

# Are italian regions website accessible?

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## **ABSTRACT**

Main goal of this work has been the monitoring of accessibility of Italian regions homepage, in terms of performances and contents for the disable users.

Many studies on the perception of the downloading times by final users seem to converge on two temporal thresholds that act as watershed between the satisfaction, the tolerance and frustration zone.

In this panorama our work, carried out inside of the web quality assurance observatory, has seen the monitoring, through extremely realistic browser based instruments, for one entire week (24/7) of the time necessary for complete visualization (download + parsing) of the homepages of the 20 Italian regions.

This data has been compared with the standards. We assigned different scores to it following a criterion by us elaborated.

In accordance to this analysis the web sites accessibility to disabled users has been monitored. In this case also we used a criterion in accordance to the technical regulations of the Stanca law.

From the union of these two dimensions, physical accessibility and accessibility of contents to disabled users, a single criterion for the homepages of the various Italian regions has been created.

## **Author Keywords**

Accessibility, browser based measurements, guidelines, methodologies, metrics, people with disabilities, quality assurance, Stanca law, web performance, universal access and usability.

## **ACM Classification Keywords**

H5.2. Information interfaces and presentation: User Interface.