

David M Batten
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Portfolio:
[http://davidmbatten.yolasite.com/
portfolio2014.php](http://davidmbatten.yolasite.com/portfolio2014.php)

UX EXPERIENCE

Requirements Gathering
Competitive Analysis
Focus Group/Brain Storming
US 508 & W3C Compliance
UCD/UE
Usability Testing
Style Guide Creation
Low Fidelity Prototyping
Wire framing

Leadership Experience

Div. Rep. to IBM Corp. UX Adv. Council
IBM UX Lead for 2 Ent. level SW Offerings
Corp. Leadership Excellence Training
IBM Cross-Divisional UX Lead
Director - Web Usability/Accessibility
Research Department Head

Managerial Experience

Product Team Lead (IBM)
University Director (UTEP)
Head of Research (Tekzenit)
VP User Experience (Citibank)

SKILLS

MS Office
Balsamiq Wire framing
AIX 5.xx System Configuration
Tobii Eye tracking
User Zoom
Think Tank Collaborative SW
Morae Studio
Optimal Workshop
Group Systems Collaborative
Software

PUBLICATIONS

'International Journal of Industrial
Ergonomics' - "Optimal Viewing Angle
for Touch-Screen Displays: Is There
Such a Thing?" 22, 343-35

Patent published (IBM) Application
US20030217132 - "System and
method for remotely managing a
computer system by a wireless
communications device"

Numerous IBM Internal Publications
IBM Redbook Contributor

EDUCATION

Human Factors/I.E.Ph.D.
(Coursework Completed)
BA Experimental Psychology,
Minor Cognitive Science
North Carolina State University

USABILITY HUMAN FACTORS UX RESEARCH UX DESIGN

SUMMARY

Lead User Experience professional with 23 years experience in Usability/Human Factors/Accessibility. Twelve years experience at IBM. Three years experience at The University of Texas at El Paso as Director of Web Content. Two years as VP User Research and Insights at Citibank. Formative research principle at Tekzenit, Inc. in Irving Texas, current Sr. UX Architect at Group1200, Flower Mound, Texas.

CAREER HISTORY

Sr. UX Architect/Researcher | Group1200 Media | Flower Mound, TX | 2014-Present
Head of User Research | Tekzenit, Inc. | Irving, TX | 2013 - 2014
VP User Research & Insights | Citibank | Jacksonville, FL | 2011 - 2013
Director - Web Content | UTEP | El Paso TX | 2007 - 2010
Advisory HF Engineer | IBM - Tucson Design Center | Tucson AZ | 2004 - 2005
Advisory HF Engineer | IBM - AIX Sys. Development | Austin TX | 1999 - 2004
Staff HF Engineer | IBM - D&ID | RTP NC | 1995 - 1999
Pre Pro HF Engineer | IBM Store Systems | RTP NC | 1993 - 1995

SELECTED ACCOMPLISHMENTS

- Established Tekzenit's first usability laboratory & responsible for staffing newly created Department
- Designed & Supervised 21 usability tests along with 18 research literature reviews in 10 months in order to impact both SMB and Enterprise clients
- Established NPS comments analysis protocol across Citibank web properties
- Increased UTEP Home Page Hit rate by 333% through user centered information Architecture and content relevance; enrollment increase 9.9%
- Developed and published IBM technical whitepaper on 'system hardening' for AIX operating system security.
- Acted as PR/Technical Representative for IBM's "Web based System Manager" at client workshops in Toronto, Phoenix, San Jose, and Seattle.
- IBM AIX Redbook contributor, 5L, 5.1, 5.2.
- Presenter at IBM 2003 "Make it Easy" Conference a topic "End to End UCD work on pSeries Information and Capacity on Demand"
- Designed interface for IBM's first web configurable networking product,

IBM 8210 Multi access Switched Services Server (MSS); Release 1.0 Grand Winner at the Atlanta Network Expo/INTEROP in 1996, and the Best of Show at the Paris INTEROP in 1996

CORE VALUES

A career is something that should be self-satisfying, educational and produces tangible results; in that order.

REFERENCES Provided Upon Request

David M Batten

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Portfolio: <http://davidmbatten.yolasite.com/portfolio2014.php>

LinkedIn: <http://www.linkedin.com/in/davidmbatten>

Email (preferred contact method): davidmbatten@yahoo.com

Lead User Experience / Human Factors professional with over 23 years' experience in Usability/Human Factors/Accessibility. Thirteen years' experience at IBM ensuring usability, accessibility, visual layout, functional specification, and positive end-to-end user experience (UX) for stand-alone and web-based enterprise software applications including AIX system management, SAN storage management and Networking system management/configuration tools. Three years' experience at The University of Texas at El Paso acting in the capacity of Usability Architect/Web UI Design/IA (Official title Director of Web Content Compliance). Two years' experience as VP User Research and Insights for Citibank Internet and Mobile, Prior Head of UX Research at Tekzenit Inc, a full service agency, and most recently Senior UX Architect & Researcher for Group1200 Media, LTD in Flower Mound Texas.

EDUCATION

Academic BA Psychology (concentration in Experimental Psychology) with a Minor in Cognitive Science from North Carolina State University, Raleigh, NC. (1991)

Completion of all graduate courses required for PhD in Human Factors Engineering, North Carolina State University, Raleigh, NC (1997). Concentration in Industrial Engineering and Statistical analysis. Research area: Redundantly coded visual information and performance impacts.

IBM Leadership Excellence Education (completed 06/15/04)

(IBM Leadership course work; 162 classroom hours – Offered to those potential Technical and Managerial leaders selected by upper management. Requirements for selection include outstanding technical performance, recognized 'passion for the business' and outstanding recognized group dynamic skills)

Course Listing:

- Managing conflict successfully
- Creating a winning team
- eBusiness on demand
- Out of the box thinking
- Learning to apply – Leadership excellence
- Presentation skills workshop
- Learning to apply – leadership skills
- Project management fundamentals
- Diversity awareness
- Business acumen workshop
- Leadership perspectives
- Leading virtual team meetings
- Technical leadership workshop
- Dialogue smarts: new communication skills
- Communications for effective collaboration
- Leadership in project management
- Time management

REFERENCES

Kim Oslob | Former VP Customer Success, UserZoom | koslob@yahoo.com

Stephen Liddick | Digital Creative Director, Group1200 | Stephen@Liddick.com

Robert Robinson | VP Creative Services, Group1200 | robertnrobinson@gmail.com

Adam Leydig | Senior UI Designer, Group1200 | AdamLeydig@yahoo.com

Dr. D. Novick | UTEP Prof. Comp. Science | 915-747-6031 | Novick@utep.edu

J. L. Kline | Former IBM HF Manager, Austin, TX | Jeffrey.l.kline@gmail.com

Nate Bean | Human Systems Engineer, Microsoft | 425-890-1458 | nhbean@gmail.com

Stephanie Keene | Former 2nd line IBM Mgr. | skeene@austin.rr.com

Andy Riley | Senior UX/UI Designer, Projekt202 | visualsiege@gmail.com

EXPERIENCE

Group1200 Media

Senior UX Architect.....2015 – Present

Responsible for

- Company UX Research Roadmap creation and execution
- Company UX Strategy creation
- UX Research test design, execution and analysis
- UX Research survey design and analysis including NPS and SUS
- UI/UX wire framing

Highlights

- Created the first UX Research Roadmap for Group1200 Media / FUNimation that was adopted by upper management
- Created the first UX Strategy document for Group1200 Media
- Designed & analyzed massive UX research baseline website study in UserZoom utilizing such metrics as NPS, SUS, click tracking, heat maps, first click analysis, qualitative and quantitative metrics.
- Wire frame / UX for the Group1200 responsive mobile website

Tekzenit, Inc (A full service agency)

Head of User Research & Research Principle2013-2014

Process Implementation

- Standardized UX Research Reporting format
- Created UX Research report repository
- Standardized UX Research testing documentation

Usability Testing

- Headed UX Research for SMB and Enterprise clients
- Conducted and reported on over 18 research activities including eye tracking studies, Heuristic reviews, Prototype testing and one on one lab testing

Department Creation

- Created Tekzenit UX research department including staffing and laboratory specifications

Accessibility Compliance

- Created reporting/tracking template for accessibility assessment of UI visual elements for Enterprise client
- Conducted accessibility research on UI visual elements

Archival Research

- Produced 21 internal white paper documents pulling together outside academic research on topics to influence good visual and interactive design

Citibank (Global Consumer Internet and Mobile)

VP User Research and Insights (Strategic Research).....2011-2013

Process Implementation

- Developed and implemented area wide process for creation and approval of usability testing prototypes to ensure adherence to design standards, legal and compliance processes and usability requirements.
- Developed analysis process and standardization of outputs for Net Promoter Score (NPS) survey comments to enhance the understanding and adoption of score results and to provide actionable inputs into the internal business change process.

Usability Testing

- Utilized hybrid usability testing methodology to gather extensive quantitative data as well as representative qualitative data to make the most of usability testing monies.
- Designed and managed multiple usability tests for the redesign of the customer facing Global Dashboard for US and foreign markets. Interfaced with US and International business units to ensure comparable outputs. Managed vendors for any outsourced usability testing.
- Created extensive heuristic reviews of redesigned Global Payments and Transfers to provide input for changes prior to usability testing. Designed and managed usability tests for Global Payments and Transfers. Managed vendors for any outsourced usability testing.
- Designed and implemented baseline usability test for Citi external website. Created testing scenarios and implemented usability test in User Zoom as well as provided detailed analysis and reporting of findings.
- Designed and implemented usability tests for various smaller usability projects including Mobile Apps and Mortgage website redesign.

Archival Research

- Lead researcher/analyst for NPS survey comments.
- Lead researcher/analyst for Mobile App (phone and tablet) reviews. This includes social media app reviews found on respective app storefronts as well as competitor (BoA, USAA, Chase).

THE UNIVERSITY OF TEXAS AT EL PASO

Usability Architect/UI/UX/IA(Director of Web Content Compliance) 2007 – 2010

- Advised and provided education and training for entities within the university about usability, the User Experience and accessibility 'best practices' in order to further the goal of Usability Institutionalization.
- Increased ADA and Texas Administrative Code (TAC) compliance for UTEP web page portfolio, and created ADA compliance materials for UTEP compliance office (US Section 508/W3C compliance)

- Provided Professional Usability support for University Wide internet and intranet websites along with internal and external web applications; ensured that branding guidelines and research based design best practices were documented and clearly conveyed to content owners; provided visual design/usability comps/prototypes to development teams.

Highlights

- Architected navigational structure and interaction models for top tier pages to comply with user expectations while taking into consideration resource constraints.
- Refreshed the visual aspect of UTEP web pages by suggesting newer technologies (.NET upgrades, file format standardization) and industry best practices (graphics formats and file sizes).
- Applied research based User Centered Design methodologies to new web page creation and existing page retrofit, while remaining sensitive to the unique socio-economic needs of the El Paso/Mexico border region; including informal focus groups, surveys, review of call center logs and review of user issues conveyed by email.
- Increased viewership of UTEP home page by 367% (peak) and 321% (average), from 52K per month to 191K (peak) and 161K (average) respectively
- Contributed to the 9.9% rise in enrollment (2007-2010) through easily accessible information and various promotional web pages
- Identified informational gaps in UTEP outward facing web pages and filling those gaps utilizing limited matrixed resources
- Acted as change agent to facilitate individual colleges/schools to seek out and hire personnel to take over PR and webmaster responsibilities (specifically College of Engineering, Business Administration and the School of Nursing) in lieu of Information Technology and University Communications

INTERNATIONAL BUSINESS MACHINES, INC. (IBM) 2004 - 2005 Advisory Human Factors (Usability) Engineer, IBM Tucson Design Center

- Provided user-centered design support for IBM Enterprise 'Total Storage' DS6000 and DS8000 systems, including wire frame modeling and UI design specifications working in conjunction with IBM Israel, Romania and Tucson development groups.
- Managed all design documentation for the first release of the IBM DS6000 and DS8000 Enterprise storage systems (Storage Area Network devices).

Highlights

- Participated in IBM's corporate wide strategy for hardware virtualization.
- - Strategized and drove the IBM Austin 'Virtualization' Focus Group sessions which provided user survey results, cognitive walkthrough results, user profile results and customer priorities into IBM's 'Virtualization direction' for the pSeries product line.
- Division representative to the IBM Corporate User Engineering Advisory Council which drives solid Human Factors design processes into the corporate structure.

INTERNATIONAL BUSINESS MACHINES, INC. (IBM) 1999 - 2004 Advisory Human Factors (Usability) Engineer, IBM AIX Product Development

- UI design/application owner and HF lead for multiple application development projects within the IBM AIX system management suite of tools; worked across disciplines and divisions to ensure consistent taxonomies and interaction methods. Led user research for owned applications, web based applications and web pages.
- Managed Usability/User Experience processes during the product develop life cycle for several p-Series system management applications.
- Planned, costed, moderated, and summarized usability studies and requirements gathering for IBM Power Systems including formal focus groups and formal usability lab testing.
- Managed and facilitated collaborative effort between AIX (pSeries, Austin TX) and AS/400 (iSeries, Rochester MN) to engage in teamed study of customer needs for hardware virtualization (via software). Responsible for designing, costing, and moderating those IBM Austin focus groups as well as presenting those results to upper management and development.
- User Experience Lead for pSeries 'eFix Manager'; an internet based electronic software/firmware update/patch tool. Drove 'eFix Manager' tool into the development plan due to overwhelming customer response to the proposal. Planned, developed, and facilitated customer requirements gathering activities in order to provide clear and concise requirements for development.

Highlights

- Tapped by executive management (Director of Marketing, Director of AIX development) to act as User Experience Lead for two Enterprise software offerings (Capacity on Demand and Cluster Systems Management). Directed user research, usability, and applied user centered methodologies and HCI principles to effectively define, design and develop optimal site architectures, and interface functionality.
- Performed competitive assessment of Solaris Management Console to AIX Web-Based System Manager, identified areas for IBM product improvement, drove those improvements into the IBM-wide Functional Input Tracking System (FITS) and presented results to 3rd and 4th line management.
- Division representative to the IBM Corporate User Engineering Advisory Council which drives solid Human Factors design processes into the corporate structure.
- User Experience Lead for AIX 'install' functionality. Drove customer requirements from user research into 'install' enhancement plans.
- Nominated by upper management (Director of AIX Development) into IBM's corporate "Leadership Excellence" program for future technical and managerial leads. Completed all required 162 hours of coursework and graduated with class number 52.
- Created guideline documentation for development of AIX command-line creation, MAN page creation, and icon creation in response to management's direction to standardize processes.
- Envisioned and developed external technical whitepaper on 'system hardening' for AIX operating system security. Facilitated cross-functional team collaboration between IBM Austin development, Dallas technical sales staff and South Africa customer engineers in order to provide solid best practices for securing the operating system without use of third party software.
- PR/Technical Representative for IBM's "Web-based System Manager" at client workshops in Toronto, Phoenix, San Jose, and Seattle.
- Led the IBM Toronto design teams' development of Web-based System Manager flash demonstration utilized at client workshops as a selling point for the operating system.

- Technical contributor to 'AIX 5L', 'AIX 5.1', and 'AIX 5.2' Redbooks.
- Provided UCD and UI Design support to AIX development including, System Management Interface Tool Text Interface (SMITTY), Hardware Management Console (HMC), AIX Install, and Web-based System Manager.
- Managed and coordinated workflow and deliverables between cross-functional teams. Directed user research, usability, and user centered methodologies and HCI principles to effectively define, design and develop optimal User Interfaces and Web Sites.
- Managed and coordinated graphics creation and implementation between Austin Development, Austin UCD, and Toronto Visual Design Lab. Created standardized graphics request template to facilitate efficient communication between Austin and Toronto Development.

INTERNATIONAL BUSINESS MACHINES, INC. (IBM) 1995 - 1999 Staff to Advisory Human Factors (Usability) Engineer, IBM Design and Information Development for Networking Hardware Division, IBM N Ways Configuration Tool Development

- Led UI development for N Ways configuration tool development group; drove standardization and consistency into the UI for all N Ways configuration tools; worked with IBM La Gaude (France) during configuration tool standardization to ensure IBM 2220s' continued configuration ease of use. Created wireframes/prototypes using Visual Age development tool.
- Responsible for all user testing and requirements gathering during the User Experience Design process for the N Ways family of networking products.
- Responsible for delivering user interface designs for the entire family of N Ways networking products configuration tools based on solid UI design principles and usability testing.

Highlights

- Tapped by Senior Technical Developer to lead User Experience Team for troubled product (IBM 2216 N Ways Multiaccess Connector). Teamed with programmers, senior developers, graphic designers, and Sales Channels to uncover product issues by; analysis of problem reports, customer visits, task analysis and usability testing. Applied solid human factors principles to product lifecycle 'touch points' in order to revamp production line, system activation (after purchase and delivery), and configuration procedures.
- Developed interaction design for IBM's Networking Hardware Division (NHD) install wizard which was later adopted as IBM's NHD standard.
- Co Author of IBM Technical Report "Optimal Angle of LCD displays; Is there such a thing?" which was later published in the International Journal of Industrial Engineering.

INTERNATIONAL BUSINESS MACHINES, INC. (IBM) 1993 - 1995 Pre-professional to Staff Human Factors (Usability) Engineer, IBM Design and Information Development for Store Systems and Networking Hardware Division

- Planned and conducted Hardware, software and documentation Usability studies for IBM POS 4690 systems including user testing of peripherals and Out of Box studies.
- Created and presented usability recommendations to developers, management, and product development teams.
- Provided interface design for IBM's first web configurable networking product (IBM 8210 Multi access Switched Services Server (MSS)); solid user interaction design and user testing were employed to create the web based configuration interface. (MSS Release 1.0 was the Grand Winner at the Atlanta Network Expo/Interop in 1996, and the Best of Show at the Paris Interop in 1996
- Provided UCD support to technical writers and graphic designers in relation to IBM Store System Products; set up iterative design process by which writers and designers could view customers performing tasks based on their interim documents and designs.

Highlights

- Co-author of IBM Technical Report "Comparative Analysis of IBM Sure-Point and NCR DynaKey". Designed, conducted, and analyzed usability tests between the two input interfaces intended for high traffic transaction areas such as super centers and grocery stores.
- Directed the evaluation of IBM Store Systems Products and provided recommendations for enhancing the user experience, including: developing relationships with target users to gather user experience requirements; gathering and communicating design data via task analysis and usage scenarios; creating mockups and prototypes; conveying UI design ideas via storyboards and prototyping tools; planning and conducting in-house usability studies.

Additional Expertise

Research and Analysis Expertise

- Requirements gathering (stakeholder, end user, marketing)
- User and customer surveys
- Field observations
- Contextual inquiries
- Web Analytics
- Statistical Analysis
- Designing, costing, and moderating customer 'Focus Group Sessions'
- Designing and moderating stakeholder brainstorming sessions
- Experience with video capture, editing applications and running a research lab
- Creating user screening questionnaires
- Usability Testing
- Requirements Gathering
- Workflow and task analysis
- Designing and running usability testing
 - Formal In-Lab Studies
 - Remote (online) studies
 - Real Time (customer site)
 - Heuristic analysis/Expert walk-throughs
- Competitive analysis
 - Hardware
 - Software
- User Persona Creation
- Ethnographic research
- Strong experience in "Group Systems" Team Collaboration software for customer requirements gathering and validation

Design Expertise

- User Engineering design methodologies, which encompasses User-Centered Design and User Experience design methodologies
- Information architecture and interaction design
- Style guides, templates
- Web/UI standards (W3C WCAG) including section 508 standards and Texas Administrative Code 206

Leadership Expertise

- Creation and staffing of User Centered Design Teams
- Creating division-wide User Experience work groups
- Assembling multi-disciplinary Task Forces for 'product recovery'
- Ability to envision and drive product initiatives which research competitive products and, subsequently, enhance product offerings

Other Qualifications

- Strong conceptual and strategic thinking. Grasps new domains quickly. Understands a wide range of web technologies. Able to visualize and simplify complex systems.
- Collaborates actively and proactively with others. Works effectively with shortened deadlines and evolving requirements.
- Outstanding capability to capture product requirements (stakeholder, end user, support) along with ability to access product competitiveness.
- Strong ability to lead User Experience, Design, Usability, and Development teams, as well as working independently or as team member.
- Extensive experience in designing, costing, planning and moderating 'Focus Group' and 'User Testing' sessions.
- Effective people management skills, intermediate project management skills. Exhibits strong interpersonal and communication skills.
- Ability to inspire and drive excellent work into product sets.

Other IBM Education

06/16/00 LINUX ADMINISTRATION Course Hours: 42
 04/14/00 INTRODUCTION TO REDHAT LINUX Course Hours: 34
 01/21/00 AIX VERSION 4 SYSTEM ADMINISTRATION Course Hours: 40
 05/12/99 SNA/APPN CONCEPTS Course Hours: 24
 04/23/99 BRIDGES & ROUTER OPERATIONS Course Hours: 16
 01/27/99 COMMUNICATIONS & OPERATIONS OVERVIEW Course Hours: 24

IBM Award /Publication /Presentation History

(In MS Word, the links are clickable and will take you to online examples of some of the projects I have been involved in. Links were last validated January 2007.)

07/09/03 THANKS AWARD 05

- General award presented from co-workers in appreciation of solid contributions and teamwork. Earned with regard to “Web-Base System Manager” enhancements.
- Information about this application can be found at:
http://publib16.boulder.ibm.com/pseries/en_US/aixbman/wsmadmn/wsmadmn.pdf

06/27/03 THANKS AWARD 04

- General award presented from co-workers in appreciation of solid contributions and teamwork.

05/19/03 Presenter; 2003 ‘Make it Easy’ Conference

- IBM 2003 ‘Make it Easy’ Conference, Austin, TX; Topic presented “End to End UCD work on pSeries Information and Capacity on Demand”; presentation dealing with methods and results of end to end UCD tasks on product acceptance and success.

11/15/02 THANKS AWARD 03

- General award presented from co-workers in appreciation of solid contributions and teamwork. Earned with regard to “Web-Base System Manager” enhancements.
- Information about this application can be found at:
- http://publib16.boulder.ibm.com/pseries/en_US/aixbman/wsmadmn/wsmadmn.pdf

10/15/02 PATENT ISSUE AWARD 02

- Patent issued for configuration interface for AIX GUI performance tuning application (not associated with Performance ToolBox (PTX).
- Information about this application can be found at: < <http://www-03.ibm.com/servers/aix/wsm/performance.html> >

08/09/02 THANKS AWARD 02

- General award presented from co-workers in appreciation of solid contributions and teamwork.

06/28/02 AUTHOR RECOGNITION AWARD 03

- External white paper on AIX security and system hardening titled “Strengthening AIX Security: A System Hardening Approach” <can be found at:
www.ibm.com/servers/aix/whitepapers/aix_security.pdf >

06/14/02 INVENTION ACHIEVEMENT AWARD 01

- Patent published for ‘Wireless Appliance Configurator’

06/04/02 THANKS AWARD 01

- General award presented from co-workers in appreciation of solid contributions and teamwork. Earned with regard to “Web-Base System Manager” enhancements.
- Information about this application can be found at:
http://publib16.boulder.ibm.com/pseries/en_US/aixbman/wsmadmn/wsmadmn.pdf

10/13/00 INFORMAL AWARD - TEAM 02

- Award from IBM N Ways development for User Experience work on troubled 2216 networking product
- An example of a work item from this project can be found at:
<ftp://ftp.software.ibm.com/networking/ess/public/docs/B9E070AF811142B85256730006AA27D/216exmp.pdf>

07/14/98 AUTHOR RECOGNITION AWARD 02

- International Journal of Industrial Ergonomics

- SCHULTZ, K.L., BATTEN, D.M. & SLUCHAK, T.J. (1998). Optimal Viewing Angle for Touch-Screen Displays: Is There Such a Thing? International Journal of Industrial Ergonomics, 22, 343 - 350.
 - This article can be accessed at:
http://www.sciencedirect.com/science?_ob=GatewayURL&_method=citationSearch&_uokey=B6V31-3VWP178-D&_origin=SDEMFRHTML&_version=1&md5=463bf90178ab4ebffb1894d48ae974e1
- 06/14/99 INFORMAL AWARD - TEAM 02
- Standardization of IBM's Networking Hardware Division Installation Wizard
- 11/25/98 INFORMAL AWARD – TEAM 01
- Award from N Ways configuration tool group in appreciation of UI Design and UCD support
- 06/23/98 AUTHOR RECOGNITION AWARD 02
- Internal Technical Report on LCD displays and optimal visual angle later published in:
 - SCHULTZ, K.L., BATTEN, D.M. & SLUCHAK, T.J. (1998). Optimal Viewing Angle for Touch-Screen Displays: Is There Such a Thing?. International Journal of Industrial Ergonomics, 22, 343 - 350.
- 12/04/96 AUTHOR RECOGNITION AWARD 01
- Internal Technical Report on IBM SurePoint and NCR DynaKey performance
- 10/12/92 EXTERNAL PUBLICATION
- Converse, S.A., Kozar, S., Batten, D (1992). Color Coding to Facilitate Performance of Focused Attention Tasks with Object Displays. Proceedings of the Human Factors Society 36th Annual Meeting, Vol. 2, 1493 – 1497.