

ACCESSIBILITY AUDIT AND REMEDiation OF LEGACY COURSES

CLIENT:

The client is a leading global educational services provider seeking a partner to enhance accessibility compliance for their legacy courses.

PROJECT OVERVIEW:

The project scope was to perform an accessibility audit and remediation for their extensive library of legacy courses. These courses featured diverse components, including slide presentations, assessments, documents, videos, audio content, and image alt text. The project aimed to bring these courses into compliance with WCAG 2.2 AA standards, ensuring an accessible and inclusive learning experience for all users.

CHALLENGES:

The customer was seeking a vendor capable of providing a one-stop solution for all their accessibility audit and remediation needs. This included addressing a variety of content types and ensuring seamless compliance across multiple platforms while adhering to global accessibility standards.

- **Diverse Content Types:** The courses contained various interactive and multimedia elements assessments, documents, videos, audio, and image alt text that require unique accessibility solutions.
- **Quality and Consistency:** Maintaining high-quality remediation across multiple courses and ensuring uniform implementation across different components were critical challenges.
- **Timelines:** Tight deadlines added pressure to deliver high-quality results within specified timeframes.
- **Multiple Platforms:** Courses were hosted on multiple platforms with varying technical requirements, demanding a tailored remediation approach for each platform.

PROJECT SUCCESS HIGHLIGHTS:

- A skilled cross-functional team was trained on WCAG 2.2 AA guidelines and platform nuances to ensure effective remediation with consistency and high-quality outcomes.
- Thorough accessibility audits were conducted using both automated tools and manual testing, addressing key issues.
- A second-level review process was implemented to ensure consistent compliance with WCAG 2.2 AA standards across all content.
- A phased approach was adopted to prioritize high-impact courses, ensuring timely delivery while maintaining close collaboration with the customer to align with evolving expectations.

APPROACH:

- Created a detailed scope document and checklist, assembled a cross-functional team, and delivered comprehensive training on diverse content types and platform-specific requirements to ensure efficient testing and remediation.
- Combined automated tools and manual testing to conduct a detailed accessibility audit, identifying critical issues across various content types.
- Implemented standardized remediation processes, ensured second-level reviews, and prioritized high-impact courses for timely delivery while maintaining customer collaboration.
- Maintained an ongoing feedback loop with the customer to ensure alignment with expectations and make necessary adjustments throughout the project lifecycle

METRICS

- Remediated over **65 courses**, including content, assessments, videos, audios, and documents, to ensure compliance with WCAG 2.2 AA standards.
- Learners with disabilities reported improved navigation and usability across the courses with **0 accessibility defects**.
- Conducted audits and remediated **500 pages weekly** over a span of **6 months**.
- The project established an efficient process for handling future accessibility requirements, mainly the remediation process.
- The customer appreciated our ability to address challenges related to quality, communication, consistency, and deadlines effectively.

