



**Human Factors (HF);
ETSI Accessibility Strategy;
ETSI Guide for Accessible Meetings**

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Contents

Intellectual Property Rights	6
Foreword.....	6
Modal verbs terminology	7
Executive summary	7
Introduction	7
1 Scope	8
2 References	8
2.1 Normative references	8
2.2 Informative references	8
3 Definition of terms, symbols and abbreviations	9
3.1 Terms	9
3.2 Symbols	10
3.3 Abbreviations	10
4 General	11
4.1 Basic assumptions about meeting participants	11
4.2 Basic assumptions about meeting types	12
5 Accessibility guidelines for meeting hosts	13
5.1 General	13
5.1.1 Sources of the accessibility guidelines	13
5.1.2 Meeting registration and declaration of accessibility requirements	13
5.1.3 Accessibility support for on-site and online participation	13
5.1.4 Essential and desirable accessibility support	13
5.2 Accessibility support for blind participants and those with low vision	14
5.2.1 Meeting venue layout and navigation	14
5.2.2 Pre-meeting preparations	14
5.2.3 Provision of Assistive Technology	15
5.2.4 Accessible Presentation Materials	15
5.2.5 Onsite Support for Blind Participants or those with Low Vision	16
5.2.6 Break and Lunch Arrangements	16
5.2.7 Post-Meeting Follow-Up	17
5.3 Accessibility support for deaf and hard-of-hearing participants	17
5.3.1 Sign-language interpreter support	17
5.3.2 Provision of speech-to-text functionalities (captioning)	18
5.3.3 Technical support for deaf and hard-of-hearing participants	18
5.3.4 Support for participants' assistive listening devices	18
5.4 Accessibility support for participants with mobility disabilities	19
5.4.1 Access to the meeting venue	19
5.4.2 Access to facilities at the meeting venue	20
5.4.3 Access to social events during a meeting	20
5.5 Accessibility support for participants with cognitive or intellectual disabilities	20
5.5.1 General	20
5.5.2 Physical environment and meeting planning	20
5.5.3 Interacting with people with autism or other cognitive disabilities	21
5.5.4 Use of assistive and enabling technology	21
5.6 Further accessibility support	22
5.6.1 Meeting etiquette in support of accessibility	22
5.6.2 Accessibility support for meeting logistics	22
5.6.3 Support for participants with multiple disabilities	22
5.7 Additional guidance for hosts of external meetings	22
5.8 Additional guidance for hosts of meetings on ETSI premises	23
6 Specification of necessary updates to the meeting registration tool in the ETSI portal	23
6.1 General	23

6.2	The current meeting registration procedure	23
6.3	Proposed update to the meeting registration procedure	23
6.4	Proposed changes to the ETSI members portal	24
6.4.1	General	24
6.4.2	Location of new controls	24
6.4.3	Control for registration of accessibility requirements	24
6.4.4	Selection of accessibility requirements	24
7	Specification of and data collection for a database for sign language interpreters	25
7.1	Databases for sign language interpreters	25
7.2	Methodology for tool & resources & service selection	26
7.3	Implementation of Form & Format	26
7.4	Update mechanism	26
8	Comparison of accessibility features of available videoconferencing, joint editing, and presentation tools and recommendations for tool selection	27
8.1	Evaluation of Videoconferencing tools	27
8.1.1	Expected Outcome and Methodology	27
8.1.2	Scope and major features	27
8.1.3	Accessibility features of videoconferencing tools	29
8.1.4	Privacy and Security	31
8.1.5	ETSI Support	31
8.1.6	Selection of videoconferencing tools by DPOs	31
8.1.7	User Experience	32
8.1.8	Support for Innovation	32
8.1.9	Cost	32
8.1.10	Joint Meeting Tools: Preferred solutions	32
8.1.11	Joint Meeting Tools: Best Practices	33
8.2	Evaluation of Joint Editing Tools	34
8.2.1	Expected Outcome and Methodology	34
8.2.2	Evaluation criteria	34
8.2.3	Scope and major features	35
8.2.4	Accessibility features	37
8.2.5	Privacy, Security	39
8.2.6	Standards Development Organizations Support	39
8.2.7	Cost	40
8.2.8	Preferred solutions	40
8.2.9	Best practices	41
8.3	Evaluation of Presentation tools	41
8.3.1	Presentation and the collaboration meetings context	41
8.3.2	Evaluation criteria	41
8.3.3	Identification of candidate tools	42
8.3.4	Accessibility features	43
8.3.5	ETSI Support	45
8.3.6	Cost	46
8.3.7	Preferred tools	46
8.3.8	Best practices	46
Annex A:	Specification of necessary updates to the meeting registration tool in the ETSI portal	48
A.1	Introduction	48
A.2	Overview	48
A.3	Changes to the registration process	48
A.3.1	Location of the new UI controls for the registration of accessibility requirements	48
A.3.2	Yes/no selection for registering accessibility requirements	49
A.3.3	Selecting "yes"	49
A.3.4	Message to host/committee chair	50
Annex B:	Informal guidance for meeting hosts	52
B.1	Introduction	52
B.2	Proposed text for informal guidance document	52
Annex C:	Accessible written materials and tactile signage	56
C.1	Further recommendation to support the accessibility of written materials used during a meeting	56

C.2	Tactile and High-Contrast Signage	57
Annex D: Recommendations and quality criteria for tool/service selection		58
D.1	General.....	58
D.2	Recommendations for selecting sign language interpreters	58
D.3	Quality criteria for selecting speech-to-text tools and/or services	58
D.4	Considerations for speech-to-text tools.....	59
Annex E: List of sign language interpreter databases		61
Annex F: List of recommended tools and services, status January 2025		63
F.1	General.....	63
F.2	STTR/CART captioning providers	63
F.3	Automated Captioning & Transcription Systems	63
F.4	Sign language interpreter bureaus.....	64
Annex G: Checklist for tool and service selection		65
Annex H: Recommended text for the public ETSI accessibility page		66
H.1	General.....	66
H.2	Accessibility statement	66
H.3	Accessibility resources	68
H.4	Meeting accessibility	68
Annex I: Detailed features of videoconferencing, joint editing, and presentation tools.....		71
I.1	Videoconferencing tools	71
I.1.1	Privacy, Security	71
I.1.2	ETSI Support for videoconferencing tools.....	72
I.1.3	Selection of videoconferencing tools by DPOs.....	73
I.1.4	User Experience feedback by DPOs	74
I.1.5	Support for innovation of videoconferencing tools	74
I.1.6	Cost of videoconferencing tools.....	76
I.2	Joint editing tools.....	78
I.2.1	Privacy, Security	78
I.2.2	Cost	81
I.3	Presentation tools.....	82
I.3.1	Cost	82
History		84

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Foreword

This ETSI Guide (EG) has been produced by ETSI Technical Committee Human Factors (HF).

It is a contribution to the implementation of ETSI's Accessibility Strategy as endorsed by ETSI's General Assembly #81. The Accessibility Strategy calls for four projects to be carried out with the aim of making ETSI's products, environment, and meetings accessible to users and participants with a wide range of characteristics.

The objectives of these projects are to:

- 1) Review the accessibility of ETSI infrastructure (buildings, facilities); Define baseline requirements and guidelines.
- 2) Make ETSI published deliverables accessible, including improvement of their development process.
- 3) Make ETSI meetings accessible on demand, including online and hybrid meetings.
- 4) Make IT processes and tools accessible, possibly starting with an audit and recommendations for the future.

The present document reports the results of the third of the four projects, providing solutions that enable ETSI to make meetings accessible on demand, including online and hybrid meetings.

The work carried out for the creation of the present document has been conducted in an open collaboration with ETSI members, user and accessibility representatives, and other relevant stakeholders. The present document is based upon desk research (documents and online sources), best practices, expert knowledge, as well as stakeholder (DPOs) and ETSI member consultation.

Intended readers of the present document include, but are not limited to:

- ETSI Technical Committee chairs.
- External meeting hosts (ETSI members hosting committee meetings in their premises).

- ETSI staff that support meeting planning and/or are in charge of ETSI infrastructures.

Modal verbs terminology

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Executive summary

The present document gives guidelines for hosting accessible ETSI meetings on ETSI premises, those of ETSI members or in public environments (e.g. conference centres). It proposes changes to the meeting registration procedure on the ETSI portal allowing participants to indicate their accessibility requirements during the registration process.

It provides a resource collection that links to the most pertinent existing sign language interpreter databases and additionally includes a collection of recommended tools for speech-to-text tools and services, to help make meetings accessible for deaf and hard-of-hearing participants.

It further includes a comparison of accessibility features of available meeting tools, recommendations for tool selection, an evaluation of the accessibility of joint editing and presentation tools and related recommendations for meeting hosts.

The present document is accompanied by a number of annexes, including:

- the detailed specification for the modification of the ETSI meeting registration tool;
- a first version of an informal accessibility guide document for meeting hosts;
- a proposal for the ETSI accessibility statement (applicable to content published on the domain: <https://www.etsi.org/>); and
- the results of the detailed analysis of videoconferencing tools, joint editing tools, and presentation tools.

Introduction

Currently, hosts of ETSI meetings on ETSI premises or those of ETSI members cannot ensure that the meeting will meet the accessibility requirements of potential participants. So far, there is no mechanism for allowing participants to register individual accessibility-related requirements and informing the host thereof. In addition, hosts need guidance on how to address those requirements.

The present document proposes measures that aim at improving the accessibility of ETSI meetings by:

- adapting the registration process to ETSI meetings so that participants can indicate individual access needs;
- providing an online resource collection for speech-to-text tools & services (captioning) and sign language interpreters;
- analysing online meeting tools and providing guidance on the accessibility of these tools;
- providing guidance on accessible online collaboration tools, particularly important for joint editing of documents in hybrid meetings; and
- providing recommendations on improving the necessary ICT equipment in ETSI meeting rooms.