

Introduction to User Experience (UX) In Information Systems (IS) for Health and Wellness Minitrack - HICSS 51-2018

Ann Fruhling
University of Nebraska - Omaha
afruhling@unomaha.edu

Rich Burkhard
San Jose State University
richard.burkhard@sjsu.edu

Soussan Djasmasbi
Worcester Polytechnic Institute
djasmasbi@wpi.edu

Smartphones and new wearable devices are promising to empower patients and healthcare professionals, bringing a fundamental shift in the health monitoring and decision making process, putting the consumers (patients) in charge. Today's consumers want more than basic usability and functionality, and they seek compelling user experiences. Demand for positive user experiences creates a need for innovation in user experience approaches for health and wellness products and services. Creating positive experiences also promises to influence health behaviors and desirable health outcomes. Examination of healthcare IT systems through an UX lens provides opportunities for both HCI and consumer health informatics researchers to formulate new theories, designs and practices, and develop new successful technologies.

This year, the Minitrack team selected two excellent articles that we think will be very interesting to researchers in healthcare information systems and those who research in related areas.

Our first presentation is "The Use of Emojis in Electronic User Experience Questionnaire: An Exploratory Case Study," by Sarah Alismail and Hengwei Zhang. This interesting research is based on the emergence of the Emoji, a relatively new phenomenon that has gained popularity in the digital era. According to the authors, little research exists on their use, and no research addresses the adoption of emojis in user experience questionnaires. The authors use semi-structured interview data from 31 participants to understand how emojis affect the experience of filling out user experience questionnaires. The authors found two key categories regarding participants' experiences: advantages and challenges. The authors present interesting findings that should be of interest to all who are involved in user experience evaluation or to anyone considering the use of emojis in research.

Our second presentation is "10,000 Steps a Day for Health? User-based Evaluation of Wearable Activity Trackers," by Aylin Ilhan and Maria Henkel. In this article, the authors present their research on activity trackers, a hot topic in using information devices to monitor and improve health. Their presentation includes the results of a survey on perceived quality and service acceptance of activity trackers with a focus on country based differences in the US and Germany. The authors discussed the mutual influence of perceived service quality and service acceptance, as well as a new research focus based on medical health funding of activity trackers. The researchers investigate the potential for tracker device users ready to share activity data with health insurers. Their rather large study (N=803) adds to previous research which is mainly based on small sample sizes or qualitative results. Results show that aspects such as Fun, Gamification, Impact and Usefulness provide interesting insights about activity tracker use. Finally, the topics of medical healthcare funds and reducing medical fees differentiates between US and German participants. This study will definitely be of interest to those who research the area of personal measurement IT in healthcare applications.

We are honored by the continued interest in the User Experience in Information Systems for Health and Wellness Minitrack and would like to thank all four of this year's contributing authors for submitting their outstanding research.