Talk

Dr. Samantha Blackmon is an Associate Professor of Rhetoric and Composition at Purdue University in West Lafayette, IN. She is a gamer of more than 4 decades and studies rhetoric at the intersection of video games and identity politics. She is also the co-founder of the Not Your Mama's Gamer podcast and blog and the Editor-in-Chief of NYMG, a middle state Feminist Game Studies journal.

# Thursday Night Super Meetup

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**Where:** Jama Software (135 SW Taylor St #200, Portland, OR 97204)

**When:** Thursday, October 3, 2019 from 6:00 PM – 8:30 PM PDT

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 local 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.

## Featured Ignite Talks

Creating Reusable UX Microcopy through Design Systems and Beyond  
Tanna Waters | Cvent | @tannaPDX

Beyond Technical Writing: Using Tech Writing Philosophies to Learn a Dying Language (By Teaching Others)  
Erin Grace | Epiq | @erin\_rtfm

Hostile Design of Everyday Experiences  
Ron Bronson | 18F | @ronbronson

It Takes Two (or More): Keeping the Traffic Flowing at the Intersection of Commerce and Academics  
Mo Nishiyama | Oregon Health Sciences University (OHSU) | @synthcat

Taking Action Toward More Socially Just Communication Design: The 4Rs  
Rebecca Walton | Utah State University | @rebeccawwalton2

Doing Participatory Design: Challenges and Missing Pieces  
Michele Simmons | Miami University | @simmonwm

**This event is brought to you by: ACM SIGDOC, PSU Technical Communication Meetup, Write the Docs PDX, and Women in Technical Communication**

**This is an inclusive event; all are welcome.**



# Friday Night Social Events

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Join us for a social event at the downtown pub of one of Oregon's iconic brewing companies, Rogue.

Rogue's Pearl District Public House  
1339 NW Flanders, Portland, OR 97209  
6:00-7:30pm

Tickets are \$25 and include a beverage and a variety of heavy appetizers to suit all tastes (available on registration site)

Afterwards we'll walk over to the flagship location of Powell's Books, "The World's Largest Independent Bookstore." 1005 W Burnside St. Portland, OR 97209



## Powell's Bookstore Visit

Join us for a group visit to the flagship location of Powell's Books, "The World's Largest Independent Bookstore." 1005 W Burnside St. Portland, OR 97209.

Meet us at the Couch St. and 11th St. entrance around 7:30pm to connect with other SIGDOCer's to explore this wonderful book emporium. No formal tour is planned.

Powell's Bookstore is in the heart of downtown Portland surrounded by wonderful places to eat dinner either before or after visiting Powell's.



# Conference Schedule

Thursday, October 3rd

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**6:00-8:30 PM    Super Meetup with Ignite Talks**

Location:

Jama Software

135 SW Taylor St #200

Portland, OR 97204

# Conference Schedule

Friday, October 4th

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8:00 AM	<b>Registration opens</b> 3rd floor, Smith Memorial Union
8:00-9:00 AM	<b>Continental Breakfast and Welcome</b> Ballroom
9:00-11:30 AM	<b>Workshops</b>
11:45 AM-1:00 PM	<b>Opening Remarks, Keynote, &amp; Lunch</b>
1:00-1:15 PM	15-minute break
1:15-4:00 PM	<b>Student Research Competition (SRC) and Poster Sessions</b>
1:15-2:30	<b>Concurrent Session A</b>
2:30-2:45	15-minute break
2:45-4:00 PM	<b>Concurrent Session B</b>
2:45-4:00 PM	<b>SIGDOC Poster Session &amp; Student Research Competition (SRC)</b>
4:00-4:15	15-minute break
4:15-5:30 PM	<b>Concurrent Session C</b>
6:00-? PM	Social Event in the Pearl District: Rogue Brewery & Powell's Books

# Conference Schedule

Saturday, October 5th

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9:00-10:15 AM	<b>Breakfast and Rigo Award Keynote</b> Multipurpose Room
10:15-10:30 AM	15-minute break
10:30-11:45 AM	<b>Concurrent Session D</b>
11:45 AM-1:00 PM	<b>Farmers' Market for Lunch</b> <b>Park Blocks outside of SMSU</b>
1:00-2:30 PM	<b>Student Research Competition Round 2</b> <b>Graduate Students: Ballroom</b> <b>Undergraduate Students: 333</b>
2:30-2:45 PM	15-minute break
2:45-4:00 PM	<b>Concurrent Session E</b>
4:00-4:15 PM	15-minute break
4:15-5:30 PM	<b>Concurrent Session F</b>
5:30-6:00 PM	Wrap-Up, Student Research Competition Awards, and Announcements for 2020

# Conference Schedule

Sunday, October 6th

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9:00-11:00 AM

**Business Meeting and Breakfast**

SIGDOC Board and Invitees

Nel Centro Restaraunt at the Hotel Zags

# Workshops

9:00-11:30 AM, Friday, October 4th

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## **Chad Kreiger**

“Reduce, Reuse, and Re-purpose:

Topic-Based Technical Communication with Madcap Flare”

*Room 327*

## **Sean Zdenek and Sushil Oswal**

“Designing and Delivering Accessible Presentations“

*Room 328*

## **Quan Zhou**

“User Journey Mapping: Discovering Design Insights”

*Room 329*

## **Emma Rose and Jenny Greeve**

“Demystifying Personas: Three Stages to Develop a Deeper Understanding of Users”

*Room 333*

# Student Research Competition

1:15-4:00 PM, Friday, October 4th

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## Student Research Competition (SRC) Posters

### Graduate Division

Angela Glotfelter (Miami of Ohio)

Sweta Baniya (Purdue University)

Chenxing Xie (North Carolina State University)

Alisha Karabinus (Purdue University)

Melissa Stone (North Carolina State University)

Nupoor Ranade (North Carolina State University)

Yeqing Kong (North Carolina State University)

Ryan Michael Murphy (Purdue University)

Devon Cook (Purdue University)

Abby Baker (Arizona State University)

Hua Wang (Michigan Tech University)

Laura Decker (Rensselaer Polytechnic Institute)

### Undergraduate Division

Nicholas Hennigan (Milwaukee School of Engineering)

Andrea Ausmus, Paulo Buencamino, Jennifer Grether, Stella Kim, and Kerri Kress  
(Arizona State University)

Lily Mahi (Arizona State University)

# Concurrent Session A

1:15-2:30 PM, Friday, October 4th

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## Session A1, Room 328

Ashley Hardin, "Building Bridges to Customer Needs in Open Source Documentation"

Laura Gonzales, Clarissa San Diego, Ann Shivers-McNair, and Heather Turner, "Challenges and Insights for Fostering Academic-Industry Collaborations in UX"

Gustav Verhulsdonck, "Design for CHOICES: Developing A Framework for Behavioral Design in UX & Technical Communication"

Trinity Overmyer, "UX Methods in the Data Lab: Arguing for Validity"

## Session A2, Room 329

Richard Forno, "Communicating Risk Across Audiences: Industry Insights & Proposed Improvements"

Daniel Richards, "Calculating Risk: Insights Learned from Developing a Flood Insurance Rate Calculator"

Liza Potts, "From Disaster to Activism: The Movement of the #MSDStrong Hashtag"

Ehren Helmut Pflugfelder, "'Risk-Selfies': Encouraging Participatory Risk Communication"

## Session A3, Room 333

Adam Strantz, "Pushing the Boundaries of Access: Using Scalable Vector Graphics to Design Accessible Data Visualizations"

Liz Lane and Loel Kim, "Reconsidering Document Design/UI Best Practices for Visually Impaired Users and Readers"

Humberto Antonelli, Leonardo Sensiate, Willian Watanabe, and Renata Fortes, "Challenges of Automatically Evaluating Rich Internet Applications (RIAs) Accessibility"

Vivian Genaro Motti, "Designing Emerging Technologies for and with Neurodiverse Users"



# SIGDOC Poster Presentations

2:45-4:00 PM, Friday, October 4th

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## Posters

Robert Watson, “piClinic Console Field Test: Preliminary Results”

Jason Tham, “Feminist Design Thinking: A Norm-Creative Approach to Communication Design”

Sookyung Cho, Steve Weiss, and Stephen Johnson, “The Structure of Communication Design and the Credibility of an Argument in Human-Robot Communication”

Joseph Forte, “Blue Shift: “Policing” Metaphors for Professional Rhetorical Ecologies”

Andrew Hillen, “Ethos in the Text: Appeals to Credibility within Tweets”

Carina Söderlund, Ulrika Florin, and Jonatan Lundin “Design methods and Visual Management”

Ginnifer Mastarone, Rachel Matsumoto, Diego Molina Ochoa, and Jennifer Barton, “Development of a tool to improve patient-clinician goal concordance for Rheumatoid Arthritis: Veteran stakeholder user experience insights during Design Sprint 1”

# Concurrent Session B

2:45-4:00 PM, Friday, October 4th

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## Session B1, Room 327

Panel: Zsuzsanna Palmer, Sushil Oswal, and Sherena Huntsman, "Breaking the Exclusionary Boundary between User Experience and Access"

## Session B2, Room 328

Yunye Yu, "Maneuvering the boundary in designer-client communication: A case study of design project management in an emerging market"

Guiseppe Getto (online), Jack Labriola, and Sheryl Ruskiewicz, "A Practitioner View of Content Strategy Best Practices in Technical Communication: An Integrative Literature Review"

Jennifer Greeve and Laura Schlenke, "Why Two is Better Than One: The Positive Impacts on User Experience Projects When UX Researchers and Designers Work Side by Side"

## Session B3, Room 329

Nadya Shalamova, "Beyond Cultural Dimensions: Digital Inclusion in Global UX"

Daniel Carter, "How to Debate a Border: Supporting Infrastructure Publics Through Communication System Design"

James Palmer and Nakai McAddis, "Documentation as a Cross-Cutting Concern of Software"

## Session B4, Room 333

Panel: Stacey Pigg, Arthur Berger, Rachael Graham, and Laura Zdanski, "You got a job; now what? How Early-Career Technical Communicators Professionalize and Learn in a Corporate Technology Context"

# Concurrent Session C

4:15-5:30 AM, Friday, October 4th

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## Session C1, Room 327

Panel: Nupoor Ranade and Alexandra Cata, "Boundary of Content Ecology: Chatbots, User Experience, Heuristics, and Pedagogy"

## Session C2, Room 328

Renata Pontin de Mattos Fortes, "A Checklist for the Evaluation of Web Accessibility and Usability for Brazilian Older Adults"

Rick Mott, "Breaching traditional authority, control, and communication boundaries in medical devices: The UX challenge of empowering patients with an embedded artificial pancreas"

André Salgado, Fernanda Federici, Renata Fortes, and Vivian Motti, "Startup Workplace, Mobile Games, and Older Adults: A Practical Guide on UX, Usability, and Accessibility Evaluation"

Henry Covey, "Disaster Documentation: The Impact of Oregon's Evolving Damage Assessment Methodology for Emergency Declarations"

## Session C3, Room 329

Lauren Cagle, "Crossing Boundaries into Communities: How Professional and Technical Communicators Can Contribute to Interpretive Planning Processes"

Kristen Moore, Rebecca Walton, and Natasha Jones, "Recognizing the Design of Oppression: A Qualitative Study"

Avery Edenfield, "Community & Legitimacy in Subaltern UX"

Timothy Amidon & W. Michele Simmons, "Negotiating Research Stance: An Ecology of Tensions in the Design & Practice of Community-Engaged Research"

## Session C4, Room 333

Jessica Gibbons and Rebekah Small, "The Productive Use of Boundaries in a Collaborative Digital Project"

Jordan Frith, "The Bounded Norms of Social Virtual Reality"

Zhijun Gao, Jingjing Xu, and Yuxin Gao, "Designing Metrics to Evaluate the Help Center of Baidu Cloud"

# Concurrent Session D

10:30-11:45 AM, Saturday, October 5th

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## Session D1, Room 327

Candice Lanius, "Can I trust my users? The place of self-reported survey data in a biometric world"

Sarah Read, "Crossing boundaries with research methodologies: The value of a mobile ethnography platform developed for customer research for research in technical communication"

Omar Sosa-Tzec, "Design Tensions: Interaction Criticism on Instagram's Mobile Interface"

André Salgado, Felipe Dias, João Pedro Mattos, Renata Fortes, and Patrick Hung, "Smart Toys and Children's Privacy: Usable Privacy Policy Insights from a Card Sorting Experiment"

## Session D2, Room 328

Philip Gallagher, "Redesigning Audiences in Technical Communication"

Christina Nelson and Emma Rose, "Blogging to Disseminate Research: Sharing Research Results with Communities"

Hoda Hamouda, "Could Archival Science Inform the User Experience Design Process of Citizen Journalism Platforms?"

Claire Lauer, "'I'm Not Really Sure What I Was Supposed to Learn From This': Encouraging Mindful UX Development of Public-Facing Science Communication Projects"

## Session D3, Room 329

Tony Bushner, "Hobbyist Board Game Design Practices: How Do Board Game Designers Craft Their Rules Manuals and Utilize User Feedback on Prototype Games?"

Luke Thominet, "Not Just Users: Mapping the Range of User Roles in Open Development Games Projects"



Rachel Atherton and Alisha Karabinus, "Professional Practice, Amateur Profile: Mapping Amateur Game Design Communities" (Best Paper)

Liza Potts and Bridget Hanchek "Expanding the Boundaries of the Sherlock Holmes Community by Making Space for Inclusive Participation"

# Concurrent Session D

10:30-11:45 AM, Saturday, October 5th

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## Session D4, Room 333

Sweta Baniya, Nathan Mentzer, Derek Sherman, Dawn Laux, Liwei Zhang, Shawn Farrington, Aidan Holtan and Christi Eden, "Creating Interdisciplinary Collaborative Teaching/learning Praxis with Design Thinking, Communication, and Composition"

Nupoor Ranade, Missy F. Hannah, Melissa Stone, and Jason Swarts, "Re-Thinking User Experience: Addressing Communication Boundaries with TPC Stakeholders"

Susan Youngblood and Michelle Sidler, "Boilerplating as Indicators of Need for Scrutiny"

Scott Weedon, "Making Design Thinking Genre Knowledge: Substantiating the Design Process in Genre Theory"

# Concurrent Session E

2:45-4:00 PM, Saturday, October 5th

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## Session E1, Room 327

Panel: Donnie Sackey, Joseph Bartolotta, John Velat, and Julie Newmark, "The Power of Bureaucratic Design to Constrain and Empower"

## Session E2, Room 328

Chris Barnes "Optimizing the design of the Operating Room Crisis Checklists"

Lucia Dura, Laura Gonzales and Guillermina Solis, "Creating a Localized Glossary for End-of-Life Decision-Making in Borderland Communities"

Xiaobo Wang and Baotong Gu, "Enhancing Patient Experience Design for Hospice Care Websites: Global and Local Health Information Design"

Allegra Smith, "User Experience Design for Older Adults: Experience Architecture and Methodology for Users Aged 60+"

## Session E3, Room 329

Johanna Phelps, "Divergent Results: Comparison of Three Corpus Analysis Tools"

Michael Trice, Liza Potts and Rebekah Small, "Hits are for Losers: Remapping Legitimate and Fake News Sources for Online Communities"

Jordan Beck, Omar Sosa-Tzec, and John Carroll, "Communicating Design-Related Intellectual Influence: Towards Visual References"

## Session E4, Room 333

Erin Schoch, Anna Maria Larican Anico Choi, Harrison Lee, Sequoia Connor, and Emma Rose, "The Food Locker: An Innovative, Human-Centered Approach to Addressing Food Insecurity on Campus"

Andrew Mara, "Building Institutional Resiliency and Sustainability through Improving Student Food Insecurity Portals"

Zarah Moeggenberg and Rebecca Walton, "How 'Working Closets' Can Inform Design Thinking Pedagogy"

# Concurrent Session F

4:15-5:30 PM, Saturday, October 5th

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## Session F1, Room 327

Panel: Kristin Bivens, Candice Welhausen, and Luke Richey, "Using Content Analysis to Explore Users' Perceptions and Experiences Using a Novel Citizen First Responder App"

## Session F2, Room 328

Nathan Bollig and Dawn Armfield, "An Ethics of Care Approach when Leveraging Immersive Technology to Engage Students in Professional and Technical Communication Courses"

Jason Lawrence and Ariana Bengtson, "Re-marking Audience Boundaries: Paralogic Hermeneutic approach to Audience Analysis in the Business Writing Classroom"

Omar Sosa-Tzec, "Creative Data and Information Visualization: Reflections on Two Pedagogical Approaches"

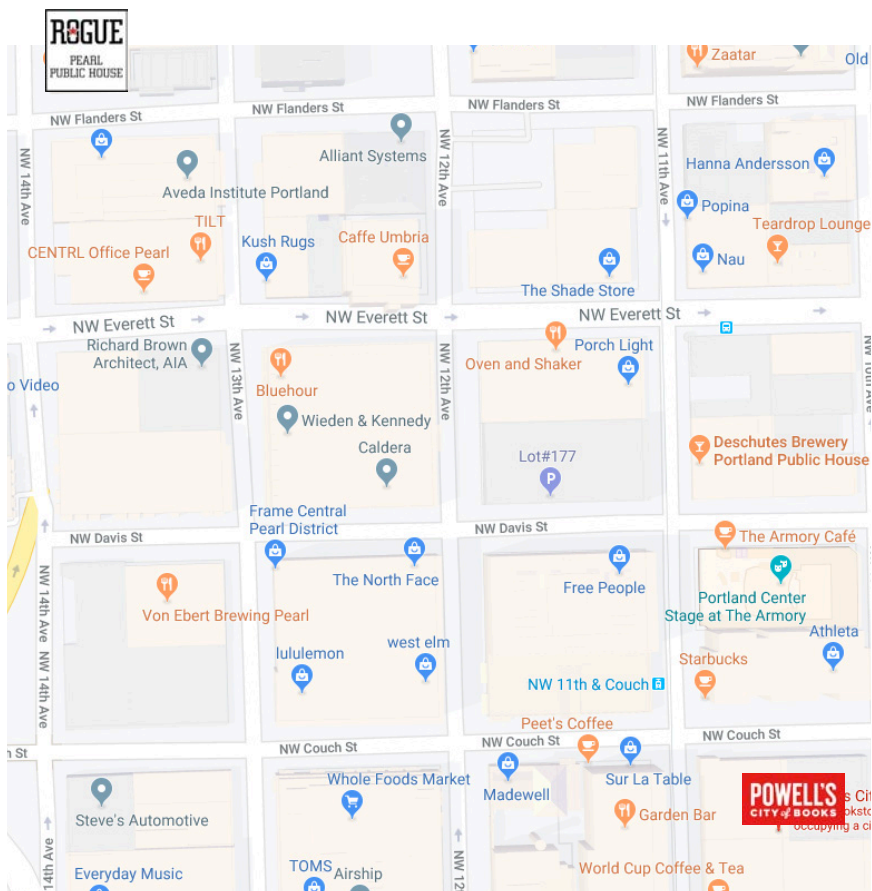
## Session F3, Room 329

Henry Covey, "Consequences of a Failure to Act: A Study of Exogenres in the Oregon 'Stage Gate' IT Review Process"

Ada S. Kim, "Behind the Starbucks counter: Design Idea of Collaborative Training in Virtual Reality"

Sonia Stephens, "Telling the stories of nonhuman agents in the Anthropocene"

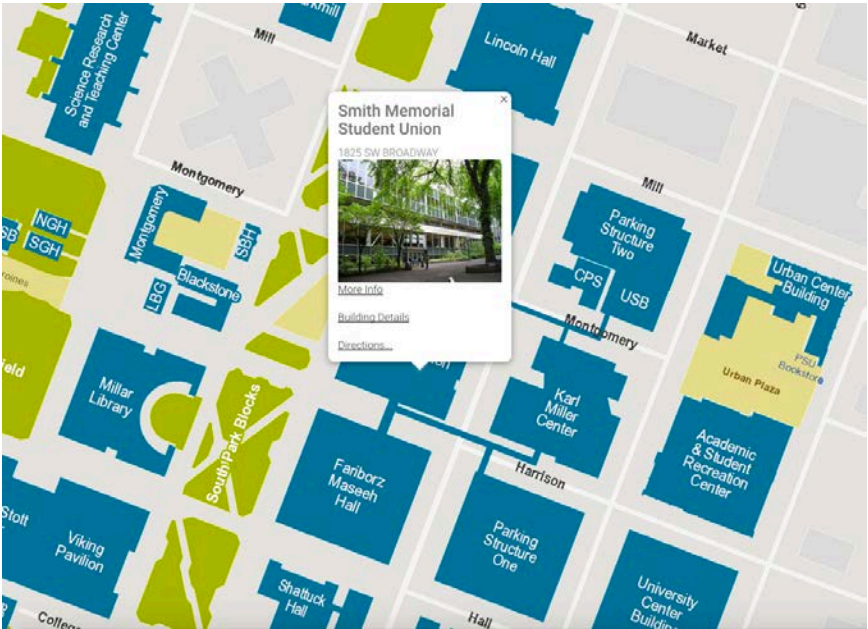
# Map: Downtown Portland





# Map: Portland State University

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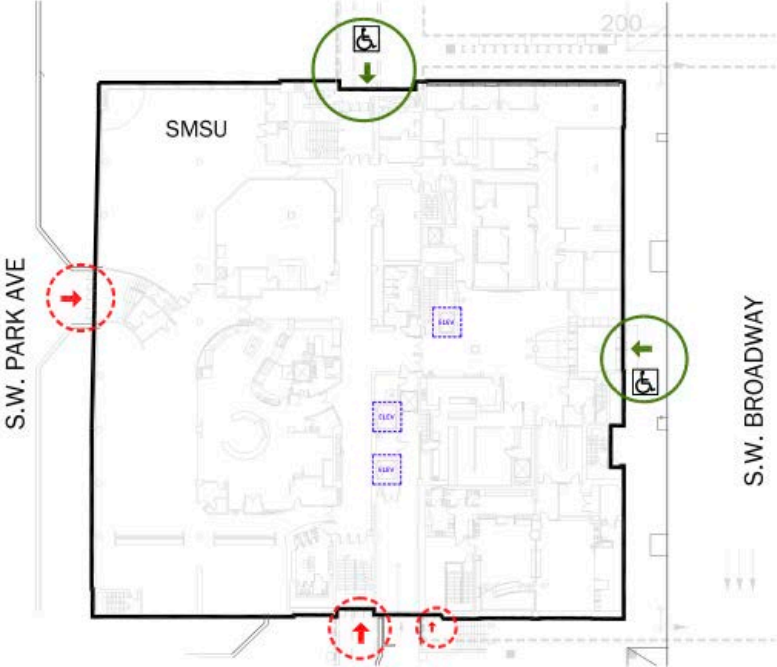
# Map: Smith Memorial Union

## 3rd Floor



# Map: Smith Memorial Union

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# Portland State

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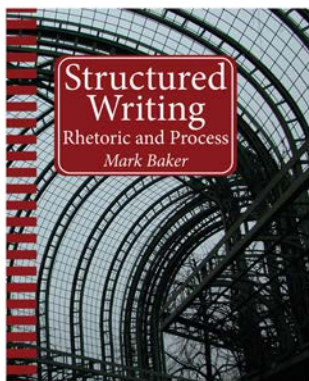
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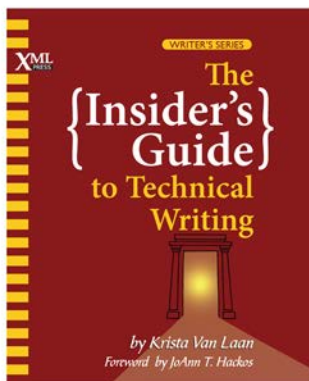


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# Call for Papers

*Communication Design Quarterly (CDQ)*

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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.

## **Special Issues of CDQ**

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 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](mailto:derek.ross@auburn.edu)).

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



# SIGDOC Career Advancement Research Grant

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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.

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

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 2-3 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
- A brief project description
- 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 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)

# SIGDOC Career Advancement Research Grant (cont'd)

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Applications should be emailed to [sigdocacm@gmail.com](mailto:sigdocacm@gmail.com) no later than 11:59 on October 30, 2019. Winners will be selected by December 15, 2019 in time for projects planned for spring 2020 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](mailto:dprichar@odu.edu) or Secretary/Treasurer Susan Youngblood at [susan.youngblood@auburn.edu](mailto:susan.youngblood@auburn.edu).

## Past Recipients

Designing a Multilingual User Experience Research Center to Support Language Accessibility in a Binational Community  
by Laura Gonzalez

Story Mapping and Sea Level Rise: Bringing a Global Risk Home  
by Daniel Richards and Sonia Stephens

Participatory Communication Design of Mapping Borderlands: Decolonizing Cartographic Information Design and Creating a Participatory Mapping Interface  
by Eda Ozyesilpinar and Victor Del Hierro

Improving the Design of Visual Risk Communication through a Content Analysis of a Crowdsourced Public Health App's Existing User Comments  
by Kristin Bivens and Candice A. Welhausen

# SIGDOC 2020

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The SIGDOC Executive Committee is excited to announce that SIGDOC 2020 will take place at the University of North Texas (UNT) in Denton, TX from October 3-4, 2020.

This year's event will be co-located with CPTSC, which will be held from October 1-3, 2020.

We are excited to work with CPTSC—as we did in Colorado Springs in 2014—to explore how design and curricula intersect. To help lead this vision, we are pleased to share that Stacey Pigg (North Carolina State University) will serve as the Conference Chair and Chris Lam (University of North Texas) and Vincent Robles (University of North Texas) will serve as the Local Co-Chairs.

Be on the lookout for the CFP in the next few months!