

## GROUP THREE:

### Presentation and Display for Universal Usability

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#### DISCUSSION

This group explored research issues related to the presentation of complex information from agencies. We covered universal usability concerns, technical underpinnings of presentation, presentation formats and their use, provision of help, etc. Of particular concern is Section 508, accessibility for people with disabilities. This group talked about making presentations that make statistics readable, even making them designed by users. We also discussed the presentation of information to those individuals who are sight impaired. Issues of how to jump start research to help agencies produce a product they want were covered. We covered the fact that the digital government program provides an important platform for the development of new presentation technologies, but that the limitations of agency involvement greatly inhibit our testing of these technologies. We would like to see more agency activity, in terms of funding and access to information so that we have a better idea of what is needed. We would like the program to explore ways to encourage technology transfer using programmers, rather than graduate students. The academic structure is not set up to build bullet-proof systems, although it is our goal and wish to design new ways to meet user needs. This is the domain of commercialization, which is the link missing from the current program. Finally, an important concern of this group was the way information could be misused, particularly for Section 508. What ways are being developed to protect users from misuse of their access information?