

Questionnaire: Web Accessibility and Senior Usability Survey

Section 1: Personal Information

1. Where are you currently located?
 - ☐ Canada
 - ☐ United States
 - ☐ Other (please specify)
2. Which of the following categories best describes the industry you primarily work in?
 - ☐ Education / Research
 - ☐ Finance / Banking / Insurance
 - ☐ Government / Military
 - ☐ Healthcare / Medical
 - ☐ Information Technology
 - ☐ Telecommunications
 - ☐ Other (please specify)
 - ☐ Not sure
3. What is your current job title?
4. What is the highest level of education you have completed? (If you're currently enrolled in school, please indicate the highest degree you have received.)
 - ☐ Less than a high school diploma
 - ☐ High school degree or equivalent (e.g. GED)
 - ☐ Some college, no degree
 - ☐ Associate degree (e.g. AA, AS)
 - ☐ Bachelor's degree (e.g. BA, BS)
 - ☐ Master's degree (e.g. MA, MS, MEd)
 - ☐ Professional degree (e.g. MD, DDS, DVM)
 - ☐ Doctorate (e.g. PhD, EdD)
5. Have you received any professional training or education in design, usability, user experience, and/or human-computer interaction?

- ☐ Yes (please specify)
 - ☐ No
 - ☐ Other (please specify)
6. How long have you worked as a professional or a consultant in the field of designing websites or apps?
7. How would you describe your experience in this field? (Please indicate your personal subjective rating of your experience.)
- ☐ Expert
 - ☐ Advanced
 - ☐ Intermediate
 - ☐ Basic
 - ☐ None
8. How many website or app design projects have you been involved in?

Section 2: General Understanding and Awareness

Please note that we define "seniors" as adults over the age of 60. We invite you to think of your own definition of "seniors" and their age group as relevant to your culture and experiences.

9. What kind of professional training or education have you received in web accessibility?

(Check all that apply.)

- ☐ Undergraduate courses
- ☐ Graduate courses
- ☐ Online courses
- ☐ Training in the workplace (current or past)
- ☐ Other (please specify)
- ☐ I didn't receive any professional training or education in web accessibility

10. Describe your understanding of how seniors use websites.

- ☐ I don't know if seniors use websites
- ☐ I am aware that seniors can use websites, but I don't know how they use them
- ☐ I know how seniors use websites, but I don't know how to design for them
- ☐ I know how seniors use websites and how to design for them, but I haven't designed for them
- ☐ I know how seniors use websites and I have designed for them

11. Are you familiar with any of the following assistive technologies? (Check all that apply.)

- ☐ Screen reader
- ☐ Screen magnifier
- ☐ Braille-based tools (e.g. printers, embossed printers)
- ☐ Text-only browser
- ☐ Alternative keyboard
- ☐ Alternative mouse and joystick
- ☐ Speech recognition tools (e.g. Siri)
- ☐ Other (please specify)
- ☐ I am not familiar with any assistive technology

12. Are you familiar with accessibility legislations, such as Accessibility for Ontarians with Disabilities Act (AODA) by the Ontario government in Canada, Americans with Disability

Act (ADA) and Section 508 by the U. S. Federal government, or similar laws from other governments around the world (i.e., England, Australia)?

- ☐ Yes (please specify which laws)
- ☐ No
- ☐ Not sure

13. Describe your level of familiarity with AODA, ADA, Section 508, or with similar laws from other governments.

- ☐ I know the relevant law(s) and its web-related implications, and follow it
- ☐ I know the relevant law(s) and its web-related implications, but don't follow it
- ☐ I know the relevant law(s), but not its web-related implications
- ☐ I have heard about it / I barely know about it
- ☐ I have never heard about it

14. Are you familiar with any of the following accessibility guidelines from the Web Accessibility Initiative (WAI)? (Check all that apply.)

- ☐ Web Content Accessibility Guidelines (WCAG)
- ☐ Authoring Tool Accessibility Guidelines (ATAG)
- ☐ User Agent Accessibility Guidelines (UAAG)
- ☐ I am not familiar with any accessibility guidelines

15. Are you familiar with the senior-friendly design guidelines published by the National Institute on Aging and the National Library of Medicine?

- ☐ Yes
- ☐ No
- ☐ Not sure

16. Are you familiar with any other senior-friendly guidelines?

- ☐ Yes (please specify which guidelines)
- ☐ No
- ☐ Not sure

17. Are you aware that there are accessibility tools that can check your website to see if it is accessible, and provide useful feedback?

- ☐ Yes (please specify which tools)
- ☐ No
- ☐ Not sure

Section 3: Practical Experiences

18. Have you ever created a website or app that is accessible for users with visual impairments (blindness, low vision, and/or colour blindness)?

- ☐ Yes
- ☐ No
- ☐ Not sure

19. Have you ever created a website or app that is accessible for seniors?

- ☐ Yes
- ☐ No
- ☐ Not sure

20. Do you consider accessibility in the design projects you are involved in?

- ☐ Yes
- ☐ No
- ☐ Not sure

[If 'Yes']

a. What research methods have you used to ensure your design meets the requirements of users with disabilities? (Check all that apply.)

- ☐ Follow accessibility guidelines (please specify which guidelines)
- ☐ Follow senior-friendly design guidelines (please specify which guidelines)
- ☐ Conduct interviews with users with disabilities
- ☐ Conduct surveys with users with disabilities
- ☐ Generate personas based on users with disabilities
- ☐ Conduct usability tests with users with disabilities
- ☐ Conduct participatory design sessions with users with disabilities
- ☐ Conduct heuristic evaluations
- ☐ Other (please specify)
- ☐ I don't use any research methods to design for users with disabilities

b. What evaluation techniques have you used to test your designs for accessibility? (Check all that apply.)

- Conduct usability tests with users with disabilities
 - Conduct usability tests with seniors
 - Test with automatic accessibility assessment tools
 - Check compliance according to accessibility guidelines
 - HTML validation
 - CSS validation
 - Test with assistive technologies
 - Other (please specify)
 - I don't evaluate my designs for accessibility
- c. Are there times when you do not consider accessibility in your projects? Please describe why.

[If 'No']

- a. What are your reasons for not considering accessibility in your projects?

21. Do you consider senior-friendliness in the design projects you are involved in?

- Yes
- No
- Not sure

[If 'Yes']

- a. What research methods have you used to ensure your design meets the requirements of seniors? (Check all that apply.)
- Follow accessibility guidelines (please specify which guidelines)
 - Follow senior-friendly design guidelines (please specify which guidelines)
 - Conduct interviews with seniors
 - Conduct surveys with seniors
 - Generate personas based on seniors
 - Conduct usability tests with seniors
 - Conduct participatory design sessions with seniors
 - Conduct heuristic evaluations
 - Other (please specify)

- ☐ I don't use any research methods to design for seniors
- b. What evaluation techniques have you used to test your designs for senior-friendliness? (Check all that apply.)
 - ☐ Conduct usability tests with users with disabilities
 - ☐ Conduct usability tests with seniors
 - ☐ Test with automatic accessibility assessment tools
 - ☐ Check compliance according to accessibility guidelines
 - ☐ HTML validation
 - ☐ CSS validation
 - ☐ Test with assistive technologies
 - ☐ Other (please specify)
 - ☐ I don't evaluate my designs for senior-friendliness
- c. Are there times when you do not consider senior-friendliness in your projects?
Please describe why.
[If 'No']
 - a. What are your reasons for not considering senior-friendliness in your projects?

Section 4: Motivations and Challenges

22. How is accessibility for seniors perceived in your organization or your independent practice?

- ☐ Very important
- ☐ Fairly important
- ☐ Important
- ☐ Less important
- ☐ Not important
- ☐ Not sure

23. What factors would influence your organization or your independent practice to make their designs accessible for seniors? (Check all that apply.)

- ☐ Abiding by the laws
- ☐ Being ethical
- ☐ Being inclusive
- ☐ Customer requirements
- ☐ Developing better products
- ☐ Finding research opportunities
- ☐ Increasing income
- ☐ Organizational requirements
- ☐ Search engine optimization
- ☐ Other (please specify)
- ☐ Not sure

24. What factors would influence you personally to make your designs accessible for seniors?

- ☐ Abiding by the laws
- ☐ Being ethical
- ☐ Being inclusive
- ☐ Customer requirements
- ☐ Developing better products

- Finding research opportunities
- Increasing income
- Organizational requirements
- Search engine optimization
- Other (please specify)
- Not sure

25. What do you think are the challenges of making websites or apps senior-friendly?

(Check all that apply.)

- Lack of awareness regarding accessibility for seniors
- Lack of training/knowledge
- Lack of senior-friendly guidelines
- Lack of support from management
- Lack of human resources
- Accessibility for seniors is not a requirement for the organization
- Accessibility for seniors is not a requirement for the target group/customer
- Accessibility for seniors is outside the job description
- Accessibility for seniors is not seen as a personal responsibility
- Time restrictions
- Budget restrictions
- No legal repercussions
- Other (please specify)
- Not sure

26. Please share your opinions on how the above challenges affect the design of senior-friendly websites or apps.