



## **NEWS ARTICLE**

### **Join an online interest group on Higher Education and special needs and share your experiences and suggestions with the EU4ALL Project**

The EU4ALL Project invites all people with special needs and elderly people to join their online special interest group and share their experiences and suggestions on how Higher Education can be more accessible.

The EU4ALL EU funded project is investigating how to better support people with disabilities and the elderly in education, particularly higher education, using virtual learning environments and other information and communication technologies.

## **NEWS ARTICLE**

### **Online survey on accessible software implementations**

The EU funded ACCESSIBLE project launched a set of online questionnaires aimed at developers, accessibility assessors, elderly and disabled people, public bodies and service providers respectively. The objective is to identify the user needs regarding accessibility of software usage and development.

ACCESSIBLE aims to improve the accessibility of software development products, by introducing a harmonised accessibility methodology into accessible software development processes, using significantly better measurement strategies, methodologies, etc. The envisaged improvement will enable large organisations, SMEs or individuals (developers, designers, etc.) to produce software products of superior accessibility and usability, accompanied with appropriate measures, technologies and tools that improve their overall quality.

The survey results evaluation will form the basis for implementing appropriate tools and methodologies in order to increase awareness and need for accessibility.

The ACCESSIBLE project intends to complete the survey by the end of June 2009.

## **PRESS RELEASE**

### **Consumer Rights: Commission wants consumers to surf the web without borders**

The European Commission today launched the eYouGuide, a new online tool giving practical advice on the "digital rights" consumers have under EU law. This guide, which responds to a call from the European Parliament in 2007, addresses consumer issues like the rights towards your broadband provider, shopping on the web, downloading music and protecting your personal data online and on social networking sites. Even though 48.5% of EU households have a broadband internet connection, a new Eurobarometer survey shows that a lack of confidence still holds many consumers back from online transactions. Only 12% of EU web users feel safe making transactions on the internet, while 39% of EU internet users have major doubts about safety, and 42% do not dare carry out financial transactions online. 65% of internet users in the EU do not know where to get information and advice about cross-border shopping in the EU. A third of consumers would consider buying online from another country because it is cheaper or better, but only 7% actually do so. Giving consumers clear information about their rights will increase trust and help unlock the full economic potential of Europe's single online market, worth €106 billion in revenues.

## **NEWS ARTICLE The European Journal of ePractice calls for peer-reviewers**

The Journal is always looking for good peer-reviewers to review the submitted articles. Active and fair-minded people experienced in the field of eGovernment, eHealth and/or eInclusion can apply. Academic background is expected, but extensive industry, NGO or public sector experience may qualify in exceptional cases. As a peer-reviewer you would receive 1-3 articles per year depending on your field of expertise. All the articles will be available in English. Each peer-reviewer will read article(s) to evaluate its potential to be published in the European Journal of ePractice and

recommend possible improvements to it. Peer-reviewing plays a key role in maintaining the quality and diversity of the articles published. Following standard practice, no monetary compensation is offered. Peer-reviewers are expected to be community members with a full, open profile. If you are interested in joining us or if you have any questions about the peer-reviewing process, please contact the ePractice editorial team. Contact: editorial@epractice.eu

## **EVENT ANNOUNCEMENT**

### **Life and Death Matters: Disability Rights and Incapacity - Symposium**

London Metropolitan University In the context of an increasing ageing population, limited financial resources, an ongoing need for organs and research subjects, there are continuing calls for the legalisation of physician assisted suicide. This symposium will consider issues in end-of-life care, both proposals for active euthanasia and nontreatment decisions particularly where the patient is no longer competent. It will do so bearing in mind the plethora of financial, medical and research interests that there are in the human body, the costs of healthcare as well as the psychological, moral, and social implications of current and proposed law. Of special interest are the implications of such law for healthcare professionals, patient trust, forensics, disability rights and attitudes of care and protection of the vulnerable.

## **CALL FOR TENDERS**

### **Study Quality of Broadband services in the EU (Deadline: 21/08/2009)**

This study will look at the effective speed of the retail broadband services by measuring a number of key performance indicators such as http download speed, ping performance, DNS lookup time and packet loss.

Ratios on advertised versus effective speed, effective speeds by operators and differences between rural and urban areas will be measured. The overall objective is to assess the effective quality of the broadband market for end users. Contact: Info-i2010@ec.europa.eu

## **CALL FOR TENDERS**

### **Study internal market for inclusive and assistive ICT, targeted market analysis and legislative aspects (Deadline: 21/08/2009)**

The study aims at deepening the knowledge of the inclusive and assistive ICT market mechanisms and barriers and to propose ways to overcome these barriers. This will support European policy goals on e-inclusion, in particular to promote e-accessibility in line with the recent Communication of the European Commission COM(2008) 804 'towards an accessible information society'. This Communication recalls that the Commission has been actively supporting the Assistive Technology (AT) area, notably through numerous European research projects.

Objectives:

Gather representative evidence on the market for AT products and services in Europe, including market mechanisms; Analyse barriers and opportunities in relation to social and economic impact associated with the use of AT, including the impact for users, the AT-industry and administration; Propose recommendations for improvement, building on the advice of experts and relevant stakeholders. Contact: EINCLUSION-TENDERS@ec.europa.eu

## **CALL FOR TENDERS**

### **Study on economic assessment for improving e-Accessibility services and products (Deadline: 21/08/2009)**

The study will: Identify key issues for improving accessibility of mainstream ICT, with a special focus on web accessibility, and gather relevant evidence on cost and benefits in terms of socio-economic impact; Develop and apply a methodological approach for estimating the costs and benefits to improve accessibility of mainstream ICT (a special focus shall be given to web accessibility and the impact from implementing modern guidelines, notably the WCAG 2.0 of the W3C); Propose recommendations for improving accessibility of mainstream ICT with a view to maximise benefits while keeping costs under control. Contact: EINCLUSION-TENDERS@ec.europa.eu

## **REPORTS AND STUDIES**

### **ICT & Ageing study: Good Practice Cases**

This document presents 10 good practice examples addressing market barriers and 10 good practice examples addressing ethical issues. The main goal of the study is to identify and understand the market barriers which currently hinder uptake of ICT for independent living and active ageing in Europe. AUDIOVISUAL e-Inclusion Award Winners - video shorts released of the seven winning organisations The winners of the 2008 European e-Inclusion Awards have had the story of their projects put on film. As part of the 'e-Inclusion: Be part of it!' campaign, video shorts of the winning organisations have been produced and are now available online ensuring that organisations across Europe can learn from the exemplary initiatives.

The winning videos cover a wide range of topics from children coping with alcoholism in families (Finland) to residents on remote islands accessing tele-health services (Greece). All seven winners, however, have one thing in common: their innovative use of Information and Communication Technologies (ICT) to promote digital and social inclusion in Europe. Contact: eInclusion@ec.europa.eu

## **REPORTS AND STUDIES**

### **Report from the expert meeting on web accessibility in Europe and the implementation of Web Content Accessibility Guidelines (WCAG) 2.0**

The recent adoption of WCAG 2.0, the ongoing work with the standardization mandate 376 on incorporating accessibility in public ICT procurements provide a new momentum for web accessibility. Expert meetings like the one which took place on 23 March 2009, where representatives of users and industry presented their views of what is required to achieve progress, are intended to provide the European Commission with advice on how to boost web accessibility in the EU Member States. AUDIOVISUAL Ken Ducatel on The European Broadband Strategy - Broadband

for all From the 2nd to 3rd April the European Regions for Better ICT Connections—Conference took place in Turin, Italy. The European Commission took the occasion to inform about the EU spending on Broadband within the context of the Recovery plan and the sharing of broadband good. George Hall, Patron of Eris@, the European Regional Information Society Association, was interviewing Ken Ducatel, Head of the Lisbon Strategy and i2010 Unit of DG INFSO on this particular issue. Contact: Infso-i2010@ec.europa.eu

## **REPORTS AND STUDIES**

### **Report of the Expert meeting on Assistive Technology & e- Accessibility Workshop, 25 March 2009**

E-inclusion means ensuring that mainstream ICT products and services are usable by as many people as possible, and the use of ICT to overcome social and economic exclusion. The objective of this meeting was to explore ways to better implement ICT assistive features, either as a part of mainstream technologies or in assistive technologies. Different aspects were addressed (technical, market, legal) from the perspective of relevant constituencies (users, industry, authorities).

The European Commission wanted to facilitate an exchange of views and experiences with a view to identify possible coordination or supporting actions, including at European level. This is the newsletter of the e-Inclusion web site on Europa