
Abstract
XH: Experience and/or Heuristic
Studies reported here of "a variety of extant software toolkits," supported by "various technology transfer approaches" generate a number of findings concerning "how to effectively foster adoption," including "the importance of making technology transfer a conscious, central goal of research." They indicate that "effective technology transfer" is (usually) met by "investing in training, documentation, support staff, usability features, standards support, and a variety of other non-research activities."

Why XH?
The paper is largely a review of lessons to be drawn from systems that have already been built. As such, it is a resume of various experiences and the heuristics learned from those experiences.

Question - [Method/means of development]
What is the most effective way to foster technology transfer?

Results - [Report; Generalizations]
The members of this panel reported the following pieces of wisdom:

- Don't underestimate the value of having an active user base. They come up with lots of ideas and can even contribute to improving the system.
- It is necessary to keep in mind that users want something to use. This means that the system must embody a variety of features solely for the purpose of fostering usability. Examples included certain elements of printing, font, and widget support.
- Provide training and documentation.
- Pay attention to standards.
- Users expect prototypes or other early versions to be supported in the future.
- Be careful what language/platform you build on. One person commented that his selected language (Lisp) hampered adoption because it was not in vogue with users.

Validation – [Experience]
The above report is generalized from three programming toolkits primary related to user interfaces: InterViews, Garnet, and Druid. The advice above is consistent with, and reinforces, advice offered by people who have studied technology transfer in general (including Pfleeger, Zelkowitz, and Rodgers).