**Accessibility questions for vendors\***

| **#** | **Questions** | **Answers** |
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| *Accessible Design* | | |
| 1 | When do you think about accessibility of your product? At the design stage, during the implementation process or later on after it has been developed? |  |
| 2 | Do you have accessibility experts in your design / development team or do you hire outside accessibility consultants? What accessibility consulting company do you work with? |  |
| *Accessibility Testing* | | |
| 3 | How do you test for accessibility? Do you have accessibility testers in-house, for example, in the quality assurance department, or do you hire an outside accessibility consultant? If the latter, which consulting company? |  |
| 4 | Have you used end-users with disabilities to test your product? How many and from which disability groups? |  |
| 5 | When do you perform accessibility testing? During the development phase or before the product is about to be released? |  |
| 6 | What are the accessibility criteria/matrix for testing your product? Can we have a copy of the document? |  |
| *7* | Can you share the last accessibility test report on your product with us? |  |
| *Accessibility Education* | | |
| 8 | Where do your designers/developers get accessibility training? |  |
| 9 | To which accessibility-related conferences do you go? |  |
| 10 | Have you ever had a disabled employee or an outside disabled user showing how your product can be used with assistive software/hardware? |  |
| *Accessibility Documentation* | | |
| 11 | Do you have accessibility documentation about your product? Are the supported accessibility features in your product listed and explained? |  |
| 12 | Is the documentation publicly available? If so, can you provide the URL to the documentation? |  |
| *Accessibility Support* | | |
| 13 | Does your support staff get training on accessibility? Is there any accessibility expert in-house whom other support staff can contact for more advanced issues? |  |
| 14 | Is there any mechanism by which accessibility feedback and problems can be reported to the company? Can an accessibility feedback/problem page be easily found on your website? |  |

\*Questions derived from Educause white paper on accessibility.