



Till Halbach

Universal-Design Awareness of Survey Software Manufacturers

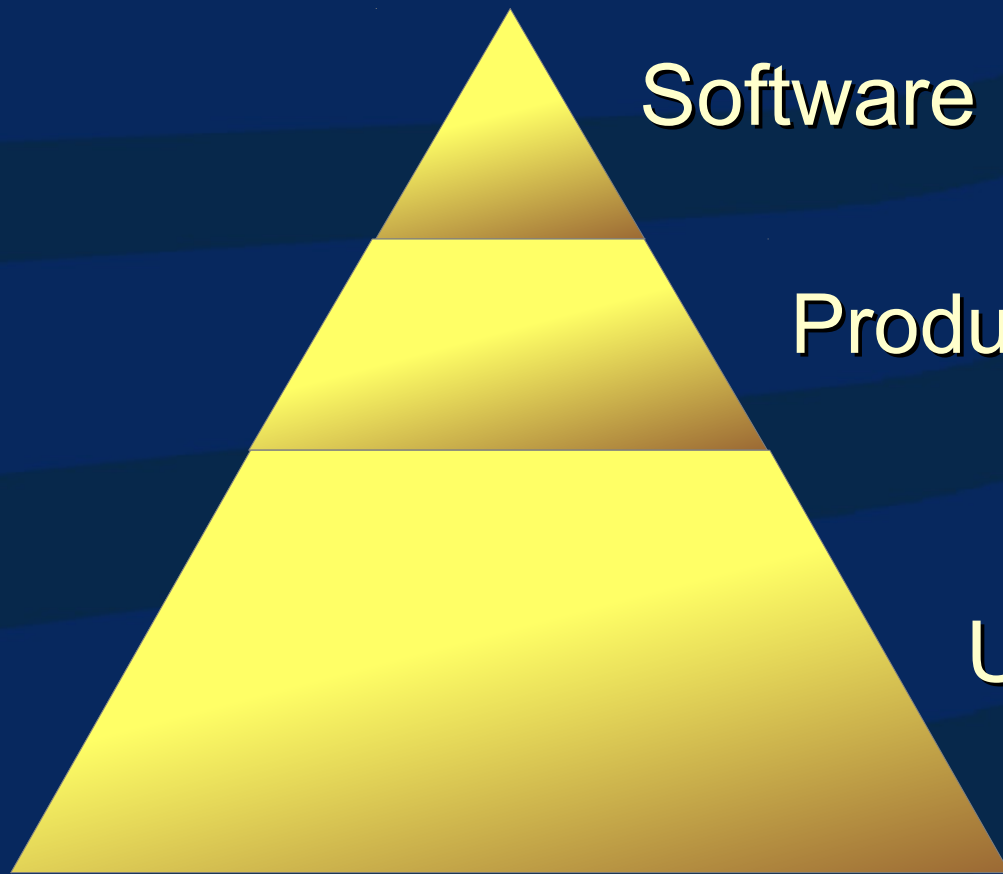
Universal Design 2014, Lund (Sweden)
2014-06-17

Scope

- Online questionnaires
- Have
 - Technical accessibility studies
 - User-centered studies
- Need: provider point of view



Survey market



Software manufacturers

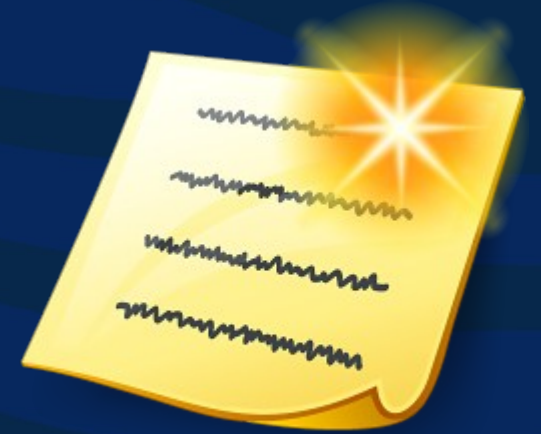
Product/service providers

Users

Approach



- Qualitative
- Questionnaire
- $n = 13$



Results

Legislation

- “Know the Regulation”: 60% (Difi/Agency for Public Management and eGovernment: 1%)



Responsibility



- “Developers are equally responsible”: 20%
- “No-one responsible”: 20%

Standards

- “WCAG”: 50% (Difi: 2%/43%)



Skills & knowledge

- “Have good skills”: 60%
- “Sufficient”: 30% (Difi: < 30% know details)



Testing

- “have carried out accessibility evaluations”: 20%
- “do not make use of any form of AT testing”: 40%



Tools



- “do use WCAG checker”: 0%

Customer/order



- “customer has required a universally designed solution”: 20%

Priorities

1) Independent survey conduction

2) Completion rate

3) Degree of completion



Discussion

- Proper strategy, plan, processes
- Improved knowledge and skills
- Agile insourcing in case of external responsibility
- End-user testing



Discussion, cont'd

- Representation of all citizen groups
- Participation, communication
- Democratic problem





Key take-aways

- 1 Information and training
- 2 UD must be viewed as a process
- 3 UD must be given proper priority

Contact

Till Halbach

Norwegian Computing Center

Mail: *till.halbach@nr.no*

Twitter: *tillhalbach*

Web: *nr.no*

