

# 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 Elderly and Disabled users

This questionnaire has been designed to identify the user needs of Elderly and Disabled users 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

---

### Use of technique

- 1) Do you prefer to use any of the following devices and for what purpose?  
(Multiple answers are possible)

	for business	private
Computer PC desktop	<input type="checkbox"/>	<input type="checkbox"/>
Computer laptop	<input type="checkbox"/>	<input type="checkbox"/>
Mobile phone	<input type="checkbox"/>	<input type="checkbox"/>
PDA/Handheld	<input type="checkbox"/>	<input type="checkbox"/>
Netbook	<input type="checkbox"/>	<input type="checkbox"/>
TV	<input type="checkbox"/>	<input type="checkbox"/>
(GPS) Navigation	<input type="checkbox"/>	<input type="checkbox"/>
Assistive Devices (e.g.Hearing device)	<input type="checkbox"/>	<input type="checkbox"/>
Glasses	<input type="checkbox"/>	<input type="checkbox"/>
Others 1: _____	<input type="checkbox"/>	<input type="checkbox"/>
Others 2: _____	<input type="checkbox"/>	<input type="checkbox"/>
Others 3: _____	<input type="checkbox"/>	<input type="checkbox"/>

- 2) If you use one device how often do you use the following devices?

	everyday	several times a week	weekly	more rarely	none of these
Computer PC desktop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer laptop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PDA/Handheld	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Netbook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
(GPS) Navigation	<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"/>

- 3) If you use one device for what reason do you use the following devices? Please do not make a difference between private use and work-related use.  
(Multiple answers are possible)

	Computer	Mobile phone	PDA/Handheld	Netbook	Navigation
Use of the internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business use of the internet (for example bank transfers or shopping)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Games	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Correspondence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Work with forms, e.g. open and edit tax forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Deal with charts	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Check and write emails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Route planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Entertainment (movies, music,)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other 1: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other 2: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other 3: _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 4) Do you use additional equipment (assistive technology) for one or more of the aforementioned devices to facilitate the usage? If yes, please specify the kind of equipment you use, e.g. a large keyboard, zoom software, Braille display or speakers.

	Yes	No	Optional equipment (assistive technology)
Computer PC desktop	<input type="radio"/>	<input type="radio"/>	_____
Computer laptop	<input type="radio"/>	<input type="radio"/>	_____
Mobile phone	<input type="radio"/>	<input type="radio"/>	_____
PDA/Handheld	<input type="radio"/>	<input type="radio"/>	_____
Netbook	<input type="radio"/>	<input type="radio"/>	_____
TV	<input type="radio"/>	<input type="radio"/>	_____
(GPS) Navigation	<input type="radio"/>	<input type="radio"/>	_____
Other 1: _____	<input type="radio"/>	<input type="radio"/>	_____
Other 2: _____	<input type="radio"/>	<input type="radio"/>	_____
Other 3: _____	<input type="radio"/>	<input type="radio"/>	_____

## Handling of the technique

5) Did you attend any special courses and/or training seminars to learn how to deal with the devices that you are currently using?

	Yes	No
Computer	<input type="radio"/>	<input type="radio"/>
Mobile phone	<input type="radio"/>	<input type="radio"/>
PDA/Handheld	<input type="radio"/>	<input type="radio"/>
Netbook	<input type="radio"/>	<input type="radio"/>
(GPS) Navigation	<input type="radio"/>	<input type="radio"/>
Other 1: _____	<input type="radio"/>	<input type="radio"/>
Other 2: _____	<input type="radio"/>	<input type="radio"/>
Other 3: _____	<input type="radio"/>	<input type="radio"/>

6) Is it interesting to work with the aforementioned devices?

	Yes, very much	Yes	Not really	Not at all
Computer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PDA/Handheld	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Netbook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other 1: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other 2: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other 3: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7) Do you have any fatigue problems while using any of the following devices?

	Yes, always	Mostly	Not always	Not at all
Computer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PDA/Handheld	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Netbook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TV	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Navigation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other 1: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other 2: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other 3: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8) If the answer to question 7 is yes, please specify what kind of symptom of fatigue you have:

\_\_\_\_\_

9) Do you use the Web?

- Yes \_\_\_\_\_
- No \_\_\_\_\_
- No answer \_\_\_\_\_

10) If the answer to question 9 is yes, please specify what kind of websites do you prefer to visit.

	Often	Sometimes	Rarely	Never
Online shopping areas	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online banking facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Entertainment, e.g. websites with videos or music, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chatrooms	<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"/>

11) If the answer to question 9 is yes, can you easily navigate through the aforementioned websites?

	Yes, always	Mostly	Not always	Not at all	I do not use it
Online shopping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online banking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Entertainment, e.g. websites with videos or music, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General Information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chatrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other 1: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other 2: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other 3: _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12) In your opinion what could be enhanced in Web sites for the improvement of their accessibility?

(Multiple answers are possible)

- Increase the compatibility between assistive technology and Web pages \_\_\_\_\_
- Improve the contrast of the colours \_\_\_\_\_
- Use of more comprehensive navigation mechanisms \_\_\_\_\_
- Zoomable fonts \_\_\_\_\_
- Buttons and text size should be bigger \_\_\_\_\_
- Use of alternative media for audio-based information \_\_\_\_\_
- Other, please specify: \_\_\_\_\_
- No answer \_\_\_\_\_





