Community outreach is important for local and student chapters in raising awareness of, and interest in, human factors/ergonomics. We invited representatives of chapters whose activity reports in the current HFES Directory and Yearbook (see pages 59–86) reflected community involvement in a number of different events and activities last year. We asked them to tell us about their experiences and the public’s reception of their efforts. In this article, we hear from six chapter representatives about opportunities, challenges, and lessons learned. We hope that other chapters will be inspired by their experiences to develop their own outreach efforts aimed at promoting HF/E in their communities.

Our thanks to Anne Adams (Georgia Tech Student Chapter), Ferne Friedman-Berg (South Jersey Chapter), Christopher Jasek (Tri-State Chapter), Beth Meyer (Rocky Mountain Chapter), John Morris (Texas Tech Student Chapter), and Randall Spain (Old Dominion University Student Chapter) for their contributions to this article.

How did you determine which community/school event(s) to target for your HF/E outreach efforts?

Georgia Tech: We contacted and worked with the Center for Education Integrating Science, Mathematics, and Computing (CEISMC), which works with many other educational groups, schools, corporations, and opinion leaders throughout Georgia toward one common goal: to ensure that K–12 students in Georgia receive the best possible preparation in science, mathematics, and technology.

South Jersey: We looked at schools where chapter members already had connections. We believed that would make it much easier to make contact and get the appropriate approvals. Even so, we sent a number of e-mails to principals, secretaries, etc., and did not receive any responses. We then contacted one teacher directly (the brother of a coworker) and were able to get approval through him.

Tri-State: We heard of the Usability Professionals’ Association (UPA) Boston Chapter going to the Boonshoft Museum of Discovery for World Usability Day, so we thought we might try a similar event. We borrowed some activities from their Web site and also did some of our own. We thought the museum would reach the most number of kids and parents. We estimate we talked to about 300 people.

Rocky Mountain: One of our chapter directors-at-large had been involved with another organization that sponsored a special award at the Colorado Science and Engineering Fair (CSEF), and it had been a really good experience, both for the organization and for the students, so we investigated it further.

Texas Tech: Interacting with high school students allows us to educate young folks about our discipline and instill interest through activities that are fun. Working with the Lubbock Habitat for Humanity gives us the opportunity to interact with our community while providing a very valuable service. Participation in Arbor Day festivities on the campus of Texas Tech University provides visibility for our chapter, and it is considered by Texas Tech as one of its most important annual events.

Old Dominion: Our chapter has a history of participating in community service activities and working with the organizers to raise awareness about safety and ergonomics issues surrounding the events. Over the past five years, the ODU Student Chapter has volunteered with Norfolk’s Habitat for Humanity, the Norfolk Food Bank, and the Virginia Beach Surf Riders Foundation and provided the organizers with “safe practice tips” to raise awareness about ergonomics and occupational safety. Our chapter wanted to focus on a campus-based project to raise awareness about our student group and the field of HF/E. The “Adapt-A-Spot” activity proved to be a good fit, because it allowed our chapter to highlight potential ergonomics issues that induce lower back and shoulder stress.

How long did it take to organize the event(s)?

Georgia Tech: About one to two days, since much of the legwork had been done in previous years. This included brainstorming with members about what activities to do and gathering and putting together the materials.

South Jersey: About two months.

Tri-State: About two to three months from when we first contacted the museum.

Rocky Mountain: We weren’t organizing the event, just participating in it. The main thing we do is call for volunteers to be judges by a deadline in early March.

Texas Tech: It took around one month to organize each of the activities. Mainly this is due to scheduling times when everyone is available.

Old Dominion: The university’s Office of Student Activities and Leadership (OSAL) organized the campus-wide event. Our
HFES Chapters Bring HF/E to Local Communities
(continued from page 1)

What challenges did you face in organizing the event(s)?

Georgia Tech: There were no major obstacles with this project. The team worked efficiently and effectively with the goal in mind of reaching out to the community and younger students regarding HF/E.

South Jersey: The biggest challenge was trying to make the contest and content interesting for high school students. Although we felt we succeeded in doing a good job, given that it was our first time organizing this type of event, we have some new ideas which we hope will make this year’s event even more successful and more interesting for the students.

Tri-State: It was hard to get in contact with them at first, as they were busy with other things. But once I went there and met with them, they were really supportive and welcoming to what we wanted to do. They specifically invited us back for the next year. Other challenges were getting people to help run the event... we learned we really didn’t have enough people as we did it. We also requested about $400 of funding from LexisNexis/Elsevier to build activities and buy prizes. The Boonshoft Museum of Discovery was great; they helped advertise what we were doing.

Rocky Mountain: Initially, there wasn’t huge interest among the members in participating as judges. But now that word has started to spread about what a rewarding day it is, I don’t see we’ll have any problems recruiting at least two. I know that I personally would not want to miss it, now that I have done it!

Texas Tech: There are two major factors with regard to the Habitat for Humanity activity. First, a time/day must be scheduled when all or most members can attend. The second factor concerns the availability of the activity itself. Because of certain limitations, such as the availability of construction equipment and contractors to supervise the work, the local Habitat for Humanity can accommodate only one or two groups of volunteers at a time (depending on group size). So we had to schedule a time/day when we were the only group participating and when all of the student chapter members were available.

Old Dominion: Our main efforts involved student recruitment. Recruiting was trouble-free; I contacted student group leaders and asked if their organizations would participate. This technique proved successful, and we had a good turnout.

What was the public’s reaction to your event(s)? Do you feel it was successful in raising awareness of the HF/E field?

Georgia Tech: The reception was especially good for K*T*D’S Club. Not only did we get the children involved in activities, the students’ parents were present and appreciative for the opportunity to get their kids involved in a field they knew little about.

South Jersey: Although we had a good reaction to our event, we did not do as much publicity in the local community as we would have liked. Additionally, we hope this year that even more classes at the high school level will participate.

Tri-State: I think the kids enjoyed it, and so did the parents… The museum must have thought it was a success as they invited us back.

Texas Tech: Participation in all of these activities strengthens our connection and presence with the local community and Texas Tech University. It also allows us to seek funding from our Student Government Association. We use the additional funding to organize activities and events that contribute to the professional development of our members and increase the visibility of our chapter across Texas.

Old Dominion: I think that our chapter accomplished its goals. The organizers (OSAL) were very receptive of our input. We also promoted our student chapter and raised awareness of the HF/E field to the campus community. Reaching out and showing how our field is intertwined with everyday activities such as community cleanup also promoted the practicality of our field.
What future plans will the chapter make for participation in/organization of community and school events?

Georgia Tech: We have been involved in K-T*D*S Club now for three years and plan to make this a recurring annual event.

South Jersey: Our chapter performs at least one community outreach event each year... [and] plans on continuing these events.

Tri-State: We plan to do the same event again this year for World Usability Day. We saved all the activities and they were reused for one local school science fest and also on one occasion for a usability demonstration.

Rocky Mountain: We plan to continue giving this special award for the foreseeable future. We have given talks to school groups based on the National Ergonomics Month materials, so that we can certainly continue. We have also joined with the local UPA chapter to organize events for World Usability Day.

Texas Tech: We plan to repeat each of the activities on an annual basis. As a potential backup, we have discussed the option of organizing an activity consisting of demonstrations, which would be conducted at local schools.

Old Dominion: In the future, I think we would like to organize one’s own campus event that promotes service in the HF/E field.

For future events, what would you do differently to achieve a more effective result?

Georgia Tech: Take better notes of what happened in the past (what activities did we do and what was the response) and better document it for future chapter members.

South Jersey: In our contest for World Usability Day, we did not take into consideration high school students’ extreme aversion to writing essays. This year, we hope to present the contest as more of a design challenge, like a design slam. We expect this should raise the interest level of the students. We hope to get more classes involved in the event this year, possibly having them compete in teams against one another.

We strongly believe that you should not be discouraged by having less-than-stellar results on your first go-around. You should instead view each event as an opportunity to learn more about what you did right, what you did wrong, and how you can improve future events.

Tri-State: Running activity tables at the museum can be very tiring. We needed more people to cover it all.

Rocky Mountain: In this case, consider (depending on the financial status of the chapter) someday giving two awards – sometimes the decision comes down to two projects that are both worthy of the award. We should probably have more interaction with the award winners after the award is presented.

Texas Tech: A few years ago, when we first attempted to organize activities such as these, it was often difficult to delegate and accomplish the tasks necessary to successfully plan these activities. As a solution, we instantiated committees consisting of small groups of members to be responsible for the planning of activities. This has worked quite well. Each committee is given a task or two to complete, and the process is much more effective.

Old Dominion: In the future, our student group would like to assume a more active role in organizing campus adapt-a-spot events. This would allow us to share our insights and recommendations with the volunteers prior to their participation, as opposed to sharing our recommendations with the organizers after the event has concluded.

**Carstensen To Discuss HFE at the FDA**

On Tuesday, September 23, during the Opening Plenary Session, keynote speaker Peter B. Carstensen will discuss his efforts to build a human factors engineering program at the Food and Drug Administration. His talk, “Human Factors Engineering at the FDA: Past, Present, and Future,” will highlight the mitigation of dangerous use error caused by poor design, including confusing and inadequate training materials and poor instructions.

Prior to his current position as a senior analyst at Wiklund Research & Design, Inc., Carstensen spent 34 years as a senior systems engineer and human factors engineering team leader with the FDA’s medical device program. He received a B.A. in mechanical engineering from the Polytechnic Institute of Brooklyn and worked as a scientific research engineer and an aerospace systems engineer for 14 years before joining the FDA. He has been heavily involved in U.S. national and international standards work since 1974.

“**How to Safely Move One Million People a Day**”

Be sure to attend the Closing Plenary Session on Friday at 1:30 to hear Victoria Cross Kelly, the Port Authority of NY & NJ’s director of the Tunnels, Bridges & Terminals Department.

Over one million people travel each day through the two tunnels and across the four bridges between New York and New Jersey, and the Port Authority of NY & NJ is responsible for ensuring that they move safely, efficiently, and securely in this post-9/11 world. Hundreds of people – some visible to the public and some not – are responsible for making this very delicately balanced system work each day. The Port Authority is also responsible for seeing that its employees work safely, efficiently, and securely while providing a high level of customer service.

Since its inception in 1921, the Port Authority has operated some of the most critical transportation links in one of the most densely developed areas of the United States. Its George Washington Bridge and Lincoln Tunnel are known worldwide, and its midtown New York bus terminal is the busiest in the world. The Port Authority’s industry-leading practices and technologies enabled it to design the most innovative vehicular crossings of the 20th century, and it is now leading the New York–New Jersey region in its designs for new facilities for the 21st century.
Victoria Kelly directs the Port Authority department that operates all the vehicular crossings that connect New York and New Jersey, including the George Washington Bridge, the Holland and Lincoln Tunnels, the Bayonne and Goethals Bridges, Outerbridge Crossing in Staten Island, the Port Authority Bus Terminal in midtown Manhattan, and the George Washington Bridge Bus Station in upper Manhattan. In her position, Kelly oversees a staff of 900 employees and is responsible for the operation, maintenance, and security of the facilities. Kelly also focuses on the long-term regional transportation issues within the region that ensure the vitality of the economy of the New York–New Jersey region.

Prior to assuming this position in January 2005, Kelly served as deputy director of the department after having served as deputy director of PATH, where she was involved in the PATH recovery and restoration program following the September 11 attack on the World Trade Center, which destroyed the PATH World Trade Center station and forced the closure of the system’s underriver tunnels between the World Trade Center and New Jersey.

Kelly also has extensive experience in the maritime industry, having spent 15 years in the Port Authority’s Port Commerce Department, where she served in a variety of positions, including manager of the Port Newark/Elizabeth seaport, the largest on the U.S. East Coast, and acting deputy director of the department. Kelly has an undergraduate degree from Barnard College and a master’s degree in city planning from Harvard University.

The Closing Plenary Session will be held from 1:30 to 2:30 p.m. on Friday, September 26, in the Astor Ballroom on the 7th Floor of the New York Marriott Marquis Times Square.

Annual Meeting Survey

For the first time, the Annual Meeting Survey will be sent to all attendees immediately after the meeting and will be offered electronically. Please watch your e-mail for the link to the survey. In addition, you will be asked for input about meetings in general; that survey will be distributed near the end of the year.

Human Factors Standardization Interest Group

By Alan Poston, Chair, HF Standardization Working Group

The Human Factors Standardization Interest Group (HFSIG) is taking shape. The HFSIG’s purpose is to help the HFES Institute by fostering research and the exchange information on human factors/ergonomics standardization issues and concerns and by supporting the development of standards and best practices.

This work includes assisting in the development and improvement of HF/E standards and best practices documents, reviewing these products, and identifying knowledge gaps that require further research before standards guidance can be developed and where emerging needs become apparent. Collecting and documenting lessons learned regarding the application of standards (both successes and failures in terms of human performance impacts) is an important aspect of the group’s focus.

In addition, the HFSIG seeks to promote interest in, and funding for, HF/E standardization activities in industry, government, and academia. The HFSIG will operate in part by engaging in work in close collaboration with the HFES technical groups and by leveraging HFES systems and processes.

Standards, in the context of this interest group, is a broad term covering the full range of documents and includes standards, specifications, handbooks, guides, recommended practices, and advisory documents. It also includes the technical standards directed toward the development and/or refinement of documents that prescribe recommendations and requirements, as well as best practices directed toward summarizing the state of the art in research and practice in the form of recommendations for the application of HF/E principles. Best practices may eventually mature sufficiently to be proposed as standards.

The goal of the HFSIG is to serve as a forum for the discussion and exchange of information on HF/E standardization and related topics, communicate the status of standards and best practices activities to the HFES Institute Board of Supervisors and technical groups, raise awareness of these activities, and assist in the identification of subject matter experts who can support Society committees that draft and review standards and best practices documents.

A list server has been established to provide a means of exchanging information on HF/E standardization issues or concerns, announcing meetings or workshops, and notifying members of the availability of new standards or drafts. In addition, a Web site for the interest group is being established. Initial content will be a listing of technical and professional societies and government agencies that appear to have an interest in the area of human factors/ergonomics, as well as a listing of government standards.

During the HFES 52nd Annual Meeting, the HFSIG will meet on Tuesday, September 23, from 10:30 a.m. to 12:00 noon in the Brecht Room. We will discuss expansion of the Web site, a process for reviewing standards and best practices, collaboration with the Technical Groups, and plans for a presence at the 2009 Annual Meeting. Also planned is a presentation by HFES members Edmond Israelski and Matthew Weinger, who are the cochairs of the Human Factors Engineering Committee of the Association for the Advancement of Medical Instrumentation. They will share their experiences in dealing with best practices documents.

In the News

Amy Alexander, Vernol Battiste, Walter Johnson, David Kaber, Jason McCarley, Emily Stelzer, and Christopher Wickens were featured in an article published in the March issue of Monitor on Psychology. “Air Travel: The Next Generation” highlighted the work of NASA-funded psychologists and their efforts to improve flight safety.

Tai Oron-Gilad and David Shinar were quoted in an article on
human error and road accidents that appeared in the August 14 edition of The Jerusalem Post. The two are conducting scientific studies on the true causes of human errors on the road and ways to minimize them.

Najmedin Meshkati was quoted in The Detroit News on June 2 for an article on Detroit Metro Airport’s new radar system, which is designed to ease congestion and reduce the risk of runway collisions.

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Call for Feature Articles

By Pamela Savage-Knepshield, Bulletin Features Editor

The HFES Bulletin invites you to submit brief news articles (1500 words maximum) of general interest to the membership, including, but not limited to, summaries of interesting or innovative work in HF/E or a closely related field; developments in institutions, agencies, and organizations that are of interest to Society members; and reports of relevant meetings, activities, and events. Articles describing products, systems, tools, or environments that could be significantly improved through the application of human factors research and methods are particularly encouraged.

Please send me your submissions or feel free to suggest ideas for article topics by contacting me at psavageknepshield@arl.army.mil, 732/427-3854.

LIST YOUR CONSULTING AND EXPERT WITNESS SERVICES

If you’re a Full Member or Fellow and provide consulting or expert witness services, HFES invites you to purchase a listing in the online Consultants Directory (http://www.hfes.org/web/ConsultDirectory/Consultdirectory.aspx). There are now 74 consultants with active listings.

Access to the Consultants Directory listings is free of charge to persons looking for consultants who visit the HFES Web site. The directory gets an average of 300 hits per month. The fees for an annual listing are $150 for individuals and $250 for companies; renewal rates for those already in the system are $100 for individuals and $200 for companies.

To place or renew a listing, go to http://hfes.org and access the members-only area of the site. (You’ll need your HFES member ID number, which appears on the mailing label of this publication.) If you have any questions, please contact the Member Services Department at 310/394-1811, membership@hfes.org.

UPDATE YOUR MEMBERSHIP INFORMATION

HFES relies on you to keep your member record updated so we can keep you abreast of Society news and activities. Updating your record is easy: Just log in to http://hfes.org with your username and password and click “View/change my membership information.” Make sure to note any change to your e-mail as well your physical address. (If you have not previously logged in to the members-only section, you will first be prompted to create a hint question and answer.) Or you can simply notify the Member Services Department (membership@hfes.org, 310/394-1811, fax 310/394-2410).

SHORT COURSES


The Dept. of Psychology at Missouri Western State University invites applications for a tenure-track Human Factors Psychologist to begin Jan. or Aug. 2009. Required: Ph.D. The candidate will be instrumental in developing a new graduate option in Human Factors and Usability Testing as part of a Masters of Applied Science degree. Candidates will be considered at any rank, but all candidates must demonstrate potential for an active research program suitable for Master’s level students. The position will entail teaching graduate courses in human factors research methods and user-centered design methods, as well as undergraduate and graduate classes in the candidate’s area of expertise. Candidates will be expected to supervise student internships and theses, and develop and maintain relationships with local and regional businesses for internship purposes. Review of applications will begin on Oct. 6 and continue until the position is filled. Employment is contingent upon proof of the legal right to work in the U.S. This document must be provided prior to consideration/employment at the University. An appointment is not final until documents are provided. Qualified applicants should submit a letter of application, statement of teaching interests, evidence of teaching effectiveness, representative publications or technical reports, vita, transcripts, and at least 3 confidential letters of reference to Dr. Phil D. Wann, Chair, Dept. of Psychology, Missouri Western State University, 4525 Downs Dr., St. Joseph, MO 64507 or to wann@missouriwestern.edu. Web site: www.missouriwestern.edu AA/EOE.

The Department of Industrial and Systems Engineering at Mississippi State University is seeking applicants for a tenure track faculty position at the assistant professor level in the area of human factors/ergonomics. The successful candidate will work closely with the Human Factors and Ergonomics research group at the Center for Advanced Vehicular Systems. The expected start date is August 16, 2009.

A Ph.D. in Industrial and Systems Engineering, or a closely related field, is required. Professional registration, or ability to qualify for registration, and a B.S. degree in engineering are highly desired. Excellent oral and written communication skills are required. Applicants should have a strong interest in teaching undergraduate and graduate level courses, developing a sponsored program of research with results published in refereed journals, and providing service to the profession and university.

The Department of Industrial and Systems Engineering is one of eight academic departments in the Bagley College of Engineering. The Department offers an ABET-accredited bachelor’s degree in industrial engineering and also offers master’s and doctoral degrees. The Department has an undergraduate enrollment of 126 and a graduate enrollment of 23 master’s students and 37 doctoral students. Research expenditures last year were nearly $1.7 million. The website is www.ise.msstate.edu.

Mississippi State University, a Carnegie Foundation Comprehensive Doctoral/Research University (high research activity), is a comprehensive, land-grant university with more than 17,000 students, located in Starkville, Mississippi. The Bagley College of Engineering ranks in the top 10% nationally in engineering research expenditures.

Applicants should send their cover letter, curriculum vitae, three letters of recommendation, and names, addresses, and telephone numbers of three references to: Dr. Royce Bowden, Professor and Head, Department of Industrial and Systems Engineering, Post Office Box 9542, Mississippi State, MS 39762. The review of applicants will continue until the position is filled.

Mississippi State University is an AA/EOE Employer.
Order These New HFES Books Today!

**Best of Human Factors: Thirty Classic Contributions to Human Factors/Ergonomics Science and Engineering**

Edited by Nancy J. Cooke and Eduardo Salas

In this book are 30 of the best papers published in the 50-year history of *Human Factors: The Journal of the Human Factors and Ergonomics Society*. Selected from nearly 2,800 papers, they are the most highly cited and valued by a representative sample of readers and are categorized in one of three broad areas: Applications, Technology/Engineering/Physiology, and Human Performance. *Best of Human Factors* serves as a historical resource for HF/E professionals, a compendium of readings for graduate-level education, and a means to introduce the field of human factors/ergonomics to anyone with an interest in improving the human-system interface.

**Augmented Cognition: A Practitioner’s Guide**

Edited by Dylan D. Schmorrow and Kay M. Stanney

*Augmented Cognition: A Practitioner’s Guide* represents the first comprehensive publication dedicated to formalizing the study and practice of augmented cognition. The Practitioner’s Guide is built on the collective efforts of hundreds of dedicated scientists and engineers who worked diligently over the past decade to establish the science, tools, and technologies that comprise the field of augmented cognition. This guide pulls together a vast array of information into a single source and provides valuable advice on how to study and practice in this field successfully. The guide can serve equally well as a reference for the seasoned expert in the field of augmented cognition or as a primer for anyone eager to join this emerging field of study.

**Reviews of Human Factors and Ergonomics, Volume 4**

Edited by C. Melody Carswell

*Reviews of Human Factors and Ergonomics* contains extensive, in-depth reviews of work on topics of special interest to the HF/E community as well as professionals with an interest in the field. This fourth volume of the Reviews series contains six comprehensive reviews on varied topics. Volumes are broader in scope than handbooks and deeper in detail than encyclopedias, and they include both discipline-oriented and problem-oriented chapters.

Shipping/handling applies to all orders except online publications; California sales tax applies to books shipped to CA addresses. Order via the HFES Web site: [http://hfes.org/Publications](http://hfes.org/Publications). Or contact the Member Services Department: P.O. Box 1369, Santa Monica, CA 90406-1369 USA; 310/394-1811, fax 310/394-2410, membership@hfes.org, http://hfes.org.
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Edited by Deborah A. Boehm-Davis

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The *Reviews* series is broader in scope than handbooks and deeper in detail than encyclopedias, and it includes both discipline-oriented and problem-oriented chapters.

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- **Human Factors of Homeland Security** – Nancy J. Cooke & Jennifer L. Winner
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