

i-access Policy Implementation in Agency Member Countries

Country Survey: Interim Results



Agency Mandate

- The Agency has a mandate from the Ministers of Education in the member countries to facilitate collaboration regarding country priorities that are in line with the Council priorities as identified in the ET 2020 strategy and in accordance with international agreements such as the UN Convention on the Rights of Persons with Disabilities (2006)
- *Information exchange and dissemination in line with these central policies as our core activity*



Country Survey

- Initial information for the conference
 - Key issues posed to speakers
 - Discussions sessions linked to issues raised
- Will be developed in order to provide information for the project outcomes



Replies

- *Number of respondents: 25*

- *Number of countries: 14*

Cyprus (2), Germany (2), Ireland (2), Latvia (2), Malta, Netherlands (2), Norway (2), Poland (2), Portugal (2), Slovenia (2), Spain, Sweden (2), UK (England) (2), UK (Scotland)



Respondents

- Policy maker for education - 9
- Policy maker for ICT - 4
- Information provider for education - 9
- Information provider for ICT - 4
- Researcher - 4
- Other - 9



Organisations

- Ministry of education - 10
- Other Ministry - 1
- Support Organisation - 3
- Other - 11



Relevance of International guidelines

- UN Convention in the Rights of People with Disabilities (2006)
 - Not aware of this policy - 2
 - No - 0
 - Yes - 23
- Web Content Accessibility Guidelines (WCAG)
 - Not aware of this policy - 6
 - No - 2
 - Yes - 17



Relevance of European guidelines

- Digital Agenda 2010
 - Not aware of this policy - 7
 - No - 4
 - Yes - 14
- European Commission Conclusions on Accessible Information Society
 - Not aware of this policy - 10
 - No - 3
 - Yes - 12



National policy for accessible information

- No - 6 (24%)
- Yes - 19 (76%)
- Types of information covered by the policy:
 - Websites - 17
 - Electronic text documents - 14
 - Printed documents - 14
 - Audio files - 10
 - Videos - 10
 - Other - 4



Areas of information the policy should cover, but doesn't

- No - 13 (68.4%)
- Yes - 6 (31.6%)
 - Information should be accessible in simple language
 - Policy refers to information and communication, but does not explicitly refer to transacting business on a website, e.g. paying motor tax
 - The policy framework is good in intention but open to interpretation requiring both detailed guidance and examples



Aspects of policy implementation perceived to be most difficult

- Web related issues (8 out of 18 replies)
- Making content accessible
- Universal compliance
- Procurement
- Providing interpreters for Sign Language
- Lack of awareness and understanding; addressing 'mental barriers'
- *New technology is going so fast. How can we make sure that new technology like Apps can fit within these guidelines*



Organisational style guide for information presentation

- No - 8 (32%)
- Yes - 17 (68%)
- Types of information covered by the style guide:
 - Websites - 16
 - Electronic text documents - 14
 - Printed documents - 15
 - Audio files - 7
 - Videos - 7
 - Other - 4



Accessibility policy for organisations

- No - 10 (41.7%)
- Yes - 14 (58.3%)
 - Part of the organisational style guide - 6 (42.9%)
 - The main focus of the organisational style guide - 1 (7.1%)
 - A separate policy - 7 (50%)



Awareness raising about accessible information provision

- No - 12 (48%)
- Yes - 13 (52%)
- Activities involved:
 - Internal newsletters - 7
 - Bulletins - 5
 - Accessibility training - 6
 - Other - 7



Assessing the information accessibility needs or expectations of users

- Yes - 18 (72.0%)
- No - 7 (28.0%)
- Via:
 - Survey - 7
 - Consultation with users/Participation of users - 14
 - Other - 5



Additional information useful for implementing policy for accessible information

- Examples (mentioned in different ways 15 times):
 - *We would like to see some best practices from other institutes focussed on how to set up and KEEP the guidelines alive*
- Levers to encourage compliance
- Latest research findings
- Ideas for accessibility awareness training
- Specifics e.g. clarity over copyright arrangements
- *We don't think there is a need for more information on this topic. The problem is to get the information through*



Next Steps

- We will re-open the survey and circulate the link again
- There will be an additional 'section' on examples of interesting practice
- Colleagues who have already replied, can add to their information
- Colleagues who have not replied, can provide us with their information

