

Accessibility testing prototol

Script for voting system accessibility review with poll workers

Final version, updated March 2019

How to use this testing script

This script is intended to be read as written by the test facilitator.

Actions the facilitator should take are italicized.

Blanks the facilitator should fill in as they speak are in [brackets].

The poll worker sessions will typically involve 2-6 people from a single polling place - a team that works together.

Set up chairs in a half-circle in front of the voting system, with another chair at the system.

Welcome and set up

Hi, I'm [your name], the facilitator for today's voting system test. Thank you for coming. Come right this way to the voting system.

Ask everyone to sit around the voting system.

We'll talk for a few minutes before we get started. I'm going to read from a script so we can make sure to give everyone the same information.

Introduction

Before we begin, I have some information for you about what we're doing today.

Let me introduce you to the other people here today. This is [their first name]. [She or he] is from [their organization]. *Repeat for others.*

They are all here because they want to hear your thoughts about this system.

Purpose

The State wants to make sure voting systems it approves are easy for poll workers to set up. They're particularly interested in what it's like to set up the accessibility features on the voting system. We've asked you here to try a number of these features and give us your thoughts on them.

Test logistics and instructions

A few things to know before we get started:

- The session should take about an hour.
- We are video recording for documentation purposes. The camera is pointing at the screen, but will not capture your face.
- We're testing the system, not you. You can't do anything wrong here. We want to find out how easily you can work with it.
- Please don't worry that you're going to hurt our feelings. We really want to know how easy or hard it is to use.
- If you have any questions as we go along, just ask them. I may not be able to answer them right away. We want to know what people do when they don't have

someone sitting next to them to help. But if you would normally ask the lead poll worker or elections office for instructions, we want to know that.

- If you need to take a break at any point, just let me know.

Questions

Could you all sign the consent form – it has the same information that I just read.

Have them sign on the group form.

Initial questions

Before we get started, let me ask you a few background questions.

1. Could you introduce yourselves and tell me your role in elections? *Ask for first names only.*
2. How long have you worked in elections?
3. What kind of voting systems have you worked with before?

Introducing the voting system (5 mins)

Thanks. Now I'm going to give you some time to get to know the system.

We know that you would have been to training - especially on a new system - so I'll give you a little overview. We'll focus on the part of the system the voters will use, but we know that you do other things to set up in the morning and check voters in.

[Give an intro to how the system works at a high level. Touch on, but don't go into depth on:

- What and where are the different components, including the ballot marking machine and the ballot scanner.
- Any accessibility devices, including a tactile keypad, sip and puff, headphones and headphone jack.
- The check-in process, including whether the vote will receive a ballot or, ballot secrecy sleeve, or some other token.
- What the end of the voter check-in process is, for example, if they are given a ballot or some other token.

- What happens after the voter finishes at this station, for example, is their vote cast here, at a scanner, what happens to the paper ballot, etc.]

We have some [documentation and job aids] that would have normally have in the polling place. Do you have any questions?

Answer any questions, but keep it short and defer any deep details or questions about policy and procedures.

Explore the voting system (10-15 mins)

Great, now let's look at the system. *[Give them a brief introduction to the different features:*

- *Write-ins*
- *Making changes to selections in both vote-for-1 and vote-for-n*
- *Changing display features*
- *Listening to the audio*
- *Using the tactile controls*

Now, I'm going to give you some time to play around on the system. Let's have all of you come up [two at a time, if a big group] and try voting. I have [ballots or an activation code] that you can use.

And most importantly, tell me what's hard or confusing as you come across it. Do you have any questions?

Ask someone to volunteer to use the system, while the others watch. Let them play around and watch to make sure they cover all of the features. They do not have to mark a whole ballot in each display mode, but prompt them to try the different features. Allow others to take a turn if there is time.

Handling other questions

When this happens

Say this

The team tries to get you to give them a clue. (“Should I use the _____?”)

I'd like you to do whatever you'd normally do at the polling place.

What do the instructions say?

The team asks you to explain how something works or is supposed to work

Is this something you would expect to learn in training?

How would you get the answer to that question at the polling place?

Working with voters (15-20 mins)

During this part of the test, the accessibility-expert examiner will play the role of voters with different disabilities, based on the voter personas.

S/He will introduce the “voter” and ask directly for the preference or features needed – this is not a guessing game or a test of their disability knowledge. We want to understand whether the poll workers understand how to react to a voters’ needs using the machine or if there are any gaps that need to be addressed.

Now, we’re going to try this with a few voters. [Name] will represent voters with different disability needs. [S/He’s] got a few props to make this a little more fun, too. As the voter [s/he] may ask for help, and you’ll do what you would do as a poll worker to help them.

In general, use all your experience to help each voter work as independently as possible.

If you two poll workers would help a voter then do that here too.

Try to avoid looking at the ballot once it’s been marked.

Any questions? *Answer any questions as well as you can*

OK. Who is going to go first? You can all help them, and you can trade roles whenever you want.

The “voter” will approach the voting system for each persona, then leave when done. Encourage the poll workers to handle the voter as they normally would. The “voter” should leave when they get onto the ballot. After each persona, give the team time to discuss.

How did that go?

What would you do to make it easier to help [persona name] vote independently?

Personas

There are 6 personas – run through at least 2, depending on time and the preferences offered by the system

1. Tasha: No usable vision. Uses audio format and tactile controls

Tasha has been blind since birth. She runs her own business and employs a “reader” who reads some print materials to her. However, she uses a computer proficiently and prefers to work independently. She also has a mobile app that can scan and read text.

2. Michael: Very low vision. Large print + audio

Mike has very low vision and uses a variety of strategies, including using a white cane to signal his vision loss. He uses audio when it’s available to help him read and navigate. He also puts his face very close to what he’s reading.

3. Tyler: Limited dexterity and some tremor and uses the touch screen with his knuckles

Tyler has a condition that has resulted in mobility and fine motor issues that resemble arthritis. He can operate controls and buttons if they aren’t too small or too stiff.

4. Angela: Minimal use of her hands so uses the dual switch. Uses a wheelchair

Angela has a spinal cord injury. She can move her arms somewhat, but is not able to grip items or point. She uses a typing stick, held on to her hand with a splint, when she wants to hit keys on a computer keyboard. Angela uses a wheelchair and has a service dog.

5. Minjun: Mild visual perception issues and limited English proficiency

Minjun (pronounced Min-Joon) has some vision loss, including being color blind. As a recent immigrant to the U.S., English is Minjun’s second language. Because he doesn’t read English well, he likes larger type to make each letter easier to see and sometimes higher contrast also helps him focus.

6. Janine: Cognitive attention disability

Janine reads well, but can get confused when there are too many options available to her or when the text is too complicated. She is a strong self-advocate and does not hesitate to ask for help when she needs it – sometimes phrasing it as a problem “some people” might have.

Questions

Thanks, that was very helpful. Let's talk about how this system was to work with.

1. Of the things that we tried today, what was easy?
2. Of the things we tried today, what seemed hard?
3. Can you think of any voters who come to your polling place who would not be served well by the accessibility features of this voting system? What is missing?
4. What advice would you give poll workers about working with this system?
5. Are there specific things that you think should be included in poll worker training?
6. Do you have any ideas about how we could make this system even easier for voters to use and adjust without help from a poll worker?
7. If you had a magic wand, what would you change about this system?
8. Do you have any questions for me, now that we're done? *Someone from PA may be able to talk to them after the session is done.*

Thank you

Thank you so much for thoughts and time.

Remember this may or may not be the voting system that gets used in your county. You'll have to speak to your elections office about that.