

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 Service Provider

This questionnaire has been designed to identify the user needs of Service Providers 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 _____
- 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 my 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 describe _____
- No answer _____

5) If the answer to question 3 is yes, please indicate how long have you 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 reasons, please specify _____
- No answer _____

7) If you would like to learn more about accessibility, what would be really interesting for you?

(Multiple answers are possible)

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

8) How would you prefer to know more about accessibility aspects?

(Multiple answers are possible)

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

Job and Professional knowledge

9) How many employees are currently working in your organisation?

- 1 – 50
- 51 – 100
- more
- No answer

10) Do you work in a team?

- Yes
- No
- No answer

11) Do you work with an Integrated Development Environment (IDE), such as NetBeans, Microsoft Visual Studio, etc.?

- Yes
- Please specify the name of the IDE? _____
- No
 - No answer

12) If the answer to question 11 is yes, do you know if it supports Accessibility?

- Yes
- Please describe shortly what the IDE supports _____
- Partly
 - No
 - I do not know
 - No answer

13) 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"/>
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"/>

14) 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) _____
- Section 508 _____
- Authoring Tool Accessibility Guidelines (ATAG) _____
- None of the above _____
- Other, please specify: _____
- No answer _____

15) Has your organization incorporated any of the guidelines, which are mentioned in question 14, within your development process? (if yes please specify the name of the guideline/standard)?

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

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

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

19) If the answer to question 18 is yes, please specify the name and the type of these guidelines (e.g. web accessibility guidelines, mobile accessibility guidelines).

Guideline: _____

20) If the answer to question 18 is yes, please specify the reason why do 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"/>

21) Will accessible projects like accessible websites be realized in your organisation?

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

22) If the answer to question 21 is yes, would you like to be involved to the implementation of an accessible software application?

- Yes _____
- No _____
- No answer _____

23) How do you evaluate your development 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
- Others, please specify: _____
- We currently do not test our development about accessibility
 - No answer

24) If you prefer to evaluate your implementations with an accessibility assessment environment, could you please specify the tools you use.

(multiple answers are possible)

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

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

(multiple answers are possible)

- Screenreader
 - Braille embossers
 - Keyboard filters
 - Screen enlarger
- Others: _____
- No answer

26) What are according to your opinion the benefits of accessible applications?

(Multiple answers are possible)

- Easier Maintenance of the accessible services
 - No discrimination between customers
 - Commercial benefits due to the fact that disabled people will be also included in the user group of our clients
- Others, please describe: _____
- No answer

27) Based on the aforementioned benefits of the question 26, do you think that are enough to convince your clients that accessibility is really needed?

- Yes
- Partly
- No
- No answer

28) Do you know if the customers of your company are interested in accessibility?

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

29) 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 _____

30) If the answer to question 29 is 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 (Germany) _____
- BIK 90 (Germany) _____
- Others, please specify: _____
- I don't know _____
- No answer _____

Accessible-specific

31) 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)

Others, please specify: _____

- No answer

32) How should simulation/validation tools be provided?

(Multiple answers are possible)

- Via Download
- Online
- DVD/CD-ROM

Others, please specify: _____

- I don't know
- No answer

Personal experience

We are interested in your personal experiences with people with impairment, elderly people and assistive technology.

33) Do you know people with disabilities?

- Yes _____
- No _____
- No answer _____

34) Do you keep in touch with people with disabilities?

- Yes _____
- No _____
- No answer _____

35) If the answer to question 34 is yes, please specify by which means do you keep in touch with people with disabilities?

- Work-related _____
- Private relationship _____
- Both _____
- No answer _____

36) Do you know people who need and also use any kind of assistive technology, e.g. Screen readers, screen magnifiers, etc.?

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

37) If the answer to question 36 is yes, please specify what kind of assistive technology they use.

Please, describe it: _____

38) Does your knowledge concerning accessibility for software implementations affect you work?

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

39) If yes or partly, please shortly explain this influence?

Please, describe it: _____

