

## Case Study

# End-to-End Digital and Physical Accessibility Enablement for a Leading Higher Ed Institution



### The Client

A major provider of higher-education services supporting a broad community of adult and non-traditional learners.

### The Challenge

The client needed a unified, scalable accessibility program capable of supporting digital content, media, documents, websites, LMS courseware, and physical campus spaces. The initiative required consistent WCAG 2.2 alignment across institutions, embedded support for staff, and measurable improvements in accessibility outcomes.

### Critical Success Parameters

- ✓ Scalable remediation across HTML, documents, videos, websites, and LMS content.
- ✓ Consistent implementation of WCAG 2.2 across all institutional entities.
- ✓ Support for physical accessibility reviews at campus locations.
- ✓ Training programs and an accessibility helpdesk to build long-term internal capability.
- ✓ Governance dashboards to track compliance, progress, and learner impact.

### Our Approach

- ✓ Conducted comprehensive audits of content, platforms, and campus environments to identify WCAG 2.2 gaps.
- ✓ Delivered AI-assisted remediation across web pages, documents, media, and LMS components to accelerate throughput.
- ✓ Operated an accessibility helpdesk with 24-hour SLAs to resolve faculty, staff, and learner issues.
- ✓ Trained teams and embedded accessibility coaches to build internal capability and reduce future dependency.
- ✓ Provided governance dashboards and monthly reporting to track remediation progress and compliance readiness.



### Key Result Highlights

**85%** improvement in course accessibility scores within six months.

Remediated over **1,700** assets across web, media, and documents.

Resolved more than **150** helpdesk tickets in the first quarter.

Trained **200+** staff members on accessibility best practices.

Reduced compliance risk and improved overall learner satisfaction.