

Case Study

WCAG 2.1 AA-Compliant Platform Remediation for a K-8 E-Learning Provider



The Client

The client is a US-based e-learning company offering comprehensive digital learning solutions, including a synchronous teaching platform integrated with customized K-8 Reading and Math programs.

The Challenge

The client needed to resolve extensive accessibility issues across their Student and Teacher portal to meet WCAG 2.1 AA standards. The effort required coordinated technical remediation, expert oversight, and a scalable process that preserved platform functionality while improving accessibility for learners and educators.

Critical Success Parameters

- ✓ Align remediation plans with business priorities, budget, and delivery timelines.
- ✓ Establish guidelines for recurring accessibility issues to streamline and standardize fixes.
- ✓ Leverage accessibility experts, including assistive technology users, for continuous feedback.
- ✓ Combine automated testing with in-depth manual evaluations for accurate, reliable results.

Our Approach

- ✓ Partnered with the client to plan, prioritize, and execute remediation efforts with agility and transparency.
- ✓ Engaged accessibility consultants and real assistive-technology users to validate fixes and ensure authentic usability.
- ✓ Implemented technical remediation across code, improving screen-reader behavior, keyboard navigation, and compatibility with assistive technologies.



Key Result Highlights

Identified and remediated approximately **1,300** accessibility defects across Student, Instructor, and Admin workflows.

Delivered a fully WCAG-compliant platform within **12** months, finishing two months ahead of schedule with a velocity of **150** story points per sprint.

Achieved full compliance across the platform, significantly improving usability and inclusivity.

Produced and submitted an updated VPAT documenting all improvements post-remediation.

Platform nominated for the 2023 Learning Impact Awards by IMS Global.