

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 Public Bodies

This questionnaire has been designed to identify the user needs of Public Bodies 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.

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: _____

- No answer _____

3) Have you ever dealt with Accessibility?

- Yes _____
- No _____
- No answer _____

4) If the answer to question 3 is yes, then please specify for what reason?

(Multiple answers are possible)

- It was a project requirement (e.g. User needs) _____
- It was a requirement of the employer _____
- Due to a work-related advanced training _____
- Due to private interest _____
- Due to public policies or recommendations (e.g. incorporate accessibility in all public Web sites) _____

Other, please specify: _____

- No answer _____

5) If the answer to question 3 is yes, please indicate how long you have been dealing with Accessibility?

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

6) If the answer to question 3 is no, then please specify the reason why.
(Multiple answers are possible)

- It has not been a requirement to any project yet.
- Our company does not deal with accessibility
- Accessibility is realized in another division in our company
- Other, please specify: _____
- No answer

7) 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"/>

8) If you would like to learn more about accessibility, what would be really interesting for you?
(Multiple answers are possible)

- Web accessibility
- Mobile accessibility
- Devices (e.g. Screen reader)
- Assistive devices (e.g. braille alphabet)
- Accessibility standards and methodologies (e.g. WCAG)
- Legislation regarding accessibility
- Other, please specify: _____
- No answer

9) How would you prefer to learn more about accessibility aspects?
(Multiple answers are possible)

- Training via a seminar
- Training while working in a project which deals with accessibility
- By attending relevant conferences/workshops
- Online Training
- Other, please specify: _____
- No answer

10) What would you like to be the desirable format for a a potential training concerning accessibility?

(Multiple answers are possible)

- Online training _____
- In-house accessibility trainer _____
- Seminar _____
- A combination of the above _____
- Other, please specify: _____
- No answer _____

11) Are there any accessible applications that have been developed for your organisation?

- Yes _____
- No _____
- I do not know _____
- No answer _____

12) If the answer to question 11 is yes, please specify if you are directly involved in this?

- Yes _____
- No _____
- No answer _____

13) If the answer to question 12 is yes, please describe the way in which you are/ were involved?

14) Has your organization incorporated any of the existing accessibility guidelines/standards (such as WCAG 1.0, WCAG 2.0, ATAG) within your offered services or applications?

- Yes _____
- Which Guideline: _____
- No _____
- I do not know _____
- No answer _____

15) If the answer to question 14 is yes, please specify the reason why your company uses these 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"/>
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"/>

16) 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"/>
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"/>

17) 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 _____

18) How do you prefer to disseminate 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"/>

Project work

19) Have you ever realized an accessible project, for example creating or composing a accessible website for your organization?

- Yes _____
- No _____
- Partly _____
- No answer _____

20) If the answer to question 19 is yes, please specify the difficulties you had during its realisation in one or more of the following areas.

	Yes	No	No answer
Unavailability of internal expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unavailability of external expertise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Structure of the content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create dynamical elements, for example route planner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Adopting old contents to the new website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Definition of accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problems to define the target group	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time target of realisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Legislation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Looking for service providers who are competent in accessibility	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Costs of realisation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Creation of accessible downloads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of accessibility	<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"/>

21) What are your expectations of an accessible website?

	Yes	No	I do not know
To address to a wider audience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To reduce the costs of a service provider	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To be more functional for the users	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To disburden the staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To have a modern design	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To be up-to-date	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To have a higher access rate to the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To be more citizen-oriented	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To provide quicker information to the citizens about communal issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The community can become more attractive, for example for tourism or economy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To promote better teamwork	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To be more efficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To provide more confidence in the (local) government because of understandable contents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To provide more confidence in the (local) government because of easy usability of the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To provide more confidence in the (local) government because of a complete offer of downloads, for example forms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To promote the search engines optimization	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To promote an easier support of the website	<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"/>

22) How does your organization confirm the accessibility of its website?

	Yes	No	I do not know
External service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internal review	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feedback of citizens/customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use of accessibility evaluation tools (e.g. WAVE, TAW, Hera)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training of the editors/developers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training of the administrator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I do not know	<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"/>

23) How often is the confirmation of accessibility in your company conducted?

- Every half-year _____
- Once in a year _____
- Randomly _____
- Not at all _____
- Other, please specify: _____
- No answer _____

24) How do you evaluate your software implementations about accessibility?

(Multiple answers are possible)

- With a well-known accessibility assessment tool, for example WAVE, Hera, TAW _____
- With 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 _____

25) 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) _____
- Simulation tools (e.g. IBM aDesigner tool) _____
- Other, please specify: _____
- No answer _____

26) Do you confirm the accessibility of your implementations through an Assistive Technology (AT), please specify the type of it

(Multiple answers are possible)

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

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

- Yes _____
- No _____
- Partly _____
- I do not know _____
- No answer _____

28) If you answered question 27 with yes, please specify what kind of certification you provide to your customers.

(Multiple answers are possible)

- W3C CSS _____
- W3C WAI-AAA _____
- DIN CERTCO (Germany) _____
- BIK 95 plus (Germany) _____
- BIK 90 plus (Germany) _____
- Other, please specify: _____
- I do not know _____
- No answer _____

ACCESSIBLE-specific

29) 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 _____

30) How can you be supported in enforcing accessibility within your organisation?

	Yes	No	I do not know
Local contact persons/policy makers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear specification of an accessible design from the very beginning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear specification of programming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clear laws	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Guidelines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advanced Training concerning accessibility	<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"/>

Personal data

Please note this answers are also voluntary.

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

32) Gender:

Male

Female

33) Please specify your working position in the company:

Director

Manager

Assistant

Other, please specify: _____

No answer

34) If it is possible for you, please specify your company / Government agency, e.g. social welfare office, press office

35) Are you a member of an organisation for people with disabilities?

Yes

No

No answer

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

Yes

No

No answer

Thank you for your time and contribution!