

Large-Scale Accessibility Audit, Remediation, and Certification Program for a Global Education Publisher



The Client

The client is a global provider of education content and digital learning platforms. The client develops reflowable eBooks, assessments, interactive learning materials, and adaptive assessment products used by students, institutions, and third-party channel partners across multiple markets.

The Challenge

With Title II accessibility deadlines approaching, the client needed to bring a large backlog of higher education learning content closer to compliance within a strict six-month internal timeline. The scope extended beyond a standard accessibility audit, covering eBooks, assessment items, interactive content, adaptive assessments, certification artifacts, and release readiness for both owned platforms and third-party channel partners.

The client needed a partner that could support a program-scale accessibility initiative by managing high-volume audit and remediation workflows, combining automation with expert manual review, coordinating with third-party suppliers, and tracking every content component through audit, remediation, validation, certification, and release stages.

Critical Success Parameters

- ✓ Audit and remediate large volumes of higher education content against WCAG 2.2 AA standards, ensuring EAA and ADA compliance.
- ✓ Support accessibility readiness across eBooks, assessments, interactive content, and adaptive assessments.
- ✓ Scaled delivery capacity to support large teams during peak-volume periods.
- ✓ Combine front-end automation, manual testing, senior review, and assistive-technology validation across Full Audit and Regression cycles.
- ✓ Standardize bug reporting and remediation guidance across distributed teams and content types.
- ✓ Track each title and content component through audit, remediation, validation, certification, and release stages.
- ✓ Coordinate workflows across Magic teams, client stakeholders, and third-party remediation suppliers.
- ✓ Generate accessibility certification artifacts to support release readiness, channel partner delivery, and international sales.

Our Approach

- ✓ Defined accessibility scope, guidelines, workflows, and reporting requirements across eBooks, assessments, interactive content, and adaptive assessments.
- ✓ Standardized bug categories, defect templates, and remediation solution documents to improve consistency across teams, product types, and suppliers.
- ✓ Scaled a large, multi-workstream delivery team across audit, remediation, quality review, assistive-technology testing, automation support, and program tracking.
- ✓ Built custom front-end automation scripts to validate repeatable accessibility checkpoints while incorporating actual platform response and page-load durations.
- ✓ Executed automated checkpoints during both Full Audit and Regression cycles to support validation before release.
- ✓ Set up 24/7 automation execution infrastructure to support continuous processing at enterprise scale.
- ✓ Combined automated checks with manual accessibility reviews for judgment-based issues such as screen reader experience, keyboard navigation, reading order, alt text, and interactive behavior.
- ✓ Managed remediation for large volumes of assessment items and supported accessibility workflows for interactive and adaptive content.
- ✓ Coordinated eBook audit, validation, certification, tracking, and supplier workflows where remediation involved external vendors.
- ✓ Deployed centralized bug repositories, Smartsheet dashboards, and daily execution tracking to monitor defects, blockers, workflow stages, sign-off, and release readiness.
- ✓ Generated final accessibility certification artifacts for eBook releases to support market readiness and channel partner requirements.



Key Result Highlights

Audited **300+** eBook titles covering **300,000+** pages.

Reported **540K+** eBook accessibility defects and tracked nearly **480K** fixes through the remediation workflow.

Logged **6.7K+** assessment bug records, representing **625K+** reported assessment defect instances.

Fixed **510K+** assessment defects across large-scale assessment remediation workflows.

Scaled delivery to **350+** team members across audit, remediation, manual review, assistive-technology validation, automation support, and tracking.

Executed automated checkpoints twice for every page and assessment item, once during Full Audit and again during Regression.

Validated **3.6M** cumulative pages and assessment items through front-end automation across the project lifecycle.

Orchestrated automation execution across **60+** virtual machines to support high-volume validation and timely completion.