

Support-EAM

Supporting the creation of an eAccessibility Mark



SIXTH FRAMEWORK PROGRAMME

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1 Executive Summary

1.1 The Support-EAM project

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

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

In particular, harmonisation of Web Accessibility conformity assessment methodologies is one of the objectives of the project, to be in line with the W3C/WAI guidelines (see DWAB2, DWAB3, DWAB4, DWAB5) . Another objective of the project is to recommend requirements for a Web Accessibility conformity assessment scheme to be elaborated in a CEN Workshop (see D3.3 and D3.4)

Support-EAM is an IST funded project (specific support action) under the Sixth Framework Programme of the European Commission. It started on the 1st October 2004 for 18 months. Seven partners are involved in Support-EAM from seven different countries in Europe:

- Association BrailleNet (France) Coordinator
- Fundosa Teleservicios (Spain)
- Bartimeus Accessibility Foundation (Netherlands)
- Dublin City University (Ireland)
- Universität Linz (Austria)
- Katholieke Universiteit Leuven Research & Development (Belgium)
- AccessInMind Ltd (United Kingdom)

1.2 Objectives of WP4 - Dissemination

The objective of this workpackage was to promote the Support-EAM initiative to the relevant authorities, stakeholders and decision makers in each country involved in the project and beyond that, in Europe. The workpackage focused on two main aspects :

- The preparation of training material for professional Web accessibility conformity evaluators, as part of a potential certification scheme (see D4.1)
- Organisation of events in several countries in Europe in order to inform key organisations that could be interested in the set up of a certification scheme and in the necessary accompanying services like information outreach, localisation, training, certification, ...

The project partners have organised different types of events :

1.2.1 Meetings with authorities

- Raise awareness about the process followed at the CEN Workshop
- Promote e-accessibility in the public and private sector.

1.2.2 Seminars, Papers, Conferences

- Discuss about the E-Accessibility in Europe
- To show the Support EAM objectives and establish contacts with stakeholders
- To motivate and to imply to the public and private sector in the E-Accessibility
- Disseminate information and the state of the art of the E-Accessibility and design for all
- Promote web accessibility in Europe. Public and private sector.

1.2.3 Contacts

In addition to formal events, the partners have disseminated information using of their usual communication channels at national or international level.

1.2.4 Web sites

The Support-EAM Web Site was used as a medium for communicating the activities, events and results of the project:

<http://www.support-eam.org>

1.3 Method

Each partner was responsible for taking the initiative of dissemination actions according to local opportunities and context. Partners were also invited to use networks in which they were involved. All partners were invited to report on the actions they initiated or took part in using to use a standard form (Annex 10)

1.4 Results

The section 2 summarises the actions taken by the consortium, by date, type of action, partner and location.

The sections 3 to 8 provide the detailed description of actions taken by the partners

The section 9 summarises the contacts made/used by the partners in the contexte of the project.

Even if it is difficult to estimate precisely the number of persons that have received information about the project its rationale and its results, a simple counting of the attendees in Support-EAM related events shows that several hundreds of people have had at least an opportunity to learn about e-accessibility assessment, certification, and quality marks.

2 Summary of dissemination actions

<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

<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>
2005-05-04	Briefing on Web Accessibility Certification	M	Ireland	20	DCU
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

<i>Date</i>	<i>Type</i>	<i>Typ audience</i>	<i>of Country Addressed</i>	<i>size of audienc e</i>	<i>Partner responsible /involved</i>
2005-12-12	Cómo abordar un proyecto de accesibilidad	S	Spain	25	TSERV
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

3 Main actions organised by BrailleNet

3.1 Workshop on eProcurement

Type of action: International Workshop

Country, City: Belgium, Brussels

Leading organisation : *European Commission, the US Access Board, the European ICT Standards Board (ICTSB) and contributions of the European Disability Forum (EDF) with support of the eInclusion@EU project*

Date : 19-21 October 2004

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: International Workshop on Accessibility Requirements for Public Procurement in the ICT domain

Location: European Commission - Brussels

Attendance: 120 people (estimated) – 45 speakers

Speakers from Support-EAM

European harmonisation: a necessary step towards e-accessibility : Dominique Burger, BrailleNet, INSERM (French National Institute on Medical Research)

Web Accessibility - Practical efforts in implementing Web Accessibility at government level : Eric Velleman, Stichting Bartimeus Accessibility The Netherlands

Summary

Dominique Burger presented the general concepts, a quick history and the main organisations related to Web Accessibility. He presented the different demands from different types of the stakeholders that conducted to the Support EAM project. Then he introduced the Support EAM project, emphasising the need for harmonisation in Europe.

Eric Velleman presented the experience of the Bartimeus Accessibility Foundation aiming at providing harmonisation in the evaluation and the interpretation for the accessibility market by harmonising the accessibility standards and promoting the exchange of information between all stakeholders. In order to realise this, a normative document was published and the drepelvrij.nl Quality Mark has been set up which is based on

Transparent and clear Normative document'

Ensuring representation from all stakeholders

Support websites (www.drempelsweg.nl for users and www.accessibility.nl for 'business')

Conclusions

As a flavour, the rapporteur summarised the workshop during the last session with the following points:

- Different approaches internationally (which may or may not converge over time), but there is a general consensus that using public procurement to promote accessibility in ICT is a good thing
- Strong need for internationally harmonised standards / requirements (that are suitable for use in procurement)
- Such standards / requirements need to be "objective" (and seen to be so), and endorsed by all the relevant stakeholders
- Some confusion (semantic?) about the term "voluntary"
- has different meanings in different contexts (standards, self regulation, self certification, ...)
- industry generally favours voluntary approaches
- User view is that requirements must be mandatory, based on objectively defined standards / requirements and independently verifiable
- There is a real need for supports for procurers - toolkits
- Everyone wants to work (more) together...!

Programme – Presentation Slides - Final reports available at :

<http://europa.eu.int/information_society/policy/accessibility/regulation/pubproc_ws_2004/index_en.htm>

3.2 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

Main topics discussed

3.2.1 What does accessibility mean?

The term accessibility corresponds to a general concept that everybody agrees on: goods and services shall be designed to make them usable by anybody. Nevertheless, in concrete situations the design of an accessible product (or the decision whether a product is accessible or not) involves operational definitions and instruments that may differ considerably.

For instance the context in which a user will access the product may change. A disability, permanent or not, may change dramatically our judgement on accessibility. Also the professional context generally induces totally different attitudes and needs concerning e-Accessibility. A Web site developer will need technical specifications and documents, while the owners of the web site will principally consider the satisfaction of their clients. Procurers will need a collection of unambiguous requirements to be included in call for tenders. They may attach references to technical documents, as well. Policy makers will have to measure how far their decisions have produced effects. Lawyers may simply need to find certified experts capable of writing authorised reports on accessibility (see paper by A. Garrison)

Outcome: A general outcome from the conference was to better identify and illustrate activities linked to the implementation of accessibility.

3.2.2 European Challenges

It was reminded that the WCAG recommendations are still poorly implemented, in spite of the fact that most European organisations and countries now considerer as the reference document for Web accessibility (see paper by B. McMullin).

Peer Blixt, head of e-Inclusion, presented the policy approach proposed by the European Commission to challenge on e-Accessibility. He particularly insisted on three important aspects :

1. Public Procurement
2. Certification
3. Legislation

Recommendation: coordinated actions are necessary to make e-Accessibility a reality in Europe.

3.2.3 Raising awareness

Several presentations have insisted on the fact that accessibility is still not yet understood and that efforts have to be made to be improved this situation. Several presentations have illustrated how it can be done: by means of leaflets, Web Sites, awards, ... (see papers by E. Velleman, D. Rice, R. Wallbruch, F. Denizhan, for instance)

Recommendation: A suggestion is to develop outreach material at European level (leaflet, European Award for Accessible Web site, ..)

3.2.4 Public Procurement

R. Shermer, from the Danish Ministry of Science Technology and Innovation, presented an example of what can be done to encourage public procurers to include accessibility requirements in their call for tenders. The toolkit he presented is also designed to make the providers better understand the rationale for these requirements and how they shall be implemented.

Recommendation: This approach should be encouraged and harmonized everywhere in Europe, possibly localized to some extent.

3.2.5 Certification

E. Velleman, from the Bartimeus Accessibility Foundation, presented the strategy followed to set up a Quality Mark in the Netherlands, while P. Guillou, BrailleNet, France, presented the Support Specific Action Support-EAM, pledging that such a Quality Mark can be beneficial to all stakeholders, from private and public sectors.

F. Dulac, presented the efforts made of Eolas-Business-Interactive, France, to get the AccessiWeb label. He detailed how it affected their internal industrial development and quality process. He concluded that for a Web agency the long-term benefit constitutes a good return on investment. This was confirmed by several presentations from both public and private sectors (ASCII, Belgium; IBM Accessibility EMEA; Dutch Ministry of Health, Welfare and Sports; Federal Chancellery in Austria).

Outcome: The certification of e-accessibility appears to correspond to expectations from both public and private sectors in Europe. The Support-EAM project is a first step in this direction.

3.2.6 Legislation

Several countries have presented their legislation: France, Germany, Ireland, Italy, and Spain. The legislative approach generally covers the following aspects:

Policy statement, like “ Access to technology and its full use represents today a basic right for all citizens without exception”; “ e-Accessibility consists in removing the virtual barriers which are fundamentally equivalent to architectural barriers ” in the Italian Law (D. Gargani)

Definitions: accessibility, assistive technology

Who is concerned (Public administrations; companies providing public services; ...)

What goods and services: Websites, software, hardware, learning tools, ...

Recommendation: For now, not all the European countries have adopted legal obligations for e-accessibility. This should be encouraged. Harmonisation of legal measures adopted should be one objective. In order to facilitate this, a suggestion is to collect comparative description of the legislation and accompanying measures in the different countries.

3.2.7 Other necessary measures

P. Guillou, summarised the presentations and discussions in a list of possible measures to be taken by European countries. In addition to those which have been mentioned above, he proposed:

- The creation of Agencies for Digital Accessibility
- Observatories for e-Accessibility observatory (benchmarking, monitoring, ..)
- On-line Ressources centres for e-Accessibility - • Accessibility toolkit (Guides, call of tenders, requirements...)
- Training for webmasters, developers, students, policy makers
- Technical tools respecting the accessibility standards (evaluation, authoring, ...)
- Quality Mark for Web accessibility certification
- Financial support for assistive technologies
- Financial support for public Web sites (development, training, certification)

Proceedings (French/English) available at :

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

3.3 Workshop COST219 - EDeAN

Type of action: International Workshop

Country, City: Florence, Italy

Leading organisation : COST219 ter - Jan Engelen (KULRD), head of the programme committee

Date : 8 March 2005

Objective :

The workshop aimed at producing a strategy for a better uptake of standards in the fields of assistive technology and design for all and for an increased integration between people working in standardisation and legislators and policy makers. Thus it was an opportunity to promote the Support-EAM project and to establish contacts.

Description

Title: Workshop on eAccessibility Legislation and Policy - the Role of Standardisation

Location: Florence

Attendance: 120 people (estimated) – 15 speakers

Speakers from Support-EAM:

Standardisation: Seeing the Forest Through the Trees
Standardisation: Seeing the Forest Through the Trees - Jan Engelen (KULeuven, BE), head of the programme committee

European situation on Legislation and Policy: Results of the 2005 Paris workshop
European situation on Legislation and Policy: Results of the 2005 Paris workshop - Dominique Burger (Brailletnet, FR)

Summary

As the international collaborative Action COST219ter [www.cost219.org] is a grouping of technology oriented stakeholders, the Florence workshop focused on how technological issues and especially standardisation (or the lack of standardisation) of information technology and telecommunications systems and services influence laws and policy making worldwide. Just one example: the well-known WAI guidelines for web accessibility are widely used but in many countries they cannot directly be the technical basis of legislation as the World Wide Web consortium (W3C) is not a formal standardisation body.

The workshop was a natural follow-up to other major European events such as the INTERNATIONAL WORKSHOP ON ACCESSIBILITY REQUIREMENTS FOR PUBLIC PROCUREMENT (Brussels, October 2004) and the Brailletnet-support-EAM conference on POLICIES AND LEGISLATIONS IN FAVOUR OF E-ACCESSIBILITY IN EUROPE (Paris, January 31, 2005), looking at the problems from a more technological perspective and adding important information of what is happening in the standardisation environment. The

target audience of this workshop consists of policy makers, user organisations, standardisation bodies, industry (GSM, ETNO), EDeAN SIG members, eEurope and eAccessibility groups.

The workshop consisted of five major parts:

1. introduction by delegates of the host country (Italy)
2. an overview of the workshops remit by Tony Shipley (Phoneability), the editor of the COST219ter booklet on Legislation and Policy Equal Measures Bridging the Accessibility Gap (this booklet is to be publicly launched at that event)
3. the current situation in international standardisation activities, starting with an overview and several speakers from the major standardisation bodies
4. an overview on policy making in Europe, Australia and the USA
5. a round table on future strategies for the implementation of e-Accessibility.

The committee, responsible for the Workshop programme, consisted of: Jan Engelen (Kath. Univ. Leuven), John Gill (RNIB), Gregg Vanderheiden (TRACE), Nick Young (T-Mobile), Tony Shipley (PhoneAbility), Pier Luigi Emiliani (CNR), Steve Tyler (RNIB), Chiara Giovannini (ANEC) and Patrick Roe (EPFL and COST219ter chairman).

The workshop was also supported by: D4ALLnet, the Design for All Network of Excellence www.d4allnet.gr and EDeAN, the European Design for All eAccessibility Network www.edean.org

Proceedings available at :

<<http://www.tiresias.org/cost219ter/florence/contents.htm>>

3.4 Breakfast - Forum européen de l'administration électronique

Type of action: Breakfast Workshop

Country, City: France, Paris – 9:00 – 12:00

Leading organisation : Forum européen de l'administration électronique

Date : 16 June 2005

Objective : to raise the awareness of decision makers from public and private sectors about eAccessibility

Description

Title: Matinales de l'accessibilité

Location: Restaurant Train Bleu - Gare de Lyon.

Attendance: 60 people

Speakers

Dominique Burger, Président de l'association BrailleNet

Nicolas Descloux, chef de projet Internet, Communauté d'agglomération du Grand Chalon

Roy Lindemann, DG France de ReadSpeaker

Summary

Dominique Burger, has presented the general concepts, a quick history and the main organisations related to eAccessibility. He has introduced the Support EAM project, emphasising the need for harmonisation in Europe. Then he presented the results of the stakeholders needs study conducted by Support EAM (summary below).

Nicolas Descloux, has presented the project he conducted for the city Le Grand Chalon and the interest of public collectivities for third party certification.

Roy Lindeman illustrated the power of accessibility for developing a speech based service (Read Speaker) on standard web sites.

Summary of the BrailleNet presentation: L'accessibilité du web

L'accessibilité électronique, une nécessité de la société de l'information

De même que des normes architecturales doivent assurer l'accessibilité physique des bâtiments, pour être accessibles à tous, les services et informations mises en ligne sur Internet doivent suivre des règles de conceptions les rendant accessibles. En particulier, les personnes handicapées doivent pouvoir y accéder grâce à aux souris adaptées, claviers spéciaux, commandes vocales, afficheurs braille, systèmes de restitution vocale, qu'elles utilisent. Ce principe a été affirmé dans les plans d'action e-Europe 2005 [1]. Il constitue un facteur d'intégration pour les 37 millions de personnes handicapées vivant en Europe en facilitant leur autonomie scolaire, professionnelle ou domestique, ainsi qu'à un nombre croissant de personnes âgées. En général, il bénéficie aussi à tous.

L'accessibilité numérique, une obligation légale en France

L'article 47 dans la loi n° 2005-102 du 11 février 2005 "pour l'égalité des droits et des chances, la participation et la citoyenneté des personnes handicapées" instaure l'obligation pour les services de communication publique en ligne des services de l'Etat, des collectivités territoriales et des établissements publics qui en dépendent, d'être accessibles aux personnes handicapées. Sa mise en œuvre se fera par un décret d'application.

Les clés d'une véritable politique d'accessibilité

Pour que l'accessibilité numérique devienne une réalité, il est nécessaire

- De considérer qu'elle concerne tous les handicaps;
- De la prendre en compte en amont, dès la conception;
- De former les décideurs et des exécutants techniques;
- De suivre les recommandations internationales, notamment celles de W3C/WAI, reconnues officiellement par de nombreux pays, dont la France [2];
- De considérer l'accessibilité comme un critère d'éligibilité dans les appels d'offre publics.

Vers un label européen d'accessibilité pour les sites Web

Un label d'accessibilité garantit et valorise une démarche qualité harmonisée concernant l'accessibilité des sites Web. Il correspond à une attente du public concerné et de nombreuses agences Web. Afin d'y répondre, BrailleNet a créé le label AccessiWeb [3][4], découlant des WCAG et intégré au référentiel d'accessibilité de l'ADAE. Une démarche semblable a été suivie dans d'autres pays européens. Des organismes de 7 pays européens -Autriche, Belgique, Espagne, France, Irlande, Pays-Bas, Royaume-Uni - se sont réunis pour proposer une stratégie de création d'un label européen d'accessibilité pour les sites Web [5].

[1] E-Europe 2005: http://europa.eu.int/information_society/eeurope/2005/all_about/action_plan/index_en.htm

[2] WAI : <http://www.w3.org/WAI>

[3] BrailleNet : <http://www.brailenet.org>

[4] AccessiWeb : <http://www.accessiweb.org>

[5] Support-EAM : <http://www.support-eam.org>

3.5 Workshop DCU

Type of action: Paper at a Conference

Country, City: Ireland, Dublin

Leading organisation: [Dublin City University \(DCU\)](#), Dublin

Date: August 31st 2005

DESCRIPTION

Title: *The AccessiWeb Web Accessibility Quality Mark in France*

Host Organisation: [RINCE](#), Dublin City University (DCU)

Attendance: 50 participants from web companies and organisations around Ireland (and from [BrailleNet](#), France) working in the area of Web Accessibility.

Material: [3 presentations](#) located on the eAccess website.

Short Summary:

Presentation of the BrailleNet experience in France concerning a Web Accessibility Label and the associated services.

Material :

<http://eaccess.rince.ie/events/2005/eaccess-marks-aug-2005/accessiweb/slide1.html>

3.6 Meeting CNCPH

Type of action : awareness meeting

Country, City : FRANCE, Paris

Leading organisation : Comité National Consultatif des Personnes Handicapées

Date : 16 September 2005 – 9:30 – 12:00

Objective : to comment the project of decree prepared by the ADAE (Agence pour le Développement de l'Administration Electronique). This decree is intended to define how the article 47 of the French law of 11th February will be applied (accessibility of public on-line communication services made mandatory)

Law : LOI n° 2005-102 du 11 février 2005 pour l'égalité des droits et des chances, la participation et la citoyenneté des personnes handicapées

<http://www.legifrance.gouv.fr/WAspad/UnTexteDeJorf?numjo=SANX0300217L>

Description

Hosting organisation : *Delegation Interministérielle aux personnes Handicapées*

Participants :

- Three CNCPH delegates for the following organisations CFTC, UNAPEI, Fédération Handisport (CNCPH). The CNCPH has been created by the French Presidency in 2002, in order to collect advices from organisations representing people with disabilities in France. It counts 65 organisations.
<http://www.legifrance.gouv.fr/WAspad/UnTexteDeJorf?numjo=SANA0223787A>
- One representative of the Delegation Interministérielle aux personnes Handicapées
- Association BrailleNet as invited expert (D. BURGER, P. GUILLOU)

Short Report :

BrailleNet had prepared and circulated a note presenting the key concepts of e-accessibility :

1. definition
2. W3C/WAI
3. reference documents
4. necessity of training programmes
5. role of eProcurement
6. assessment and labelling
7. European action plans for eAccessibility

Outcome

The CNCPH issued an advice to the administration where it was recommended that the decree should explicitly mention the W3C recommendations as the technical reference for accessibility
set up a committee to follow up the application of the law
drop the mention of web sites particularly designed for people with disabilities
make the accessibility a condition for eligibility in call for tenders
request for independent verification at the delivery of public on-line services

advice available at :

http://www.accessiweb.org/repository/files/avis_cncph_accessibilite_web.doc

3.7 UK Presidency eAccessibility conference

Type of action: International Conference

Country, City: United Kingdom, London

Leading organisation : [UK Presidency](#)

Date : 21 October 2005

Objective :

This major e-accessibility conference was one of the official events of the UK Presidency of the EU, which runs from 1 July – 31 December 2005. The conference was been planned as a key opportunity for Member States, businesses, disability and elderly groups as well as other stakeholders from across the European Union to discuss the Communication from the European Commission on e-accessibility. It was a pan-European event, including keynote speeches from a European Commissioner, a DTI Minister from the UK, and speakers from industry and other member states. The eAccessibility conference was linked to the European Commission's i2010 initiative, which was launched in June, especially with regard to the "Inclusion" work stream of this initiative.

Description

Title: eAccessibility conference

Location: Landmark Hotel, Marylebone, London

Attendance: over 250 people

Speaker from Support-EAM: Dominique Burger (Brailletnet)

Summary

Delegates were addressed by a wide range of speakers from the Rt Hon. Alun Michael MP (DTI, UK) to European Commissioner Vladimir Špidla and Lesley-Anne Alexander (RNIB). All four workshops – telecommunications, broadcasting, electrical consumer goods and internet – were well attended and the issues discussed were reported to the main conference in a set session. Dominique Burger was one of the 3 panelists of the Internet Workshop, chaired by Shadi Abou-Zahra (W3C) . Other panel members were Greg Pisocky (Adobe) and Vanessa Donnelly (IBM)

Rapporteur: Julie Howell (RNIB).

Dominique Burger discussed the certification of Web Accessibility as explored by the Support EAM project. He introduced the Support EAM project , emphasising the need for harmonisation in Europe.

Programme

<http://www.rnib.org.uk/xpedio/groups/public/documents/publicwebsite/public_eaccessprogramme.hcsp#P26_1565>

3.8 Meeting COFRAC

Type of action: awareness meeting

Country, City: France, Paris

Leading organisation : BrailleNet

Date : 24 January 2006

Objective :

The objective was to involve the COFRAC and the European Accreditation (EA) in the public comments on the Draft produced by the CEN Workshop and open for comments til February 20th, 2006.

Description

Title: eAccessibility conference

Location: COFRAC, Paris

Attendance:

Ms Nathalie SAVEANT, COFRAC (Product and Services Certification)

Mr Laurent VINSON, COFRAC (Inspection)

Mr Dominique BURGER, INSERM, BrailleNet Chair

Mr Pierre GUILLOU, Brailletnet

Summary

This meeting had been prepared in a long phone meeting between Dominique Burger and Ms Saveant. Documents have been exchanged, including the Draft CEN Workshop Agreement.

During the meeting COFRAC presented the principles of certification and inspection. They expressed their interest for the question raised by Support-EAM and the CEN. They asked question concerning the processes involved in Web Accessibility evaluation and made their comments. Then they recommended to contact the new Chair of EA, Mr Thione, referring to this meeting. They also indicated that they would send their comments on the CWA through the EA Channel.

After the meeting EA was contacted which resulted in a message sent to all members and comments from several of them to the CEN public enquiry, including COFRAC.

3.9 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/>>

3.10 Meeting DIPH

Type of action: awareness meeting

Country, City: France, Paris

Leading organisation : Délégation Interministérielle aux Personnes Handicapées (DIPH)

Date : 14 February 2006

Objective :

The objective was to involve the French Administration in the public comments on the Draft produced by the CEN Workshop and open for comments til February 20th, 2006.

Description

Title: meeting eAccessibilité

Location: DIPH, Paris

Attendance:

Direction Générale à la Modernisation de l'Etat (2 delegates)

DIPH (2 delegates, including le Délégué Interministériel, Mr Patrick Gohet)

BrailleNet (Dominique BURGER, INSERM, BrailleNet Chair)

Ministère de l'Education Nationale (1 delegate)

Conseil National pour la Promotion Sociale des Aveugles et Amlyopes (CNPSAA - 1 delegate)

Summary

Documents concerning the WAC CEN Workshop, European policies in favour of eAccessibility and and Support EAM project had been sent to the delegates before the meeting. During the meeting, participants asked various questions concerning European policies, harmonisation, and Web accessibility. DGME presented their opinion about accessibility and certification. They expressed their preference for self-declaration. They indicated that they would send their comments on the CWA to AFNOR.

3.11 ICCHP 2006 - Paper

Type of action: Publication

Country, City: Austria, Linz

Leading organisation: Institute Integriert Studieren (Klaus Miesenberger, Daniela Ortner)

Title: ICCHP 2006 - 10th International Conference on Computers Helping People with Special Needs

Date: 11 July 2006

Attendance: At about 300 participants are expected to take part in the conference.

Objective: Publication of a full paper (8 pages) “Towards Web Accessibility Certification: The findings of the Support- EAM project” in the proceedings of ICCHP 2006

Abstract: The abstract should summarize the contents of the paper and should contain at least 70 and at most 150 words. It should be set in 9-point font size and should be inset 1.0 cm from the right and left margins. There should be two blank (10-point) lines before and after the abstract. This document is in the required format.

Authors : Dominique Burger and Pierre Guillou

Abstract has been accepted in March 2006. Proceedings including the paper will be published at Springer in July 2006.

URL: <http://www.icchp.org>

3.12 Workshop European model for Web Accessibility Conformity Assessment – ICCHP 2006

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

4 Main actions organised by Teleservicios

4.1 La Accesibilidad a la web hoy

Type of action: Publication

Country, City: Spain

Leading organisation: Fundosa Teleservicios

Title: “La Accesibilidad a la web hoy”(Web Accessibility Today)

Date: December 2005

Attendance: N/A

Objective: Summarise for non-expert readers, events of the past year relating to Web accessibility in the context of the Internet.

Target: Readers not necessarily familiar with Web accessibility.

Description: Article published by Spanish Internet Users Association on their web site. Describes important events that occurred during the year, and includes brief paragraph describing the Support-EAM project. 617 words.

http://aui.es/contenidos/aui_index.php3?body=article_sintesis&id_article=99

4.2 Needs for a European mark for electronic accessibility

Type of action: Publication

Country, City: Spain.

Leading organisation: ONCE Foundation

Title: "Support-EAM: Lanzamiento de una encuesta sobre las necesidades de una marca europea de accesibilidad electrónica y servicios relacionados" (Support-EAM: Launch of a survey on the needs for a European mark for electronic accessibility and related services).

Date: March 2005.

Attendance: N/A

Objective: Spread awareness of the survey and the Support-EAM project.

Target: General audience and disability specialists.

Description: News item on website of ONCE Foundation, the leading cross-disability foundation in Spain. Based on Support-EAM press release.

4.3 Support-EAM - una marca de calidad para la accesibilidad

Type of action: Publication

Country, City: Spain.

Leading organisation:

Title: "El Proyecto Support-EAM creará una marca de calidad para la accesibilidad de la Web a personas con discapacidad y ancianos" (The Support-EAM project to create a quality mark for Web accessibility for disabled and the elderly).

Date: 2005

Attendance: N/A

Objective: Spread awareness among visual impairment specialists.

Target: Persons interested in visual impairment.

Description: Published in print journal "Integración, revista sobre ceguera y deficiencia visual" (Integration, journal on blindness and visual impairment), number 44, 2005. <http://www.once.es/appdocumentos/once/prod/Integracion%2044.txt>

4.4 Support-EAM: Lanzamiento de una encuesta

Type of action: Publication

Country, City: Spain.

Leading organisation: Fundosa Teleservicios.

Title: "Support-EAM: Lanzamiento de una encuesta sobre las necesidades de una marca europea de accesibilidad electrónica y servicios relacionados" (Support-EAM: Launch of a survey on the needs for a European mark for electronic accessibility and related services).

Date: 17/02/2005.

Attendance: N/A.

Objective: Spread awareness of the survey and the Support-EAM project.

Target: General audience and disability specialists.

Description: News item on Discapnet website, the leading Spanish-language disability portal. Based on Support-EAM press release.

4.5 Metodología para revisar la Accesibilidad de sitios web

Type of action: Seminar

Country, City: Cadiz, Spain.

Leading organisation: Fundosa Teleservicios.

Title: Metodología para revisar la Accesibilidad de sitios web (a methodology for evaluating web site accessibility). Cadiz University.

Date: 08/2005.

Attendance: Approximately 30 persons.

Objective: Explain the need for the creation of a European website evaluation methodology to unify criteria to ensure accessibility for all disabled people, the elderly and users with unconventional technology.

Target: Students at Cadiz University, Spain.

Description: The lecture was divided in the following blocks:

Existing evaluation tools and techniques

W3C as reference organisation: WCAG 1.0

Web accessibility evaluation methodology: MEWA

Need for a European website evaluation methodology and certification authority: The Support-EAM project

4.6 Necesidades de los usuarios en el desarrollo de sitios web

Type of action: Seminar

Country, City: Madrid, Spain.

Leading organisation: Fundosa Teleservicios.

Title: "Necesidades de los usuarios en el desarrollo de sitios web" (Users' Needs in Website Development).

Date: 11/2004.

Attendance: 25 personas.

Objective: Explain the need for combination of manual and automatic evaluations with user experience as a basis for WCAG 1.0. Explain the problems caused by misuse of self-certification.

Target: Students at the Universidad Politécnica, Madrid, Spain.

Description: Vodafone Course. The course taught basic ideas about website evaluation: manual and automatic evaluation, user testing, etc. It also covered the need for self-certification of different accessibility levels based on WCAG 1.0, and the need for a standardised methodology for website evaluation to complement W3C guidelines and techniques.

4.7 Aspectos sociales de la accesibilidad

Type of action: Seminar

Country, City: Pamplona, Spain.

Leading organisation: Fundosa Teleservicios.

Title: “Aspectos sociales de la accesibilidad” (Social aspects of Web Accessibility).

Date: 04/2006.

Attendance: Approximately 50 persons.

Objective: Explain social aspects of accessibility: who it affects (profiles and statistics for Spain and rest of Europe); benefits, etc. Focus on three initiatives to promote accessibility.

Target: Companies in the Pamplona area.

Description: Talk organised by CEIN (European Centre for Business and Innovation in Navarra). Covered the following aspects:

Social aspects of accessibility

Difficulties in access to different technologies

What accessibility is

Who it affects (profiles and statistics for Spain and rest of Europe)

Importance of the W3C

initiatives to promote accessibility: Discapnet Infoaccessibility Observatory, Spanish Pista
Accessibility Project, Support-EAM.

4.8 Accesibilidad: un derecho poco respetado en Internet

Type of action: Seminar

Country, City: Madrid, Spain.

Leading organisation: Asociación de Usuarios de Internet (Spanish Internet Users Association).

Title: "La Accesibilidad: un derecho poco respetado en Internet" (Accessibility, a right seldom respected on the Web).

Date: 04/2005.

Attendance: Approximately 80 persons

Objective: Explain the meaning of accessibility, who it affects and existing legislation. Explain several current initiatives in favour of accessibility, among which Support-EAM.

Target: Professionals working with ICTs.

Description: Presentation to "Mundo Internet 2005" (Internet World 2005) conference. The lecture was divided in the following blocks:

What accessibility is

Who it affects

Importance of the W3C and WCAG 1.0

User experience: practical demonstration.

Initiatives to promote accessibility: MEWA, Spanish Pista Accessibility Project, Support-EAM.

4.9 Infoaccessibilidad

Type of action: Conference

Country, City: Motril, Granada, Spain.

Leading organisation: City Council of Motril, Granada.

Title: "Infoaccessibilidad" (Infoaccessibility).

Date: 09/2005.

Attendance: Approximately 120 persons

Objective: Explain the concept of Infoaccessibility: Technology-based information access

Target: Residents of Motril.

Description: During Conference on Barriers, Society and Disability. The lecture focused on the following aspects:

What infoaccessibility is

Who it affects

The Web as a medium for information transmission: user needs.

Accessibility certification: the Support-EAM project.

4.10 Accesibilidad Universal

Type of action: Seminar

Country, City: Cadiz, Spain.

Leading organisation: Cadiz University.

Title: “La Accesibilidad Universal: estado de la cuestión y perspectivas de cambio” (Universal Accessibility: State of the Issue and Perspectives for Change).

Date: 11/2005.

Attendance: 20 persons

Objective: Explain the meaning of accessibility, who it affects and existing legislation. Explain several current initiatives in favour of accessibility, among which Support-EAM.

Target: Students and staff at Cadiz University.

Description: During “Conference on University and Commitment to the Disabled.” The structure of the lecture was similar to that given at Mundo Internet:

What accessibility is

Who it affects

Importance of the W3C and WCAG 1.0

User experience: practical demonstration.

Legislation in Spain and Europe.

Initiatives to promote accessibility: MEWA, Spanish Pista Accessibility Project, Support-EAM.

4.11 Cómo abordar un proyecto de accesibilidad

Type of action: Seminar

Country, City: Madrid, Spain.

Leading organisation: Vodafone.

Title: “Cómo abordar un proyecto de accesibilidad” (Undertaking an Accessibility Project).

Date: 12/2005.

Attendance: 20 persons.

Objective: Explain how to undertake an accessibility project, based on experience at **Fundosa Teleservicios:** combination of automatic, manual evaluations and user testing. Explain the basis for MEWA in Spain and Support-EAM in Europe.

Target: Students of Universidad Politécnica, Madrid, Spain.

Description: Lecture during Vodafone training course. The lecture was divided into the following blocks:

How to undertake an accessibility project: audit, consultancy, training and user testing.

Page selection (site sample)

Evaluation against WCAG 1.0 using manual and automatic tests

Complementing the evaluation by designing and carrying out user tests.

Each aspect was explained with reference to the MEWA methodology, Discapnet Infoaccessibility Observatory, and Support-EAM.

4.12 WAI Education and Outreach

Type of action: Meeting

Country, City: Boston, USA.

Leading organisation: W3C, WAI Education and Outreach Working Group.

Title: "Support-EAM Project".

Date: 28/2/2005.

Attendance: Participants in WAI Education and Outreach Working Group.

Objective: Inform WG members from outside Europe of the project and its objectives.

Target:

Description: Presentation to working group meeting at W3C Technical Plenary.

5 Main actions organised by Dublin City University

5.1 Meeting National Disability Authority

Type of action: Briefing meeting

Country, City: Ireland, Dublin

Leading organisation: [Dublin City University \(DCU\)](#), Dublin

Date: 24th November 2004

DESCRIPTION

Title: Briefing on Support-EAM for National Disability Authority

Host Organisation: National Disability Authority.

Attendance: Private briefing on Support-EAM project for National Disability Authority.

Material: None.

Short Summary:

Dr. Barry McMullin, on behalf of the [eAccess Lab](#) at [RINCE](#), DCU, met with two senior policy advisors in the National Disability Authority, on 24th November 2004. The National Disability Authority has a statutory rôle in setting strategy and policy in regard to disability in Ireland. The purpose of the briefing was to explain the initiation of the Support-EAM project and to explore opportunities for co-ordination with NDA in relation to all relevant local initiatives. The meeting successfully established concrete contacts and communication channels, and also served to initially define the likely interest of NDA in the project outcomes.

5.2 Briefing on Web Accessibility Certification

Type of action: Briefing meeting

Country, City: Ireland, Dublin

Leading organisation: [Dublin City University \(DCU\)](#), Dublin

Date: May 4th 2005

DESCRIPTION

Title: Briefing on Web Accessibility Certification initiatives in Europe

Host Organisation: [RINCE](#), Dublin City University (DCU)

Attendance: Invited participation only. Eight participants, representing the National Disability Authority, the National Council for the Blind of Ireland, the Central Remedial Clinic, and three separate units within DCU.

Material: None.

Short Summary:

The [eAccess Lab](#) at [RINCE](#), DCU, hosted this concentrated briefing on Web Accessibility Certification initiatives in Europe. Participation was by invitation only, and focussed on critical policy makers in three national organisations: [NDA](#), [NCBI](#) and [CRC](#) (which is the national contract center for the [e-Dean](#) network, and co-ordinator of the [Irl-Dean](#) network). The briefing was based on the activities of the Support-EAM project and included background, detailed mechanisms (including the CEN CWA process), relationship with W3C and WCAG development, and the concept of UWEM. There was an extended opportunity for discussion and questions.

5.3 Web Accessibility Quality Marks in Europe

Type of action: Conference

Country, City: Ireland, Dublin

Leading organisation: [Dublin City University \(DCU\)](#), Dublin

Date: August 31st 2005

DESCRIPTION

Title: ‘Web Accessibility Quality Marks in Europe’

Host Organisation: [RINCE](#), Dublin City University (DCU)

Attendance: 50 participants from web companies and organisations around Ireland (and from [BrailleNet](#), France) working in the area of Web Accessibility.

Material: [3 presentations](#) located on the eAccess website.

Short Summary:

The [eAccess Lab](#) at [RINCE](#), DCU, in conjunction with the [Irish Design-for-all and eAccessibility Network \(Irl-Dean\)](#), held the seminar on ‘Web Accessibility Quality Marks in Europe’ on August 31st 2005.

The objective of the seminar was to present the current state of Web Accessibility quality marks in Europe and to highlight the work being carried out within the Support-EAM project. Dr. Dominique Burger, President of BrailleNet, France presented the work of BrailleNet and the development of the accessibility quality mark [AccessiWeb](#). Dr. Barry McMullin, Director of the [eAccess Lab](#) then presented the [Support-EAM](#) project. Finally, Dónal Rice, accessibility co-ordinator for the [National Disability Authority](#), presented the NDA's [Excellence through Accessibility Award](#). The award scheme acknowledges Irish Government Departments and Agencies that have taken steps to make their organisations more accessible. Following the seminar presentations, there was an opportunity for participants to discuss eAccessibility projects they were working on which related to the topic of the seminar, and to pose questions to the speakers with regard to their presentation topic.

Material :

The Support-EAM Project: Status and Prospects? by Barry McMullin, available at : <http://eaccess.rince.ie/talks/2005/dublin-31-Aug-2005/>

5.4 Irish Design for All e-Accessibility Network

Type of action: National Network Participation

Country, City: Ireland, Dublin

Leading organisation: [Dublin City University \(DCU\)](#), Dublin

Date: Continuous

DESCRIPTION

Title: Participation in the The Irish Design for All e-Accessibility Network (Irl-Dean)

Host Organisation: [RINCE](#), Dublin City University (DCU)

Attendance: Current full membership of Irl-Dean list is 58.

Material: [Irl-Dean List Home Page](#)

Short Summary:

The [eAccess Lab](#) at [RINCE](#), DCU, hosts the [national email list](#) for the [Irish Design-for-all and eAccessibility Network](#), and participates in ongoing dissemination and information activity via the network. This includes specific notification of Support-EAM activities, such as surveys (Stakeholder's needs), the CEN CWA process, public comments on documents (UWEM) etc. DCU has also participating in Irl-Dean activities developing curriculum materials on accessibility, specifically dealing with issues of evaluation and certification.

5.5 National Advisory Group

Type of action: Participation in National Advisory Group

Country, City: Ireland, Dublin

Leading organisation: [National Disability Authority](#), Ireland.

Date: Initiated 6th July 2005; ongoing.

DESCRIPTION

Title: Advisory Group on the NDA Code of Practice on ICT Audits

Host Organisation: [National Disability Authority](#)

Attendance: Not applicable.

Material: Not yet published.

Short Summary:

The National Disability Authority has a statutory rôle in defining national codes of practice in relation to disability in Ireland. They have initiated work on a national code of practice in relation to auditing the accessibility of ICT products and services, with a particular focus on web based systems. Dr. Barry McMullin participates in the advisory group for the development of the code or practice, ensuring that this work is informed by the developments at European Level in web accessibility evaluation and certification, specifically including the outputs of the Support-EAM project.

5.6 National Standards Activities

Type of action: Participation in Relevant National Standards Activities

Country, City: Ireland, Dublin

Leading organisation: [National Standards Authority of Ireland \(NSAI\)](#), Dublin

Date: Initiated 11th July 2005; ongoing.

DESCRIPTION

Title: NSAI Accessibility for All Standards Consultative Committee

Host Organisation: [National Standards Authority of Ireland \(NSAI\)](#), Dublin

Attendance: Not applicable.

Material: Not applicable.

Short Summary:

The National Standards Authority of Ireland is the statutory authority for standardisation, and also represents Ireland in relevant European and International standardisation bodies. It has recently created a new Accessibility for All Standards Consultative Committee. Dr. Barry McMullin participates in the committee, ensuring that its work is informed by the developments at European Level in web accessibility evaluation and certification, specifically including the Support-EAM sponsored CEN CWA process on Web Accessibility Certification.

6 Main actions organised by Institute Integriert Studieren

6.1 Workshop Instruments - Presentation

Type of action: Symposium / Workshop

Country, City: France, Paris

Leading organisation: Brailletnet

Title of Workshop: “Instruments for Making Web Accessibility a Reality”

Title of Presentation: “**Raising the expertise of Web designers through training. The experience of B.F.W.D. - Accessible Web Design (Barrierefreies Web Design) in Austria.**”

Date: January 30, 2006

Attendance: at about 150 participants

Objective / Target: 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.

In his presentation, Klaus Miesenberger reported about the experiences of the Institute Integriert Studieren regarding the training of web designers and web developers in the field of Web Accessibility and therefore has a strong relationship to Deliverable 4.1 “Accessibility Evaluation Curriculum”, for which the Institute Integriert Studieren is deliverable leader.

Material: http://inova.snv.jussieu.fr/colloques/villette-01-06/index_en.php

6.2 Meetings accessible media – zugang für alle

Type of action: Meetings

Country, City: Austria, Vienna

Leading organisation: Institute Integriert Studieren (Klaus Miesenberger)

Title: Setup of an association called “accessible media – zugang für alle”

Date(s):

November 3, 2004

November 24, 2004

December 21, 2004

February 14, 2005

September 20, 2005

Attendance: (Future) Members of the association

Objective / Target: To set up an association working towards improvement of accessibility of electronic media

Outcomes:

The association “accessible media – zugang für alle“ has been established in 2005. The topics of interest of the association are for example:

- Legislation
- Standardisation
- Certification / Quality mark on a European level
- Cooperation with user organisations
- Awareness raising
- Public relation
- Lobbying

URL: <http://www.accessible-media.at/>

6.3 Meeting University of Vienna

Type of action: Meeting

Country, City: Austria, Vienna

Leading organisation: Institute Integriert Studieren (Klaus Miesenberger)

Title: Meeting with Christine Strauss and Marie-Luise Leitner at the University of Vienna

Date: February 18, 2005

Attendance: Klaus Miesenberger, Christine Strauss, Marie-Luise Leitner

Objective / Target: Discussing the participation of Marie-Luise Leitner in the Support-EAM project in the frame of her dissertation.

Outcomes: Participation of Marie-Luise Leitner in the CEN Workshop and in the editing work for the CEN Workshop Agreement in the frame of her dissertation supervised by her professor, Mrs. Christine Strauss (University of Vienna: Department of Business Studies, Production and Operations Management).

6.4 ICCHP 2006 - Conference

Type of action: Publication

Country, City: Austria, Linz

Leading organisation: Institute Integriert Studieren (Klaus Miesenberger, Daniela Ortner)

Title: Web Accessibility Certification – Implementation alternatives for a quality mark in Austria

Date: 11 July 2006

Attendance: At about 300 participants are expected to take part in the conference.

Objective / Target: Publication of a paper called “Web Accessibility Certification – Implementation alternatives for a quality mark in Austria” in the proceedings of ICCHP 2006.

Title: Web Accessibility Certification – Implementation alternatives for a quality mark in Austria

Authors: Marie-Luise Leitner, Klaus Miesenberger, Daniela Ortner, Christine Strauss

Type: full paper (8 pages)

Abstract has been submitted in January 2006 and has been accepted in March 2006.

Proceedings including the paper will be published at Springer in July 2006.

Conference:

Name: 10th International Conference on Computers Helping People with Special Needs

Organised by: Institute Integriert Studieren

Hosted at: University of Linz

URL: <http://www.icchp.org>

6.5 Webdeveloper Forum in Hagenberg

Type of action: Presentation

Country, City: Austria, Hagenberg

Leading organisation: Institute Integriert Studieren (Daniela Ortner)

Title: Hagenberger Webentwickler Forum („First Webdeveloper Forum in Hagenberg“)

Date: September 29, 2005

Attendance: At about 50 participants

Objective / Target: Present the activities of the Institute Integriert Studieren in the field of Web Accessibility

Description: Location: FH Hagenberg (Upper Austria University of Applied Sciences at Hagenberg)

Audience: Students, Representatives of Web Development Companies.

7 Main actions organised by Katholieke Universiteit Leuven R&D

7.1 eAccessibility expert group

Type of action: eAccessibility expert group meetings

Country, City: Belgium, Brussels & UK, London

Leading organisation : European Commission DG Information Society

Date : 18 March 2005, 20 October 2005

Objective : The eAccessibility expert group was set up to support the Commission's services in the execution of the eEurope2002 and I2010 guidelines

More details at:

http://forum.europa.eu.int/Members/irc/empl/eaccessibility/home?contact_info

Description

Attendees

About 30 persons (EC representatives and 1 or 2 persons from every EU country)

For Support-EAM:

Jan Engelen (KULeuven, BE)

Summary

The ongoing work in the Support-EAM project and especially the creation of the CEN WAC have been discussed at both meetings.

Also the relation between the planned workshop "Demonstrating Conformance with eAccessibility Requirements in ICT Products and Services – March 27, 2006) and the ground work done within CEN WAC have been brought several times under the attention of the delegates.

Proceedings, minutes

Minutes of the meetings are available to members only.

For more details, contact jan.engelen@esat.kuleuven.be

7.2 Demonstrating Conformance

Type of action: International Workshop "Demonstrating Conformance with eAccessibility Requirements in ICT Products and Services"

Country, City: Belgium, Brussels

Leading organisation : European Commission DG Information Society

Date : 27 March 2006

Objective :

There are various ways in which it is possible to demonstrate conformance to eAccessibility requirements, standards and guidelines for a product or service. This workshop investigated the different methodologies that are available such as self declaration, third party certification or process management.

More specific objectives for the day were: to establish a creative dialogue between stakeholders in this important issue, to identify practical approaches to demonstrating conformance, and to contribute to consensus building around the means to provide eAccessibility conformance within products and services in Europe.

Description

Attendees

About 200 participants, including a strong US delegation

For Support-EAM:

Dominique Burger (BNET): panel member

Eric Velleman (ACC) : speaker

Alistair Garison (AIM)

Jan Engelen (KULRD)

Summary

In the morning sessions opinions from governments, the Commission, stakeholders and industry were put forward.

In the afternoon, more specific discussions took place according to following scheme:

Session 1 **Stakeholders' Expectations and Needs**

In this session the preferred approach of stakeholders was developed with voices from users and their representatives including children, older people and disabled people as well as from industry and public authorities. Within this session it was investigated what is needed from a conformance methodology.

Session 2 **Learning from Experiences in Other Domains**

There are various ways to achieve and indicate conformance to requirements. What can the eAccessibility community learn from the experience of doing this in other areas for example the environment, safety, physical access, etc.

Session 3 **Parallel Dialogue Working Groups**

Dialogue between players is the key to building consensus and identifying a way forward that everyone can feel a part of. The workshop therefore broke up into parallel streams (on web accessibility, accessibility to digital television and to mobile ICT equipment and services) to

debate the issues. Delegates were encouraged to provide informed opinions and to contribute openly to the discussions in order to start building a consensus on methods to achieve and demonstrate conformance with eAccessibility requirements.

Session 4 **Continue the Dialogue and Ways Forward**

In the final session for the day the working groups shared the results of their activities with the wider meeting. A panel discussion generated conclusions or recommendations that can contribute to the public debate and identify the specific actions that need to be taken forward from the workshop.

Proceedings, minutes

Minutes of the meeting are not yet available.

Website:

http://europa.eu.int/information_society/policy/accessibility/regulation/accessconfor/ws-2006-03/index_en.htm

8 Main actions organised by Accessinmind Ltd

8.1 Meeting Statskontoret

Type of action: Meeting

Country, City: Stockholm, Sweden

Leading organisation: Accessinmind Limited

Title: N/A

Date: 04/04/05

Attendance: 1 representative from the Statskontoret

Objective: To raise awareness about the CEN Workshop

Description: Accessinmind gave a short presentation about the CEN workshop, and its objectives. Followed by a discussion on why this would be useful activity for Statskontoret to become involved with.

Outcome: Statskontoret signed up as a participant in the CEN workshop.

9 Contacts established by Partners

9.1 BNET

9.1.1 Ministère aux personnes handicapées

invited in the S-EAM workshop (presentations made the Delegate) invited to take part in the CEN Workshop

9.1.2 Délégation interministérielle aux personnes handicapées

Meetings about certification and the CEN Workshop, invited in our workshop (presentations made the Delegate) invited to take part in the CEN Workshop.

9.1.3 Agence pour le Développement de l'Administration Electronique

Meetings about certification and the CEN Workshop, invited to take part in the CEN Workshop (took part in the Kick Off ; answered the Call for comments)

9.1.4 Groupe de Travail AccessiWeb

Invited in our workshop (presentations made by Web agencies)

9.1.5 Ministère de la Réforme de l'Etat

Meetings about certification and the CEN Workshop

9.1.6 France Télécom

Invited to take part in the CEN Workshop (took part in the Kick Off)

9.1.7 Electricité de France

Invited to take part in the CEN Workshop (took part)

9.1.8 Caisse des Dépôts et Consignations

were informed

9.1.9 Ministère de l'Equipement

were informed

9.1.10 Ministère de la Recherche:

were informed

9.2 Fundosa Teleservicios

9.2.1 AENOR Asociación Española de Normalización:

Spanish Association for Standardization (invited to take part in the CEN Workshop)

9.2.2 Ministerio de Ciencia y tecnología - Ministry of Science and Technology

9.2.3 Ministerio de Educacion, Cultura y Deporte -Ministry of Education, Culture and Sport

9.2.4 Ministerio de Administraciones Publicas - Ministry of Public Administration

9.2.5 Ministerio de Trabajo y Asuntos Sociales - Ministry of Work and Social Affairs

9.2.6 CEAPAT (Centro Espanol de Autonomia Personal y Ayudas Tecnicas)- Spanish National Centre for Personal Autonomy and Assistive Technology

- 9.2.7 Agencia Española para la Administracion Tributaria (AEAT)- Spanish Institute of Taxation**
- 9.2.8 Secretaria de Estado para la Cooperacion Iberoamericana (SECIB)- Secretary of State for Latin-American Co-operation**
- 9.2.9 Instituto Nacional de Estadistica - National Statistics Institute**
- 9.2.10 Comunidad de Madrid - Regional Public Administration of Madrid**
- 9.2.11 Ayuntamiento de La Coruña - City Council**
- 9.2.12 Ayuntamiento de Avila - City Council**
- 9.2.13 Ayuntamiento de Barcelona - City Council**
- 9.2.14 Ayuntamiento de Valladolid - City Council**

9.3 DCU

9.3.1 National Disability Authority (NDA):

Ongoing briefings, invitation to take part in CEN process (declined), participation in certification seminar (DCU, August 2005), proposal and drafting for national code of practice on web accessibility "auditing".

9.3.2 National Council for the Blind of Ireland (NCBI):

Ongoing briefings, invitation to take part in CEN process (accepted), participation in certification seminar (DCU, August 2005).

9.3.3 Irish Design-for-All eAccessibility Network (Irl-DEAN):

Hosted irl-dean mailing list; promoted participation in s-eam surveys, certification seminar (DCU, August 2005) etc.

9.3.4 Central Remedial Clinic (CRC):

Ongoing briefings, participation in certification seminar (DCU, August 2005), liaison with eDEAN network (CRC is the Irish National Contact Centre for eDEAN).

9.3.5 National Standards Authority of Ireland (NSAI):

Ongoing briefings, via the newly established "Accessibility for All Standards Consultative Committee (AASCC)".

9.3.6 Information Society Policy Unit (ISPU), Department of the Taoiseach (Prime Minister):

Circulated with information, including invitations to participate in s-eam surveys etc.

10 ANNEXE – Support EAM Dissemination Action Form

**WP4 - Dissemination – Exploitation
Task T4.2**



Dissemination Action Form

Type of action:

Country, City:

Leading organisation :

Date:

Objective:

Description

Title:

Location:

Attendance:

Summary:.....

Material provided (optional).....