# PSY 734: Mental Workload Theory & Applications Seminar Fall 2011

Tuesday: 4:30-7:10 pm Arch Lab Conference Room

**Instructor**: Carryl L. Baldwin, Ph.D. **Office**: David King Hall 2062

**Email:** cbaldwi4@gmu.edu **Phone #:** (703) 993-4653

Website: http://archlab.gmu.edu/people/cbaldwi4/ARCH\_Lab\_Baldwin.htm

#### **Blackboard Site:**

**Office hours:** Tuesdays and Thursdays 2:30-3:30 pm and by appointment (you are encouraged to email me or talk to me after class about meeting at other times)

Main text: Wickens, C., & McCarley, J. S. (2008). Applied Attention Theory. Clermont,

FL: CRC Press.

Additional Required Readings: See Readings List

#### **Course Description:**

This seminar will focus on the theories and applications of mental workload assessment. We will cover issues surrounding development of the concept and both early and contemporary theories and models of mental workload. An emphasis will be placed on selection of workload assessment techniques based on the purpose of assessment and the environment in which it will take place. Thus, in addition to discussing theories and techniques of assessment, a focus will be placed on application of the existing literature in this area. Key topics will include: Mental Workload definitions and constructs, Early Attention & Resource Theories, Methods of Assessment – Behavioral, Physiological, Subjective, Contemporary Theories and Models of Workload -Information Processing Models, Computational, Neurophysiological, Automation & Workload, Adaptive Automation, Vigilance, Workload Transition, Affects of Aging, and Areas of Applications.

# **Grading System:**

8 - 1		
Major Project Oral/Written Draft	1 @ 50	= 50
Major Project Final Written Manuscript	1 @ 100	= 100
Major Project Final Oral Presentation	1 @ 50	= 50
Article Discussion Lead	1 @ 25	= 25
Application/Midterm Exam	1 @ 55	= 50
Final Comprehensive Exam	1 @ 100	= 100
Participation & Discussion		<u>= 75</u>

# TOTAL POINTS

450 points

### **Grading Scale:**

Superior/Excellent: 97 - 100% = A + 93 - 96% = A 90 - 93% = A - Above Average: <math>87 - 89% = B + 83 - 86% = B 80 - 82% = B - 8

Average: 77 - 79% = C + 73 - 76% = C - 70 - 72% =

Failing: 59 and below

#### Policies, Procedures, Philosophy & Expectations

1) First and foremost, it is my hope that together we can create a learning atmosphere conducive to intellectual discovery and growth. We all have something to bring to the discussions and with mutual respect for each other we can all learn.

- 2) Critically read all assigned material prior to the day it is to be discussed. Come to class ready to participate in discussions of the material, exercises to strengthen learning and with thoughtful questions and insights for further learning. Refer to the Readings calendar for a list of dates for articles/chapters to be covered.
- 3) Article discussions: You will be in charge of discussing critical aspects of three of the assigned articles and leading the class in discussion of the topic involved. (Critical aspects for research investigations include: rationale for the study, methodology, results, discussion, and implications & limitations. Critical aspects for review papers and chapters include such items as: nature of the debate or issue, supporting evidence for diverse views, design of a debate resolving investigation, gaps in the literature, etc.) Your should plan to present your portion of the reading for 10-15 minutes using power point slides, handouts, discussion questions, demonstrations, etc...
- 4) Literature Review paper: Complete and independent literature review on a topic related to psycholinguistics. Papers should be 10-15 pages in length, APA style, include at least 15 references (10 should be from journal articles published 1995 or later). Present a 20-30 minute summary of this literature review in class.

Sample Course/Lecture & Reading Schedule\*

**Prerequisite Readings** (I'm assuming you have read these already, if not – please do so ASAP).

(Wickens, 1984) (Cherry, 1953) (Baddeley & Hitch, 1974)

Date	Topic	Assignment/Reading
August 30 <sup>th</sup>	Syllabus, Assignments & Course	///////////////////////////////////////
	Overview; Early Attention &	
	Resource theories; Overview of	
	Assessment Techniques	
September 6th	Resources theories, Assessment	(Eggemeier, 1988; Gopher &
	techniques, & Behavioral Measures	Donchin, 1986)
September 13 <sup>th</sup>	Dual Task Methodologies	(Ogden, Levine, & Eisner, 1979;
	(Auxiliary, subsidiary & loading	Verwey & Veltman, 1996)
	tasks, POCs)	
Sept. 20 <sup>th</sup>	Physiological Assessments	(Kramer, Sirevaag, & Braune,
		1987)

		(Wierwille, 1979)	
Sept. 27 <sup>th</sup>	Subjective Assessments	(Hart & Staveland, 1988; Rubio,	
		Diaz, Martin, & Puente, 2004)	
October 4 <sup>th</sup>	Theories & models (info processing,	(Horrey & Wickens, 2003;	
	computational &	Wickens, 2002; Young &	
	neurophysiological)	Stanton, 2002)	
October 11 <sup>th</sup>	No Classes (Monday Classes Meet)	///////////////////////////////////////	
October 18 <sup>th</sup>	Midterm Exam		
October 25 <sup>th</sup>	Automation & workload (adaptive	(Freeman, Mikulka, Scerbo, &	
	systems)	Scott, 2004; Wilson & Russell,	
		2007)	
November 1 <sup>st</sup>	Workload Transition & vigilance	(Executive Summary, Huey &	
_		Wickens, 1993; Warm, 1993)	
November 8 <sup>th</sup>	Applications (i.e., drivers, pilots,	(Andre, Hancock, & Desmond,	
	medical personnel, aging, HCI,	2001; Wierwille, Rahimi, &	
,	product design)	Casali, 1985)	
November 15 <sup>th</sup>	Current debates & issues	(Boles, Bursk, Phillips, &	
		Perdelwitz, 2007; Parasuraman	
		& Rizzo, 2007; Wickens, 2007)	
Nov. 22 <sup>nd</sup>		Project Presentations	
Nov. 29 <sup>th</sup>		Project Presentations	
December 6 <sup>th</sup>	Last Class	Project Presentations	
		(Final Project Papers Due)	
Dec. 13 <sup>th</sup>	Final Exam Day 4:30-7:15 pm		

#### **Additional Resources & Suggested Readings**

#### **Early Attention & Resource Theories**

(Lavie, 2005; Lavie, Hirst, de Fockert, & Viding, 2004) (Norman & Bobrow, 1975)

#### **Secondary Task measures**

(Knowles, 1963; Recarte & Nunes, 2003) (Verwey, 2000; Verwey & Veltman, 1996)

#### Physiological measures

(Baldwin, 2003; Baldwin & Coyne, 2005; Gevins, Smith, McEvoy, & Yu, 1997; Parasuraman & Caggiano, 2005)

#### **Subjective measures**

(Nygren, 1991; Reid & Colle, 1988; Reid, Nygren, Hancock, & Meshkati, 1988)

Contemporary Theories and Models of Workload – Information Processing Models, Computational, Neurophysiological

(Gevins & Smith, 2003; Halford, Baker, McCredden, & Bain, 2005; Halford, Wilson, & Phillips, 1998; Veltman, 2003)

# **Applications**

# **Workload Redlines**

(Colle & Reid, 2005)

(Zeitlin, 1995)

## **Workload Transition**

(Desmond & Hoyes, 1996; Hancock, Williams, Manning, & Miyake, 1995)

#### **Automation & Workload**

(Harris, Hancock, Arthur, & Caird, 1995; Parasuraman & Hancock, 2001)

## **Crossmodal Spatial Attention**

(Shomstein & Yantis, 2004; Spence & Read, 2003)

#### References

- Andre, A. D., Hancock, P. A., & Desmond, P. A. (2001). The value of workload in the design and evaluation of consumer products. In *Stress, workload, and fatigue*. (pp. 373-383). Mahwah, NJ, US: Lawrence Erlbaum Associates Publishers.
- Baddeley, A. D., & Hitch, G. (1974). Working memory. In G. H. Bower (Ed.), *The psychology of learning and motivation* (Vol. 8, pp. 47-89). Orlando, FL: Academic Press.
- Baldwin, C. L. (2003). Neuroergonomics of mental workload: New insights from the convergence of brain and behaviour in ergonomics research. *Theoretical Issues in Ergonomics Science*, 4(1-2), 132-141.
- Baldwin, C. L., & Coyne, J. T. (2005). Dissociable Aspects of Mental Workload: Examinations of the P300 ERP Component and Performance Assessments. *Psychologia*, 48, 102-119.
- Boles, D. B., Bursk, J. H., Phillips, J. B., & Perdelwitz, J. R. (2007). Predicting Dual-Task Performance with the Multiple Resources Questionnaire (MRQ). *Human Factors*, 49(1), 32-45.
- Cherry, C. (1953). Some experiments on the recognition of speech, with one and with two ears. *The Journal of the Acoustical Society of America.*, 22, 975-979.
- Colle, H. A., & Reid, G. B. (2005). Estimating a mental workload redline in a simulated air-to-ground combat mission., *International Journal of Aviation Psychology* (Vol. 15, pp. 303-319): Lawrence Erlbaum.
- Desmond, P. A., & Hoyes, T. W. (1996). Workload variation, intrinsic risk and utility in a simulated air traffic control task: Evidence for compensatory effects. *Safety Science*, 22(1-3), 87-101.
- Eggemeier, F. (1988). Properties of workload assessment techniques. In P. A. Hancock & N. Meshkati (Eds.), *Human mental workload Advances in psychology*, *52* (pp. 41-62). Oxford, England: North-Holland.
- Freeman, F. G., Mikulka, P. J., Scerbo, M. W., & Scott, L. (2004). An evaluation of an adaptive automation system using a cognitive vigilance task. *Biological Psychology*, 67(3), 283-297.
- Gevins, A., Smith, M., McEvoy, L., & Yu, D. (1997). High-resolution EEG mapping of cortical activation related to working memory: effects of task difficulty, type of processing, and practice. *Cereb. Cortex*, 7(4), 374-385.
- Gevins, A., & Smith, M. E. (2003). Neurophysiological measures of cognitive workload during human-computer interaction. *Theoretical Issues in Ergonomics Science*, 4(1), 113-131.
- Gopher, D., & Donchin, E. (1986). Workload-An examination of the concept. In K. R. Boff, L. Kaufman & J. P. Thomas (Eds.), *Handbook of Perception and Human Performance* (Vol. II Cognitive Processes and Performance, pp. 41-41 41-49). New York: John Wiley & Sons.
- Halford, G. S., Baker, R., McCredden, J. E., & Bain, J. D. (2005). How Many Variables Can Humans Process? *Psychological Science*, *16*(1), 70-76.
- Halford, G. S., Wilson, W. H., & Phillips, S. (1998). Processing capacity defined by relational complexity: Implications for comparative, developmental, and cognitive psychology. *Behavioral and Brain Sciences*, 21(6), 803-864.

- Hancock, P. A., Williams, G., Manning, C. M., & Miyake, S. (1995). Influence of task demand characteristics on workload and performance. *International Journal of Aviation Psychology*, *5*(1), 63-86.
- Harris, W. C., Hancock, P. A., Arthur, E. J., & Caird, J. K. (1995). Performance, workload, and fatigue changes associated with automation. *International Journal of Aviation Psychology*, *5*(2), 169-185.
- Hart, S. G., & Staveland, L. E. (1988). Development of NASA-TLX (Task Load Index):
  Results of empirical and theoretical research. In P. A. Hancock & N. Meshkati
  (Eds.), Human Mental Workload (pp. 239-250). Amsterdam: North Holland Press.
- Horrey, W. J., & Wickens, C. D. (2003, July). *Multiple resources modeling of task interference in vehicle control, hazard awareness and in-vehicle task performance*. Paper presented at the International Driving Symposium on Human Factors in Driver Assessment, Training, and Vehicle Design, Park City, Utah.
- Huey, B. M., & Wickens, C. D. (1993). Workload transition: Implications for individual and team performance.
- Knowles, W. B. (1963). Operator loading tasks. Human Factors, 9(5), 155-161.
- Kramer, A. F., Sirevaag, E. J., & Braune, R. (1987). A psychophysiological assessment of operator workload during simulated flight missions. *Human Factors*, 29, 145-160.
- Lavie, N. (2005). Distracted and confused?: Selective attention under load. *Trends in Cognitive Sciences*, 9(2), 75-82.
- Lavie, N., Hirst, A., de Fockert, J. W., & Viding, E. (2004). Load Theory of Selective Attention and Cognitive Control. *Journal of Experimental Psychology: General*, 133(3), 339-354.
- Norman, D. A., & Bobrow, D. G. (1975). On data-limited and resource-limited processes. *Cognitive Psychology*, *7*, 44-64.
- Nygren, T. E. (1991). Psychometric properties of subjective workload measurement techniques: Implications for their use in the assessment of perceived mental workload. *Human Factors*, *33*(1), 17-33.
- Ogden, G. D., Levine, J. M., & Eisner, E. J. (1979). Measurement of workload by secondary tasks. *Human Factors*, 21(5), 529-548.
- Parasuraman, R., & Caggiano, D. (2005). Neural and genetic assays of mental workload. In D. McBride & D. Schmorrow (Eds.), *Quantifying Human Information Processing* (pp. 123-155). Lanham, MD: Rowman and Littlefield.
- Parasuraman, R., & Hancock, P. A. (2001). Adaptive Control of Mental Workload. In P. A. Hancock & P. A. Desmond (Eds.), *Stress, Workload, and Fatigue* (pp. 305-333). Mahwah, NJ: Lawrence Erlbaum.
- Parasuraman, R., & Rizzo, M. (2007). Introduction to Neuroergonomics. In R. Parasuraman & M. Rizzo (Eds.), *Neuroergonomics: The brain at work* (pp. 3-12). Oxford: University Press.
- Recarte, M. A., & Nunes, L. M. (2003). Mental workload while driving: Effects on visual search, discrimination, and decision making. *Journal of Experimental Psychology: Applied*, 9(2), 119-137.
- Reid, G. B., & Colle, H. A. (1988). *Critical SWAT values for predicting operator workload*. Paper presented at the Proceedings of the Human Factors Society 32 nd Annual Meeting, Santa Monica, CA.

- Reid, G. B., Nygren, T. E., Hancock, P. A., & Meshkati, N. (1988). The Subjective Workload Assessment Technique: A scaling procedure for measuring mental workload. In *Human mental workload*. (pp. 185-218). Oxford, England: North-Holland.
- Rubio, S., Diaz, E., Martin, J., & Puente, J. M. (2004). Evaluation of subjective mental workload: A comparison of SWAT, NASA-TLX, and workload profile methods. *Applied Psychology: An International Review*, 53(1), 61-86.
- Shomstein, S., & Yantis, S. (2004). Control of Attention Shifts between Vision and Audition in Human Cortex. *Journal of Neuroscience*, 24(47), 10702-10706.
- Spence, C., & Read, L. (2003). Speech shadowing while driving: on the difficulty of splitting attention between eye and ear. *Psychological Science*, *14*(3), 251-256.
- Veltman, H. J. A. (2003, March 2003). *Mental Workload: Lessons Learned from Subjective and Physiological Measures*. Paper presented at the International Symposium of Aviation Psychology, Dayton, Ohio.
- Verwey, W. B. (2000). On-line driver workload estimation. Effects of road situation and age on secondary task measures. *Ergonomics*, 43(2), 187-209.
- Verwey, W. B., & Veltman, H. A. (1996). Detecting short periods of elevated workload: A comparison of nine workload assessment techniques. *Journal of Experimental Psychology: Applied*, 2(3), 270-285.
- Warm, J. S. (1993). Vigilance and Target Detection. In B. M. Huey & C. D. Wickens (Eds.), *Workload transition: Implications for individual and team performance* (pp. 139-170). Washington, DC: National Academy Press.
- Wickens, C. D. (1984). Processing resources in attention. In R. Parasuraman & R. Davies (Eds.), *Varieties of Attention* (pp. 63-101). Orlando, FL: Academic Press.
- Wickens, C. D. (2002). Multiple resources and performance prediction. *Theoretical Issues in Ergonomics Science*, *3*(2), 159-177.
- Wickens, C. D. (2007). How Many Resources and How to Identify Them? Commentary on Boles et al. and Vidulich and Tsang. *Human Factors*, 49(1), 53-56.
- Wierwille, W. W. (1979). Physiological measures of aircrew mental workload. *Human Factors*, 21(5), 575-593.
- Wierwille, W. W., Rahimi, M., & Casali, J. G. (1985). Evaluation of 16 measures of mental workload using a simulated flight task emphasizing mediational activity. *Human Factors*, 27(5), 489-502.
- Wilson, G. F., & Russell, C. A. (2007). Performance enhancement in an uninhabited air vehicle task using psychophysiologically determined adaptive aiding. *Human Factors*, 49(6), 1005-1018.
- Young, M. S., & Stanton, N. A. (2002). Malleable attentional resources theory: A new explanation for the effects of mental underload on performance. *Human Factors*, 44(3), 365-375.
- Zeitlin, L. R. (1995). Estimates of driver mental workload: A long-term field trial of two subsidiary tasks. *Human Factors*, *37*(3), 611-621.
- \*The instructor reserves the right to change lecture dates, assignments, and assigned readings as necessary.