

Humanitarian HCI

Wendy Norris, PhD Student

Information Science, University of Colorado Boulder

wendy.norris@colorado.edu

Humanitarian HCI is an emerging subfield of human–computer interaction (HCI) and computer-supported cooperative work (CSCW) that is focused on information and communication technology (ICT) design for use in emergencies caused by natural disasters, disease epidemics, and the mass displacement of people from their homes. My work in this space focuses on the study of and technology design for *digital humanitarians*, global volunteers who specialize in rapid, 24/7 online support for these time- and safety-critical mass emergencies. In the context of my dissertation and the research communities with whom I am currently in dialog, I am examining *temporal social coordination tools for globally distributed teams*.

In this poster, I present a summary of current and planned research projects that introduce seven humanitarian HCI principles—*participatory, postcolonial, collaborative, humane, neutral, impartial, and independent*—to help guide practices, values, and outcomes in ethnographic and design work in this domain. These principles extend existing frameworks and foundations from the computing, design, and humanitarian sectors into practical and actionable applied research tools for the design and development of humanitarian technologies. Through empirical, theoretical, and design fiction examples, I hope to provoke a multidisciplinary conversation about novel ways, as Bødker and Kyng urge, to “help people influence important matters in their lives” (2018) over the long term.