

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

### **Questionnaire for website owners**

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 provide or host web services and would want to include accessibility related information or would want to use such data systematically in their development work.**

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/work area of your organization:

Please describe the type of web sites that you are mostly involved/work with:

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

- Yes**
- No**

**If Yes**, please list:

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 No**, please could you give any reasons for this:

**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 website or services for accessibility?

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

**If Yes**, what are the most useful features to be able to check?

Would your organisation like to be able to compare the accessibility of its website or services with other similar organisations?

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

Comments:

Does your organisation currently make use of data on web accessibility?

- 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.**
- Data on web accessibility evaluation tools.**
- Data on web accessibility of other organizations.**
- Other, please describe**

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:

A means to define new/own accessibility metrics as a plug-in for automated web accessibility measurements.

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

Comments:

Are there any other features not mentioned above that you would find useful for the input to your work?: Please list:

### **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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