



Continuous Accessibility Testing Creates an Inclusive Platform for **US-based Global Learning Company**





Key Challenges

- Exclusion of students and educators with special needs.
- Regulatory compliance risks and potential brand damage.
- Market loss due to non-conformity with accessibility standards.
- The technical complexity of dynamic, multi-platform content.

Solutions

- Comprehensive accessibility audit and remediation.
- A customized framework combining automated, intelligent, and manual testing.
- Early detection of defects to reduce remediation costs.
- Continuous accessibility testing to support frequent feature rollouts.

About The Client

The client is a Learning Company, who is a next-generation K-12 learning solutions leader with a legacy spanning well over 100 years. The client is renowned for creating personalized, high-quality curriculum and educational products that help students of every age group succeed. Their award-winning programs are used by 40 million students over 13,000 school districts in the U.S. and in more than 125 countries globally. Through their innovative platform, they provide a range of solutions including core curriculum, supplemental content, and assessment tools, all designed to make learning more engaging, accessible, and effective. Their parent company boasts a revenue of \$3 billion and employs more than 10,000 personnel across the globe.

The Need

As a global leader in education, the client was committed to ensuring its suite of curriculum apps was accessible to all learners, including those with special needs. The company needed a strategic partner to help them achieve a high level of accessibility compliance and to mitigate the significant business and legal risks associated with non-conformity. Their key objectives were:

- To conduct a thorough accessibility audit of their web apps to meet WCAG 2.1 AA standards.
- To address the challenges of dynamic, real-time content and frequent feature updates.
- To ensure a seamless and inclusive learning experience for all students and educators.
- To embed accessibility best practices into their development lifecycle to ensure long-term compliance.

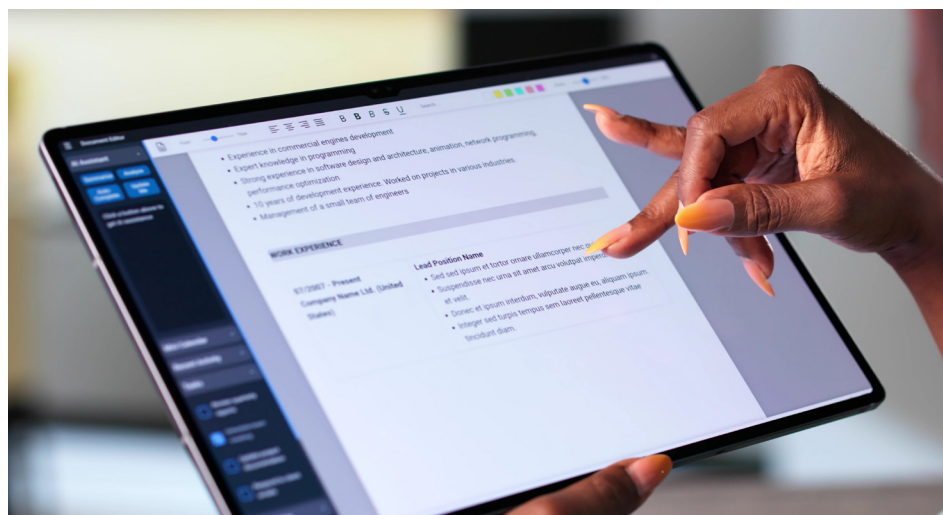
Results

- Achieved WCAG 2.1 AA compliance
- Reduced testing efforts by 30%
- Enhanced learning outcomes for students
- Developed long-term sustainable model
- Ensured competitive edge with broader market reach

The Challenges

Client faced several hurdles in their pursuit of comprehensive accessibility:

- **Inclusivity and Market Loss:** The presence of accessibility barriers in their applications could lead to the exclusion of students and educators, resulting in reputational damage and potential loss of a crucial market segment.
- **Regulatory & Legal Risks:** Non-compliance with standards like WCAG 2.1, ADA, and Section 508 exposed the company to legal risks and potential lawsuits, with possible legal savings of \$75K to \$150K USD for each violation.
- **Technical Complexity:** The curriculum apps featured diverse interactive elements, animations, and dynamic content (including math equations and chemical formulas) that made testing highly complex. New feature rollouts frequently introduced new accessibility issues that needed to be addressed.
- **Lack of Assurance:** Before the engagement, there was no clear visibility into the app's compliance, creating uncertainty and a lack of assurance regarding its accessibility of readiness and performance across different browsers and assistive technologies.
- **Inconsistent User Experience** – The app's functionality across different browsers, devices, and assistive technologies had not been validated, leading to potential usability issues.





The Solution

Aspire's team of accessibility specialists partnered with the client to conduct a comprehensive accessibility audit for their suite of web apps. Our solution was designed to address the unique challenges of the dynamic EdTech environment.

Aspire developed a customized testing framework that leveraged a powerful combination of automated tools and extensive manual testing. The team used a variety of industry-standard tools, including Axe Pro for automated scans and multiple screen readers such as NVDA, JAWS, VoiceOver, and ChromeVox for thorough manual validation. This hybrid approach ensured comprehensive coverage across all platforms and browsers.

By conducting real-world testing with assistive technologies, Aspire verified the usability and compatibility of complex interactive elements like videos, animations, and mathematical equations. This proactive, early-stage testing reduced defect resolution costs and allowed the client to address issues before they became a costly problem. Continuous accessibility testing was also implemented to support frequent feature roll-outs and maintain ongoing compliance.

Key Results

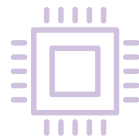
Aspire's engagement with the client yielded significant improvements and a foundation for long-term success. The key results included:

- **Achieved WCAG 2.1 AA Compliance:** The curriculum apps now adhere to the highest possible accessibility standards, ensuring an inclusive learning experience and significantly reducing legal risks.
- **Reduced Costs and Effort:** The use of automated tools saved 30% of the testing effort and reduced support tickets related to accessibility issues.



- **Improved User Experience:** The validated and optimized cross-platform accessibility, across multiple browsers and devices, led to positive user feedback, seamless experience, and enhanced learning outcomes for students with special needs.
- **Long-Term Sustainability:** By embedding accessibility testing into the development lifecycle, Client has established a sustainable model for continuous improvement and a competitive edge in the EdTech industry.

Technology Snapshot



- » **Tools:** Axe Pro, NVDA, JAWS, VoiceOver, ChromeVox
- » **Platform:** Web



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