

Accessible User Needs Survey

Project Description

ACCESSIBLE is an EU FP7 project spanning over 36 months. Start date 1st September 2008, with the aim of improving the accessibility of software development products, by introducing a harmonised accessibility methodology into accessible software development processes, using significantly better measurement strategies, methodologies, etc. The envisaged improvement will enable large organisations, SMEs or individuals (developers, designers, etc.) to produce software products of superior accessibility and usability, accompanied with appropriate measures, technologies and tools that improve their overall quality.

Questionnaire for Accessibility Assessors

This questionnaire has been designed to identify the user needs of Accessibility Assessors within the premises of the ACCESSIBLE EU FP7 project. Its evaluation will be the basis to implement appropriate tools and methodologies in order to increase awareness and need for accessibility.

- The filling up of the questionnaire is optional.
- This questionnaire is completely anonymous.

Thank you in advance for your time and contribution. We believe that your valuable contribution will help us to extract project User needs and prepare a report which will be of great benefit in promoting Accessibility for software implementations throughout Europe.

For more information about the project please see at <http://www.accessible-project.eu/>. If you have any questions or issues, please don't hesitate to contact us.

[Your ACCESSIBLE-Team](#)

List of Questions

Accessibility

- 1) Which of the following terms do you know?
(It's not necessary to know the exact meaning of the term)
(Multiple answers are possible)

- Accessibility
- Usability
- None of the above
- No answer

- 2) What does Accessibility mean to you?
(Multiple answers are possible)

- Accessible Web sites or software applications for people with disabilities
- Accessibility of buildings
- Assistive Devices
- Elevators
- Accessible for all
- Design for all
- Platform independent output device, e.g. Mobile phone, PDA, Display
- Accessibility of public transport

Other, please specify: _____

- 3) How long have you been dealing with Accessibility?

- 0 – 2 years
- 2 – 4 years
- 4 – 6 years
- Longer
- Not at all
- No answer

- 4) Are you familiar with any of the following accessibility guidelines/standards?
(Multiple answers are possible)

- WAI-ARIA Rich Applications
- Web Content Accessibility Guidelines 1.0 (WCAG 1.0)
- Web Content Accessibility Guidelines 2.0 (WCAG 2.0)
- Authoring Tool Accessibility Guidelines (ATAG)
- Section 508
- None of the above

Other, please specify: _____

- No answer

5) Has your company implemented any internal guidelines for accessibility (such as IBM-guidelines)?

- Yes _____
- No _____
- I don't know _____
- No answer _____

6) If the answer to question 5 is yes, please specify the name and type (e.g. web accessibility guidelines, mobile guidelines) of these guidelines.

Guideline: _____

7) If the answer to question 5 is yes, please specify the reason why you use these aforementioned guidelines?

	Yes	No	Unsure	No answer
Web accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desktop software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consumer electronics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Others 1: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Others 2: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Others 3: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8) Has your organization incorporated any of the public guidelines (such as WCAG, ATAG) within your development process? (if yes, please specify the name of the guideline/standard)

- Yes _____
- Please specify the Guideline: _____
- No _____
- I don't know _____
- No answer _____

9) If your software applications are complied with WCAG, which implementation of WCAG do you use for Accessibility?

	Priority 1	Priority 2	Priority 3	In this case we don't use the guideline	No answer
Web accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Desktop software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consumer electronics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Documentation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Others 1: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Others 2: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Others 3: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10) If you use WCAG 1.0 would you switch to WCAG 2.0 as soon as possible?

- Yes _____
- No _____
- I don't know _____
- No answer _____

11) How do you prefer to keep yourself up to date on accessibility issues?

	Yes	No	No answer
Print media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online research	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Continuing education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internal information, for example internal newsletter, meetings etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Conferences/workshops/seminars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Service Provider, Software companies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not at all	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Others 1: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Others 2: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Others 3: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12) Are you a member of an accessibility community?

(Multiple answers are possible)

- National Federation of the Blind (NFB) _____
 - European Design for All e-Accessibility Network (E-D-e-A-N) _____
 - Web for All _____
 - We are not in any accessibility community _____
- Other, please specify: _____
- No answer _____

13) How do you prefer to evaluate your implementations about accessibility?

(Multiple answers are possible)

- With a well-known accessibility assessment tool, for example WAVE, Hera, TAW _____
 - Within the participation of potential elderly and/or users with disabilities _____
 - Questioning accessibility experts _____
 - Using Assistive Technology, for example Screen reader _____
- Other, please specify: _____
- We currently do not test our development about accessibility _____
 - No answer _____

14) If you prefer to evaluate your implementations with an accessibility assessment environment, would you please specify the tools you use?

(Multiple answers are possible)

- HTML assessment validator (e.g. WAVE, Hera) _____
 - Color contrast check tool (e.g. Colour Contrast Analyzer, Accessibility Color Wheel) _____
 - CSS validator (e.g. W3C CSS Validation Service) _____
 - Simulation tools (e.g. IBM aDesigner tool) _____
- Other, please specify: _____
- No answer _____

15) If you prefer to evaluate your implementations through an Assistive Technology (AT), please specify the type of it.

(Multiple answers are possible)

- Screen reader _____
 - Braille embossers _____
 - Keyboard filters _____
 - Magnifier _____
- Other, please specify: _____
- No answer _____

Accessible-specific

16) Which of the following tools/methodologies would be interesting to you?
(Multiple answers are possible)

- Accessibility Assessment tools (e.g. aChecker, Hera, TAW)
- Accessibility Simulation tools (e.g. aDesigner, Visual Impairment Simulator)
- Accessibility Authoring tools (e.g. Adobe Dreamweaver, Microsoft Visual Studio)
- Manuals for creating accessible content
- Simulators of Assistive Technology (e.g. Screenreader, Zoom software, Simulators of head-mice)
- International guidelines
- Results of research activities on accessibility
- Invitations to events about accessibility issues
- Database with persons who have experience in the field of accessibility (specialists/experts)

Other, please specify: _____

- No answer

17) Do your customers expect an official accessibility certification of the services that you offer or develop?

- Yes
- Partly
- No
- I don't know
- No answer

18) If the answer to question 17 is yes, please specify what kind of certification do you provide to your customers.

(Multiple answers are possible)

- W3C CSS
- W3C WAI-AAA
- DIN CERTCO
- BIK 95
- BIK 90

Other, please specify: _____

- No answer

19) Do you use any of the following Assistive Devices?

(Multiple answers are possible)

- Screen reader
 - Alternative keyboard
 - Joystick
 - Trackball
 - Touch Screen
 - Electronic pointing device
 - Braille printer
 - Magnifier
 - None
- Other, please specify: _____
- No answer

Personal data

Please note this answers are also voluntary.

20) Year of birth:
(Year specification will be adequate)

Year of birth: _____

21) Gender:

- Male _____
- Female _____

22) Please specify the working position you have in the company.

Working Position: _____

23) What type of education do you have?

- Undergraduate _____
- Postgraduate _____
- PhD degree _____

Others: _____

- No answer _____

24) How many years have you been working already?

- 0 – 5 years _____
- 5 – 10 years _____
- 10 – 15 years _____
- 15 – 20 years _____
- longer _____
- No answer _____

25) How long do you work in your current job position?

- 0 – 5 years _____
- 5 – 10 years _____
- 10 – 15 years _____
- 15 – 20 years _____
- longer _____
- No answer _____

26) What qualifications do you need for your job?

(Multiple answers are possible)

- Advanced Training oriented in Accessibility issues _____
- Internal apprenticeship _____
- Other, please specify: _____
- No answer _____

27) Do you have any kind of impairment?

- Yes _____
- No _____
- No answer _____

28) If the answer to question 27 is yes, please specify what kind of impairment you have?

Answer: _____

29) Are you a member of an organization for people with disabilities?

- Yes _____
- No _____
- No answer _____

30) If the answer to question 29 is yes, please specify the name of the organization you are involved in.

Answer _____

31) Are you a member of a self-help group?

- Yes _____
- No _____
- No answer _____

32) If the answer to question 31 is yes, please specify the name of the self-help group you are involved in.

Answer: _____

Thank you for your time and contribution!