Internet Society

Accessibility Update – 18 October 2024

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.

Key Points

- Since 2017, compliance with WCAG AA 2.0 guidelines has been required for the design of all new websites
- For our main www.internetsociety.org site, as of December 2023, all accessibility issues identified during a December 2022 audit were addressed.
- 76% of our online courses will be WCAG 2.1 AA compliant by the end of 2025

Accessibility Operational Framework

Numbers in this section are from the Accessibility Operational Framework v3 of 18 Oct 2024. Sections are omitted if no activity is happening yet on that topic.

1. Building a Culture of Accessibility

1.1 Establish Accessibility Working Group

In process. An ad hoc accessibility working group has been active for the past 18 months that has made the excellent progress outlined in this document. With the adoption of this framework, the working group will be formalized and Dan York will lead the effort in collaboration with Andre Copelin.

1.4 Add accessibility training to annual required compliance training

In process. Working with our Legal Compliance team, we have begun exploring what training materials may be available for integration directly into our compliance training platform.

1.5 Create and maintain an accessible content training module

In process. As a beginning, a comprehensive set of "Web Accessibility Standards and Best Practices for our Web Properties" has been developed and made available to staff.

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

In process. After a pause during the CEO transition, the bi-monthly meetings have resumed.

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.

For our primary websites:

- www.internetsociety.org - In 2022, Torchbox conducted an audit of the Internet Society's main website using a combination of automated and manual testing tools. *As of December 2023, all accessibility issues identified in the 2022 accessibility audit were remediated.*
- www.isocfoundation.org – Auditing continues with priority items being addressed.
- pulse.internetsociety.org – Site is in the middle of a transition to a new technical framework, in part to address accessibility issues. Several sections have been migrated to the new platform and audited to be WCAG 2.1 AA compliant.
- www.internethalloffame.org – Site redesigned in 2022 and in 2023 the site's accessibility was improved with a focus on attaining WCAG 2.1 AA compliance.
- www.ndss-symposium.org - Site redesigned in 2022 and in 2023 the site's accessibility was improved with a focus on attaining WCAG 2.1 AA compliance.

For sites operated by other entities:

- community.internetsociety.org - Operated by Fonteva on the Salesforce platform. Assessed using Level Access' expertise and platform prior to rollout in December 2023. We continue to use the Level Access tool to provide accessibility feedback as we design new functionality within the system.
- learning.internetsociety.org – Operated by Docebo. Audited by Level Access and remediation plan developed for identified accessibility issues.

For our online training courses offered through our learning management system (LMS):

- 76% of our online courses will be WCAG 2.1 AA compliant by the end of 2025
- In 2023, six training courses were reviewed and Voluntary Product Accessibility Template (VPAT) certified. These courses include:
    - o Introduction to Network Operations
    - o Advanced Network Operations 2.0
    - o Fundamentals of Designing and Deploying Computer Networks

- o   Mutually Agreed Norms for Routing Security (MANRS)
- o   Internet Governance
- o   Internet Security (developed in 2023 and VPAT certified in 2024)
- In 2024, the following courses are being reviewed and certified:
  - o   Encryption
  - o   Chapter Management Essentials
  - o   Community Network Readiness Assessment
  - o   Internet Way of Networking – Exist
  - o   Internet Way of Networking – Thrive
  - o   How to develop an Internet Impact Brief
  - o   Building Wireless Community Networks

2.2 Ensure Internet Society in-person events are convened in barrier-free locations
Ongoing work. Identifying barrier-free locations is part of our current location criteria.

2.3 Ensure Internet Society virtual meetings are operated on a platform that is accessible for regular users of assistive technology.
Ongoing work. Our virtual meetings use the Zoom platform in a way that is accessible to regular users of assistive technologies. Transcription and real-time text captioning are often available.

2.4 Use accessible tools for web conferencing, LMS and collaboration platforms
In process. See notes above about our learning management system (LMS).

2.8 Include accessibility standards and requirements as a criteria for all products and services procured by ISOC
In process. For our learning management system (LMS), we have embedded an accessibility clause in our third-party vendor contracts requiring vendors who provide content for the learning platform to ensure the content is WCAG 2.1 AA compliant.

Additional Activity

In 2023, the Internet Society funded an ASG-developed e-learning course entitled "Disability in Internet Governance and Digital Rights." This year, we're working with the ASG to offer the course on our Learning Management System. It is projected to be available in October 2024 and we envision this being one of the items included in the toolkit for staff (framework 1.2).

Status Tracker

Status	Task	Date Achieved
In process	1.1 Establish accessibility working group	
Starting in 2025	1.2 Develop toolkit	
Starting in 2025	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	
Starting in 2025	2.5 Annual website audits	
Starting in 2025	2.6 Accessibility support contact info	
Starting in 2025	2.7 Accessibility questions in feedback mechanisms	
Starting in 2026	2.8 Accessibility criteria in procurement	