

## Accessibility Update – 29 May 2025

This document outlines the current state of accessibility for the Internet Society and Internet Society Foundation related to Board Resolution 2023-8 on Accessibility for Persons with Disabilities. This update is based on documents approved by the Board of Trustees at meeting 183 in November 2024:

- [Accessibility Operational Framework](#)
- [Website Accessibility Plan](#)

Note that this update reflects changes since the previous update on 26 February 2025

### Key Points

- We have started the annual audits of our primary websites and received a major success of our main [www.internetsociety.org](http://www.internetsociety.org) site scoring 99/100 for the desktop view.
- We are now prominently encouraging grant recipients for local Internet Governance Forum (IGF) events to use [the IGF DCAD Accessibility Guidelines](#).

### Accessibility Operational Framework

Numbers in this section are from the Accessibility Operational Framework as approved by the Board. Sections are only included if significant activity has happened since the last update.

#### 1. Building a Culture of Accessibility

##### *1.3 Deliver disability and digital inclusion awareness training for staff*

In process. We have identified multiple available courses and are continuing to explore how to make them available to staff.

##### *1.9 Regular interaction between internal accessibility working group and Accessibility Standing Group*

Ongoing. We had a gap in the regular meetings due to some scheduling issues but are back on track to resume the bi-monthly schedule. Informal communication continues.



2. Minimizing barriers to participation and engagement with Internet Society content, services, processes and practices

*2.1 Produce all Internet Society content, whether online or physical, with accessibility in mind from the outset.*

In process. We have started the evaluation of three of our websites using the platform from LevelAccess. See section 2.5 below.

Additionally, as mentioned in the February 2025 update, our Pulse site ([pulse.internetsociety.org](https://pulse.internetsociety.org)) is being re-developed on a new platform. As sections of the site are being rebuilt, they are being evaluated to ensure full compliance with WCAG 2.2 Level AA before deployment to the production environment. Since the time of the last update, we have redeveloped the Shutdowns section and are moving on to the Resilience section and then the blog and news.

In April we published updated Word and PowerPoint templates for staff. As with previous versions, they included accessibility instructions and appropriate color combinations.

*2.2 Ensure Internet Society in-person events are convened in barrier-free locations*

While we continue to focus on barrier-free locations for events organized directly by the Internet Society, we have expanded our work to encourage similar consideration for events *funded* by the Internet Society and Internet Society Foundation. For example, with our funding for Internet Governance Forum events, we now directly have a section about accessibility on the web page about the grants asking potential grantees to follow the guidelines from the IGF Dynamic Coalition on Accessibility and Disability:

## Accessibility

The Internet Society Foundation is committed to supporting inclusive multistakeholder Internet governance dialogues. In order to ensure these dialogues are accessible and allow for equitable participation by all, NRI and SIG organizers are strongly encouraged to review and follow the [Accessibility Guidelines](#) developed by the [Dynamic Coalition on Accessibility and Disability](#) when planning their events.

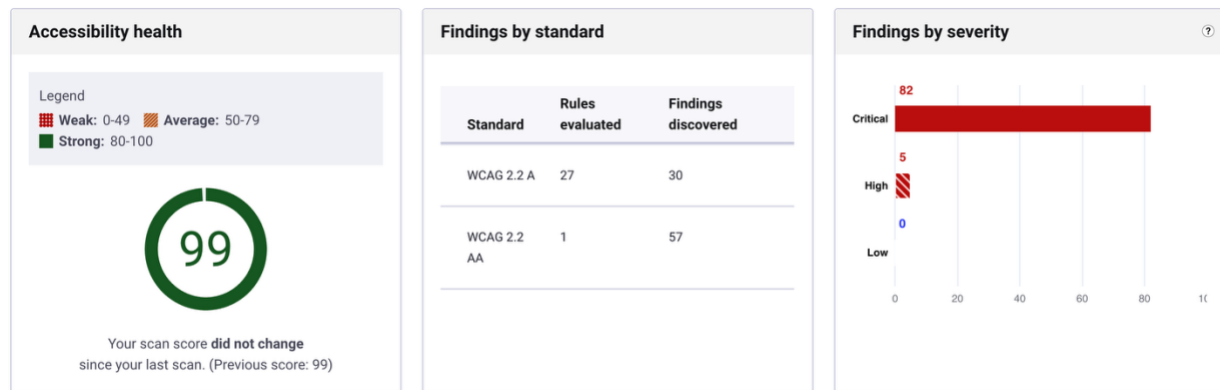
Additionally, when people go through the application process, there is another reminder that they are asked to follow the DCAD guidelines.

*2.5 Annual audit and reporting on accessibility of ISOC's websites and content*

In process. As noted above in section 2.1, we have started auditing our sites using a tool from a company called Level Access. Given that we have been working on fixing accessibility issues on



our main [www.internetsociety.org](http://www.internetsociety.org) site for several years now, we were very pleased that the initial scan of the desktop view of the site resulted in the “health score” of 99/100!



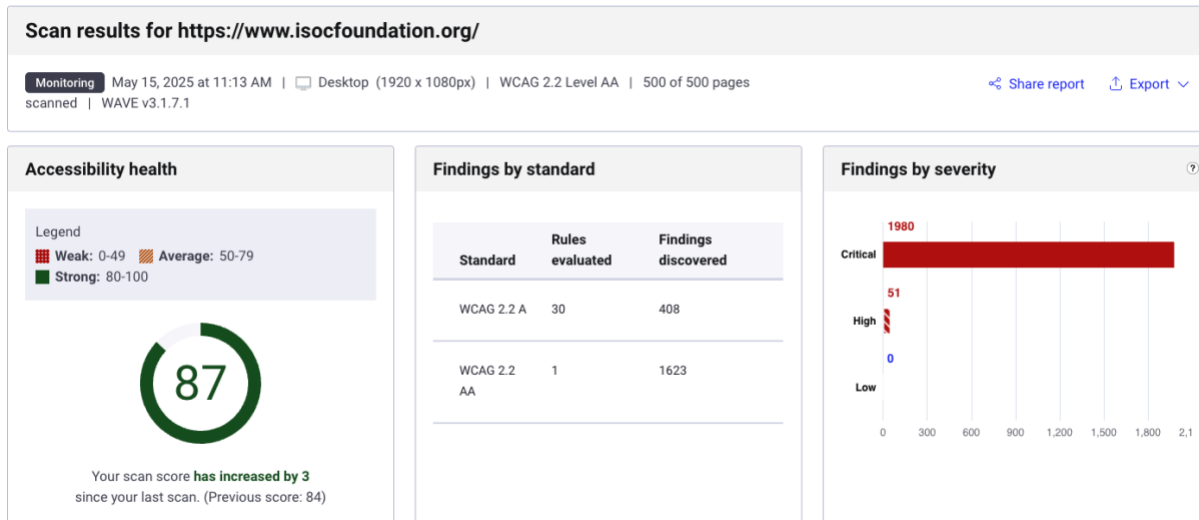
This is a huge tribute to a few of our staff members, particularly Ivana Trbovic and Henri Wohlfarth, who have been working hard to make the site more accessible.

With this automated tool, we scanned 500 top-level pages using the WAVE tool in the desktop view (1920x1080px) at the WCAG 2.2 Level AA standard. While our site has far more than 500 pages, it makes use of a significant number of templates and so fixes propagate throughout the site. The team will now work to fix the identified errors - and having only 87 errors on 31 pages (out of 45,578 total findings) is very encouraging and proof that our multi-year commitment to have a more inclusive website has paid off.

While this result is excellent for visitors connecting to our site using a desktop browser, our analytics tell us that is only around half of our visitors, with the other half using mobile devices. The next step for the main site will therefore be to go through the automated scanning process for a mobile view, where we anticipate seeing additional issues due to the many different types of mobile devices. Additionally, we plan to make use of human-assisted testing available from the vendor, where human testers with disabilities use assistive technologies to navigate through portions of our site. All of this additional testing will enable us to have a deeper and more thorough view of our main site’s accessibility, and lead to a better overall user experience.



We also ran an audit of the Internet Society Foundation site using the same automated tool and for the desktop view, and it had a very solid score of 87/100.



In fact, the first time we ran the scan it had a health score of 84 and we identified an immediate fix we could make. When the scan was re-run, it brought the site to a health score of 87. Similar to the main site, we will next perform scans based on a mobile view.

We will be expanding the use of this tool to additional sites and continuing the testing and fixing on the main and Foundation websites. As noted above, our primary next step is to expand our testing for mobile views.

*2.6 Ensure that accessibility support contact info is clearly displayed on ISOC web pages and that the issue resolution process is simple and quick*

In process. We have gathered a collection of examples and templates for an accessibility statement that can be used on our primary websites and are now developing a specific statement for approval.

## Additional Activity

In 2023, the Internet Society funded an ASG-developed e-learning course entitled “Disability Leadership Training in Internet Governance and Digital Rights.” This course became available in our Learning Management System in Q4 2024 as a pilot. The course has been offered now twice in 2025 starting in March and May. A total of 229 students started the courses.



## Status Tracker

Status	Task	Date Achieved
✓	1.1 Establish accessibility working group	Feb 2025
In process	1.2 Develop toolkit	
In process	1.3 Deliver training	
In process	1.4 Add accessibility training to compliance training	
In process	1.5 Create content training module	
Starting in 2027	1.6 Internal accessibility awareness campaigns	
Starting in 2027	1.7 Recognition program	
Starting in 2027	1.8 Accessibility Champions program	
In process	1.9 Regular interaction with ASG	Ongoing
Starting in 2025	1.10 Review of framework and plan	
Starting in 2025	1.11 Research initiatives	
Starting in 2025	1.12 Disability showcase events	
Starting in 2026	1.13 Encourage employment	
In process	2.1 Produce accessible content	Ongoing
In process	2.2 In-person events in barrier-free locations	Ongoing
In process	2.3 Virtual meetings are accessible	Ongoing
In process	2.4 Accessible tools for web conferencing, LMS	
In process	2.5 Annual website audits	
In process	2.6 Accessibility support contact info	
In process	2.7 Accessibility questions in feedback mechanisms	
Starting in 2026	2.8 Accessibility criteria in procurement	