

Support-EAM

Supporting the creation of an eAccessibility Mark



**SIXTH FRAMEWORK
PROGRAMME**

Project/Contract no. : **IST-2-004754-SSA**
Project acronym: **SUPPORT- EAM**
Project full title: **Supporting the creation of an e-Accessibility Mark**
Instrument: **Specific Support Action**
Thematic Priority: **Information Society Technologies of
the 6th Framework Programme**

Final Activity Report

Period covered: **from 01/10/04 to 31/07/06**

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Start date of project: **01/10/04** Duration: **18 months (extended to 22 months)**

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Project coordinator organisation name: **Association BrailleNet**

Revision 1

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1 Project execution

1.1 Support EAM Project

Support-EAM is a Specific Support Action Project (contract number 004754) co-funded by the INFSO DG of the European Commission within the RTD activities of the Thematic Priority Information Society Technologies of the 6th Framework Programme” (Duration: 18 months extended to 22 months, Start date: 01/10/2004, End date: 31/07/2006).

The objective of the SUPPORT-EAM is **to propose a strategy for creating a Web Accessibility Quality Mark for Web services**, as part of the Action Plan eEurope 2005: An information society for all.

It refers to the Council Resolution on "eAccessibility" - improving the access of people with disabilities to the Knowledge Based Society (doc. 5165/03), inviting the Commission and the member states "to consider the provision of an "eAccessibility mark" for goods and services which comply with relevant standards for eAccessibility".

1.1.1 Overview of general project objectives

As proposed in the new Technical Annex approved by the Commission in July 2005, the general project objectives of the project are:

- **To develop a harmonised methodology used for assessing Web Accessibility (single-site or large-scale).** This methodology will be validated by experts from two other IST projects, namely BentoWeb and EIAO - which together with Support-EAM constitute what is known as the WAB (Web Accessibility Benchmarking) Cluster. The result will be referred to from now on as the “Unified Web Evaluation Methodology” (UWEM).
- **To recommend requirements for a Web Accessibility certification scheme.**
- **To disseminate knowledge over Europe.**

1.1.2 Project’s current relation to the state-of-the-art

Over the past few years, several European organisations have been campaigning for the implementation of the WCAG 1.0 in European Web Sites, in co-operation with the W3C/WAI. During this time they have trained experts, set up evaluation methodologies, devised large scale benchmarking methodologies based on the WCAG 1.0 and developed services for assessing the quality of Web sites for people with disabilities. Many organisations have even created their own label guaranteeing their work. Several organisations have started a process to create a national Quality Mark, like the Drempeelvrij Quality Mark developed by the Bartiméus Accessibility Foundation in the Netherlands or the AccessiWeb Label by the Association BrailleNet with help of the Agence pour le Développement de l’Administration Electronique (ADAE) in France (the name of this organisation is since January 2006: Direction Générale pour la Modernisation de l’Etat).

We can mention particularly:

- See it Right by the RNIB, UK : www.rnib.org.uk/seeitright/
- BlindSurfer by Blindenzorg Licht en Liefde and Oeuvre Nationale des Aveugles (ONA), Belgium, <http://www.blindsurfer.be/bsindexE.htm>

- The Drempelvrij Quality Mark set up by the Bartiméus Accessibility Foundation, Netherlands, <http://www.drempelvrij.nl/waarmerk>
- AccessiWeb by BrailleNet, France : <http://www.accessiweb.org/en/>
- WCAG Conformity Label by Fundosa Teleservicios, Spain: http://www.teleservicios.com/SRV/srv_auditoria.asp

This diversity highlights both the impressive level of expertise in this field and the large possibilities for fragmentation of the W3C/WAI recommendations in Europe, despite the fact that all these projects have recognised the WAI WCAG as a foundation for their work.

The Support EAM project has been started to avoid this risk of fragmentation in Europe.

1.2 Partners

Association BrailleNet is the Project Coordinator of the Support EAM Project. The contractors in the project are summarised in the table n°1:

Partic. Role*	Partic. No.	Participant name	Participant short name	Country	Date enter project**	Date exit project**
CO	1	Association Brailletnet	BNET	FR	0	22
CR	2	Fundosa Teleservicios	TSERV	ES	0	22
CR	3	Bartimeus Accessibility Foundation	ACC	NL	0	22
CR	4	Dublin City University	DCU	IE	0	22
CR	5	Universität Linz,	IS	AT	0	22
CR	6	Katholieke Universiteit Leuven Research & Development	KULRD	BE	0	22
CR	7	Accessinmind Limited	AIM	UK	0	22

Table n°1: list of the Support EAM partners

*CO = Coordinator - CR = Contractor

**Project dates: starts at month 0, end at month 17

Note:

- 1) the formal name of the Bartimeus Accessibility Foundation is 'Stichting Bartimeus Accessibility'
- 2) University of Linz (or Universität Linz), Participant n° 5, will be referred as IS corresponding to the acronym of the department carrying the work : Integrated Study (or Integriert studieren)

The project has a public Web Site : <http://www.support-eam.org>

Support-EAM

Supporting the creation of an eAccessibility Mark

1.3 Major achievements

All the 7 partners of the project were involved in the work done according to the New Technical Annex of the project.

1.3.1 State-of-art concerning Certification and e-Accessibility

1.3.1.1 Certification in Europe

Support-EAM conducted a study on certification schemes in Europe. This study covers: general terms and definitions; the European regulatory context and its transposition in European countries; the requirements for Quality Marks; description and comparison of existing labels or Quality Marks in different domains, like the European Ecological Label, Tickit, the European Computer Driving Licence, IQNET, the CEN Keymark, the Health-On-the-Net (HON), for instance.

Finally the study identifies the essential elements of a future scheme for certification or distribution of a Quality Mark for guaranteeing the conformity of Web sites to accessibility requirements.

The report of this study is available under the title D3.1: “*State-of-the-art of Certification Scheme in Europe*” (date: 30 November 2005). It can be downloaded from the Web at :

http://www.support-eam.org/supporteam/About_Supporteam/Documents.asp

1.3.1.2 Comparative study of existing Web accessibility labels

Support-EAM studied the schemes and labels developed by several organisations for certifying the conformity of Web sites to the W3C/WAI WCAG requirements. This work is mainly reported in two reports:

DWAB 3.1: “*Description of Web Accessibility Quality Marks*”. This report identifies seven Web Accessibility Quality Marks currently in operation in various European states, and describes each of these systematically under a common set of headings and criteria. These Quality Marks are Accessiweb, Sello de Accesibilidad, See it Right, Excellence through Accessibility Award, W-Mark, BlindSurfer, and Drempeelvrij.nl. This provides a basis for subsequent more detailed analysis of a subset of these schemes. In some cases this information was provided directly by Support-EAM project team members, who already operate certain of these marks. In other cases, the information was gathered by reviewing public documentation, and, where necessary, querying the relevant organisations for further details.

DWAB 3.2 : “*Harmonisation framework for Web Accessibility Quality Marks*”. This report presents an initial description of a possible framework for “harmonised” Web Accessibility Quality Mark scheme, based on the schemes studied in DWAB 3.1, and particularly the schemes run by 3 Support-EAM partners, namely Accessiweb¹, Drempeelvrij.nl², Methodologia Web Accessible (MEWA)³. This report is concerned with the *framework* of these Quality Marks; that is, the general principles of operation, contractual arrangements, qualifications of auditors etc. It is specifically *not* concerned with the detailed criteria or tests of accessibility used in each scheme. This is an attempt at harmonisation in the sense that the different schemes listed above are already generally “compatible” with it. This is a preliminary proposal which could be brought into line with any formal standards relating to certification schemes or the CEN WS/WAC Workshop Agreement on Web Accessibility Certification.

These two reports are part of the report DWAB3: “*Evaluation of UWEM 0.5*” delivered as a contribution to the WAB Cluster activity. All these reports can be downloaded from the Web at :

http://www.support-eam.org/supporteam/About_Supporteam/Documents.asp

1.3.2 Stakeholders Needs' Studies

Support-EAM conducted two on-line surveys in 5 languages (Dutch, English, French, German, Spanish) in order to better identify the needs expressed by Stakeholders concerning a Quality Mark and a European Authority for Web Accessibility Certification.

1.3.2.1 Stakeholders' needs for a Quality Mark

The survey D3.2: “*Stakeholders' needs for a Quality Mark*” was conducted from February 14th to March 15th 2005 using 33 questions on wishes and opinions about accessibility of websites and a possible Quality Mark to support Web accessibility in Europe. 450 answers were recorded from which 401 were considered as valid. The respondents were from more than 20 countries, representing a great variety of stakeholders with a strong representation of public organisation (58% of 263 non-commercial respondents) and Web sites' owners or Web designers (87% of 148 commercial respondents). In spite that further investigation would be necessary to ascertain some of the answers collected, this survey clearly confirmed that Web accessibility is raising more and more concrete concerns in Europe, and that the stakeholders are prepared to examine seriously the different parameters involved in a quality process related to e-accessibility, including the technical and financial ones. For instance, nearly 50% of the respondents declared to be willing to pay for third party assessment. Yearly fee suggestions produced an average estimated value of 2218 €/year which seems to be very much in accordance with the amounts charged for accessibility audits in the different countries.

1.3.2.2 Stakeholders' needs for a European Authority

A second survey, D3.5: “*Stakeholders' needs for a European Authority*” focused on the need for a European Authority for Web Accessibility Certification. It was conducted from 1st of February to the 5th of March 2006. 241 valid respondents were recorded originating from 13 different European countries. The questionnaire had 17 items. The results evidence a common opinion in Europe that third party certification is a more trustful certification method than Supplier Declaration of Conformance. For instance, when asked the question “*What do you think is the most trusted certification method ?*”, 86% of respondents preferred Third Party certification over self-declaration.

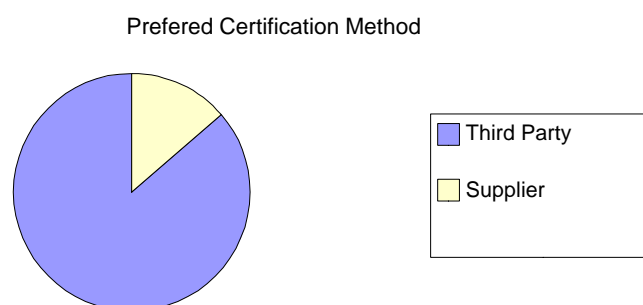


Figure 1 illustrates the preference for 3d party certification expressed by a majority of respondents

In conclusion, both surveys show clearly that:

1. Web accessibility is raising more and more concrete concerns in Europe;
2. third party certification is often regarded as a more trustful certification method than Supplier Declaration of Conformance;
3. avoiding fragmentation of interpretation of web accessibility guidelines and harmonisation should be the key activities of a European Authority; and,
4. there is a huge need for objective criteria and good practices concerning web accessibility

These two studies can be downloaded at :

http://www.support-eam.org/supporteam/About_Supporteam/Documents.asp

1.3.3 Methodology for assessing conformity to the WCAG

1.3.3.1 Methodology for expert reviews

Support-EAM has developed a process for collating and merging three different methodologies, all based on the W3C/WAI WCAG, checking their coherence with the W3C/WAI work, within the WAB Cluster¹. These methodologies are those currently used by three organisations involved in Support-EAM, namely Accessibility Foundation Netherlands (ACC), Association BrailleNet (BNET) and Foundosa Teleservicios (TSERV). The result is a methodology for expert reviewers which is described in a document numbered DWAB3.5-1, that can be downloaded from the Web at :

http://www.support-eam.org/supporteam/About_Supporteam/Documents.asp

This is an important contribution to the harmonisation work undertaken by the WAB Cluster towards a Unified Web Evaluation Methodology (UWEM). Then Support-EAM took an active part in the evaluation of the Unified Web Evaluation Methodology (version 0.5)², examining how the sections dedicated to expert reviewers could be applied for creating a Web Accessibility Conformity Assessment scheme, in coherence with the existing schemes run by the Accessibility Foundation Netherlands (ACC), the Association BrailleNet (BNET) and the Fundosa Teleservicios (TSERV). This activity provided inputs for the development of subsequent enhancements of UWEM (version 1.0)³. The concrete provisions of this scheme may be incorporated into a Normative Document supporting “certification”.

1.3.3.2 Prototype Demonstrator

A demonstrator illustrates how the Unified Web Evaluation Methodology can be applied by expert reviewers in the frame of a labelling scheme. This demonstrator is a Web application that can be run on-line (figure 2) The url is: <http://www.demo-support-eam.org/>

¹ <http://www.wabcluster.org>. This Cluster was formed grouping 3 projects, i.e. 23 partners.

² <http://www.wabcluster.org/uwem05/>

³ <http://www.wabcluster.org/uwem1/>

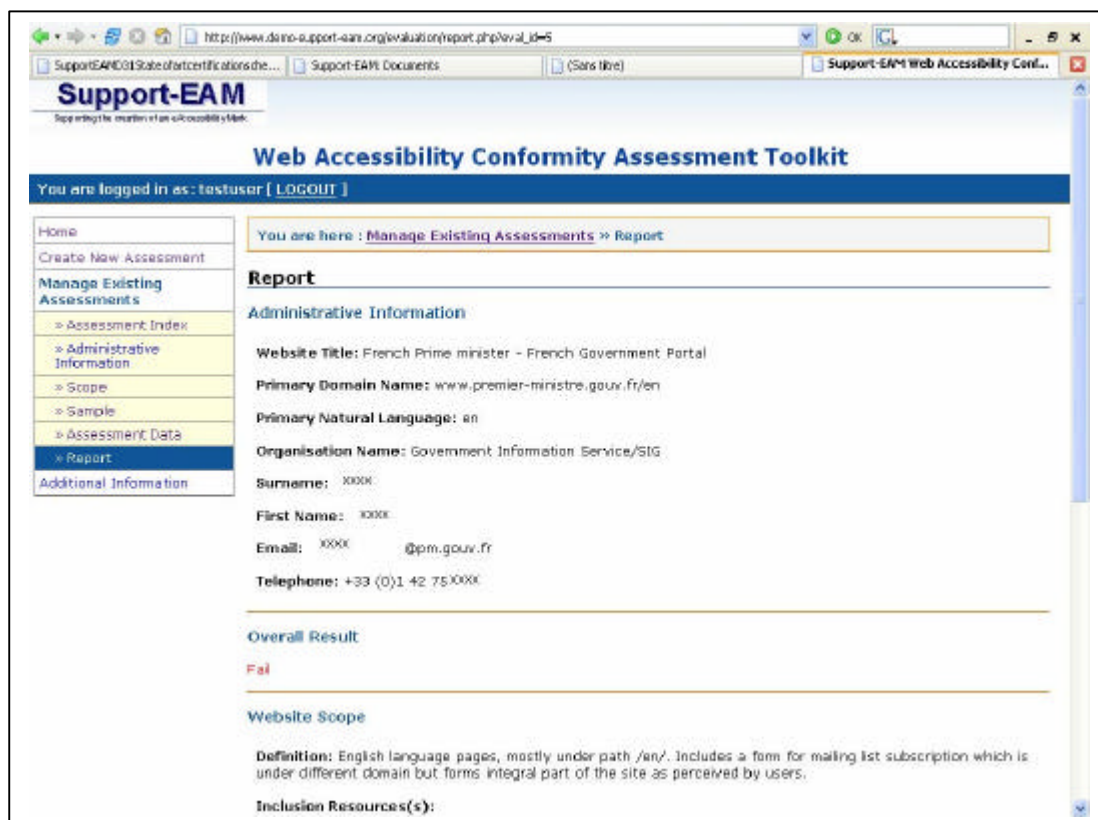


Figure 2 : Support-EAM Demonstration of the assessment of a Web Site by expert reviewers

1.3.4 Specification for a Web accessibility conformity assessment scheme and a Web Accessibility Quality Mark

1.3.4.1 CEN Workshop Agreement

Support-EAM launched and conducted a CEN Workshop which produced a CEN Workshop Agreement (CWA n° 15554:2006). This agreement has been published by the CEN as a first level European agreement on how standard conformity assessment schemes commonly used in Europe can apply to Web accessibility conformity assessment. This CWA can be downloaded from the CEN Workshop Web site at:

<http://www.cenorm.be/cenorm/businessdomains/businessdomains/iss/cwa/design+for+all+in+ict.asp>

This agreement reflects three types of demands that were identified, namely supplier's declaration of conformity, inspection and product certification (Figure 3). Supplier's declaration of conformity is supported by industry groups like EICTA⁴, while inspection seems very close to the existing labelling schemes. The agreement also proposes a reasonable way for existing labelling schemes to improve and to harmonise.

⁴ See for instance : <http://www.eicta.org/files/WPeAccessibility-161511A.pdf>

An important recommendation of this workshop is the creation of a central European institute whose mission is to organise, harmonise and control practices in liaison with international bodies concerned. The activities proposed to the institute concerning the operation of the scheme are:

- avoiding the fragmentation of the interpretation of guideline the harmonisation of web accessibility Quality Marks;
- rafting a normative document setting criteria to web accessibility, in line with the adopted version of the W3C/WAI WCAG;
- development of the web accessibility Quality Mark;
- establishing agreements with parties issuing the web accessibility Quality Mark;
- registration of websites which have been attributed the web accessibility Quality Mark;
- effectuating market surveillance;
- creating an active dialogue with user groups.

The discussions that conducted to this agreement are reported in details in the deliverable D3.3 “Editing Work for the CEN Workshop” that can be downloaded from the Web at :

http://www.support-eam.org/supporteam/About_Supporteam/Documents.asp

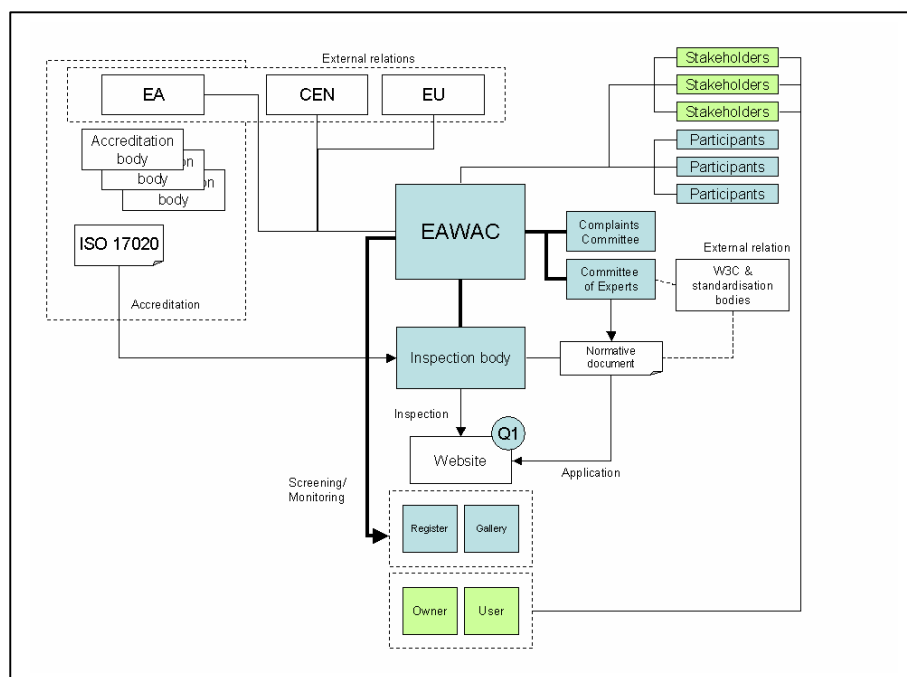


Figure 3 illustrates one possible scheme for certifying the conformity of a Web site to accessibility specification based on third party inspection.

1.3.4.2 Strategy for Implementing a Web accessibility conformity assessment scheme

Based on the different studies already mentioned, the Support-EAM project proposes a strategy for implementing the recommendations of the CEN Workshop. This strategy is coherent with the

experience of partners in various countries, including those where labelling schemes are in operation. It is organised in 6 major steps :

- Creation of an institute for Web Accessibility Conformity Assessment ;
- Preparation of a Normative Document;
- Creation of a web accessibility Quality Mark and adoption of a convergence plan of the different labels towards this mark;
- Establishing agreements with organisation willing to use the mark;
- Cooperation with the standardisation bodies;
- Developing services supporting the Web accessibility Quality Mark.

The project elaborated a concrete documentation for helping people in the creation of such a scheme, like:

- Statutes of an institute for Web Accessibility Conformity Assessment
- Model of an agreement binding the institute and organisation willing to use the mark
- Conditions for the implementation in different countries
- Information on
- Local conditions for certification in the Country
- Accreditation bodies, Certification Bodies operating service certification, Certification process
- Laws / regulations concerning the protection of consumers, Legal obligations concerning e-accessibility
- Successful experiences, Existing certified services , on-line services, concerning of accessibility services for disabled persons; Existing labels for Web Accessibility
- Possible migration plan for the existing labels
- Potential key constraints; possible barrier to convergence: property rights, involvement of stakeholders, national regulation bodies, ...

The description of this strategy for Implementing a Web accessibility conformity assessment scheme and the supporting documentation are compiled “D3.4: CWA Implementation Plan”. This report can be downloaded at :

http://www.support-eam.org/supporteam/About_Supporteam/Documents.asp

1.3.5 Harmonised Training for Expert Accessibility Reviewers

Support-EAM has developed a Curriculum and contents for training expert reviewers. The objective is demonstrate that it is feasible to provide a unified training resource for people willing to assess websites against an evaluation methodology that has been harmonised at a European level and in the context of Web Accessibility certification. Basic knowledge about Web Accessibility in general and evaluation of website accessibility in particular is assumed for a good understanding of this

Curriculum. Thus, this basic knowledge is not be taught in detail in the Curriculum, but an overview and some useful links are provided where appropriate.

The curriculum is divided into 4 modules:

- **Web Accessibility in Europe**
- **How People with Disabilities use the Web**
- **Evaluation Methodology**
- **Web Accessibility Validation Scheme and Quality Mark**

Where reasonable and appropriate, a section called "Self-evaluation" (containing theoretical questions) and a section called "Exercises" (containing practical tasks) have been added. These sections give the reader the possibility to verify his/her knowledge and his/her understanding of the contents he/she has just learned.

The Support-EAM Curriculum is available on-line in 5 languages, namely Dutch, English, French, German, and Spanish, at : <http://www.support-eam.org/waec/en/index.html> (Figure 4).

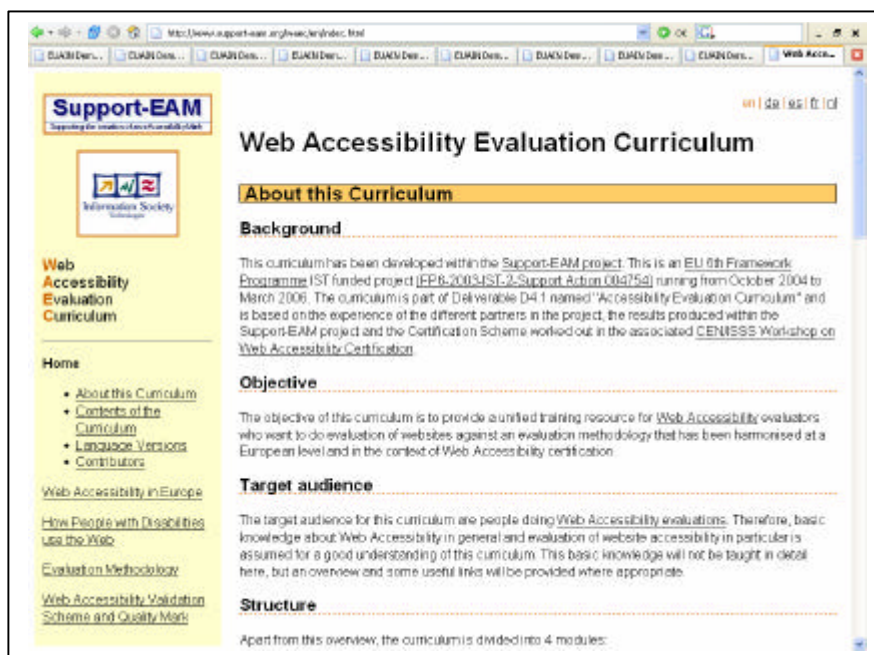


Figure 4: Support-EAM Curriculum home page.

1.3.6 Dissemination of knowledge

1.3.6.1 Events

<i>Date</i>	<i>Type</i>	<i>Typ of audience</i>	<i>Country Addressed</i>	<i>size of audience</i>	<i>Partner responsible /involved</i>
2005-01-31	Workshop Policies legislations 150 participants from 16 countries 20 speakers from 10 countries, Austria, Belgium, Denmark, France, Ireland, Italy, the Netherlands, Spain, Sweden, United Kingdom	IC	International	150	BNET
2005-03-08	Workshop COST219 – EdeAN 120 participants– 15 speakers	IC	International	120	KULRD/ BNET
2005-08-31	“Web Accessibility Quality Marks in Europe”	C	Ireland	50	DCU
2005-09-10	Infoaccesibilidad	C	Spain	50	TSERV
2006-01-30	Workshop Instruments 150 participants from 12 countries – 20 speakers – Representation of 4 International Organisations (European Commission, CEN, W3C/WAI, EDeAN)	IC	International	150	BNET
2006-07-11	ICCHP 2006 Conference - 400 participants – more than 150 speakers – leaflets distributed – One day Workshop on eaccessibility with 30 participants	IC	International	400	IS
Continuous	Irish Design for All e-Accessibility Network	M	Ireland	30	DCU
Continuous	National Advisory Group	M	Ireland	25	DCU
Continuous	National Standards Activities	M	Ireland	25	DCU
2004-11-03 2004-11-24 2004-12-21 2005-02-14 2005-09-20	Meetings accessible media – zugang für alle	M	Austria	20	IS
2004-11-24	Meeting National Disability Authority	M	Ireland	5	DCU
2005-02-18	Meeting University of Vienna	M	Austria	5	IS
2005-04-04	Meeting Staatskontoret	M	Sweden	4	AIM
2005-05-04	Briefing on Web Accessibility	M	Ireland	20	DCU

<i>Date</i>	<i>Type</i>	<i>Typ of audience</i>	<i>Country Addressed</i>	<i>size of audience</i>	<i>Partner responsible /involved</i>
	Certification				
2005-09-16	Meeting CNCPH	M	France	10	BNET
2006-01-24	Meeting COFRAC	M	France	4	BNET
2006-02-14	Meeting DIPH	M	France	10	BNET
2004-10-19	Workshop on eProcurement	P	International	200	BNET
2005-01-01	Support-EAM - una marca de calidad para la accesibilidad	P	Spain	30	TSERV
2005-02-17	Support-EAM: Lanzamiento de una encuesta	P	Spain	30	TSERV
2005-03-01	Needs for a European mark for electronic accessibility	P	Spain	25	TSERV
2005-08-31	Workshop DCU	P	Ireland	50	BNET
2005-09-06	AAATE conference	P	International	300	BNET
2005-10-21	UK Presidency eAccessibility conference	P	International	250	BNET
2005-12-01	La Accesibilidad a la web hoy	P	Spain	25	TSERV
2006-01-30	Workshop Instruments - Presentation	P	International	150	IS
2006-07-11	ICCHP 2006 - Paper	P	International	60	BNET
2004-11-01	Necesidades de los usuarios en el desarrollo de sitios web	S	Spain	25	TSERV
2005-02-28	WAI Education and Outreach	S	International	50	TSERV
2005-03-18	eAccessibility expert group	S	International	25	KULRD
2005-04-08	Accesibilidad: un derecho poco respetado en Internet	S	Spain	20	TSERV
2005-06-15	Breafast - Forum européen de l'administration électronique	S	France	60	BNET
2005-08-15	Metodología para revisar la Accesibilidad de sitios web	S	Spain	30	TSERV
2005-09-29	Webdeveloper Forum in Hagenberg	S	Austria	40	IS
2005-10-20	eAccessibility expert group	S	International	25	KULRD
2005-12-12	Cómo abordar un proyecto de accesibilidad	S	Spain	25	TSERV

<i>Date</i>	<i>Type</i>	<i>Typ of audience</i>	<i>Country Addressed</i>	<i>size of audience</i>	<i>Partner responsible /involved</i>
2006-04-10	Aspectos sociales de la accesibilidad	S	Spain	30	TSERV
2006-06-26	l'accessibilité numérique au quotidien	S	France	80	BNET

Type

M: Meeting

S: Seminar

C: Organisation of a conference

IC: Organisation of a International conference

P: Paper

Among these events the Project was responsible for organising three major events, two in Paris, one in Linz:

- Workshop “Policies and Legislations in favour of e-accessibility in Europe”
- Workshop “Instruments for Making Web Accessibility a Reality”
- Workshop “A European model for Web Accessibility Conformity Assessment - How the results of the Support-EAM project can make a Web Accessibility Quality Mark a reality”

Workshop Policies legislations

Type of action: International Workshop

Country, City: Paris, France

Leading organisation : Association BrailleNet

Date : 31 January 2005

Objective : policy and practice for accessible Information and Communication Technologies (ICT) has the potential to play a vital role in removing barriers to participation in the Information Society by disabled or older people. This workshop addressed the harmonisation of eAccessibility requirements to be used in the public procurement of ICT products and services and the requirements for policy implementation in this field.

Description

Title: Policies and Legislations in favour of e-Accessibility in Europe

Location: Cité des sciences et de l'industrie - Paris

Attendance: 150 people from 16 countries – 20 presentations by speakers from 10 countries, namely Austria, Belgium, Denmark, France, Ireland, Italy, the Netherlands, Spain, Sweden, United Kingdom – 6 speakers from Support-EAM

Keynotes Speeches

Per Blixt, e-Inclusion Unit, European Commission : European Policy challenges on eAccessibility
Ms Marie-Anne MONTCHAMP, French State Secretary for Handicapped Persons (Secrétaire d'Etat aux Personnes Handicapées), who closed officially the workshop

Summary

The objective of the workshop was to disseminate information about the policies that governments put in place in different countries to foster equal access to the information society in accordance to European policy and decisions. Concrete study cases were discussed. It was an opportunity to hear first-hand about the reactions to these policies, from users with disabilities and members of the Web industry. The workshop was also encouraging the harmonisation of good practices all over Europe. The following topics were covered in the workshop:

- Legislations
- International recommendations and standards
- E-accessibility as part of a quality assurance process
- Quality Marks
- User involvement
- Industrial approach
- European harmonization

Proceedings (French/English) available at :

<http://www.brailenet.org/colloques/policies/program.html>

Workshop Instruments

Type of action: International Workshop

Country, City: France, Paris

Leading organisation : Association BrailleNet

Date : 30 January 2006

Objective : The objective of the workshop was to disseminate information about the instruments that exist to encourage the design, the development and dissemination of accessible information, using the Web particularly. Different types of resources and techniques that can help the creation of contents respecting the Design for All principles, were presented.

Description

Title: Instruments pour faire de l'accessibilité du Web une réalité

Location: Cité des sciences et de l'industrie - Paris

Attendance: 150 people from 12 countries – 20 presentations – Representation of 4 International Organisations (European Commission, CEN, W3C/WAI, EDeAN) – 4 speakers from Support-EAM

Keynotes Speeches

Mr Patrick GOHET , French Delegate for Handicapped Persons (Délégué Interministériel aux Personnes Handicapées)

Summary

The speakers were from organisations representing users and consumers with disabilities, researchers and industrial companies. Concrete case studies were discussed. It was also an opportunity to hear first-hand about the experience, from users with disabilities, purchasers and members of the Web industry. The workshop was encouraging the harmonisation of good practices all over Europe. The following topics were covered in the workshop:

- Technical Reference documents
- Design and Development
- Evaluation methods
- Accessibility Measurement
- Quality Marks
- User Testing
- Professional training
- Industrial approach
- European harmonisation

Proceedings (French/English) available at :

<<http://inova.snv.jussieu.fr/actes/colloques/Instruments/>>

Workshop European model for Web Accessibility Conformity Assessment

Type of action: International Workshop

Country, City: Linz, Austria

Leading organisation : Support EAM Consortium

Date : 14 July 2006

Objective : The objective of the workshop was to disseminate information about the results of the project.

Description

Title: “A European model for Web Accessibility Conformity Assessment - How the results of the Support-EAM project can make a Web Accessibility Quality Mark a reality”

Location: University of Linz, Workshop inside a

Attendance: 35 participants – 5 speakers from Support-EAM, including a presentation and discussion of a prototype Web tool for conducting an assessment of a Web site

Summary

The speakers discussed issues related to concrete labelling activities. It was an opportunity to hear first-hand about the experience, from organisations having developed accessibility Quality Marks and the lessons learned from the Support EAM project and the CEN Workshop

- Technical Reference documents
- Evaluation methods
- Quality Marks
- User Testing
- Professional training
- European harmonisation

1.3.6.2 Publications

Guillou P. , Burger D., An eAccessibility Quality Mark to promote e-Inclusion: the Support-EAM project , in Pruski A. & Knops H. (Eds.) *Assistive technology from virtuality to reality* - 8th European conference for the advancement of assistive technology in Europe - Lille - France - September 6-9, 2005

Burger D. and Guillou P., Towards Web Accessibility Certification: The findings of the Support- EAM project, in Miesenberger et al. (Eds) *Computers Helping People with Special Needs* – 10th International Conference, ICCHP 2006 – Linz – Austria – July 12-14, 2006.

1.4 List of deliverables, including delivery date

All the deliverables have been delivered to EC. Effective delivery dates are listed in Figure 5.

Deliverable N°	Deliverable title		Planned Delivery Date	Effective Delivery Date	Nature	Dissemination level
WP1: Project Management and Quality Assurance						
1	D1.1	Project fact sheet	4	11 April 2005	Report	PU
2	D1.2	Project Presentation	4	11 April 2005	Report	PU
3	D1.3	Intermediate Reports	9	30 November 2005	Report	PU
4	D1.4	Report on raising public participation and awareness	18	30 August 2006	Report	PU
5	D1.5	Final Plan for using and disseminating knowledge	18	30 August 2006	Report	PU
6	D1.6	Methodology QA	4	26 July 2005	Report	PU
7	D1.7	Project Quality Assurance	18	30 August 2006	Report	PP
8	D1.8	Final Report	18	30 August 2006	Report	PP
WP2: WAB Cluster (Evaluation methodology)						
9	D-WAB1	Requirements document	3	Wab Cluster	Report	cluster + WAI
10	D-WAB2	Preliminary Unified website evaluation methodology (UWEM-0.5)	6	14 October 2005	Report	PU
11	D-WAB3	Evaluation of UWEM-0.5	16	26 April 2006	Report	cluster + WAI
12	D-WAB4	Unified website evaluation methodology (UWEM-1.0)	18	5 July 2006	Report	PU
13	D-WAB5	Prototype demonstrator	18	30 August 2006	Report	PU
14	D-WAB6	WG's including WCAG WG, EOWG and ERT WG	18	Wab Cluster	Report	cluster + WAI
WP3: European Authority - Quality Mark						
15	D3.1	State-of-the-art of Certification scheme in Europe	12	30 October 2005	Report	PU
16	D3.2	Stakeholders' needs for a Quality Mark	6	8 April 2005	Report	PU
17	D3.3	Editing work for the CEN Workshop	18	13 April 2006	Report	PP
18	D3.4	Reporting on the CEN Workshop and Implementation	18	25 April 2006	Report	PP
19	D3.5	Stakeholders' needs for a European Authority	18	11 April 2006	Report	PU
WP4: Dissemination - Exploitation						
20	D4.1	Accessibility Evaluation Curriculum	18	24 April 2006	Report	PU
21	D4.2	Dissemination	15	27 April 2006	Other	PU

Figure 5: list of Support-EAM deliverables with effective delivery date.

PU = public

PP = Restricted to other programme participants (including the Commission Services).

Month 0 = October 2004

Month 22 = July 2006

2 Dissemination and use

2.1 Final Plan for using and disseminating the knowledge

The detailed information about the final plan for using and disseminating the knowledge are provided with the report : Final Plan for Using and Disseminating the Knowledge.

2.2 Publishable results

2.2.1 Unified Methodology for Web Evaluation (UWEM1.0)

- Result description : Unified Web Evaluation Methodology, based on the W3C Web Content Accessibility Guidelines 1.0 [WCAG10] and fitted for future from WCAG 1.0 to WCAG 2.0 [WCAG20]; offers an interpretation of the Web Content Accessibility Guidelines version 1.0 priority 1 and 2 guidelines
- Possible market applications : designed for developers of Web tools, for Web reviewers
- Stage of development : version 1.0 validated by 23 European organisations in the WAB Cluster, takes into account to comments from W3C/WAI and public
- Collaboration : WAB Cluster; W3C/WAI
- Intellectual property rights : WAB Cluster & European Commission
- Contact details : www.wabcluster.org

2.2.2 Conformity Assessment Scheme and a Web Accessibility Quality Mark

- Result description : CEN Workshop Agreement
- Possible market applications : usable by Inspection/certification bodies, standardisation bodies
- Stage of development : Published as CWA n° 15554:2006
- Collaboration : CEN, Stakeholders
- Intellectual property rights : CEN
- Contact details : www.cenorm.be/cenorm/

2.2.3 Unified Curriculum and contents for training expert reviewers

- Result description : CEN Workshop Agreement
- Possible market applications : usable by Inspection/certification bodies, standardisation bodies
- Stage of development : Published as CWA n° 15554:2006
- Collaboration : CEN, Stakeholders
- Intellectual property rights : Support-EAM & European Commission
- Contact details: Dominique Burger, President, Association BrailleNet. dominique.burger@snv.jussieu.fr.