

## **The European Internet Accessibility Observatory project**

### **Questionnaire for Web Developers**

The European Internet Accessibility Observatory project (EIAO) began in September 2004. The goal of this three-year project is to contribute to better e-accessibility for all citizens and to increase the use of standards for online resources. The project will establish the technical basis for a possible European Internet Accessibility Observatory. A collection of web accessibility metrics and the tools for automated data collection and dissemination will be developed and continuously improved on by feedback from users.

**This questionnaire is aimed at stakeholder groups who may have web responsibilities within their organisation, and/or may need information on web accessibility as input to their work in planning, reporting and proposing new web accessibility actions and policies, or to aid decision making.**

The EIAO project team would be most grateful if you could spend a little of your time filling out this questionnaire. It should take between 10 and 15 minutes to complete. The results will help provide the project team with a more evolving picture of the web accessibility requirements of stakeholder groups in relation to the development of an online accessibility observatory.

**All responses will remain anonymous and will be used only for the purposes of this project.**

For further details about the EIAO project, please visit the website at: <http://eiao1.eiao.net/>

If you have any problems filling out this questionnaire, please contact Jenny Craven at: [j.craven@mmu.ac.uk](mailto:j.craven@mmu.ac.uk)

#### **1. Information about your organisation**

Please provide the name of your organisation (optional)

Please indicate the main purpose of your organisation:

Please describe the type of information provided on your web site:

Are you aware of any user groups that access your web site who may have difficulties reading or interacting with web pages?

- Yes**
- No**

**If Yes**, please list:

Are you aware of any users of your web site who may need to use the following (please tick any that apply)?

- Screen reading technology**
- Screen magnification**
- Navigation without using a mouse**
- Navigation without using a keyboard or mouse**
- Subtitling of audio content**
- Other, please describe:**

Are you aware of the following (please tick any that apply)?

- World Wide Web Consortium Web Accessibility Initiative (W3C/WAI)**
- Web Content Accessibility Guidelines (WCAG)**
- European Year of Disability**
- Design for All**
- HTML Validation**
- Automated web accessibility checkers e.g. Bobby**
- Usability recommendations for web design e.g. Jakob Nielsen**

Does your organisation support Web accessibility and design for all?

- Yes**
- No**

Please could you give any reasons for your response:

Do you have an organisational policy relating to Web accessibility?

- Yes**
- No**

**If Yes**, please could you send a copy of any policies, statements, or relevant URLs etc relating to Web accessibility in your organisation to the address at the end of this questionnaire.

## **2. Use of accessibility data**

Does your organisation regularly check its pages for accessibility?

- Yes**
- No**
- Don't know**

**If yes**, how often does your organisation perform accessibility checks?

- Daily**
- Weekly**
- Monthly**
- Yearly**
- Other:**

Which tools does your organisation use to check for accessibility?  
(please tick any that apply)

- Automated**
- Manual**
- Combination**
- External audits**

What are the most useful features to be able to check?

Would your organisation like to be able to compare the accessibility of its web site with other similar organizations?

- Yes**
- No**
- Don't know**

Comments:

Does your organisation actively design accessible content?

- Yes**
- No**
- Don't know**

**If Yes**, which of the following does your organisation use (please tick any that apply):

- Advice and guidelines on web accessibility.**
- Web accessibility policies.**
- Web accessibility standards.**
- Information on web accessibility evaluation tools.**
- Data on web accessibility of other organizations.**
- Quantitative data on web accessibility in your sector?**
- Other, please describe**

Could you indicate support you would find useful (please tick any that apply):

- Support hotline.**
- Repair tools.**
- Tester services.**
- Accessibility support in the authoring tool.**
- Benchmarking lists of tools, consultants etc.**

Please describe the methods your organisation uses to gather data on accessibility:

How useful would you find a method of benchmarking the accessibility of your own organisation's website against examples of best practice in your field:

- Very useful.**
- Useful.**
- Quite useful.**
- Not very useful.**

Comments:

Which of the following accessibility indicators would you like to be included for comparison?

A set of web accessibility indicators.

- Very useful.**
- Useful.**
- Quite useful.**
- Not very useful.**

Comments:

Software for automatically collecting data on web accessibility.

- Very useful.**
- Useful.**
- Quite useful.**
- Not very useful.**

Comments:

A regularly updated online collection of accessibility data.

- Very useful.**
- Useful.**
- Quite useful.**
- Not very useful.**

Comments:

Software providing the capability of monitoring the development of the accessibility of a web site over time:

- Very useful.**
- Useful.**
- Quite useful.**
- Not very useful.**
- Of no use.**

Comments:

A way of finding good practice examples for certain techniques related to web sites.

- Very useful.**
- Useful.**
- Quite useful.**
- Not very useful.**
- Of no use.**

Comments:

Are there any other features not mentioned above that you would find useful for the input to your work (e.g. aggregations of regions, market penetration of tools and technologies)? Please list:

If you would find the above information useful to your organisation, what would be your preferred method of delivery:

### **3. Further input**

Would you be willing to take part in a follow-up telephone interview to ask more specific questions relating to the requirements and user expectations of an Observatory for monitoring, ranking etc., and for the Observatory design?

- Yes**
- No thank you.**

If Yes, please could you provide us with some contact details, if possible a phone number and email address (which will be kept in strict confidence for the purpose of this study only):

**Many thanks for taking the time to complete this questionnaire. All responses will be kept in strict confidence.**

**Address to send further details to:**

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