

Whitney Quesenberg
Whitney Interactive Design
High Bridge, New Jersey USA
whitneyq@wqusability.com

Director, Voting and Usability Project
and Past President
Usability Professionals' Association

Member and Chair, Subcommittee on Human
Factors and Privacy
EAC Technical Guidelines Development Committee

UPA Voting and Usability Project

Formed in 2001 in response to the 2000 US Presidential election. Moved from gathering information on usability in elections to advocacy for usability and accessibility in voting systems.

- Presentations and articles: NIST Symposium on Trust and Confidence in Elections, Georgia Tech symposium on Internet voting, NAS, STC and UPA publications, UK Design Council
- Created list of usability and design professionals for local election officials, at request of NIST and Election Assistance Commission
- UPA 2004 workshop produced a white paper outlining issues in summative usability testing for voting systems

EAC - Technical Guidelines Development Committee

Appointed member to the Election Assistance Commission Technical Guidelines Development Committee, and Chair of the Subcommittee on Human Factors and Privacy.

- Voluntary Voting System Guidelines adopted on December 13, 2005
- Work underway at NIST on performance-based usability tests and benchmarks for voting systems
- Work underway on additional work for the VVSG

Design for Democracy

Former Director of Usability and Accessibility. This project has a multi-disciplinary approach to improving the civic experience. The group is currently working for the EAC on ballot templates and informational signage.

Other projects

- IEEE P1583 Voting System Standards committee. Worked on Task Group 3 (Usability and Accessibility), re-organizing and editing the last balloted draft.
- Brennan Center – committee chair for reports on usability and accessibility of different types of voting systems (optical scan, vote-by-mail, vote-by-phone, DRE, VVPAT, etc) (forthcoming)