

Accessibility testing prototol

Script for voting system usability testing for people with disabilities

Script – Updated March 2019

How to use this testing script

This script is meant to be read word for word by the test facilitator.

Actions the facilitator should take are *italicized*.

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

General prompts and responses

In general, the goal is to allow voters and poll workers to try to use the system unassisted. Use general prompts to acknowledge their question and keep them moving forward. However, if they cannot solve the problem on their own, the facilitator can give minimal instructions or act as a poll worker might help a voter.

When this happens	Say this
The participant is trying to get you to give them a clue. ("Should I use the _____?")	"What would you do if you were at the polling place?" (Wait for answer.) "Then why don't you go ahead and try that?" "What would you do if I wasn't here?" "I'd like you to do whatever you'd normally do."
The participant makes a comment, and you're not sure what triggered it.	"Was there something in particular that made you think that?"
The participant suggests concern that they're not giving you what you need.	"No, this is very helpful." "This is exactly what we need."
The participant asks you to explain how something works or is supposed to work?	"What do you think?" "How do you think it would work?"
The participant seems to have wandered away from the task.	"What are you trying to do now?"

Welcome

When participants arrive, meet them at the door. Make sure they are comfortable.

Hi, I'm [your name], the facilitator for today's voting system test.

Thank you for coming. We'll talk for a few minutes before we get started.

Possible follow ups, depending on the participant's needs:

- Will your aide come with you while you vote?
- Is there anything I need to know about how to communicate with you during the test?
- Would you like to take my arm so I can lead you to the voting system?

Move to the voting system

Come this way to the system we'll test today.

Walk with the participant to the voting system and help them find their chair (if necessary) and take your seat. Don't adjust the system for them, but note anything they adjust when they sit down.

Possible follow ups, depending on the participant's needs:

- Can I offer your service animal some water?
- Remove the chair from the voting system

Introduction and consent form

Share the large print "About this test" consent form with the participant.

Point to each paragraph as you read it.

I'm going to read from a script so we can make sure to give everyone the same information. To begin, I have some information for you about what we're doing today.

Observers

Let me introduce you to the other people here today. *Include only people working on the test itself.*

This is [their first name] from [their organization]. *Repeat for all.* They are all here because they want to hear your thoughts on this system.

Purpose

The State wants to make sure voting systems it approves are easy for everyone to use. We've asked you here to try using the system to do a few different things and talk about you find easy and difficult.

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.
- Just to be clear, this is not a real ballot or election. We may ask you to vote for particular people just to see how various parts of the system work.
- We're testing the *system*, not you. You can't do anything wrong here.
- Please don't worry that you're going to hurt our feelings. None of us made this system. We really want to know how it's easy or hard 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.
- If you need to take a break at any point, just let me know.

Questions

Do you have any questions for me?

Could you sign the consent form?

Initial questions

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

1. Are you a voter?
2. *If yes:* Could you tell me a little bit about the last time you voted? What type of machine did you use?
3. *If no:* Do you have any questions about voting?

Tasks

Now I'm going to ask you to try using the voting system. We'll walk through using it just like you would if you went to vote.

I'm not going to give you a lot of instructions at first. We want to see how well the system works when people don't have instructions.

If you get tired, just tell me and we can take a break.

And most importantly, tell me about what's hard or confusing as you come across it.

Do you have any questions?

Getting started

If applicable: Normally, you would come to a check-in table. I'm going to give you what the people at the front desk would give you when you come to the polling place.

Hand them any materials (example: ballots, activation code) they'd get at the beginning of the machine.

Let's say you're at the polling place, [you get these papers] and you come to the machine.

If applicable: I'm going to go ahead and do what a poll worker would do to set this machine up for you.

Do any machine-specific configuration.

4. Go ahead and get started using the machine. Do whatever you'd do when you first get to the machine.

Selecting and setting up access features

Generally, don't prompt people to use specific access features.

However, if they start using the machine and have questions, see if they can figure it out themselves, but be prepared to give an assist if needed. For example;

If participant says	Say/do this
The text is too small	What would you do if the text was too small?
How do I make the text larger?	Can you find a way to do that?
Can I make it read instructions to me?	How would you figure out how to make it read instructions to you?
Can I plug in my own headset	Can you find a place to do that?
Can I change the angle or height of the screen	How would you do that if you were at a polling place?

Note what access features they use:

- Change text size
- Change colors or contrast
- Use the tactile keypad
- Use a dual switch
- Use a sip-and-puff
- Change the physical configuration
- Use audio
- Use their own headsets

Marking a ballot

Now, I'll ask you to try filling out the ballot. We have some instructions for how we'd like you to vote. We know that's not how it would work in a real election, but that way we can compare experiences of different voters.

5. I have the instructions on this sheet of paper, but I'll read them to you as you go through the ballot so you can focus on the voting system.

#	Contest Title	Instructions	You need to know
A	Straight party	Vote for any party you would like. Please tell me which party you will vote for.	What party they vote for
B	President/ Vice President	You want to vote for [names from the party they selected]	What party they voted for in #1
C	US Senator	You want to vote for Timothy Noah	If they selected the Green Party, pick James Collins
D	Attorney General	You want to vote for the Democratic candidate	This may confirm or change the selection
E	Rep. in Congress, 5 th District	Just accept the candidate from your straight party selection	
F	School Director, 4 year term Vote for 3	The only person you know running for School director is Lauren Sweet , so just vote for her	This may require de-selecting other D candidates, or just selecting Lauren This contest will be undervoted
G	School Director, 2 year term Vote for 1	You want to vote for the candidate endorsed by both parties.	This may require de-selecting other candidates

#	Contest Title	Instructions	You need to know
H	County Commissioner Vote for 5	Choose any candidates you want to vote for, but be sure to include Sandra Mills , because you heard her talk and like her.	Note how many they select. Sandra Mills is near the end and may be on a second page.
I	Borough Council Vote for 3	You want to vote for all the Republicans and also Russell Nixon	This asks them to overvote Watch what they do when they get the overvote message
J	Election Judge	Write in Chris Smith	Write-in only
K	Recorder of Deeds	Vote for no one.	Note who is selected
L	Justice of the Supreme Court/ Judicial retention	Your choice how to vote	Note what they choose
M	Referendum question	You think you like this proposal, but you aren't sure. Read it and decide how to vote. Tell me what you decide?	Note what they choose

If participant says

Say/do this

Can I change my choice?	How would you figure out how to change my choice?
How do I change my choice?	<i>Note the question and offer instructions on changing choices</i>
Can I go backward in the audio narration?	What would you do if you had that question in a polling place?
How do I go backward in the audio narration?	<i>Note the question and show how to go back or repeat audio</i>

Reviewing the ballot

6. Before you cast your ballot, I have a few questions.

#	Options	You need to know
N	Go back and vote for George Fiosk for Recorder of Deeds	If they chose George Fiosk, ask them to change to Gary Wells.
O	You change your mind about the referendum question. Go change your vote	
P	If there are any other changes you want to make, you can go ahead and make them now.	

Verifying the ballot

7. Now go ahead and finish up voting. [The next step is to print the ballot.]
8. [Don't ask anything but watch to see what they do with the ballot now that it's printed.]

When participant says	Say/do this
What should I do next?	<i>How would you cast your ballot so you can leave?</i>
Is this my official ballot?	<i>What do you think?</i>
What do I do if I notice a problem on my printed ballot?	<i>Note the question and offer some response poll workers would.</i>
I don't know how I'd read this printed ballot.	<i>Note the question and ask how they would handle it.</i>

Casting the ballot

9. What would you do to go ahead and cast your ballot.

When participant says	Say/do this
Where do I put this [ballot]?	<i>What do you think? Tell them where the scanner is using the poll worker instructions</i>
The machine won't accept my ballot.	<i>What would you do if you were at the polling place and the machine wouldn't accept your ballot?</i>

If the voter has to take a printed or marked ballot to a scanner or ballot box, give them directions to go to that part of the voting system. See if they can complete the casting of their ballot on their own, giving any help a poll worker might give to all voters.

10. What's next?

They should know that they are done voting. Tell them what would happen to their ballot in a normal voting situation (for example, ballot goes into a locked ballot box).

Questionnaire

Thanks, that was very helpful. Before we end, I want to make sure that we've gotten all the information about your voting experience.

Read questions aloud or hand to them to fill out.

1. What is your age?
 18-21 22-34 35-60 61-70 71 or over
2. What county in Pennsylvania do you live in? _____
3. Do you use any assistive technology in your daily life
 Screen reader Braille Screen magnifiers Large print
 Color or contrast adjustments Special keyboard or switches
 Sip and puff Wheelchair or other mobility aids

 Other _____
4. How long have you been a voter?
 Never voted Less than 2 years 2-5 years
 5-10 years 10-20 years More than 20 years
5. How many elections have you vote in over the last 2 years?
 None 1-2 3-5 6 or more
6. What voting system did you use the last time you voted
 I have never voted
 Paper ballot
 Vote by absentee ballot/alternative ballot/by mail
 Ballot marking device such as the Automark
 Electronic voting system with my vote cast electronically
7. Did you use any accessibility features or preference options on the voting system you last voted on? (If yes, list what you used)
 No Yes

 Set the text size
 Changed the colors
 Used the audio
 Used the tactile input buttons
 Used a personal device _____
 Other _____

Your experience with this voting system

8. I am confident that my ballot was cast as I intended.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
9. The instructions for voting were easy to follow.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
10. The voting process involved too many steps.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
11. It was easy to move around the ballot.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
12. The buttons or the touchscreen were easy to use.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
13. I was never confused while I was voting.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
14. Writing in a candidate was easy.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
15. I could make changes before I cast my ballot.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
16. I could verify my ballot.
 Strongly Agree Agree Neutral Disagree Strongly Disagree
17. I feel that I had enough privacy while voting.
 Strongly Agree Agree Neutral Disagree Strongly Disagree

Your reactions and comments

18. What did you like **most** the voting system you used today?

19. What did you like **least** about the voting system you used today?

20. Did you have any **problems** using the voting system?

21. What **improvements** do you suggest to the voting system that would make it easier for you to vote?

22. Is there anything else you would like to tell us about using this voting system?

23. Do you have any comments about your experience helping test this voting system?

Debrief

That was great. Did you have any comments or questions about using this voting system that you want to share?

Do you have any questions for me, now that we're done?

Thank you

Thank you so much for your thoughts and time.
Help participant get to the door, if they need assistance.