

# Robson Forensic

Engineers, Architects, Scientists & Fire Investigators

## WILLIAM J. VIGILANTE JR., PH.D. Human Factors Expert

### HUMAN FACTORS and ERGONOMICS EXPERIENCE

Research, design, and evaluation regarding cognition, perception, human-computer interaction, visual-interface design, web design, consumer product design, safety and hazard analyses, risk perception, and design of warnings and instructional materials.

- **Safety and Risk Perception:** Research for over 10 years in the fields of cognition (thinking ability) and perception and how they relate to risk taking, safety, and hazard analyses.
- **Vision and Driving:** Visual perception and expectancies issues along with lighting and roadway conditions for vehicle collisions.
- **Warnings:** Affects of warnings and situational factors, and their effect on compliance and risk taking behavior.
- **Work Place Safety:** Affects of work place design and safety procedures on incident occurrence and prevention.
- **Recreational and Sporting Activities:** Perceptual abilities and reaction times and how these human factors affect people's ability to safely interact with recreational vehicles, sporting equipment, and swimming pools.
- **Slips, Trips, and Falls:** Determine how attention and perceptual issues affect a person's ability to detect and avoid slip, trip, and fall hazards.
- **Lighting:** Environmental lighting analysis and its effect on people's ability to notice and recognize hazards.
- **Aging:** Aging may diminish the ability to read product labels and road signs and their ability to drive and navigate roadways.
- **Medication Labeling:** People's ability to notice, read, and understand medication labeling and advertising.
- **Accessibility:** Evaluating products to meet Section 508 of the Americans with Disabilities Act.
- **Product Design and Development:** Developed a variety of hardware and software interfaces and support materials for a wide range of consumer and commercial products, including: graphical user interface designs, laptop and desktop computer systems, wireless systems, input devices, storage devices, visual displays, user guides, installation wizards, safety manuals, web sites, and an eXtensible markup language (XML).
- **User Centered Design:** Carried out User Centered Design processes and activities within all phases of the product development cycle, including: task analyses, competitive evaluation, focus groups, iterative usability testing, and design validation.

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### PROFESSIONAL EXPERIENCE

2003 to present **Robson Forensic, Inc.**  
*Associate*

Provide technical investigations, analysis, reports, and testimony towards the resolution of commercial and personal injury litigation involving human factors/ergonomics, safety and risk perception, warning design, product design and development, commercial claims, and industrial safety.

2002 to 2003 **International Business Machine Corporation**  
*Human Factors/Usability Engineer Consultant*

- Worked with internal IBM clients to conduct usability studies; report user feedback data and recommendations; and transform results and recommendations into product design decisions.
- Provided human factors support in the development of a data mining to research and create action plans for failures reported from in-the-field storage servers.
- Provided human factors support in the development of storage servers and tape library systems.
- Provided usability support and evaluation in the development of IBM's eXtensible Markup Language (XML) and software interface updates to the IBM information development editors that will support the new XML.

2001 to 2003 **ARCCA Inc.**  
*Forensic Scientist*

Consultant for consumer product and safety hazard litigation. Provided background research, written reports, and testimony.

1997 to 2002 **International Business Machine Corporation**  
*Human Factors Engineer*

1999-2002

User Centered Design (UCD) team lead for the IBM Personal Computing Division's T and S series ThinkPad laptop computers and wireless development.

- Worked with cross-disciplinary product development teams for usability assessment.
- Initiated and implemented software and hardware product design changes resulting from focus groups, iterative usability testing, and heuristic reviews during the product development cycle.
- Conducted competitive assessments to evaluate products ease-of-use against major market competitors.
- Inputted into the functional specifications and designed the user interface for the IBM Access Connections™ network connection wizard.

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- Section 508 Accessibility assessment of products developed within the ThinkPad and Options development teams.
- Worked within a cross-industry team to define user interface specifications and guidelines for the development of SIG qualified Bluetooth products.

### *Human Factors Engineer Co-op*

1997-1998

Developed and conducted focus groups and usability test sessions for the assessment of various Internet and Intranet web sites. Developed and implemented web based surveys to obtain user data. Recommended and implemented design changes based on usability results.

### 1994 to **North Carolina State University, Department of Psychology**

1997 *Academic Advisor*

Implemented and maintained an academic advising program for the psychology department. Responsible for advising undergraduate psychology students in scheduling their course work and progression towards a B.S. degree.

### 1995 **Pennsylvania State University, Center for Cumulative Trauma Disorders**

*On-Site Technician*

Performed on-site video recording, data collection, and data analysis for biomechanical task analysis.

## RESEARCH EXPERIENCE

### 1994 to **North Carolina State University, Department of Psychology**

2001 *Research Assistant*

Conducted research in the area of hazard warnings. Specialized in the format and layout designs of operator manuals and pharmaceutical labels and Direct-to-Consumer web site advertisements for prescription medications. Supervised undergraduate students in a grant project focusing on the readability of over-the-counter medication labels. Worked with students from the NCSU Cognitive Ergonomics lab in developing original research projects.

### 1992 to **University of Scranton, Department of Psychology**

1993 *Research Assistant*

Conducted literature reviews, designed a computer program for a reaction time experiment, collected and analyzed data. Instructed and proficiency tested students in word processing programs and statistical applications. Worked with students in developing original research projects. Conducted literature reviews, collected data, analyzed results, and performed other research duties for a study examining the prediction of relapse rates for dually diagnosed psychiatric in-patients.

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### **EDUCATION**

Ph.D., Psychology/Ergonomics, North Carolina State University, Raleigh, NC, 2001

M.S., Psychology/Ergonomics, North Carolina State University, Raleigh, NC, 1997

B.S., Psychology/Cognitive Track, University of Scranton, Scranton, PA, 1993

### **WORKSHOPS and CONTINUING EDUCATION**

Safety and Emergency Response Training, Confined Space Safety, FIRECON, 2009

Stairway Usability and Safety, Part 1: Uses and Falls by Individuals

Workshop 1: Human Factors and Ergonomics Society 51<sup>st</sup> Annual Meeting,  
October, 2007

Instructor: Jake Pauls

There Goes the Sun: Driver Vision and Behavior During Dusk and Darkness

Workshop 145: 86<sup>th</sup> TRB Annual Meeting January 2007

Instructors: John D. Bullough, Rensselaer Polytechnic Institute; James R. Sayer,  
University of Michigan Transportation Research Institute; David M. Burns, 3M  
Company

Human Factors Principles in Auditory Displays and Warning Signal Design

Workshop 8: Human Factors and Ergonomics Society 49<sup>th</sup> Annual Meeting  
September, 2005

Instructors: John G. Casali & Jeff A. Lancaster, Virginia Tech

Sound/Noise Measurement Basics with Specific Application to Human Factors  
Research and Practice

Workshop 12: Human Factors and Ergonomics Society 48<sup>th</sup> Annual Meeting  
September, 2004

Instructors: John G. Casali & Gary S. Robinson, Virginia Tech

Risk Assessment and Human Reliability: Some Practical Tools for Improving Safety

Workshop 125: 83<sup>rd</sup> TRB Annual Meeting  
January 2004

Instructors: Dennis C. Bley & John Wreathall, The WreathWood Group; Joseph  
Myers, US Coast Guard; Emile Roth, Roth Cognitive Engineering

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## **WILLIAM J. VIGILANTE JR., PH.D. Human Factors Expert**

Human Factors Approach to Accident Analysis and Prevention  
Workshop 2: Human Factors and Ergonomics Society 47<sup>th</sup> Annual Meeting  
October 2003  
Instructors: Scott A. Shappell, Federal Aviation Admin.; Douglas A.  
Wiegmann, U. of Illinois

Motorcycle Safety Foundation Basic Rider Course (certificate)  
Motorcycle Safety Foundation Off-Highway Motorcycle Course (certificate)

## **PROFESSIONAL MEMBERSHIPS and AFFILIATIONS**

### **Member:**

American Society of Safety Engineers  
Human Factors and Ergonomics Society  
HFES Technical Groups:  
Aging  
Consumer Product  
Forensics Professionals  
Industrial Ergonomics  
Perception and Performance  
Surface Transportation  
Training  
Transportation Research Board  
Cognitive Engineering and Decision Making  
Environmental Design  
Individual Differences in Performance  
Medical Systems and Rehabilitation  
Safety (past Program Chair)  
Test and Evaluation

### **Reviewer:**

Proceedings of the Annual Human Factors and Ergonomics Society Meeting  
User-Centered Consumer Product Design Award: HFES Product Design  
Technical Group  
Ergonomics  
Human Factors and Ergonomics in Manufacturing

## **PUBLICATIONS and PRESENTATIONS**

Lim, R.W., Keshishian, P., Hernandez, J., and Vigilante, W. J. Jr. (2008). Parent's expectations and beliefs toward the relative safety of their children riding bicycles at night. In Proceedings of the Human Factors and Ergonomics Society 52<sup>st</sup> Annual Meeting (1703-1707). Santa Monica, CA: The Human Factors and Ergonomics Society.

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Hicks, K. E., Wogalter, M. S., & Vigilante, W. J., Jr. (2005). Placement of benefits and risks in prescription drug manufacturers' Web sites and information source expectations. *Drug Information Journal*, 39 (3), 267.

Hicks, K. E., Vigilante, W. J., Jr. & Wogalter, M. S. (2001). Relative placement of benefit and risk information in direct-to-consumer advertisements of prescription drugs on the World Wide Web. In *Proceedings from the Human Factors and Ergonomics Society 45th Annual Meeting* (pp. 1196-1200). Santa Monica, CA: The Human Factors and Ergonomics Society.

Joyce, K.M., Byrd, T.G., Vigilante, W.J., Jr., & Wogalter, M.S. (1999). Over-the-counter (OTC) drug labeling: format preferences. Presented at the 107<sup>th</sup> Annual Convention of the American Psychological Association. Boston, MA: American Psychological Association.

Lim, R. W. & Vigilante, W.J., Jr. (2007). Middle-school-aged children's expectations and beliefs toward the relative safety of riding bicycles at night. In *Proceedings of the Human Factors and Ergonomics Society 51<sup>st</sup> Annual Meeting* (1383-1387). Santa Monica, CA: The Human Factors and Ergonomics Society.

Turina, M., Schaible, R., Vigilante, W.J., Jr. (2009). Forensic ergonomics: theory and practice. Paper presented and abstract published at the 41<sup>st</sup> Annual Conference of the Nordic Ergonomics Society. LO-Skolen, Helsingør, Denmark: Nordic Ergonomics Society.

Tomcho, T. J., Vigilante, W. J., Jr., Church, M. A., Truscott, J. W., & Alford, B. A. (1993). Self-concept as a predictor of therapeutic response in dual-diagnosed psychiatric inpatients. Paper presented at the 64<sup>th</sup> meeting of the Eastern Psychological Association. Arlington, VA: Eastern Psychological Society.

Vigilante, W. J., Jr. (2005). Consumer beliefs toward the protection offered by motorcycle helmets: the effects of certification, price, and crash speed. In *Proceedings from the Human Factors and Ergonomics Society 49<sup>th</sup> Annual Meeting* (862-866). Santa Monica, CA: The Human Factors and Ergonomics Society.

Vigilante, W. J., Jr. (2001). Direct-to-Consumer (DTC) advertising of prescription medications on the World Wide Web: assessing the communication of risks and benefits. *Dissertation Abstracts International*, 63, 341.

Vigilante, W. J., Jr. (1998). Product manual safety warnings: the effects of ordering. In *Proceedings from the Human Factors and Ergonomics Society 42nd Annual Meeting* (pp. 593 - 597). Santa Monica, CA: The Human Factors and Ergonomics Society.

Vigilante, W. J., Jr. (1997). Product manual safety warnings: the effects of ordering. North Carolina State University. Masters Thesis.

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Vigilante, W. J., Jr. & Fuccella, J. (Dec. 1997). eNetwork Web Site Survey Results. IBM Area Presentation, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. & Lim, R. W. (2006). Children's expectations and beliefs toward the relative safety of riding bicycles at night. In *Proceedings of the 16<sup>th</sup> World Congress on Ergonomics* (pp. 1381-1386). Roma, Italy: International Ergonomics Association.

Vigilante, W.J., Jr., Mayhorn, C., & Wogalter, M.S. (2007). Direct-to-Consumer (DTC) prescription drug advertising on television and online purchases of medications. In *Proceedings of the Human Factors and Ergonomics Society 51<sup>st</sup> Annual Meeting* (pp. 1272-1276). Santa Monica, CA: The Human Factors and Ergonomics Society.

Vigilante, W. J., Jr. & Wogalter, M. S. (2005). Assessing risk and benefit communication in direct-to-consumer medication Web site advertising. *Drug Information Journal*, 39(1), 3.

Vigilante, W. J., Jr. & Wogalter, M. S. (2001). Direct-to-consumer (DTC) advertising of prescription medications on the World Wide Web: assessing the communication of risks. In *Proceedings from the Human Factors and Ergonomics Society 45th Annual Meeting* (pp. 1279-1283). Santa Monica, CA: The Human Factors and Ergonomics Society.

Vigilante, W. J., Jr. & Wogalter, M. S. (1999). Over-the-counter drug labeling: format preferences. In *Proceedings from the Human Factors and Ergonomics Society 43rd Annual Meeting* (pp. 103-107). Santa Monica, CA: The Human Factors and Ergonomics Society.

Vigilante, W. J., Jr. & Wogalter, M. S. (1998). Older adults' perception of OTC drug labels: print size, white space, and design type. Presented at the *International Occupational Ergonomics and Safety Conference XIIIth Annual Meeting*. Ann Arbor, MI: The International Occupation Ergonomics and Safety Society.

Vigilante, W. J., Jr. & Wogalter, M. S. (1997). On the prioritization of safety warnings in product manuals. *International Journal of Industrial Ergonomics*, 20(4), 277-285.

Vigilante, W. J., Jr. & Wogalter, M. S. (1997). The preferred order of over-the-counter (OTC) pharmaceutical label components. *Drug Information Journal*, 31(3), 973-988.

Vigilante, W. J., Jr. & Wogalter, M. S. (1996). The ordering of over-the-counter (OTC) pharmaceutical label components. In *Proceedings from the Human Factors and Ergonomics Society 43rd Annual Meeting* (pp. 141-145). Santa Monica, CA: The Human Factors and Ergonomics Society.

Vigilante, W. J., Jr., & Wogalter, M. S. (1996). The ordering of safety warnings in product manuals. In A. Mital, H. Krueger, S. Kumar, M. Menozzie, and J. E. Fernandez (Eds.), *Advances in Occupational Ergonomics and Safety*. Amsterdam: IOS Press.

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Wogalter, M. S. Conzola, V. C., & Vigilante, W. J., Jr. (2006). Chapter 38: Applying usability engineering principles to the design and testing of warning text. In M. S. Wogalter (Eds.) *Handbook of Warnings*. Mahwah, NJ: Lawrence Erlbaum Associates, Inc.

Wogalter, M. S., Conzola, V. C., & Vigilante, W. J., Jr., (1999). Applying usability engineering principles to the design and testing of warning messages. In *Proceedings from the Human Factors and Ergonomics Society 43rd Annual Meeting* (pp. 921-925). Santa Monica, CA: The Human Factors and Ergonomics Society.

Wogalter, M. S., Magurno, A. B., Carter, A. W., Swindell, J. A., Vigilante, W. J., Jr., & Daurity, J. G. (1995). Hazards associations of warning header components. In *Proceedings from the Human Factors and Ergonomics Society 39th Annual Meeting* (pp. 979 - 983). Santa Monica, CA: The Human Factors and Ergonomics Society.

Wogalter, M. S. & Vigilante, W. J., Jr. (2006). Chapter 18: Attention switch and maintenance. In M. S. Wogalter (Eds.) *Handbook of Warnings*. Mahwah, NJ: Lawrence Erlbaum Associates, Inc.

Wogalter, M. S. & Vigilante, W. J., Jr. (2003). Effects of label format on knowledge acquisition and perceived readability by younger and older adults. *Ergonomics*, 46(4), 327-344.

Wogalter, M. S. & Vigilante, W. J., Jr. (2001). Formatting Print on OTC Drug Labels to Benefit Seniors' Knowledge Acquisition Performance. In *Proceedings from the Human Factors and Ergonomics Society 45th Annual Meeting* (pp. 1481). Santa Monica, CA: The Human Factors and Ergonomics Society.

Wogalter, M. S., Vigilante, W. J., Jr., & Baneth, R. C. (1998). Availability of operator manuals for used consumer products. *Applied Ergonomics*, 29(3), 193-200.

## TECHNICAL REPORTS

Vigilante, W. J., Jr. (June, 2003). XML DITA post-beta CUPRIMDSO survey. IBM Technical Report # 29.3656, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. & Ortega, K. (June, 2003). ISIT Deployer V2.1 usability test results. IBM Technical Report # 29.3652, Internal Use Only. Research Triangle Park, NC: International Business Machine.

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## **WILLIAM J. VIGILANTE JR., PH.D. Human Factors Expert**

Vigilante, W. J., Jr. (May, 2003). XML DITA post-beta program online survey. IBM Technical Report # 29.3648, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. & Hunt J. (May, 2003). Lotus WordPro feature on-line survey. IBM Technical Report # 29.3647, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. & Priestley M. (March, 2003). Output formatting of DITA related links: Web survey results. IBM Technical Report # 29.3626, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. (March, 2003). DITA trademark UCD test session results. IBM Technical Report # 29.3625, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. (January, 2003). DITA language reference guide usability assessment. IBM Technical Report # 29.3609, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. (November, 2002). DITA map usability evaluation. IBM Technical Report # 29.3595, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. (October, 2002). MetaDor map editor usability evaluation. IBM Technical Report # 29.3585, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. & Calcaterra, J. (October, 2002). IBM internal remote testing hints and tips. IBM Technical Report # 29.3584, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. (September, 2002). Epic DITA map Relationship table usability assessment. IBM Technical Report # 29.3576, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. (September, 2002). Yield Management Web site utility design walkthrough and accessibility review. IBM Technical Report # 29.3574, Internal Use Only. Research Triangle Park, NC: International Business Machine.

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Krauss, F. S. H. & Vigilante, W. J., Jr. (September, 2002). A comparative study of alternative design for the IBM Microelectronics Internet Web site. IBM Technical Report # 29.3573, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. & Krauss, F. S. H. (September, 2002). Physical Design Turn-Around-Time Web site utility usability assessment. IBM Technical Report # 29.3562, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. (August, 2002). Epic, Frame2000, and XMetaL feature survey. IBM Technical Report # 29.3561, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Calcaterra, J., Sawin, D., Vigilante, W. J., Jr., & Ray, R. (August, 2002). Access connections usability test report. IBM Technical Report # 29.3557, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. (August, 2002). Iterative evaluation of the information development workbench transform UI. IBM Technical Report # 29.3555, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. (June, 2002). Comparison of usability testing methodologies. IBM Technical Report # 29.3534, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. (June, 2002). Epic and Frame2000 XML editor usability recommendations. IBM Technical Report # 29.3533, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. (June, 2002). IBM XML DITA usability recommendations. IBM Technical Report # 29.3532, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. (June, 2002). XMetaL 3.0 Editor Usability Evaluation. IBM Technical Report # 29.3531, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Krauss, F. S. H. & Vigilante, W. J., Jr. (February, 2002). A Reference Guide for Remote Usability Activities Using NetMeeting and Sametime. IBM Technical Report # 29.3493, Internal Use Only. Research Triangle Park, NC: International Business Machine.

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Stewart, A. & Vigilante, W. J., Jr. (January, 2002). IBM monitor design recommendations. IBM Technical Report # 29.3491, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Stewart, A. & Vigilante, W. J., Jr. (July, 2001). IBM on-screen display (OSD) specifications for CRT and TFT monitor menus. IBM Technical Report # 29.344, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. (Oct, 2000). IBM High Rate Wireless LAN PC card: usability test and competitive evaluation. IBM Technical Report # 29.338, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. (August, 2000). Personal Systems Group (PSG) eCIM usability study. IBM Technical Report # 29.3393, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. (February, 2000). Options by IBM (OBI) Tape drive focus group study. IBM Technical Report # 29.3381, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. (Dec. 1999). IdeaScan 2000 usability study and competitive evaluation. IBM Technical Report # 29.3258, Internal Use Only. Research Triangle Park, NC: International Business Machine.

Vigilante, W. J., Jr. (August 1999). Personal Systems Group (PSG) web site study and competitive analysis. IBM Technical Report # 29.3195, Internal Use Only. Research Triangle Park, NC: International Business Machine.

### **PUBLISHED PATENTS**

Apparatus, System, and Method for Mitigating Access Point Data Rate Degradation

Lyle, R. D., Lynch, J. P., Reed, S. W., & Vigilante, W. J., Jr.

US File Docket#: RPS920030135US1

Filed September, 2003.

Network Controller Having Dynamic Hop Sequence Adjustment in FHSS Networks.

Lyle, R. D., Lynch, J. P., Quinn, M., & Vigilante, W. J., Jr.

US File Docket #: RPS920020141US1

Filed August, 2003.

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Apparatus and Method Employing Dynamic Hop Sequence Adjustment in FHSS Networks.

Lyle, R. D., Lynch, J. P., Quinn, M., & Vigilante, W. J., Jr.

US File Docket #: RPS920030137US1

Filed August, 2003.

ThinkHeater (ThinkPad keyboard/finger heater)

Lynch, J. P., Vigilante, W. J., Jr., Lyle, R. D., & Quinn, M.

US File Docket #: RPS920030028US1

Filed March, 2003.

Dynamic Hop Sequence Adjustment to Mitigate Bluetooth to Bluetooth Interference

Lyle, R. D., Quinn, M., Vigilante, W. J., Jr., & Lynch, J. P.

US File Docket #: RPS920020141US1

Filed September, 2002.

Null Packet Insertion during wireless communications

Vigilante, W. J., Jr., Lyle, R. D., Usen U., & Lynch, J. P.

US File Docket #: RPS920020082US1

Filed March, 2002.

Bluetooth Billing: Authorization of a bill via Bluetooth enabled device

Abell, J., Lynch, J. P., Oxrieder, C. B., Usen U., & Vigilante, W. J., Jr.

US File Docket #: RPS920010166US1

Filed January, 2002.

EXPERT NOT RETAINED