

Accessibility Update – 10 April 2026

This document outlines the current state of accessibility activities 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](#)

This April 2026 update reflects changes since the previous update on 30 October 2025.

Key Points

- Since our annual update in October 2025, we have continued to identify and fix issues on our websites. Our main sites continue to score extremely highly in automated testing. Our Pulse site is nearing the completion of its redesign which has improved accessibility as a goal.
- We have begun the manual testing of our sites by humans with disabilities. We expect to receive the first results in mid-April 2026.
- Our collaboration with the Accessibility Standing Group (ASG) continues to go well with joint meetings occurring every two months. We are beginning to now incorporate the new leadership of the ASG.

Plans for 2026 include:

- Continued auditing and improvements of our identified websites.
- Finalizing the internal training toolkit and providing basic training to staff.
- Including accessibility training in annual compliance training.
- Developing content training module
- Completing assessment of internal systems to understand accessibility for employees

Budget

Funding for our ongoing monitoring and auditing is covered in the Technology Solutions & Services (TSS) budget.

As part of the original resolution in November 2024, a Board-designated fund of \$125,000 USD was established to help fund any mitigation activities or content development requirements as



of this program. As of March 2026, the fund has not yet been used, but we anticipate the 2026 content development for the compliance and training modules will require use of the funds.

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 was offered twice in 2025. In 2026, the first session began with 21 students involved. We plan to offer it twice more in 2026.

Accessibility Operational Framework

Numbers in this section are from the Accessibility Operational Framework as approved by the Board. Sections are only included if activity took place since the last update in October 2025. See the October 2025 annual update for a more comprehensive view of activity.

1. Building a Culture of Accessibility

1.2 Develop a disability and digital inclusion awareness toolkit for staff (2025)

Completed. As the organization has a subscription for LinkedIn Learning and staff regularly uses that system, a set of accessibility-related courses have been identified that staff can take. Additionally, we are providing information about additional available courses.

1.3 Deliver disability and digital inclusion awareness training for staff (2025)

In process now that the awareness toolkit has been developed. Additionally, multiple staff have enrolled in the online courses offered by Level Access through their “Level Access Academy”.

1.4 Add accessibility training to annual required compliance training (2026)

In process. We have begun working with our Legal Compliance team. We are developing a module outline and identifying a vendor who can develop the module.

1.12 Active engagement on disability throughout the year (ongoing)

Ongoing. On 3 December 2025, we celebrated International Day of Persons with Disabilities (IDPD) with a detailed blog post from our President & CEO focused on why online accessibility matters, what we are doing as an organization, and how people can take action themselves. Along with this we had public activity in our social media channels and internal promotion of information within our staff.



We are now planning activities, both public and internal, for [Global Accessibility Awareness Day](#) (GAAD) coming up on 21 May 2026. (The Board will receive more information closer to the date.)

1.13 Encourage the employment of persons with disabilities (Beginning in 2026, after internal systems have been assessed in 2025)

Originally targeted to begin in 2026, this will be delayed as internal systems are changing and being re-evaluated. Accessibility assessment will begin after internal tools have been confirmed in 2026. See section 2.4 below.

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. (Ongoing)

Ongoing for our websites, documents, and other forms of content. We continue to spend a significant amount of time ensuring the websites we operate are as accessible as possible and meet WCAG 2.2 Level AA compliance.

Additionally, as mentioned in previous updates, our Pulse site (pulse.internetsociety.org) is in the midst of a migration where all sections are WCAG 2.2 Level AA compliant. The team is finishing the migration this month at which point we can bring the site into our testing system.

2.4 Use accessible tools for web conferencing, LMS and collaboration platforms (2025)

In process. Our web conferencing via Zoom is very accessible. Our LMS courses are being developed in an accessible way. Our collaboration platforms are still being evaluated.

Regarding the larger audit of existing tools and platforms, as an organization we are re-evaluating our internal tools with a goal to simplify systems. Given that ongoing analysis, we decided to wait on any accessibility assessment until we have confirmed the status of internal tools and systems.

2.5 Annual audit and reporting on accessibility of ISOC's websites and content (Annually)

In process for 2026. We continue to use automated testing from a vendor as well as open source auditing tools and fix issues as they are identified.



New in 2026 is that we are making use of manual testing by humans with disabilities performed by Level Access. The process is that we submitted 30 URLs from our sites, with different layouts and page elements, organized into multiple user journeys, for manual testing. Because our sites make extensive use of templates, fixes for issues found on the representative sample of pages will cascade throughout each site. We expect the initial results by 17-20 April, after which we will work on potential fixes. We will then submit the next batch of 20 URLs after this first phase is completed. We will be able to provide more information in the next update to the Board.



Status Tracker

Status	Task	Date Achieved
✓	1.1 Establish accessibility working group	Feb 2025
✓	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	
✓	1.9 Regular interaction with ASG	Ongoing
Q4 2026	1.10 Review of framework and plan	
Before 2030	1.11 Research initiatives	
In process	1.12 Disability showcase events	
Delayed	1.13 Encourage employment	
✓	2.1 Produce accessible content	Ongoing
✓	2.2 In-person events in barrier-free locations	Ongoing
✓	2.3 Virtual meetings are accessible	Ongoing
Delayed	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	