

# Sarah J. Swierenga, Ph.D., C.P.E.

Professor of Practice in User Experience  
Department of Media and Information  
College of Communication Arts and Sciences  
Michigan State University, East Lansing, MI  
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## Summary of Qualifications

Dr. Swierenga is a professor of practice in user experience and a human-centered design leader with the research and management expertise to help transform organizational culture by empowering teams to enhance the usability and accessibility of their digital strategies, technologies, and processes. Dr. Swierenga provides scientific and research oversight, particularly expertise in user-centered design and evaluation, to enhance human-technology interfaces for usability, accessibility, and user satisfaction. She leads the Michigan Workforce Background Check and Child Care Background Check grants with the State of Michigan.

## Education

**Ph.D., Human Factors Psychology** **1986**

- Major Area: Human-computer interaction design  
University of South Dakota, Vermillion, South Dakota

**M.A., Human Factors Psychology** **1984**

University of South Dakota, Vermillion, South Dakota

**B.A., Psychology** **1982**

Calvin University, Grand Rapids, Michigan

## Certification

1994-present Certified by the Board of Certification in Professional Ergonomics (C.P.E., #262)

## Professional Experience

**Michigan State University** **2021-Present**

**Department of Media and Information**

**College of Communication Arts and Sciences**

**Professor of Practice in User Experience**

Dr. Swierenga is an experienced user-centered design researcher and consultant in the Dept. of Media and Information. Responsibilities include:

- Michigan Workforce Background Check (MWBC) and Michigan Child Care Background Check (CCBC) systems: Principal investigator of the MWBC and CCBC grants with the State of

Michigan Department of Licensing and Regulatory Affairs and Child Care Professional Licensing, respectively. She has led research teams (since 2006) to develop, enhance, and maintain the online MWBC and CCBC systems using user-centered design and evaluation approaches. The WMBC/CCBC systems are designed to promote and protect the health and safety of Michigan's older adults, adults with disabilities, and children by assisting employers in determining suitability of employment of prospective employees, independent contractors, health professional licensees, and medical marijuana licensees.

- CNHi tractor cabs: Co-Principal Investigator with Dr. Tamara Bush (MSU College of Engineering) led a team of graduate and undergraduate students on a research contract with CHNi. The MSU team conducted a multi-phase user experience (UX) research project to assist the CNHi team in reimagining the Case IH Magnum tractor cab interior. We used a user-centered, interdisciplinary approach to gather UX feedback from tractor operators about their current use, experience, and design preferences for CNHi tractor cabs and then generated design concepts for future designs. The team conducted a series of structured interviews with commercial tractor operators, created several concept ideations based on the UX interview findings, developed digital and physical prototypes of selected concept designs, gathered user feedback on the concepts, and finalized the prototypes, and made recommendations for further research and development.
- User Experience Master of Science (UXMS) program: Continue to consult with the UXMS program with curriculum development and provide other assistance, as requested.
- MSU doctoral committee: Dr. Swierenga serves as a member of William Anderson's dissertation committee in the MSU School of Planning, Design and Construction.
- Michigan User Experience Professionals Association (UXPA) chapter: Dr. Swierenga has served as a volunteer executive board member since 2020. She has worked with the Board to plan and host several events, including the yearly Michigan World Usability Day networking events, and produce chapter newsletters. The Michigan UXPA's mission is to promote and support the principles of usability and user-centered design in products, software, and websites for Michigan companies.

## **Michigan State University**

**2021-2023**

### **Department of Media and Information**

### **College of Communication Arts and Sciences**

#### **Program Director of User Experience Master of Science Program (UXMS)**

Dr. Swierenga was the founding director of the online User Experience masters program. Responsibilities included program development, strategic planning, program administration, program promotion/marketing, and curriculum development for graduate courses in user experience. The program successfully launched in the Fall 2023 semester with students from around the world.

**Michigan State University**

**2004-2021**

**Usability/Accessibility Research and Consulting (UARC)**

**University Outreach and Engagement**

**Director (and Professor by Courtesy, College of Communication Arts and Sciences,  
Department of Media and Information)**

Dr. Swierenga managed a team of user experience professionals and interns on hundreds of usability and accessibility consulting and research projects to increase user engagement and satisfaction for everyone, including people with disabilities, through action-oriented evaluations and research on websites, mobile apps, software, and other technologies.

- Worked with clients from business (including several multinational Fortune 500 companies), government, academia, and community organizations to assist them in better understanding their customer's needs and enabled them to provide an exceptional user experience.
- Collaborated with faculty and researchers from a variety of disciplines on research grants focused on the technology usability and accessibility, providing technical expertise on user experience projects.
- Principal investigator of the Michigan Workforce Background Check (MWBC) and Child Care Background Check (CCBC) grants with the State of Michigan since 2005, leading research teams to design, develop, enhance, and maintain the online systems using a user-centered design and evaluation approach (launched in 2006 and 2017, respectively). The online systems are designed to promote and protect the health and safety of Michigan's older adults, adults with disabilities, and children by assisting employers in determining suitability of employment of prospective employees, independent contractors, health professional licensees, and medical marijuana licensees.
- Hosted the annual Michigan World Usability Day conference (over 300 attendees per year) for 16 years with her MSU UARC team.

**University of Dayton**

**Research Institute & Department of Psychology**

**Senior Human Factors Research Psychologist &**

**2002-2004**

**Visiting Assistant Professor of Psychology**

This joint appointment involved military and commercial usability and accessibility testing, managing research programs, and teaching graduate and undergraduate courses.

- Performed commercial web accessibility evaluations for 19 LexisNexis products.
- Designed and conducted commercial and military product usability evaluations.
- Managed a web accessibility research program to examine strategies that users who are blind utilize to perform web search and retrieval tasks using assistive technologies. Received an Ohio Board of Regents grant in May, 2003, to continue the research program.

- Received an internal research grant to study students' perceptions and experiences with e-learning environments.
- Conducted surveys and usability testing on handheld devices for military aircraft maintenance personnel.
- Taught graduate courses on human-computer interaction and engineering psychology, and an online undergraduate course in introductory psychology.
- Served as thesis committee advisor/member for four human factors students.

**Independent Consultant**

**2001–2002**

- Co-authored a book on web accessibility, *Constructing Accessible Web Sites*.
- Independent consultant for the TerraNova Group ([www.terranova.tv](http://www.terranova.tv)).
- Submitted contract proposals for implementing corporate accessibility compliance programs and enhancing websites for users with disabilities.
- Professional presentations on accessible web design.

**LexisNexis (formerly Mead Data Central), Miamisburg, OH**

**Consulting Human Factors Engineer**

**1994–2002**

**Senior Human Factors Engineer**

**1992–1994**

The LexisNexis services make up one of the world's largest full-text databases, providing online access to millions of legal, news, and business documents.

Promoted user-centered design concepts and methodologies for over 80 LexisNexis products.

- Organized and led the LexisNexis accessibility compliance initiative. Significant contribution to protect 40 to 50 million dollars in annual revenue from the federal government.
  - Evaluated and provided technical consulting on over 50 products.
  - Creating an organizational strategy for implementing Section 508 of the Rehabilitation Act for all of the flagship products.
  - Developed technical guidelines for applying the regulation.
  - Gave formal presentations to raise company-wide awareness of accessibility compliance issues.
  - Recognized as the company expert.
- Provided human factors leadership on several significant projects for business, academic, government, and law enforcement professionals.
  - Developed user interface designs, developed design concept prototypes, and implemented accessible web design standards.
  - Performed front-end task analyses, conducted concept tests, usability tests, and customer interviews, performed accessibility compliance evaluations, and administered customer feedback surveys.
  - Developed internal user interface design style guides for hypertext and graphical user interfaces.
  - Mentored other human factors engineers and interns.

**Logicon Technical Services, Inc., Dayton, OH** **1989–1992**

**Systems Research Laboratories, Inc., Dayton, OH** **1986–1989**

**Senior Engineering Research Psychologist**

Managed several research programs in the Design Effectiveness Technology (DEfTech) Laboratory within the Armstrong Laboratory (formerly the Aerospace Medical Research Laboratory) at Wright-Patterson AFB, OH. Projects included:

- Contract Focal Point of the DEfTech Laboratory. Allocated financial resources, supervised computer scientists, engineers, and psychology associates/assistants, wrote personnel and equipment requisitions, and conducted hiring interviews with candidates for all positions within the Laboratory. Submitted monthly progress reports, and submitted contract task responses and proposal papers.
  - Human Factors lead on the design team that developed a commercially available multimedia design tool, called Computer Aided Systems Human Engineering (CASHE), for crew system designers. CASHE included human perception and performance data and a simulation capability. Designed the user interface for the interactive visual search test bench module.
  - Surveyed crew system designers on their use of human factors engineering information in system design.
  - Managed and conducted research on the Rapid Communication (RAPCOM (p)) Display Technology, which is based on the rapid sequential presentation of discrete frames of information via a single, spatially fixed display window. Research focused on the feasibility of implementing RAPCOM displays in real-world applications, such as military crew stations, air traffic control centers, and anesthesiology workstations.
  - Conducted research to evaluate the effect of different visual display designs (including RAPCOM displays) on spatial orientation/localization and situation awareness within the Visually Coupled Airborne Systems Simulator Laboratory at WPAFB.
  - Consulted on the final publication drafts of the *Engineering Data Compendium: Human Perception and Performance* (Boff & Lincoln, 1988). Managed the creation of the Design Question Checklist for system designers. Contributed design questions for several topics.
  - Participated in a think tank established to investigate the effects of computer conferencing and computer "associates" on collaborative problem solving.

**Wright State University, Dayton, OH** **1990–1992**

**Adjunct Professor**

Taught a graduate course on advanced topics in cognition and learning and an undergraduate introductory psychology course.

**IBM, Boulder, CO** **1985**

**Human Factors Student Intern**

Participated in the design and evaluation of several printers and copiers. Design issues included display types (touch screens), user instructions, machine status displays, and help manuals. Developed simulations to evaluate various printer/copier prototype user interfaces.

**Human Factors Laboratory, Univ. of South Dakota, Vermillion, SD**

**Research Associate** **1982–1986**

Conducted contract research on a variety of human-computer interaction issues such as alternative computer input device comparisons, cognitive modeling of human-machine systems, machine response time delays in embedded systems, and information management techniques. Responsibilities included experimental design, literature reviews, subject testing, data analysis, technical report writing, and supervision of undergraduate research assistants.

**Allied Tube & Conduit, Harvey, IL** **1981**

**Marketing Research Intern**

Conducted marketing research on sales potential for different segments of Allied's total market. Developed a sales inquiry system, organized information by potential market category, and conducted telephone interviews.

**Sociology Research Center, Grand Rapids, MI** **1980–1981**

**Research Assistant**

Conducted survey research for various administrative agencies within the college. Responsibilities included telephone interviews, data analysis, coding, and keypunching.

**Clearance**

5/2002 – 8/2004 **Secret**

12/1986 – 6/1992 **Secret**

**Professional Memberships**

1995-present User Experience Professionals Association (Usability Professionals Association)

- Michigan Experience Professionals Association (2004-present)

1982-2023 Human Factors and Ergonomics Society (HFES)

- HFES Test & Evaluation Association Newsletter Editor, 1991-1992
- Southern Ohio Chapter: President, 2003; Treasurer, 1997, 2001; *Communiqué* Newsletter Editor, 1991-1993

1983-2023 Psi Chi, The International Honor Society for Psychology

1986-2022 Sigma Xi, The Scientific Research Society

1992-2022 American Psychological Association, Division 21

- 2004-2022 ACM Special Interest Group for Computer-Human Interaction (SIGCHI)
  - Michigan CHI (2011-2014)
  - Michigan Ohio Computer-Human Interaction (2004-2011)
  - SIGACCESS, Special Interest Group on Accessibility (2006-2022)
- 2005-2015 Society for Technical Communication (STC)
  - STC AccessAbility Group (2010-2015)

## **Community Outreach**

- 2020-present Michigan User Experience Professionals Association (MiUXPA) – Volunteer Board Member
- 2016-2023 ACTION of Greater Lansing – Access Task Force on Disabilities
- 2016-2021 National Institute of Standards and Technology Voting Systems Human Factors Working Group – Invited Expert
- 2015-2021 State of Michigan Bureau of Elections Accessible Voting Systems Working Group
- 2004-2021 Michigan World Usability Day Conference – Organize, hosted, and raised funding for annual usability and accessibility conference. Kellogg Center, East Lansing, MI
- 2005-2016 User Experience Professionals Association – Usability in Civic Life, UXPA Voting and Usability Project
- 2015-2016 World Wide Web Consortium, Web Content Accessibility Working Group – Invited Expert
- 2011-2015 World Wide Web Consortium, Web Content Accessibility Guidelines 2.0 Evaluation Methodology Task Force – Invited Expert of task force that proposed an internationally harmonized methodology for evaluating the conformance of websites to WCAG 2.0.
- 2006-2008 Telecommunications and Electronic and Information Technology Advisory Committee (TEITAC) – Advisory committee to the U.S. Access Board Section 508/255 Refresh Committee
- 2007-2011 TechSmith – Morae advisory committee
- 2009-2011 Capital Area Business Leadership Network – Disabilities Council
- 2007 US Senate – Committee for Aging. Helped to draft bill to develop a national program for background checks. Senator Kohl (lead sponsor). Nationwide Background Check Program, P.L. No. 111-148 § 6201.
- 2007 Nuevo Leon, Mexico – Manifesto on Usability and Accessibility of Mexican Government Websites. Advisory board member involved with drafting the manifesto.

## Current Grants

Michigan Department of Licensing and Regulatory Affairs. *Health Information Technology to Prevent Abuse, Neglect, and Exploitation: Workforce Background Checks – Maintenance*. LARA Grant # BHCS/MSU FY24. Principal Investigator: Swierenga, S. J. 10/1/23–9/30/24, \$326,916.

Michigan Department of Child Care Professional Licensing. *Health Information Technology to Prevent Abuse, Neglect, and Exploitation: Child Care Background Checks – Maintenance*. LARA Grant # BHCS/MSU FY24. Principal Investigator: Swierenga, S. J. 10/1/23–9/30/24, \$213-918.

## Prior Grants

Michigan Department of Licensing and Regulatory Affairs. *Health Information Technology to Prevent Abuse, Neglect, and Exploitation: Workforce Background Checks – Maintenance*. LARA Grant # BHCS/MSU FY23. Principal Investigator: Swierenga, S. J. 10/1/22–9/30/23, \$499,693.

CHNi. *Assessment of User Needs for Commercial Tractors*. Principal Investigator: Swierenga, S. J. 8/15/2022–8/14/2023 (no-cost extension through 12/31/23), \$211,116.

Michigan Department of Licensing and Regulatory Affairs. *Health Information Technology to Prevent Abuse, Neglect, and Exploitation: Workforce Background Checks – Maintenance*. LARA Grant # BHCS/MSU FY22. Principal Investigator: Swierenga, S. J. 10/1/21–9/30/22, \$468,974.

ArtCenter College of Design (Institute of Museum and Library Services (IMLS, Grant # LG-246431-OLS-20, Project Director: Robert Dirig). ArtCenter Usability and Accessibility Research. ArtCenter–MSU Grant IP #00538479. Principal Investigator: Swierenga, S. J. 4/6/2021–8/30/2022, \$7,477.

Michigan Department of Licensing and Regulatory Affairs. *Health Information Technology to Prevent Abuse, Neglect, and Exploitation: Workforce Background Checks – Maintenance*. LARA Grant # BHCS/MSU FY21 (6415733T001). Principal Investigator: Swierenga, S. J. 10/1/20–9/30/21, \$466,754.

Michigan Department of Environment, Great Lakes, & Energy. *Usability Evaluation for MiEHDW IS Web Application*. PO 21-1209. Principal Investigator: Swierenga, S. J. 11/3/20–6/30/21, \$16,524.

Yale University (National Institutes of Health, Grant # 3R24OD016474-07S1, PI: Fuad Abujarad). *Feasibility of elder mistreatment screening tool, VOICES, for older adults with disabilities*. Subaward No. GR107803 (CON-80001971), Swierenga, S. J. (PI of Subaward). 10/1/2019–3/31/2020; no-cost extension to 3/21/2021, \$36,190.



Michigan Department of Licensing and Regulatory Affairs. *Health Information Technology to Prevent Abuse, Neglect, and Exploitation: Workforce Background Checks – Maintenance*. LARA Grant # BHCS/MSU FY20. Principal Investigator: Swierenga, S. J. 10/1/19–9/30/20, \$442,384.

Michigan Department of Licensing and Regulatory Affairs. *Health Information Technology to Prevent Abuse, Neglect, and Exploitation: Workforce Background Checks – Maintenance*. LARA Grant # BHCS/MSU FY19. Principal Investigator: Swierenga, S. J. 10/1/18–9/30/19, \$373,418.

Michigan Department of Licensing and Regulatory Affairs. *Health Information Technology to Protect Children, and Prevent Abuse and Neglect: Child Care Background Checks*. LARA Grant # BHCS/MSU FY19. Principal Investigator: Swierenga, S. J. 10/1/18-9/30/19, \$278,566.

Michigan Health Endowment Fund (MHEF). An Integrated Model for Personal Assistants Research and Training (IMPART). Grant #- R-1608-140357. Luz, C. (PI), Swierenga, S. (Co-I), Luo, Z. (Co-I), Abujarad, F. (Co-I). 12/1/16-11/30/18 (six month no-cost extension approved to 6/30/19), \$500,000.

Michigan Department of Licensing and Regulatory Affairs. *Health Information Technology to Prevent Abuse, Neglect, and Exploitation: Workforce Background Checks – Maintenance*. LARA Grant # BHCS/MSU FY18. Principal Investigator: Swierenga, S. J. 10/1/17–9/30/18, \$491,121 (\$462,801, Amendment 1 Medical Marijuana, \$28,320).

Michigan Department of Licensing and Regulatory Affairs. *Health Information Technology to Protect Children, and Prevent Abuse and Neglect: Child Care Background Checks*. LARA Grant # BHCS/MSU FY18. Principal Investigator: Swierenga, S. J. 10/1/17-9/30/18, \$169,843.

Rollin M. Gerstacker Foundation. *Mental Health Knowledge for Youth (MHKY)*. Gift to MSU (MSU RG100699). Reibschleger, J (PI), Swierenga, S. J. (Co-PI). 1/1/16–12/31/16 (no-cost extension approved to 12/31/18), \$25,979.

Patient-Centered Outcomes Research Institute (PCORI). *Improving Care Transitions for Acute Stroke Patients through a Patient-Centered Home Based Case Management Program*. Grant # R-D2C-1310-07420. Reeves, M. (PI) Freddolino, P. (Co-I), Hughes, A. (Co-I), Woodward, A. (Co-I), Coursaris, C. (Co-I), Swierenga, S. J. (Co-I), Chen, J. (Co-I), Lounds, N. (Co-I), Fitzgerald, J. (Co-I), Jones, N., Babbage, J. (Co-I). 8/16/14–10/1/17 (no cost extension approved to 3/31/2018), \$2,016,606.60.

Capital Area Transportation Authority. *Website Usability & Accessibility Study*. RFP 2016-116. Swierenga, S. J. (PI). 10/14/16-12/30/17, \$29,435.

Michigan Department of Licensing and Regulatory Affairs. *Health Information Technology to Prevent Abuse, Neglect, and Exploitation: Workforce Background Checks – Maintenance*. LARA Grant # BHCS/MSU FY17. Principal Investigator: Swierenga, S. J. 10/1/16–9/30/17, \$359,988.

Michigan Department of Licensing and Regulatory Affairs. *Health Information Technology to Prevent Abuse, Neglect, and Exploitation: Workforce Background Checks – Enhancing Child Care Division Background Check Processes*. LARA Grant # BHCS/MSU FY17. Principal Investigator: Swierenga, S. J. 10/1/16-9/30/17, \$105,850 (\$67,291, Amendment 1, \$38,559).

State of California, Department of Industrial Relations. *Accessibility Compliance Evaluation for Division of Workers Compensation*. Contract # 41430038. Principal Investigators: Swierenga, S. J., and Pierce, G. L. 7/1/14–6/30/17, \$47,000.

Michigan Department of Licensing and Regulatory Affairs (U.S. Department of Health and Human Services – Center for Medicare and Medicaid Services). *Michigan Workforce Background Check – Enhancement*. Grant # 1A1CMS331188-0-00. Principal Investigator: Dennis, T. (Prime), 5/20/13–05/19/16, \$1,500,000. MSU Subaward Grant # BHCS/MSU-CMS NBCP 2013-2017. Principal Investigator of MSU Subaward: Swierenga, S. J., 10/01/13-05/19/17, \$527,941. Michigan Department of Licensing and Regulatory Affairs. *Michigan Worker Background Check Maintenance*. LARA Grant # BHCS/MSU FY16. Principal Investigator: Swierenga, S. J. 10/1/15–9/30/16, \$300,634.

U.S. Department of Commerce, National Institutes of Standards and Technology. *Use of Personal Assistive Technologies in Voting*. Grant # 60NANB14D265. Principal Investigator: Swierenga, S. J., Pierce, G. L. 10/1/14-9/30/15, \$40,342.

Michigan Department of Licensing and Regulatory Affairs. *Health Care Worker Background Check Project*. LARA Grant # BHCS/MSU FY15. Principal Investigator: Swierenga, S. J. 10/1/14–9/30/15, \$230,591.

Michigan Department of Environmental Quality. *MiWaters Usability Evaluation*. ACRO Contract No. 071B2200246; Requisitions #340, 344. Principal Investigator: Swierenga, S. J. 9/30/14–2/27/15, \$18,161.

Michigan Department of Treasury. *Information Architecture Evaluation of the Treasury Website*. ACRO Contract No. 071B2200246; Requisition #293. Principal Investigator: Swierenga, S. J. 9/30/14–2/27/15, \$30,864.

U.S. Department of Agriculture (USDA), National Institute of Food and Agriculture (NIFA). *Natural Resources Questionnaire Review and Clearance Package (U.S. Army Corps of Engineers)*. Grant # 2014-39586-22374. Principal Investigator: Propst, D. B., Co-PI: Swierenga, S. J. 9/1/2014–8/31/2016, \$75,000.

Michigan Economic Development Corporation/Michigan Department of Environmental Quality. *Information Architecture Evaluation of the MDEQ Website*. Grant # 00081224. Principal Investigator: Swierenga, S. J. 1/15/14–7/15/14, \$49,900.

National Institute of Standards and Technology. *Enhancement of Accessible Mobile Voting System Standards*. Grant # 70NANB13H150. Principal Investigator: Swierenga, S. J. 10/1/13–9/30/14, \$70,148.

Michigan Department of Licensing and Regulatory Affairs. *Health Care Worker Background Check Project*. LARA Grant # BHCS/MSU FY14. Principal Investigator: Swierenga, S. J. 10/1/13–9/30/14, \$208,962.

Michigan Department of Human Services. *Usability Evaluations of the Bridges Online and MiBridges Web Applications*. Grant # 084R320021. Principal Investigator: Swierenga, S. J. 1/15/13–7/14/13, \$75,000.

Information Technology & Innovation Foundation, Accessible Voting Technology Initiative. *Smart Voting Joystick for Accessible Voting Machines*. ITIF Subgrant Number: 2013004; Prime grant number: EAC110149B - U.S. Election Assistance Commission. Principal Investigator: Swierenga, S. J. 2/1/13–12/31/13, \$26,484.

Michigan Department of Licensing and Regulatory Affairs. *Health Care Worker Background Check Project*. LARA Grant # BHP/MSU 2013. Principal Investigator: Swierenga, S. J. 10/1/12–9/30/13, \$332,141.

USDA/CSREES. *Role of Internet and Mobile in Knowledge Transfer, Knowledge Management and Public Participation in Outdoor Recreation*. Grant # 2012-39573-20165. Principal Investigator: Swierenga, S. J. 9/1/12–8/31/13, \$81,235.

National Institute of Standards and Technology. *Design of Accessible Mobile Voting System Standards*. Grant # 70NANB12H290. Principal Investigator: Swierenga, S. J. 10/1/12–9/30/13, \$50,344.

USDA/CSREES. *Role of Internet in Knowledge Transfer, Knowledge Management and Public Participation in Outdoor Recreation*. Grant # 2009-39478-20071. Principal Investigators: Swierenga, S. J., Propst, D. B. 9/15/09–8/31/13, \$260,810.

Delaware State Department of Health. *Delaware Background Check System for the Division of Long Term Care Residents Protection*. Grant # DHSS 11-051. Principal Investigator: Elaine Forte, Yale New Haven Health Systems (Prime). Investigator (Principal Investigator of MSU contract): Swierenga, S. J. 1/18/12–5/30/13, \$23,000.

State of California, Department of Industrial Relations. *Accessibility Compliance Evaluation for Division of Workers Compensation*. Contract # 41030030 A-2. Principal Investigators: Swierenga, S. J., and Pierce, G. L. 11/1/2010–6/30/2014, \$39,000.

Michigan Department of Licensing and Regulatory Affairs. *Health Care Worker Background Check Project*. LARA Grant # M144131-2. Principal Investigator: Swierenga, S. J. 10/1/11–9/30/12, \$338,494.

National Institute of Standards and Technology. Contract # SB1341-10-SE-0985; *Accessible Voting Systems: Usability Performance Test Development*. Principal Investigator: Polly Seleski, iDoxSolutions (Prime agency); Principal Investigator of MSU subaward: Swierenga, S. J. 9/22/10–3/31/12, \$99,120.

Michigan Department of Licensing and Regulatory Affairs. *Health Care Worker Background Check Project*. MDCH Grant # 20110499-00. Principal Investigator: Swierenga, S. J. 10/1/10–9/30/11, \$329,604.

Agency for Health Research Quality (AHRQ). *ED Disability Diagnostic Tool: An HIT Feasibility Study*. Grant #: 1R01HS018420-01 - GRANT10202160. Principal Investigator: Lori Post, Yale University (Prime agency). NIH score 169, 6<sup>th</sup> percentile. 8/1/10–5/30/15, \$2,498,077. Investigator (Principal Investigator of MSU contract): Swierenga, S. J. 8/1/10-5/30/13, \$40,698.

Michigan Department of Community Health. *Health Care Worker Background Check Project*. MDCH Grant # 20101041, Amendment 1. Principal Investigator: Swierenga, S. J. 10/1/09–9/30/10, \$336,272.

Michigan Department of Community Health. *Background System Expansion and Transition*. MDCH Grant # 11-P-93042. Principal Investigator: Swierenga, S. J. 10/1/08–9/30/09, \$433,110.

USDA/CSREES. *Role of Internet in Knowledge Transfer, Knowledge Management and Public Participation in Outdoor Recreation*. Grant # 2008-39478-19461. Principal Investigators: Propst, D. B., Swierenga, S. J. 9/15/08–9/14/09, \$235,973.

State of California, Department of Industrial Relations. *Accessibility Compliance Evaluation for Division of Workers Compensation*. Contract # 40730042. Principal Investigators: Swierenga, S. J., Pierce, G. L. 4/7/08–6/30/10, \$66,500.

Michigan Department of Community Health. *Background System Expansion and Transition*. MDCH Grant # 20080000. Principal Investigator: Post, Lori. 10/1/07–9/30/08, \$533,068 (Role: Investigator).

USDA/CSREES. *Development of Analytical Tools and Knowledge Transfer in Corps of Engineers Recreation Program – Continuation No. Four*. Grant # 00319521. Principal Investigators: Propst, D. B., Swierenga, S. J. 9/15/07–9/14/08, \$226,000.

Michigan Nutrition Network (U.S. Department of Agriculture). *Usability and Accessibility of Nutrition and Physical Activity Education Information for Blind and Low Vision Internet Users*. Grant # ADMIN-08-99009. Principal Investigators: Swierenga, S. J., Coursaris, Constantinos K., Whitten, P. 10/1/07–9/20/08, \$81,000.

Michigan Department of Community Health (U.S. Department of Health and Human Services – Centers for Medicare and Medicaid Services). *Vulnerable Medicaid Populations: A Public Policy Assessment of Abuse Reduction*. Grant #: CFDA 93.778. Principal Investigators: Post, L. A., Swierenga, S. J.; Oehmke, James F.; Mastin, Theresa; Conner, Thomas L.; Page, Connie F., Salmon, C. T., Parr, C., Jose, R., Schiamberg, L., Holmes, D. L. 10/1/07–9/30/08, \$799,106; 10/1/06–9/30/07, \$994,034; 10/1/05–9/30/06, \$873,047; 5/1/05–9/30/05, \$197,196.

Michigan Department of Community Health (U.S. Dept. of Health and Human Services – Centers for Medicare and Medicaid Services). *Michigan Program for Background Checks for Employees with Direct Access to Individuals Who Require Long-Term Care*. Grant # 11-P-93042/5. Principal Investigators: Post, L. A.; Oehmke, J. F.; Swierenga, S. J.; Salmon, C. T. 1/1/05–12/31/07, \$5,000,000.

Ohio Board of Regents, Research Challenge Grant. Principal Investigators: Swierenga, S. J., & Militello, L. *Unpacking Mental Models of Website Navigation: Implications for Accessibility*. May 2003, \$30,000.

### **Provisional Patent**

Walker, J. L., Swierenga, S. J., Militello, L. G., & Gorman, M. E. U.S. Provisional Application Serial No. 60/615495 filed October 1, 2004 entitled, *Task-Based User Interface Filter Method and Apparatus*. Attorney Docket Number: UVD 0330 MA/40815.437.

### **Book**

Thatcher, J., Bohman, P., Burks, M., Henry, S. L., Regan, B., Swierenga, S., Urban, M. D., & Waddell, C. D. (2002). *Constructing Accessible Web Sites*. Birmingham, England: glasshaus. Reprint edition, APress, July 14, 2003.

### **Book Chapters**

Coursaris, C. K., Swierenga, S. J., & Whitten, P. (2014). Usability and Accessibility of E-Health Websites: Enabling Nutrition and Physical Activity Education for Blind and Low Vision Internet Users. In D. Yannacopoulos, P. Manolitzas, N. Matsatsinis, & E. Grigoroudi (eds.), *Evaluating Web Sites and Web Services: Interdisciplinary Perspectives in User Satisfaction*. (pp. 204-223). IGI Global. DOI: 10.4018/978-1-4666-5129-6.ch012

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- Coursaris, C. K., Van Osch, W., & Swierenga, S. J. (2023, under review). An Integrated Model of User Satisfaction (IMUS): Disrupting the Dichotomy of Utilitarian Versus Hedonic System Performance. *Information Systems Frontiers*.
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- Fritz, M. C., Swierenga, S. J., Freddolino, P. P., Coursaris, C. K., Woodward, A. T., & Reeves, M. J. (2021). *Lessons learned in developing a patient-centered website to support stroke patients and caregivers during transitions of care*. In: M. M. Soares et al. (Eds.), HCII 2021, LNCS 12780, pp. 450-466, 2021. Cham, Switzerland: Springer. DOI: [https://doi.org/10.1007/978-3-030-78224-5\\_31](https://doi.org/10.1007/978-3-030-78224-5_31)
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## **Workshops, Presentations, and Colloquia**

\*Identifying information redacted in compliance with non-disclosure agreements.

Bush, T. B., Swierenga, S. J., Berels, C., Koot, C., & France, J. (2023, December 8). *CNHi user needs for commercial tractors: Final presentation*. East Lansing, MI: Michigan State University, Department of Mechanical Engineering and Department of Media and Information.

Koot, C., Berels, C., Bush, T. B., & Swierenga, S. J. (2023, July 26). *Increasing comfort in long-term seating*. Poster presentation at the Mid-Michigan Symposium for Undergraduate Research Experiences (Mid-SURE), Michigan State University, East Lansing, MI.

Twomley, D., Swierenga, S. J., & Bush, T. B. (2023, July 26). *Facilitating rotation in a tight operating space*. Poster presentation at the Mid-Michigan Symposium for Undergraduate Research Experiences (Mid-SURE), Michigan State University, East Lansing, MI.

Baxi, K., Berels, C., Swierenga, S. J., & Bush, T. B. (2023, July 26). *Maximizing the productive surfaces in tight operating quarters*. Poster presentation at the Mid-Michigan Symposium for Undergraduate Research Experiences (Mid-SURE), Michigan State University, East Lansing, MI.

Berels, C., Wright, N., France, J., Swierenga, S. J., & Bush, T. B. (2023, April 14). *Reimagination of the interior ecosystem of commercial tractor cabs*. Poster presentation at the University Undergraduate Research and Arts Forum (UURAF), Michigan State University, East Lansing, MI.

France, J., Berels, C., Wright, N., Swierenga, S. J., & Bush, T. B. (2023, April 14). *The next generation of tractor cabin seatings*. Poster presentation at the University Undergraduate Research and Arts Forum (UURAF), Michigan State University, East Lansing, MI.

Wright, N., Berels, C., France, J., Swierenga, S. J., & Bush, T. B. (2023, April 14). *Tractor spatial improvements*. Poster presentation at the University Undergraduate Research and Arts Forum (UURAF), Michigan State University, East Lansing, MI.

Bush, T. B., Swierenga, S. J., Berels, C., France, J., & Wright, N. (2023, March 31). *CNHi user experience project: Concept ideations*. East Lansing, MI: Michigan State University, Department of Mechanical Engineering and Department of Media and Information.

- Chima, E., Woodward, A. T., Hughes, A. K., Fritz, M. C., Freddolino, P. P., Swierenga, S. J., Coursaris, C. K., & Reeves, M. J. (2022, November 5). *Complexity in psychosocial interventions: Case studies from a stroke transitions trial*. Paper presentation at Gerontological Society of America's 74<sup>th</sup> Annual Scientific Meeting, Indianapolis, IN, November 2-6.
- Bush, T. B, Swierenga, S. J., Berels, C., France, J., & Ray, J. (2022, September 22). *CNHi user experience project: Executive presentation*. East Lansing, MI: Michigan State University, Department of Mechanical Engineering and Department of Media and Information.
- Swierenga, S. J., Ismirle, J., Edwards, C, & Abujarad, F. A. (2021, November 11). *Self-Administrated Elder Abuse Screening Tool for Older Adults with Visual and Hearing Disabilities*. Paper and presentation at Gerontological Society of America's 73rd Annual Scientific Meeting, online, November 10-13.
- Swierenga, S. J., Ismirle, J., Edwards, C, & Abujarad, F. A. (2021, July 28). *Usability of a digital elder mistreatment screening tool for older adults with visual and hearing disabilities*. Paper and presentation at Human-Computer Interaction International, online, July 24-29.
- Fritz, M. C., Swierenga, S. J., Freddolino, P. P., Coursaris, C. K., Woodward, A. T., & Reeves, M. J. (2021, July 28). *Lessons learned in developing a patient-centered website to support stroke patients and caregivers during transitions of care*. Paper and presentation at Human-Computer Interaction International, online, July 24-29.
- Abujarad, F., Swierenga, S. J., & Edwards, C. (2020, November). *Building digital health tools for older adults with disabilities*. Presented at the Gerontological Society of America's 72nd Annual Scientific Meeting, November 4-7, Online.
- Swierenga, S. J. (2020, July 10). *Can people with disabilities use my website and why does it matter?* Presented to the Rotary Club of Lansing, Lansing, MI, Online.
- Swierenga, S. J. (2020, June 24). *Informal learning website for teachers*. Focus Group for MSU Broad Museum of Art and MSU Museum, Online.
- Swierenga, S. J., & Ismirle, J. (2019, November 22). *Experiences conducting user experience research session with individuals with disabilities*. Presented at the Michigan State University Accessible Learning Conference, East Lansing, MI.
- Abujarad, F., Swierenga, S. J., Luz, C. Hanson, K., Curtin, C., Lou, Z., & Swanson-Aprill, L. (2019, November). *Improving the personal care assistant workforce through training, data, and technology*. Poster presented at the Gerontological Society of America's 71st Annual Scientific Meeting, November 13-17, Austin, TX.

- Hughes, A. K., Woodward, A. T., Freddolino, P. P., Fritz, M. C., Coursaris, C. K., Swierenga, S. J., & Reeves, M. J. (2019, November). *Transitioning home after stroke: Improving physical health and patient activation*. Presented at the Gerontological Society of America's 71st Annual Scientific Meeting, November 13-17, Austin, TX.
- Woodward, A. T., Hughes, A. K., Freddolino, P. P., Fritz, M. C., Coursaris, C. K., Swierenga, S. J., & Reeves, M. J. (2019, November). *Patterns of unmet needs and strengths among stroke patients and their influence on outcomes*. Presented at the Gerontological Society of America's 71st Annual Scientific Meeting, November 13-17, Austin, TX.
- Swierenga, S. J. (2019, November 14). *Real-world accessibility: Disabilities and usability*. Presentation at the Michigan World Usability Day Conference, Michigan State University, East Lansing, MI.
- Riebschleger, J., Swierenga, S. J., Cavanaugh, D., & Ismirle, J. (2019, October 27). *Social work and tech expert collaboration building user-informed mental health web resources*. Interactive workshop presented in the Technology at Social Work Education and Practice Track for the Council on Social Work Education (CSWE) Annual Program Meeting (APM), October 25-27, Denver, CO.
- Swierenga, S. J. (2019, October 16). *Experiences conducting user experience research session with individuals with disabilities*. Presented at Michigan State University Sponsored Program Research Opportunities & University Training (SPROUT), East Lansing, MI.
- Swierenga, S. J., & Pierce, G. L. (2019, June 5). *Making sure your websites and mobile apps are meeting the needs of your constituents*. Presented at the 3rd Annual Oakland County G2G Marketplace Day, Waterford Township, MI.
- Abujarad, F, Swierenga, S. J., & Luz, C. (2019, June 2). *A technology tool for supporting personal care aides is key to increasing accessibility, quality, and cost-effectiveness of home care*. Poster presented at the AcademyHealth Annual Meeting, Public and Population Health session, June 2-4, Washington, DC.
- Opel, D., Ismirle, J., & Swierenga, S. J. (2019, June 2). *Facilitating community care coordination through an online referral system*. Poster presented at the AcademyHealth Annual Meeting, Digital Technologies, Data, and Data Science session, June 2-4, Washington, DC.
- Fritz, M. C., Woodward, A. T., Hughes, A. K., Coursaris, C. K., Swierenga, S. J., Nasiri, M., & Freddolino, P. P. (2019, February 6). *Final patient-level results from the Michigan Stroke Transitions Trial (MISTT): A randomized clinical trial to improve stroke transitions*. Presented at the International Stroke Conference, American Heart Association, February 6-8, Honolulu, HI.



- Ismirle, J., & Swierenga, S. J. (2018, December 7). *Discovering accessibility training needs to develop an organizational strategy*. Presented at the Michigan State University Accessible Learning Conference, East Lansing, MI.
- Swierenga, S. J., & Hudson, M. J. (2018, December 6). *A brief history of digital accessibility at Michigan State University*. Presented at the Michigan State University Accessible Learning Conference, East Lansing, MI.
- Abujarad, F., Desloge, A., Carslon, K., & Swierenga, S. J. (2018, July 19). *The importance of user-centered design in performing background checks in child care*. Paper and presentation at Human-Computer Interaction International, July 18-20, Las Vegas, NV.
- Freddolino, P., & Swierenga, S., Woodward, A., Lounds, N., Fitzgerald, J., Coursaris, C. K., Hughes, A., Fritz, M., & Reeves, M. (2018). *Defining the limits of technology-based tools for stroke patients and caregivers*. Presented at Social Work, Education and Social Development Conference, July 4-7, Dublin, Ireland.
- Abujarad, F., & Swierenga, S. J., (2018, June 23). *Ensuring a qualified long-term care workforce: Pilot study for pre-employment screening for in-home personal care workers*. Poster presented at the AcademyHealth Conference, June 23-26, Seattle, WA.
- Abujarad, F., Luz, C., & Swierenga, S. J., (2018, June 23). *IMPART Alliance: Supporting personal care aides key to increasing accessibility, quality and cost-effectiveness of home care*. Poster presented at the AcademyHealth Conference, June 23-26, Seattle, WA.
- Reeves, M., Woodward, A., Fritz, M., Freddolino, P., Coursaris, C., Swierenga, S., Nasiri, M, & Hughes, A. (2019, May 16). *A randomized trial of social worker led home-based case management to improve outcomes for caregivers of acute stroke patients during the transition period*. Presented at the 4<sup>th</sup> European Stroke Organization Conference, May 16-18, 2018, Gothenburg, Sweden.
- Ismirle, J., Deaton, P. J., Swierenga, S. J., Schweitzer, J. H., & Pierce, G. L. (2018, March 21). *Developing accessibility training strategies in higher education*. Presented at the 33rd CSUN Assistive Technology Conference, March 19-23, San Diego, CA.
- Riebschleger, J., Cavanaugh, D., Ismirle, J., & Swierenga, S. J. (2018, March 5). *Teamwork to develop a website for children of parents with a mental illness*. Presented at the Annual Research & Policy Conference on Child, Adolescent, and Young Adult Mental Health Conference, March 4-7, Tampa, FL.
- Swierenga, S. J., & Pierce, G. L. (2018, February). *User-centered design and ADA compliance for websites and digital systems*. Presented at the Michigan Municipal Executives 2018 Winter Institute, Ann Arbor, MI.

- Reeves, M. J., Fritz, M. C., Woodward, A. T., Freddolino, P. P., Coursaris, C. K., Swierenga, S., Nasiri, J., & Hughes, A. K. (2018). *Improving transitions in acute stroke patients after they return home: Results of the Michigan Stroke Transitions Trial (MISTT)*. Presented at International Stroke Conference (ICS), January 24-26, Los Angeles, CA.
- Freddolino, P., Swierenga, S., Woodward, A., Lounds, N., Fitzgerald, J., Coursaris, C. K., Hughes, A., Fritz, M., & Reeves, M. (2018). *Defining the limits of technology-based tools for stroke patients and caregivers*. Poster presented at International Stroke Conference (ICS), January 24-26, Los Angeles, CA.
- Woodward, A., Freddolino, P. P., Nelsen, M., Swierenga, S., Coursaris, C. K., Fritz, M. C., & Reeves, M. J. (2018). *Integrating web-based resources and social work case management: Preliminary results on website utilization from the Michigan Stroke Transitions Trial*. Poster presented at the 22nd Annual Conference of the Society for Social Work and Research (SSWR), January 10-14, Washington, DC.
- Swierenga, S. J. & Ismirle, J. (2017, December 2). *Tips for website usability testing with individuals with disabilities*. Presented at the Michigan State University Accessible Learning Conference, East Lansing, MI.
- Swierenga, S. J. & Pierce, G. L. (2017, December 1). *Integrating accessibility into design*. Presented at the Michigan State University Accessible Learning Conference, East Lansing, MI.
- Deaton, P., Swierenga, S. J., Flynn, B., & Knapp, B. (2017, September 26). *Community-engaged digital accessibility advocacy and scholarship*. Presented at the Engaged Scholarship Consortium, Birmingham, AL.
- Swierenga, S. J., & Pierce, G. L. (2017, August 21). *Ensuring effective technology interventions and investments: Why user interfaces matter*. Invited presentation at Sparrow Center for Innovation and Research (CFIR), Lansing, MI.
- Swierenga, S. J., & Ismirle, J. (2017, August 18). *UOE accessibility training*. Presented at the MSU University Outreach and Engagement Annual Retreat, Laingsburg, MI.
- Ismirle, J., Klautke, H., Swierenga, S. J., & O'Connell, L. (2017, July). *Usability evaluation of teleconsultation process for physicians working with ASD patients*. Presented at Human-Computer Interaction International, July 9-14, Vancouver.
- Abujarad, F., O'Bara, I., & Swierenga, S. J. (2017, July). *The role of UX in government system expansion*. Presented at Human-Computer Interaction International, July 9-14, Vancouver.
- Swierenga, S. J., & Pierce, G. L. (2017, June). *Can people with disabilities use my website and why does it matter?* Presented at the 1st Annual Oakland County G2G Marketplace Day, Waterford Township, MI.

- Freddolino, P., Swierenga, S. J., Coursaris, C. K., Woodward, A. T., & Reeves, M. J. (2017, May 23). *Implementation challenges in an RCT for stroke patients and caregivers*. International Conference on Practice Research (ICPR), May 22-24, Hong Kong, China.
- Swierenga, S. J., & Pierce, G. L. (2017, March). *Designing for everyone: Accessible web design*. Presented to [Financial institution\*], MI.
- Ismirle, J., Klautke, H., O'Bara, I., George, M., & Swierenga, S. J. (2017, January 27). *CATA website usability evaluation results*. Presented to CATA and Gravity Works, East Lansing, MI.
- Ismirle, J., O'Bara, I., Swierenga, S. J., Jackson, J. (2016). *Touchscreen voting interface design for persons with disabilities: Insights from usability evaluation of mobile voting prototype*. Presented at the Human Factors and Ergonomics Society 60<sup>th</sup> International Annual Meeting, September 19-23, Washington, DC.
- Ismirle, J., O'Bara, I., Jackson, J. E., & Swierenga, S. J. (2016). *Touchscreen user interface design for persons with dexterity impairments: Insights from usability evaluation of mobile voting prototype*. Presented at the Human-Computer Interaction International Conference, July 20-22, 2016, Toronto.
- Swierenga, S. J., Riebschleger, J., Ismirle, J., & Klautke, H. (2016, May 3). *Mental Health for Youth Education website IA design*. Focus group with youth advisors, East Lansing, MI.
- Swierenga, S. J., & George, M. (2016, April 27). *Accessible web design: WCAG 2.0 workshop*. Presentation for [Cloud information security company\*] web developers and managers, Ann Arbor, MI.
- Swierenga, S. J., Riebschleger, J., Ismirle, J., & Klautke, H. (2016, April 26). *Mental Health for Youth Education website IA design*. Focus group with youth advisors, Saginaw, MI.
- Swierenga, S. J., & George, M. (2016, April 13). *Accessible web design: WCAG 2.0 workshop*. Workshop for [Electronic publishing and document retrieval company\*] web developers and managers, East Lansing, MI.
- Swierenga, S. J., & George, M. (2016, March 30). *WCAG 2.0 overview*. Presentation for [Cloud information security company\*] web developers and managers, East Lansing, MI.
- Jackson, J. E., Ismirle, J., O'Bara, I., & Swierenga, S. J. (2016, March 25). *Touchscreen user interface design for persons with dexterity impairments*. Presented at the 31st Annual CSUN International Technology & Persons with Disabilities Conference, March 21-26, San Diego, CA.
- Swierenga, S. J., & George, M. (2016, March 8). *WCAG 2.0 overview*. Presentation for Charles Hudson Technology Solutions, East Lansing, MI.

- Swierenga, S. J., & George, M. (2016, March 1). *WCAG 2.0 overview*. Presentation for [Internet ordering system for restaurants\*] web developers and managers, East Lansing, MI.
- Swierenga, S. J., & George, M. (2016, February 17). *WCAG 2.0 overview*. Presentation for [Electronic publishing and document retrieval company\*] web developers and managers, East Lansing, MI.
- Swierenga, S. J. (2015, November 19). *Accessible web design overview*. Webinar presented to the User Experience class, University of Monterrey, Monterrey, Mexico.
- Swierenga, S. J. (2015, September 17). *Focus groups: Techniques and best practices*. Presentation for MSU Food Sciences 410: Sensory Evaluation and Consumer Research, Michigan State University, East Lansing, MI.
- Swierenga, S. J., Zantjer, R. S., Jackson, J. E., Ismirle, J., Blosser, S. R., & Pierce, G. L. (2015, August 5). *Security implications for personal assistive technology in voting*. Presented at the Human-Computer Interaction International Conference, August 5-7, Los Angeles, CA.
- Abujarad, F., Swierenga, S. J., Dennis, T. A., & Post, L. A. (2015, August 5). *The impact of usability on patient safety in long-term care*. Presented at the Human-Computer Interaction International Conference, August 5-7, Los Angeles, CA.
- Jackson, J. E., Ismirle, J., Swierenga, S. J., Blosser, S. R., & Pierce, G. L. (2015, August 6). *Joystick interaction strategies of individuals with dexterity impairments: Observations from the Smart Voting Joystick usability evaluation*. Presented at the Human-Computer Interaction International Conference, Los Angeles, CA, August 5-7.
- Pierce, G. L., Jackson, J. E., & Swierenga, S. J. (2015, March 5). *Accessible mobile interaction design for voting systems*. Presented at the 30th Annual CSUN International Technology & Persons with Disabilities Conference, March 2-7, San Diego, CA.
- Jackson, J. E., George, M., & Swierenga, S. J. (2015, January 27). *WCAG 2.0 workshop*. Presentation for [Fortune 500 Multinational Automotive Manufacturer\*] web developers and managers, East Lansing, MI.
- Swierenga, S. J., & Pierce, G. L. (2015, January 26). *MSU web accessibility policy: Overview and implications*. Presented at the Michigan State University President's Advisory Committee on Disability Issues, East Lansing, MI.
- Jackson, J. E., George, M., & Swierenga, S. J. (2014, November 6). *WCAG 2.0 overview*. Presentation for [Fortune 500 multinational automotive manufacturer\*] web developers and managers, Detroit, MI.
- Swierenga, S. J. (2014, September 16). *Focus groups: Techniques and best practices*. Presentation for MSU Food Sciences 410: Sensory Evaluation and Consumer Research, Michigan State University, East Lansing, MI.

- Swierenga, S. J., Deaton, P., Jackson, J., & Pierce, G. L. (2014, August 15). *Creating accessible documents*. Presented at the 2014 Michigan State University Outreach and Engagement Annual Strategic Review, East Lansing, MI.
- Swierenga, S. J., Propst, D. B., Ismirle, J., Figlan, C., and Coursaris, C. K. (2014, June 25). *Mobile design guidelines for outdoor recreation and tourism*. Presented at HCI International, June 22-27, Crete, Greece.
- Abujarad, F. A., Swierenga, S. J., Dennis, T. A., & Post, L. A. (2014, June 25). *Management of on-line registries information for patient safety in long-term care*. Presented at HCI International, June 22-27, Crete, Greece.
- Swierenga, S. J., Pierce, G. L., Blosser, S. R., Mathew, A., Decloniemaclennan, R., & Jackson, J. E. (2014, March 21). *Smart Voting Joystick for accessible voting machines*. Presented at the International Technology & Persons with Disabilities Conference. San Diego, CA.
- Decloniemaclennan, R., Nemchik, J., Ismirle, J., Jackson, J., Pierce, G. L., & Swierenga, S. J. (2014, March 19). *Research-based mobile usability and accessibility guidelines*. Presented at the International Technology & Persons with Disabilities Conference. San Diego, CA.
- Abujarad, F. A., Swierenga, S. J., Dennis, T. A., & Post, L. A. (2014, March 17). *Real-time screening to improve patient safety in long-term care*. Poster presented at the Human Factors and Ergonomics Society 2014 International Symposium on Human Factors and Ergonomics in Health Care: Leading the Way. Chicago, IL.
- Swierenga, S. J. (2014, January 13). *User experience counts! Designing usable and accessible software, websites, and mobile apps*. Computer Science Seminar at Calvin College. East Lansing, MI: Michigan State University, Usability/Accessibility Research and Consulting.
- Swierenga, S. J., Ismirle, J., Jackson, J. E., Pierce, G. L., Decloniemaclennan, R., Mathew, A., & Blosser, S. (2014, January 10). *Smart Voting Joystick*. Presented at the EAC/NIST Accessible Voting Technology Research Webinar. Gaithersburg, MD: Department of Commerce, National Institute of Standards and Technology.
- Jackson, J., Decloniemaclennan, R., Nemchik, J., & Swierenga, S. J. (2013, October 22). *WCAG 2.0 overview*. Presentation to the [Multinational clothing retailer\*] development team. East Lansing, MI: Michigan State University, Usability/Accessibility Research and Consulting.
- Swierenga, S. J. (2013, September 12). *Focus groups: Techniques and best practices*. Presentation for MSU Food Science Concentration, Special Problems in Food Science 490. East Lansing, MI: Michigan State University, Usability/Accessibility Research and Consulting.

- Jackson, J., Decloniemaclennan, R., Nemchik, J., & Swierenga, S. J. (2013, July 9). *WCAG 2.0 overview*. Presentation to the [Multinational clothing retailer\*] development team. East Lansing, MI: Michigan State University, Usability/Accessibility Research and Consulting.
- Propst, D. B., Swierenga, S. J., Pierce, G. L., Jeong, E., & Coursaris, C. K. (2013, July 24). *From the ground-up: Role of usability and aesthetics evaluation in creating a knowledge-based website for the U.S. Army Corps of Engineers*. Presented at the Human-Computer Interaction International Conference. Las Vegas, NV.
- Abujarad, F., Swierenga, S. J., Dennis, T. A., & Post, L. A. (2013, July 24). *Rap backs: Continuous workforce monitoring to improve patient safety in long-term care*. Presented at the Human-Computer Interaction International Conference. Las Vegas, NV.
- Jackson, J., Decloniemaclennan, R., Nemchik, J., & Swierenga, S. J. (2013, May 23). *WCAG 2.0 workshop*. Workshop presented to the Michigan Public Health Institute development team. East Lansing, MI: Michigan State University, Usability/Accessibility Research and Consulting.
- Swierenga, S. J., Pierce, G. L., Jackson, J., & Decloniemaclennan, R. (2013, April 2). *Accessible mobile voting systems*. Presented at the EAC/NIST Accessible Voting Technology Research Workshop. Gaithersburg, MD: Department of Commerce, National Institute of Standards and Technology.
- Swierenga, S. J., Pierce, G. L., & Blosser, S. (2013, April 2). *Smart Voting Joystick*. Presented at the EAC/NIST Accessible Voting Technology Research Workshop. Gaithersburg, MD: Department of Commerce, National Institute of Standards and Technology.
- Swierenga, S. J., & Pierce, G. L. (2013, April 1). *Testing usability performance of accessible voting systems*. Poster presented at the EAC/NIST Accessible Voting Technology Research Workshop. Gaithersburg, MD: Department of Commerce, National Institute of Standards and Technology.
- Swierenga, S. J., Blosser, S., Pierce, G. L., Chen, Y., Dennis, T., Pence, T., Rashidian, B., & Yang, J. (2013, April 1). *Voting with joy: Student project to create a Smart Voting Joystick for accessible voting*. Poster presented at the EAC/NIST Accessible Voting Technology Research Workshop. Gaithersburg, MD: Department of Commerce, National Institute of Standards and Technology.
- Swierenga, S. J., Abujarad, F., Dennis, T. A., & Post, L. A. (2013, March 11). *Improving patient safety through user-centered healthcare background check system design*. Poster presented at the Human Factors and Ergonomic Society Healthcare IT Symposium. Baltimore, MD.

- Swierenga, S. J., & Pierce, G. L. (2013, February 28). *Accessible voting systems usability measures*. Presented at the International Technology and Persons with Disabilities Conference. Los Angeles, CA: CSU Northridge.
- Swierenga, S. J., & Jackson, J. (2013, February 28). *Assistive technology support for complex reading*. Presented at the International Technology and Persons with Disabilities Conference. Los Angeles, CA: CSU Northridge.
- Swierenga, S. J., & Propst, D. B. (2012, February 8). *User experience evaluation techniques for designing usable and accessible websites*. Workshop presented at the Michigan Recreation and Parks Association (MRPA) conference, Dearborn, MI.
- Coursaris, C. K., Sung, J., & Swierenga, S. J. (2011). *Effects of SMS message length, age, and gender on perceptions of mobile advertising: A three-country study (U.S., Japan and France)*. Poster presented at the Tenth Pre-ICIS SIG-HCI Workshop 2011, December 4-7, 2011, Shanghai, China.
- Propst, D. B., Swierenga, S. J., Pierce, G. L., Jeong, E., & Perales, K. (2011, November 3). *Usability and aesthetics of an outdoor recreation knowledge management website*. Paper presented at the National Parks and Recreation Association Conference – Leisure Travel Symposium, November 1-4, Atlanta, GA.
- Swierenga, S. J., Coursaris, C. K., Georgis, G., & Elledge, M. E. (2011, October). *The role of digital communication in advancing engagement*. Presented at the 12th Annual National Outreach Scholarship Conference, East Lansing, MI.
- Swierenga, S. J., Sung, J. E., Pierce, G. L., & Propst, D. B. (2011, July 13). *Website design and usability assessment implications from a usability study with visually impaired and sighted users*. Paper presented at the 14th International Conference on Human-Computer Interaction, Orlando, FL.
- Swierenga, S. J., Propst, D. B., Pierce, G. L., & Sung, J. E. (2011, June 22). *Impact of visual impairments on the duration of usability tests*. Poster presented at the Usability Professionals Association International Conference 2011, Atlanta, GA.
- Swierenga, S. J., Sung, J. E., & Propst, D. B. (2011, March). *Outdoor recreation information website usability study with visually impaired and sighted users*. Paper presented at the International Technology and Persons with Disabilities Conference, San Diego, CA.
- Swierenga, S. J. (2009, November 20). *Universal design: Making teaching, technology, and physical spaces accessible to and by everyone*. Panel presented at the MSU Accessibility Learning Institute with Ayala, E. (moderator), Guenther, B., Kaplan, J., & Parrish, J.
- Coursaris, C., Sung, J., & Swierenga, S. J. (2010, December 12-15). *Antecedents of mobile advertising perceptions: A two-country study*. Paper presented at The Ninth Annual pre-ICIS Workshop on HCI Research in MIS, St. Louis, MO.

- Coursaris, C. K., Swierenga, S. J., & Pierce, G. L. (2010). *Effects of aesthetics and playfulness on web usability – An empirical investigation*. Paper presented at the America Conference on Information Systems (AMCIS) 2010, Lima, Peru.
- Swierenga, S. J. (2010, May 26). *Panel discussion: High usability and quality user experience as a strategic goal*. Presented at the State of Michigan User Experience Awareness Day, Lansing, MI.
- Swierenga, S. J., & Scott, J. (2010, May 26). *Writing for the Web*. Presented at the State of Michigan User Experience Awareness Day, Lansing, MI.
- Elledge, M. S., Swierenga, S. J., Hernandez, B, & Scott, J. (2010, May 26). *User centered design (UCD): Usability research*. Presented at the State of Michigan User Experience Awareness Day, Lansing, MI.
- Swierenga, S. J. (2010, May 10-12). *AccessU usability track: Accessibility inspections*. Workshop presented at AccessU, Austin, TX.
- Swierenga, S. J. (2010, May 10-12). *AccessU usability track: Integrating accessibility into usability practice*. Workshop presented at AccessU, Austin, TX.
- Coursaris, C. K., Sung, J., & Swierenga, S. J. (2010). *Effects of message characteristics, age, and gender on perceptions of mobile advertising—An empirical investigation among college students*. Paper presented at the 2010 Ninth International Conference on Mobile Business / 2010 Ninth Global Mobility Roundtable Conference, Athens, Greece.
- Ayala, E., Kaplan, J., Parrish, J., Swierenga, S. J., & Guenther, B. (2009, November 20). *Universal design: Making teaching, technology, and physical spaces accessible to and by everyone*. Panel presented at the Michigan State University Accessibility Learning Institute, East Lansing, MI.
- Paulo, S., Puzzoli, A., & Swierenga, S. J. (2009, November 12). *Assistive technology expo*. World Usability Day, Michigan State University.
- Becker, S. C., Quesenbery, W., Redish, J., Chisnell, D., Scott, J., & Swierenga, S. J. (2009). *Verification: Rewriting the voting experience on election day*. Presented at the Society for Technical Communication 2009 annual conference, Atlanta, GA.
- Swierenga, S. J., Elledge, M. S., Roberts, H. E., & Sung, J. E. (2009). *Before and after: Two-tiered usability testing on a public transportation website*. Paper presented at Usability Professionals Association Conference, Portland, OR.
- Swierenga, S. J., Elledge, M. S., Roberts, H. E., & Sung, J. E. (2009). *Pre/post user testing: Quantifying improvement and persistent issues in transportation website redesign*. Presented at the Technology and Persons with Disabilities Conference. Los Angeles, CA: CSU Northridge.



- Swierenga, S. J., & Sung, J. E. (2008). *Outdoor recreation information website usability study with visually-impaired users*. Poster presented at the World Usability Day / Sixth Annual Usability and Accessibility Conference. Michigan State University.
- Swierenga, S. J., Coursaris, C. K., Whitten, P., Pierce, G. L., & Roberts, H. E. (2008). *Usability and accessibility of nutrition information for blind and low vision Internet users*. Poster presented at the World Usability Day / Sixth Annual Usability and Accessibility Conference. Michigan State University.
- Elledge, M. S., Swierenga, S. J., Roberts, H. E., & Sung, J. E. (2008). *Two-tiered usability testing: The before and after benefits for a public transportation website*. Poster presented at the World Usability Day / Sixth Annual Usability and Accessibility Conference. Michigan State University.
- Swierenga, S. J. (2008). *User experience techniques workshop*. Workshop for U.S. Army Corps of Engineers, Natural Resources Management Gateway project. USDA/CSREES, Grant # 2003-39478-14082. Michigan State University, Usability and Accessibility Center.
- Elledge, M. S., & Swierenga, S. J. (2008). *Website accessibility workshop*. Workshop for U.S. Army Corps of Engineers, Natural Resources Management Gateway project. USDA/CSREES, Grant # 2003-39478-14082. Michigan State University, Usability & Accessibility Center.
- Swierenga, S. J. (2008). *Accessible web design – Do's and don'ts*. Presented at the U.S. Treasury IT Accessibility Conference. Washington, D.C.
- Quesenbery, W., Paciello, M., & Swierenga, S. J. (2008). *Usability in Civic Life: Standards for usability, accessibility and plain language*. Poster presented at the UPA Europe 2008 Conference. Turin, Italy.
- Swierenga, S., Quesenbery, W., Walser, K., & Paciello, M. (2008). *Usability in civic life: New recommendations for Section 508*. Poster presented at the Usability Professionals Association 2008 Conference, Baltimore, MD.
- Chisnell, D., Scott, J., Swierenga, S., & Quesenbery, W. (2008). *Usability in civic life: The Local Election Officials Usability Testing Kit*. Poster presented at the Usability Professionals Association 2008 Conference, Baltimore, MD.
- Walser, K., Quesenbery, W., & Swierenga, S. (2008). *Designing for cognitive disabilities*. Paper presented at the Usability Professionals Association 2008 Conference, Baltimore, MD.
- Swierenga, S. J., Porter, J., E., Ghosh, S., & McCarthy, J. E. (2008). *Dyslexia and website design: The importance of user-based testing*. Presented at the International Congress of Qualitative Inquiry (IQI2008) Conference. Urbana-Champaign, IL: University of Illinois.
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## **Technical Reports (Research and Consulting)**

\*Identifying information redacted in compliance with non-disclosure agreements.

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- Ismirle, J., Ali, O., & Swierenga, S. J. (2020, April 30). *VOICES tool: Usability evaluation results*. East Lansing, MI: Michigan State University, Usability/Accessibility Research and Consulting.
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## **Press Releases and Media Coverage**

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- Swierenga, S. J., & Hills, C. (2017, November 8). *Michigan celebrated World Usability Day on November 9*. Michigan State University, University Outreach and Engagement press release.
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- Swierenga, S. J., & Hills, C. (2015, November 5). *Lineup of women presenters at MSU celebration of World Usability Day Embodies Advancement and Innovation*. Michigan State University, University Outreach and Engagement press release.
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- Hills, C., & Swierenga, S. J. (2014, November 12). *MSU celebrates World Usability Day on November 13*. Michigan State University, University Outreach and Engagement press release.
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- MSU CAS. (2014, August 1). *Multi-department award approved for \$2 million by the Patient Centered Outcomes Research Institute*. Michigan State University, College of Communication Arts and Sciences press release. Retrieved from <http://cas.msu.edu/award-pcori/>
- Dennis, T., & Swierenga, S. J. (2014, June 10). *Michigan Workforce Background Check overview training video*. Michigan State University, Usability/Accessibility Research and Consulting.
- Bamford, T. (2013, November 18). *BTN LiveBIG: Voting made easier at Michigan State*. Big Ten Network. <http://btn.com/2013/11/18/btn-livebig-voting-made-easier-at-michigan-state/>

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- Swierenga, S. J. (2013, May 6). TV interview with Emerald Morrow. *Yale, MSU Vow to Rebuild Michigan's Background Check System*. WLNS-Channel 6.
- Swierenga, S. J. (2008, November 13). TV interview for World Usability Day. WLAJ/ABC3. *The State News*.
- Swierenga, S. J. (2007, November 8). TV interview for World Usability Day, *Story of MSU World Usability Day*. WLNS6/CBS.
- MSU's long-term care background check system becomes model for federal legislation. (2007, June 27). *MSU Today*.
- Swierenga, S. J. (2007, Apr. 16). Interview with Gina Scott. *Technology can improve lives: Help America Vote Act*.
- Swierenga, S. J. (2006, November 14). TV interview for World Usability Day, *MSU hosts World Usability Day event*. WLNS6/CBS.
- MSU researchers developing and studying background check system for care of state's most vulnerable patients. (2006, March 7). *MSU Today*.
- Baig, E. C. (2005, November 2). Why are tech gizmos so hard to figure out? *USA Today* (Business section cover story).
- \$5 million grant to fund program to improve nursing-home employee background checks. (2005, February 1). *MSU Today*.

### **Courses & Web-based Education**

- 2022-2023 Michigan State University, Department of Media and Information, East Lansing, MI. *UX820, Usability Evaluation*. Developed online course for the UXMS program (did not teach the course).
- 2021 Michigan State University, Broad College of Business, Master's in Business Data Science & Analytics, East Lansing, MI. *MS Business Analytics Capstone Course*. Graduate section, capstone faculty coach, ITM890.
- 2020 Michigan State University, Department of Media and Information, East Lansing, MI. *Usability and Accessibility*. Graduate section, MI845.
- 2002-2003 University of Dayton, Department of Psychology, Dayton, OH. *Human-Computer Interaction*. Graduate and undergraduate sections, PSY 495, PSY 534.
- 2002-2003 University of Dayton, Department of Psychology, Dayton, OH. *Introductory Psychology*. Online and traditional sections, PSY 101.

- 2002 University of Dayton, Department of Psychology, Dayton, OH. *Engineering Psychology*. Graduate and undergraduate sections, PSY 435, PSY 533.
- 1991-1992 Wright State University, Department of Psychology, Fairborn, OH. *The Science of Behavior II*, PSY 110.
- 1990 Wright State University, Department of Psychology, Fairborn, OH. *Advanced Topics in Cognition and Learning: Human Factors: Human Factors in System Design*, PSY 412, PSY 621.

### Course Guest Lectures

- Swierenga, S. J., & Ismirle, J. (2020, March 30). *Usability evaluation overview and interactive demonstration*. Class lecture via Zoom presented to Media and Information 450: Creating Human-Centered Technology, Michigan State University, Online.
- Swierenga, S. J., & Ismirle, J. (2020, February 11). *Usability evaluation overview and interactive demonstration*. Class lecture presented to Media and Information 350: Evaluating Human-Centered Technology, Michigan State University, East Lansing, MI.
- Ismirle, J., & Swierenga, S. J. (2018, March 14). *Usability evaluation overview and interactive demonstration*. Class lecture presented to Media and Information 450: Human-Centered Technology, Michigan State University, East Lansing, MI.
- Ismirle, J., & Swierenga, S. J. (2018, March 13). *Usability evaluation overview and interactive demonstration*. Class lecture presented to Media and Information 845: Usability and Accessibility, Michigan State University, East Lansing, MI.
- Ismirle, J., & Swierenga, S. J. (2017, November 7). *Usability evaluation overview and interactive demonstration*. Class lecture presented to Media and Information 450: Human-Centered Technology, Michigan State University, East Lansing, MI.
- Swierenga, S. J. (2015, September 17). *Focus groups: Techniques and best practices*. Class lecture presented to Food Sciences 410: Sensory Evaluation and Consumer Research, Michigan State University, East Lansing, MI.
- Swierenga, S. J., & Ismirle, J. (2015, May 27). *User experience techniques workshop*. Presented to [Regional Health Insurance Organization\*] and [Regional Health Care Organization\*] web developers, marketing, content strategist, and managers, East Lansing, MI.
- Swierenga, S. J. (2014, September 16). *Focus groups: Techniques and best practices*. Presentation for MSU Food Sciences 410: Sensory Evaluation and Consumer Research, Michigan State University, East Lansing, MI.
- Swierenga, S. J. (2013, September 12). *Focus groups: Techniques and best practices*. Presentation for MSU Food Sciences 410: Sensory Evaluation and Consumer Research, Michigan State University, East Lansing, MI.

- Swierenga, S. J. (2009). Class lecture presented to Telecommunication 491, Michigan State University, East Lansing, MI.
- Swierenga, S. J. (2009). Class lecture presented to Telecommunication 450: Human-Computer Interaction and Experience Design, Michigan State University, East Lansing, MI.
- Swierenga, S. J. (2008). Class lecture presented to Telecommunication 802, Michigan State University, East Lansing, MI.
- Swierenga, S. J. (2008). Class lecture presented to Telecommunication 802, Michigan State University, East Lansing, MI.
- Swierenga, S. J. (2008). Class lecture presented to Information Technology Management 444, Michigan State University, East Lansing, MI.
- Swierenga, S. J. (2006). Class lecture presented to Writing, Rhetoric & American Cultures 110: Writing: Science and Technology, Michigan State University, East Lansing, MI.
- Swierenga, S. J. (2006). Class lecture presented to Telecommunication 476: Telecommunication Research Methods, Michigan State University, East Lansing, MI.
- Swierenga, S. J. (2006). Class lecture presented to Telecommunication 490: Special Topics: Human-Computer Interaction, Michigan State University, East Lansing, MI.
- Swierenga, S. J. (2005). Class lecture presented to Computer Science, Michigan State University, East Lansing, MI.
- Swierenga, S. J. (2005). Class lecture presented to Telecommunication 448: Principles for Design and Usability on the Web, Michigan State University, East Lansing, MI.

### **Editorial Activity**

- 2005-Present Reviewer, *Journal of User Experience Studies* (formerly *Usability Studies*)
- 2014-2018 Reviewer, *Ergonomics in Design*, Human Factors and Ergonomics Society
- 2014-2016 Reviewer, *Universal Access in the Information Society*, Springer Link
- 2005-2017 Member of Editorial Board, *Journal of Usability Studies*
- 2011 Reviewer, *The 6<sup>th</sup> Mediterranean Conference on Information Systems (MCIS2011)*
- 2010 Guest editor, *Journal of Usability Studies*, Special Issue: Moving Towards an All-Encompassing Universal Design Approach in ICT
- 2010 Reviewer, *International Journal of E-Business Research (IJEER)*, Special Issue: Human-Computer Interaction Value for E-Business



## Session Chair for International Conferences

- Swierenga, S. J., & Abujarad, F. (2021). Session Chair, *Healthcare UX*, Human-Computer Interaction International Conference, Online.
- Swierenga, S. J., & O'Bara, I. (2018). Session Chair, *User Experience in the Digital Age*, Human-Computer Interaction International Conference, Las Vegas.
- Swierenga, S. J., Abujarad, F., & Deaton, P. (2017). Session Chair, *User Experience in the Digital Age*, Human-Computer Interaction International Conference, Vancouver.
- Swierenga, S. J., & Coursaris, C. K. (2016). Session Chair, *User Experience in the Digital Age*, Human-Computer Interaction International Conference, Toronto.
- Swierenga, S. J., Coursaris, C. K., & Van Osch, W. (2015). Session Chairs, *Strategic Social Media and Usability, Part I*, Human-Computer Interaction International Conference, Los Angeles.
- Swierenga, S. J., Coursaris, C. K., & Van Osch, W. (2014). Session Chairs, *Strategic Social Media and Usability, Part II*, Human-Computer Interaction International Conference, Crete.
- Swierenga, S. J. (2013). Session Chair, *Enhancing Government Website Usability*, Human-Computer Interaction International Conference, Las Vegas.

## Academic Graduate Committees

- 2021-Present Michigan State University (Doctoral degree, committee member)
- William Anderson, School of Planning, Design and Construction, Urban and Regional Planning concentration
- 2005-2018 Michigan State University (Master's degrees, committee member)
- Adina Huda, Department of Telecommunication, Information Studies, and Media, Digital Media Art & Technology Program, 2005
  - James Jackson, Writing, Rhetoric, and American Cultures, Digital Writing Program, 2013
  - Rob DecloniemacIennan, Department of Telecommunication, Information Studies, and Media, Human-Computer Interaction Program, 2013
  - Ian O'Bara, Department of Media and Information, Human-Computer Interaction Program, 2017
  - Phillip Deaton, Department of Digital Rhetoric & Professional Writing, 2018
  - Jennifer Ismirle, Department of Digital Rhetoric & Professional Writing, 2018
- 2002-2005 University of Dayton, Psychology Department, Human Factors Psychology Program (Master's degrees, committee member)
- Jesse Walker, 2002-2005 (ABT)
  - Heather Singleton, 2002-2004 (ABT)
  - Morgan Schuler, 2002-2003 (ABT)

## **University Committee Work**

- 2018-Present SocioMobility Research Group
- 2019-2021 University Outreach and Engagement Diversity, Equity, and Inclusion Workgroup
- 2015-2022 President's Advisory Committee on Disability Issues
  - Relationship Violence and Sexual Misconduct Subcommittee (2018–2021)
- 2015-2021 Web Accessibility Policy Liaison – Office of the Associate Provost of University Outreach and Engagement accessibility liaison to MSU IT and the Office for Inclusion & Intercultural Initiatives
- 2004-2022 Accommodating Technology Committee
- 2010-2012 Consortium of Research Consulting Services – Advisory group for the Office of the VP for Research and Graduate Studies
- 2005-2014 Web Accessibility Working Group – Advisory group to IT Services and the Office for Inclusion & Intercultural Initiatives
- 2004-2013 Web Accessibility Advisory Committee – Advisory group to Vice Provost for IT Services and Sr. Advisor to the President from the Office for Inclusion & Intercultural Initiatives