

UNIVERSAL DESIGN (UD) CRITICAL SUCCESS FACTOR (CSF) EVALUATION

Step 1. Indicate if your project fulfills the UD critical success factors on the scale:

	Disagree	Agree
1. There is a common understanding of UD in the project team and at all management levels (including any customer), and achieving UD is supported and viewed as positive.	0	2
2. The team has at least one person enthusiastic about UD, having a personal interest and motivation for ensuring universal usability.	0	2
3. The team has all the resources needed to ensure UD criteria; adequate time, budget and human resources; including access to assistive technologies, users and external competence.	0	2
4. The team has relevant UD competence and experience, e.g. UD principles in coding, IxD, content & visual design. Focus is on making design accessible and usable for everyone.	0	2
5. UD perspectives are integrated into all project activities; design, coding, UX/UCD & needs.	0	2
6. UD aspects are early and continuously evaluated throughout the project, both through expert inspections and through user testing and real-user feedback including persons with disabilities.	0	2
7. The team embraces cross-disciplinary collaboration, open discussions and dialogue.	0	2

Step 2. Recieve 1 bonus point for:

<i>a) A strategy for developing the UD competence in a team or organization.</i>	0	1
<i>b) Requirement specification includes criteria for UD, ensuring early and continuous focus.</i>	0	1
<i>c) An iterative or flexible process model, utilizing feedback from UD evaluations.</i>	0	1
<i>d) Extending internal evaluations with external inspections adds to UD quality control.</i>	0	1

Step 3. Summarize your total: _____ point(s)

0-5 points: Your project is not fulfilling critical success factors for universal design, and is likely to struggle to achieve universal design.

6-11 points: Your project mostly fulfills critical success factors for universal design, but is unlikely to win universal design awards.

12-18 points: Your project fulfills most or all critical success factors, and is expected to achieve excellent universal design quality!