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► **To cite this version:**

Alexander Meschtscherjakov, Manfred Tscheligi, Bastian Pfleging, Shadan Sadeghian Borojeni, Wendy Ju, et al.. Interacting with Autonomous Vehicles: Learning from other Domains. ACM International Conference on Human Factors in Computing Systems (ACM CHI 2018), Apr 2018, Montreal, Canada. pp.1-8. hal-03634998

HAL Id: hal-03634998

<https://hal.science/hal-03634998>

Submitted on 8 Apr 2022

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Official URL: <https://doi.org/10.1145/3170427.3170614>

To cite this version: Meschtscherjakov, Alexander and Tscheligi, Manfred and Pfleging, Bastian and Borojeni, Shadan Sadeghian and Ju, Wendy and Palanque, Philippe and Riener, Andreas and Multu, Bilge and Kun, Andrew L. *Interacting with Autonomous Vehicles: Learning from other Domains*. (2018) In: ACM International Conference on Human Factors in Computing Systems (ACM CHI 2018), 21 April 2018 - 26 April 2018 (Montreal, Canada).

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Interacting with Autonomous Vehicles: Learning from other Domains

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Abstract

The rise of evermore autonomy in vehicles and the expected introduction of self-driving cars have led to a focus on human interactions with such systems from an HCI perspective over the last years. Automotive User Interface researchers have been investigating issues such as transition control procedures, shared control, (over)trust, and overall user experience in automated vehicles. Now, it is time to open the research field of automated driving to other CHI research fields, such as Human-Robot-Interaction (HRI), aeronautics and space, conversational agents, or smart devices. These communities have been dealing with the interplay between humans and automated systems for more than 30 years. In this workshop, we aim to provide a forum to discuss what can be learnt from other domains for the design of autonomous vehicles. Interaction design problems that occur in these domains, such as transition control procedures, how to build trust in the system, and ethics will be discussed.

Author Keywords

Aeronautics and Space; Automated Driving;
Autonomous Systems; Conversational Agents; Human-
machine Interplay; Human-Robot Interaction.

<https://doi.org/10.1145/3170427.3170614>

ACM Classification Keywords

H.5.m. Information interfaces and presentation (e.g., HCI): Miscellaneous

Background

The potential introduction of autonomous vehicles on real streets has been shaping the public discussion over the last years. Examples range from Google's driverless car [25] to the announcement of Uber's use of self-driving cars to transport people.¹ The introduction of fully autonomous vehicles will have a significant impact not only on people's mobility behavior but also how people or other vehicles interact with automated vehicles. Issues, such as the design of user-friendly interfaces for the driver to communicate with the vehicle (e.g., giving directions) or how User Experience (UX) will change when driving in automated vehicles have been discussed from an HCI perspective in the Automotive UI community [e.g., 20, 27], mobile HCI [15], RO-MAN [21], as well as at CHI itself [4, 13, 14].

Issues that have been dealt with from an HCI perspective include control transition procedures from the vehicle to the human driver and vice versa [18, 28], timing of such procedures [7], conveying contextual information at takeover [24], shared situation awareness between driver and vehicle [11], naturalness of interaction with a vehicle [16], perceived loss of control [3], acceptance of autonomous vehicles [22, 29], ethical issues in decision making [5], side activities for automated rides [17], and the simulation of automated driving [1].

¹ <https://www.wired.com/2016/09/heres-like-ride-ubers-self-driving-car/>

The problems surrounding automated vehicles are not unique. Other domains have been dealing with collaboration between humans and autonomous systems such as robots, aeronautics and space, conversational agents, or smart devices over the last years. Issues such as how to design a system for shared control or how to program a conversational agent have been studied. It has been even argued that an automated vehicle can be regarded as a special kind of robot, since it observes the environment (including humans), makes autonomous decisions based on sensed data and decision rules, and affects the physical environment [26]. In this workshop, we want to discuss what automated driving interaction research can learn from other domains.

It is inspired by a special interest group (SIG) at CHI 2016 that discussed multiple views on safety-critical automation, ranging from aircrafts and autonomous vehicles to air traffic management and satellite control [4]. The SIG targeted the general audience and covered multiple industries and multiple contexts of use with the aim of discussing experiences with interaction design in the context of autonomous systems.

Workshop goals

The workshop has multiple goals in order to inform HCI research and practice within automated driving.

- Provide a forum for researchers and designers of human interaction with autonomous systems with a focus on automated driving
- Discuss potential for transferring knowledge from other domains such as HRI and aeronautics and space to the design and evaluation of automated vehicles

- Present research on how the design of human-automated system communication can inform the design of automated vehicles (e.g., chatbots or virtual assistants such as Amazon’s Alexa, Apple’s Siri, or Google Assistant)
- Discuss best practices and patterns for the design of autonomous systems and how they can be applied for the design of automated vehicles
- Envision new interaction paradigms for the driver to communicate with the automated vehicle
- Explore new designs for (shared) control situations including authority sharing
- Explore engineering issues related to safety, reliability, and security properties as well as certification
- Consider UX factors relevant to the design of interactions with autonomous systems such as acceptance and trust (including complacency)
- Discuss ethical questions and assess their relevance in the context of critical systems

Participation

The workshop is intended for HCI researchers, practitioners, designers and developers that deal with the interaction of humans with autonomous systems (e.g., HRI, aeronautics and space, conversational agents). Workshop candidates have to submit a position paper (four pages in the CHI extended abstract format).

Organizers

We have experience in the organization of conferences and workshops in the area of automated driving and human-robot-interaction. This includes events at conferences such as CHI, AutomotiveUI, and HRI.

More precisely, starting in 2013, we have been involved in the organization of a series of workshops on UX in automated driving at the ACM International Conference on Automotive User Interfaces and Interactive Vehicular Applications [e.g., 12, 13, 14, 15, 20, 27]. In 2015, we organized a CHI workshop on “Experiencing Autonomous Vehicles: Crossing the Boundaries between a Drive and a Ride” [13]. In 2016, we held a CHI workshop on “Autonomous Vehicles: Contextual Experience Informs Design” [14] and organized a SIG on “Multiple Views on Safety-Critical Automation: Aircrafts, Autonomous Vehicles, Air Traffic Management and Satellite Ground Segments Perspectives” [4]. In 2015, organizers were involved in the organization of the ATACCS² (Application and Theory of Automation for Command and Control Systems). Also, some of the organizers were and are involved in organizing AutomotiveUI 2017 and HRI 2017.

Alexander Meschtscherjakov will be the main contact person. He is an Assistant Professor at the Center for HCI of the University of Salzburg. In his research, he deals with automotive user interface design, user experience with autonomous vehicles [22], and deskilling of drivers in automated vehicles [12]. He was co-organizing conferences such as AutomotiveUI’11, Persuasive’15 and organizer of different workshops (e.g., AutomotiveUI’13-16, CHI’15-16).

Manfred Tscheligi is professor for HCI & Usability at the University of Salzburg and is heading the Center for Technology Experience at AIT (Vienna). He is involved in driving experience activities and has been active already in the discussion on automated driving and HRI

² <http://www.ataccs.org/>

[26]. He has been involved in several conferences (e.g., co-chairing CHI'04 and AutomotiveUI'11) and co-organizing workshops and SIGs (e.g., CHI'16, AutomotiveUI'15, and Interact'15). He was also conference co-chair of HRI 2017.

Bastian Pfleging is a postdoc researcher at LMU Munich, Germany. Previously, he was researcher at the University of Stuttgart and the BMW Technology Office in California. His special research interests are automotive user interfaces, now with a focus on non-driving-related activities and the transition towards automated driving. He was involved in co-organizing various workshops (e.g., AutoNUI'13, CHI'16) and conferences in this domain (e.g., program chair of AutomotiveUI'17, and WIP chair in 2015 and 2016).

Shadan Sadeghian Borojeni is a researcher at the Interactive Systems group at OFFIS Institute for Information Technology in Oldenburg, Germany. Her research investigates interaction techniques to support task switching and takeover situations in highly automated driving using multi-modal cues evaluated in driving simulator experiments (e.g., [24]).

Wendy Ju is an assistant professor of Information Science at Cornell Tech in New York City. Her research focuses on interaction with automation, particularly human-robot interactions and autonomous vehicle interfaces (e.g., [26]), as well as novel research methods to understand interaction with autonomy (e.g. [1], [23]).

Philippe Palanque is Professor in Computer Science at the University Toulouse 3. He is working on formal methods for engineering interactive systems and the

application of such techniques to Higher Automation Levels in the field of Air Traffic Management, Interactive Cockpits of Large Civil Aircrafts [2] and Satellite Ground Segments [10]. He was chair of (Application and Theories of Automation in Command and Control Systems) ATACCS 2015 conference.

Andreas Riener is a professor for HMI and VR at THI with co-appointment at CARISSMA (Center of Automotive Research on Integrated Safety Systems and Measurement Area). His research interests include driving ergonomics, driver state estimation from physiological measures, human factors in driver-vehicle interfaces (e.g., [21]), as well as topics related to (over)trust, acceptance [29], and ethical issues [5, 20] in automated driving.

Bilge Mutlu is an associate professor of computer science and industrial engineering at the University of Wisconsin–Madison where he directs a research program on building human-centered principles and methods for designing robotic and autonomous technologies, including autonomous and collaborative driving systems (e.g., [6, 19]). He has co-organized several workshops, tutorials, and panels at CHI and HRI conferences and served on program, organizing, and steering committees, including serving as general co-chair of HRI 2017 with Manfred Tscheligi.

Andrew L. Kun is associate professor of Electrical and Computer Engineering at the University of New Hampshire. His research focus is human-computer interaction in vehicles [8], primarily in speech interaction, as well as the use of visual behavior and pupil diameter measures to assess and improve the

Time	Phases
09:00 – 09:10	Welcome and introduction to workshop goals and organization
09:10-10:30	Position Paper Presentations I (presentations 10 min each: Pecha Kucha style + Q&A)
10:30 – 10:50	Coffee break
10:50 – 12:10	Position Paper Presentations II (presentations 10 min each: Pecha Kucha style + Q&A)
12:10 – 13:30	Lunch
13:30 – 15:10	World-Café-style group discussions on 4 tables (25 minutes slots for each participant on every table)
15:10 – 15:30	Coffee break
15:30 – 16:30	Presentation of results from each table (15 min each)
16:30 – 17:00	Exploration of future work (e.g., joint publication) and wrap-up
later	Joint workshop dinner (optional)

Table 1: Workshop schedule.

design of user interfaces. He served as the General Chair of the 2012 AutomotiveUI conference [9].

Website

The workshop website will contain the call for participation including dates and author instructions. It includes the background of each organizer and a detailed schedule of the workshop. Accepted position papers will be available for download.

<https://hci.sbg.ac.at/sites/autonomous-vehicles-chi2018>

Pre-Workshop Plans

The call for participation (CFP) will be distributed via HCI-, HRI- and AutomotiveUI-related mailing lists (e.g., chi-announcements), as well as personal distribution lists based on workshops and conferences we have held. Accepted workshop position papers will be made available to all participants via the workshop website.

Workshop Structure

This will be a one-day workshop consisting of approx. 16 participants plus organizers. Table 1 provides an overview of the proposed workshop schedule.

Participants will be welcomed and introduced into workshop goals. The first half of the workshop-day will be dedicated to oral position and reflection presentations of each participant. Participants will be provided with a 10-minute presentation slot including Q&A. Presentations should be short and thought provoking. We encourage Pecha Kucha style presentations (i.e., 20 slides, 20 seconds for each slide, overall duration 6:40 min).

The second half of the workshop will be dedicated to participant discussions and collaborations. In world-café-style sessions, participants will discuss challenges of human-automated system interaction from various perspectives. There will be four tables each hosting a specific topic (e.g., shared control, anthropomorphism, mode and situation awareness, trust, ethics, etc.). Topics will be finalized based on position paper submissions. Each table will have a host (one of the organizers). After 25 minutes, every participant will move to another table to ensure that by the end of the workshop each participant has discussed each topic. Finally, a group session will be held, in which topic hosts will present results. In a wrap up phase potentials for a joint publication and/or a special issue on the topic will be discussed.

Post-Workshop Plans

Workshop results will be communicated both to communities and a general audience including a Poster at CHI. We plan to produce a report for publication in the ACM Interactions magazine and prepare a special issue in a selected journal (e.g. Springer Journal on Quality and User Experience³) following the conference. This will depend of the quality of the contributions and of the output of the workshop. In any case, workshop results will be made available through the workshop website and an email list to network with others will be created. Finally, the preparation of an informal Special Interest Group (SIG) at CHI 2019 will be considered.

³ <http://www.springer.com/engineering/signals/journal/41233>

Call for Participation

“Interacting with Autonomous Vehicles: Learning from other Domains” is a one-day workshop at CHI 2018 in Montréal, Canada.

This workshop aims at research and designs that have been done in areas where humans interact with autonomous systems such as automated vehicles, Human-Robot-Interaction (HRI), aeronautics and space, conversational agents, and smart devices. We want to discuss what can be learnt from other domains for the design and evaluation of automated driving. To participate, a four-page long paper in the CHI extended abstract format has to be submitted via email to alexander.meschtscherjakov@sbg.ac.at. Position papers should cover one of the following or related topics:

- Interaction with autonomous systems
- HRI & autonomous vehicles
- Aeronautics and space & automated driving
- Shared control and authority
- Control transition (handover & takeover)
- Mode and situation awareness
- Acceptance, trust and complacency
- Conversational agents and chatbots
- Virtual assistants (e.g., Siri, Alexa)
- Anthropomorphism
- Theories and research methods
- Interaction design and modalities
- Best practices
- Ethics

The workshop is restricted to approximately 16 participants. Applications will be selected by workshop chairs, who will evaluate position papers based on their

fit with the workshop theme, their originality, and their quality. The author of an accepted submission must attend the workshop, provide a short presentation, and register for both the workshop and for at least one day of the main conference.

Deadlines

- Position paper: February 2, 2018
- Notification: February 22, 2018
- Workshop at CHI2018: April 21/22, 2018

More Information:

<https://hci.sbg.ac.at/sites/autonomous-vehicles-chi2018>

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