



Course on Usability and Accessibility of e-solutions for eTEN Projects  
Hotel Berna, Milan  
1-2 February 2007

**Course on Usability and Accessibility of e-solutions for eTEN Projects**

Usability and accessibility issues are key obstacles for the uptake and market penetration of web-based products and services. The eTEN Tenuta Project is running a course to help eTEN projects learn how they can most effectively address the usability and accessibility of their e-solutions. The course will provide an introduction to the concepts and practice of usability and accessibility, including a demonstration by a blind person of how they use a screen reader to access web sites, and discussions of accessibility and usability techniques that can be applied within projects. The course will provide an opportunity for hands-on experience with the techniques introduced. Projects will also develop a road map to enhance the usability and accessibility of their e-solution with assistance by the Tenuta team.

**Who should attend?**

Project managers and members of the development team, particularly those responsible for the user interfaces. No previous experience of usability or accessibility is assumed.

**Benefits**

Participants will:

- Understand the basic concepts of usability and accessibility
- Understand the business case for usability and accessibility
- Understand how users with different disabilities and assistive technologies interact with e-services
- Learn how to incorporate usability and accessibility into the e-service development process
- Plan and carry out usability and accessibility evaluations with users.

**Outline Timetable**

Day 1: Usability principles and evaluation, usability methods, guidelines for web site usability, and business benefits of usability. Individual support and planning for enhancing usability of eTEN project e-solutions.

Day 2: Introduction to users with disabilities; e-service accessibility; legal situation across Europe on eAccessibility; guidelines for eAccessibility; testing with disabled users. Individual support and planning for enhancing accessibility of eTEN project e-solutions.

**Instructors' background**

- Dr Nigel Bevan is manager of the Tenuta project. He is a Research Fellow at the University of York and an independent usability consultant. He has extensive experience of usability research, consultancy and training.
- Helen Petrie is Professor of Human-Computer Interaction at the University of York. She is one of the UK's leading authorities on accessibility, and regularly provides advice on accessibility to both industry and the public sector in the UK.
- Nigel Claridge is a leading usability consultant with an international reputation. He has extensive experience of EU funded projects, and regularly holds training courses and seminars.

**Location**

The course will be held at Hotel Berna, located near the Central Station in Milan.

<http://www.milan-hotel-berna.com/welcome.cfm?lang=eng>

There are limited places, so you are advised to book early. There is no charge for the course for participants from current eTEN projects. The cost of travel and accommodation can be charged to the running eTEN project under the usual conditions.

The Tenuta project can also provide free usability and accessibility support for eTEN Projects. Please contact them if you are interested, or see the web site for more information.

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*NB: TENUTA provides hands-on professional support to e-service projects that receive grants from the European Commission's eTEN programme. This support helps ensure trans-European online public services are easy to use for everyone. As a result, projects' online services will have increased usability and impact.*