Priorities for Future Work
Supporting the Voter Experience

Priority Area 1: Support the design process
1.1 Design standards and guidance so they are easier to use
1.2 Share best practices and techniques that meet human factors goals
1.3 Create educational programs on human factors for system designers
1.4 Create guidance on effective design processes
1.5 Make data available to analyze and improve the voter experience

Priority Area 2: Engage voters effectively
2.1 Create guidance on effective election communications and personalization
2.2 Make voter education available to everyone, including practice with real voting systems
2.3 Improve voter guides, making them more usable and accessible

Priority Area 3: Address the entire voter journey
3.1 Support voters as they move between election systems
3.2 Create a risk model that includes human factors and security
3.3 Enable “anywhere voting”

Priority Area 4: Support evolving technology
4.1 Use universal design to create systems that work for more voters
4.2 Enable the use of personal devices & assistive technology to vote
4.3 Update voting guidance to address new technologies and interactions
4.4 Create guidance for election systems outside of the “voting system”

Priority Area 5: Provide useful guidance and standards
5.1 Treat usability and accessibility in a single universal standard
5.2 Simplify guidance by focusing on principles
5.3 Develop performance metrics
5.4 Develop process standards

Priority Area 6: Improve testing in design and certification
6.1 Improve ways to test systems, including pilot testing as part of certification
6.2 Certification of open, component-based election systems
6.3 Establish qualifications of human factors evaluators

Preliminary report: A roadmap for future usability and accessibility guidance
civicdesign.org/projects/roadmap/ (updated July 15, 2015)