Accessibility Update – 30 October 2025

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 October 2025 update captures the first year of activities within the five-year program outlined in the Accessibility Operational Framework.

Key Points

- In the first year of our five-year plan to improve our systems and build a culture of accessibility within the Internet Society and Internet Society Foundation, we have made major progress on multiple levels:
    - The new content we are producing on our websites is accessible.
    - Staff have full-accessible templates for Office products and have guidelines for how to ensure creation of accessible documents.
    - We have started the annual audits of our primary websites and received the major successes of both our main ISOC and ISOC Foundation sites scoring 99/100 on automated testing for the desktop views. Other sites are getting fixes or being rebuilt on compliant platforms.
    - We are now prominently encouraging grant recipients for local Internet Governance Forum (IGF) events to use the IGF DCAD Accessibility Guidelines.
    - We have so far been able to fix our systems without needing to draw on the available Board-designated funds.
- We were able to pull forward into 2025 the start of a couple of items (1.4, 2.8) that were planned for 2026.
- Our collaboration with the Accessibility Standing Group (ASG) continues to go well.
- There were two areas where work planned to start in 2025 was delayed:
    - Internal staff toolkit (1.2, 1.3) – For a variety of reasons, including staff departures and role changes, this work did not begin until later in 2025 and will stretch into 2026.
    - Internal systems analysis (1.13, 2.4) – With internal changes, 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.

2026 Plans

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. We were concerned that audits may identify issues beyond the resource capacity of our existing team. However, in 2025 all of our audits and testing so far have identified issues that were able to be handled by our team and so we have not yet needed to draw upon the fund. In 2026, we anticipate that the content development for a training module and compliance module 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 has been offered now twice in 2025 starting in March and May. A total of 229 students started the courses.

In May 2025, we became a Founding Member of the Coalition on Digital Impact (CODI). While not directly related to accessibility for people with disabilities, CODI is focused on an adjacent issue of making web content accessible in everyone's native language.

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 in 2025.

1. Building a Culture of Accessibility

1.1 Establish Accessibility Working Group (2025)

✅ Completed. The internal staff working group was established.

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

In process. We have identified several options for providing training for staff. By end of 2025, we expect to have the internal toolkit available.

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

Delayed into 2026 as it is dependent on 1.2.

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

In process. While originally targeted to start in 2026, we began working with our Legal Compliance team to explore how we can integrate an accessibility component into our compliance training platform.

1.5 Create and maintain an accessible content training module (2025/2026)

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.

1.6, 1.7, and 1.8 are targeted for 2027

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

Ongoing. Calls are now taking place every two months (there was a slight gap in mid-2025). Additionally, there have been in-person meetings between ASG members and Internet Society staff and executives at multiple events, including IGF 2024 (Riyadh) and IGF 2025 (Norway)

1.10 Review the Accessibility Operational Framework and the Website Accessibility Plan annually

✅ Completed for 2025. Review completed between ASG and ISOC on 6 October 2025.

1.11 targeted by 2030

1.12 Active engagement on disability throughout the year (ongoing)
Ongoing. We are planning activity around the International Day of Persons with Disabilities (IDPD) on 3 December 2025.

1.13 Encourage the employment of persons with disabilities (Beginning in 2026, after internal systems have been assessed in 2025)
Targeted to begin in 2026, but may be delayed as internal systems are changing and being re-evaluated. Accessibility assessment will begin after internal tools have been confirmed in 2026.

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.

Websites: Over the past few years we have spent a significant amount of time seeking to ensure the websites we operate are as accessible as possible and meet WCAG 2.2 Level AA compliance. See section 2.5 below for the current state of our primary websites. Staff who create content and administer our sites are fully aware of accessibility guidelines and actively ensure that new content complies with those guidelines.

Additionally, as mentioned in the February 2025 update, our Pulse site (pulse.internetsociety.org) is being re-developed on a new platform where all sections are WCAG 2.2 Level AA compliant.

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

Online courses: As mentioned in earlier updates, almost all of our courses in our learning management system (LMS) have been reviewed and are Voluntary Product Accessibility Template (VPAT) certified. All new courses are being developed for WCAG compliance.

Chapter websites: Earlier this year we released a new WordPress theme that chapters can use for their websites - https://chapter-template.isoc.org/ The template is designed to be WCAG 2.2

Level AA compliant, and the Best Practices documentation includes a section on Website Accessibility.

2.2 Ensure Internet Society in-person events are convened in barrier-free locations (2026)
Ongoing. Identifying barrier-free locations is part of our current location criteria.

Additionally, 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. As noted in our May 2025 update, 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. When people then go through the application process, there is another reminder that they are asked to follow the DCAD guidelines. In 2026 we intend to provide links to translations of the DCAD guidelines, where appropriate to do so.

2.3 Ensure Internet Society virtual meetings are operated on a platform that is accessible for regular users of assistive technology (Ongoing)
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 (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.

2..5 Annual audit and reporting on accessibility of ISOC's websites and content (Annually)
In process for 2025. We have been actively auditing and monitoring our two main sites since May 2025 with Level Access' automated testing software and have been fixing identified issues. With our other sites we have been working through the sites to test them using available open source tools and fix identified issues. We plan to have them all being audited and monitored by Level Access tools by the end of 2025. Plans are underway to begin deeper testing in 2026 of our main sites by human testers with disabilities.

Status	Site	Comments
☑	www.internetsociety.org	Current desktop Level Access score: 99/100 WCAG 2.2 Level AA

☑	www.isocfoundation.org	Current desktop Level Access score: 99/100 WCAG 2.2 Level AA
Q4 2025	pulse.internetsociety.org	In process of being rebuilt on new system where all pages meet WCAG 2.2 Level AA
Q4 2025	wp.apps.internetsociety.org	Accessibility tested and issues fixed
Q4 2025	donate.internetsociety.org	Accessibility tested and issues fixed
Q4 2025	www.internethalloffame.org	Accessibility tested and issues fixed
Q4 2025	www.globalencryption.org	
Q4 2025	www.ndss-symposium.org	

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 (2025)

In process. We now have a new accessibility@isoc.org address that is on our Contact page (https://www.internetsociety.org/contact-us/) and goes to a team to quickly resolve issues. We are working on the accessibility statement in the footer of web pages. This information is in the process of being updated across all our sites.

2.7 Include questions on accessibility within all feedback mechanisms to ensure that ISOC is constantly able to improve on accessibility (2025)

In process. We have a mechanism for providing feedback (see 2.6) and are now looking at how we get that into various feedback forms.

2.8 Include accessibility standards and requirements as a criteria for all products and services procured by ISOC (2026)

In process. While targeted to start in 2026, for our learning management system (LMS) we have already (2025) 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. (This clause is being updated to WCAG 2.2 AA for 2026 contracts.)

Status Tracker

Status	Task	Date Achieved
☑	1.1 Establish accessibility working group	Feb 2025
In process	1.2 Develop toolkit	
Delayed to 2026	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
☑ for 2025	1.10 Review of framework and plan	
Before 2030	1.11 Research initiatives	
In process	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	

Accessibility Update

30 October 2025 Dan York

Background

These slides and the accompanying document outline 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

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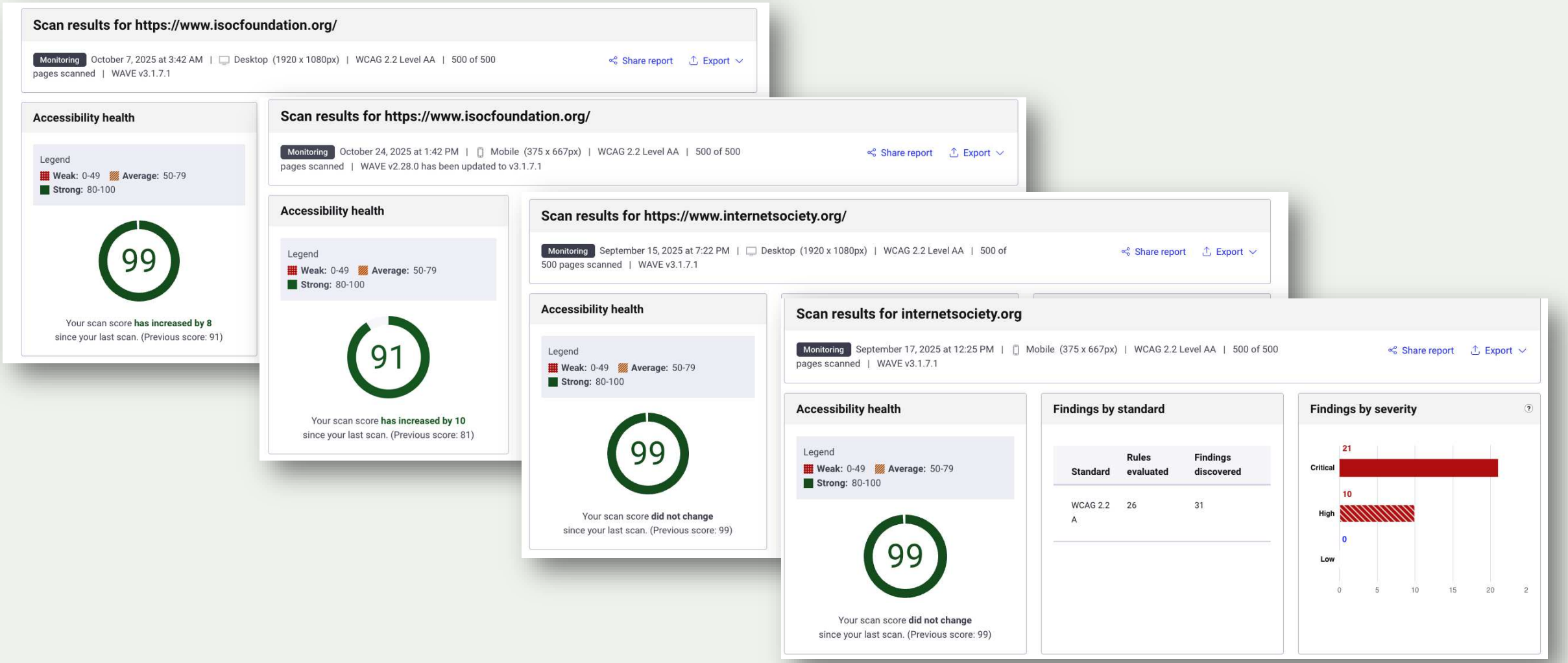
Success – Audit Results



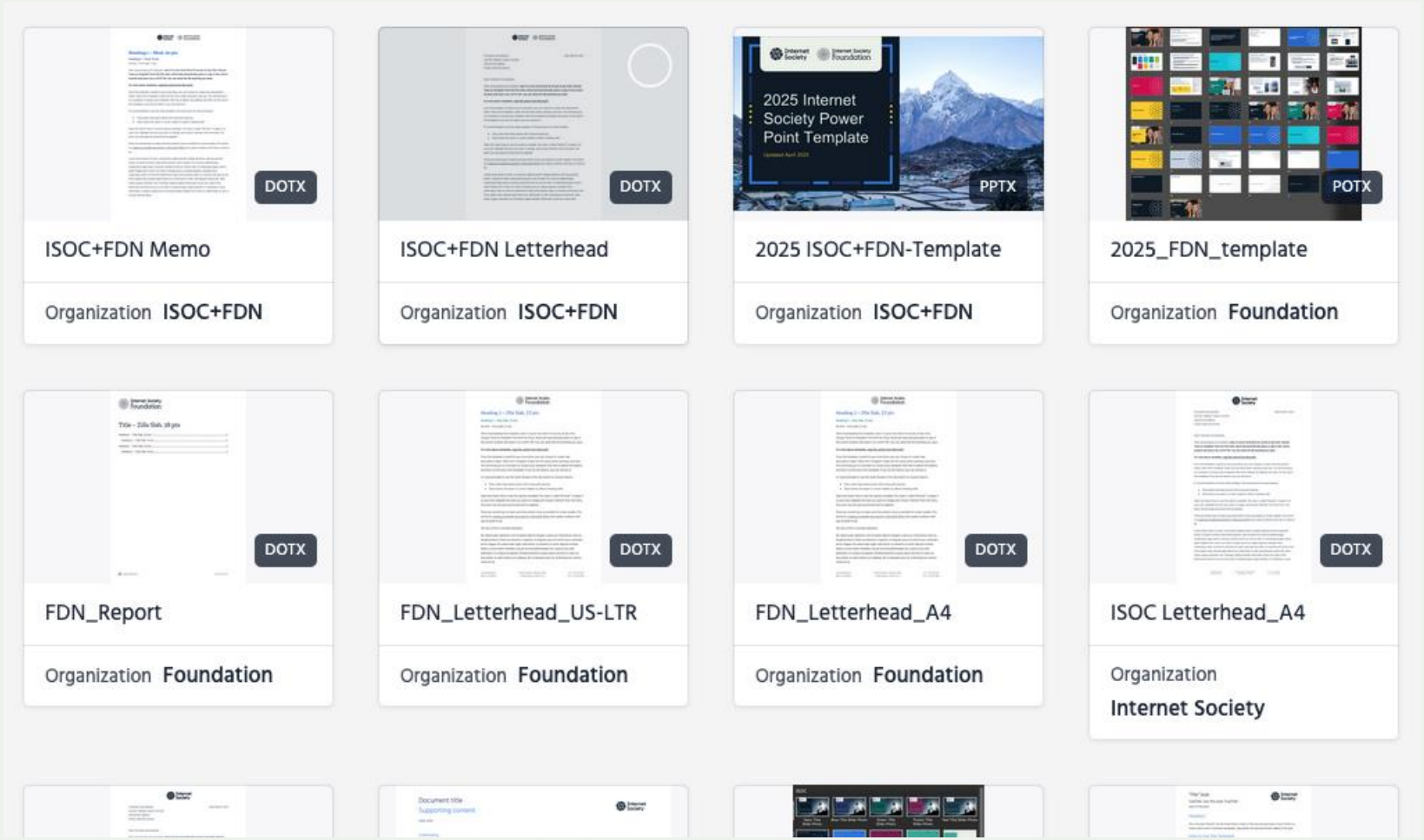
Success – Events

- Barrier-free locations are part of our planning for Internet Society / Foundation events.
- Additionally, we now encourage all grantees to use the IGF Dynamic Coalition on Accessibility and Disability (DCAD) guidelines

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.

Success – Templates for Staff and Community



From the Template – Guidelines for Accessibility

Use the “Check Accessibility” feature (Review Tab>Check Accessibility)

- https://support.microsoft.com/en-us/office/improve-accessibility-with-the-accessibility-checker-a16f6de0-2f39-4a2b-8bd8-5ad801426c7f#PickTab=macOS

Add “Alt Text” to your images, graphs, charts, etc.

- https://support.microsoft.com/en-us/topic/everything-you-need-to-know-to-write-effective-alt-text-df98f884-ca3d-456c-807b-1a1fa82f5dc2

Check the reading order of each page

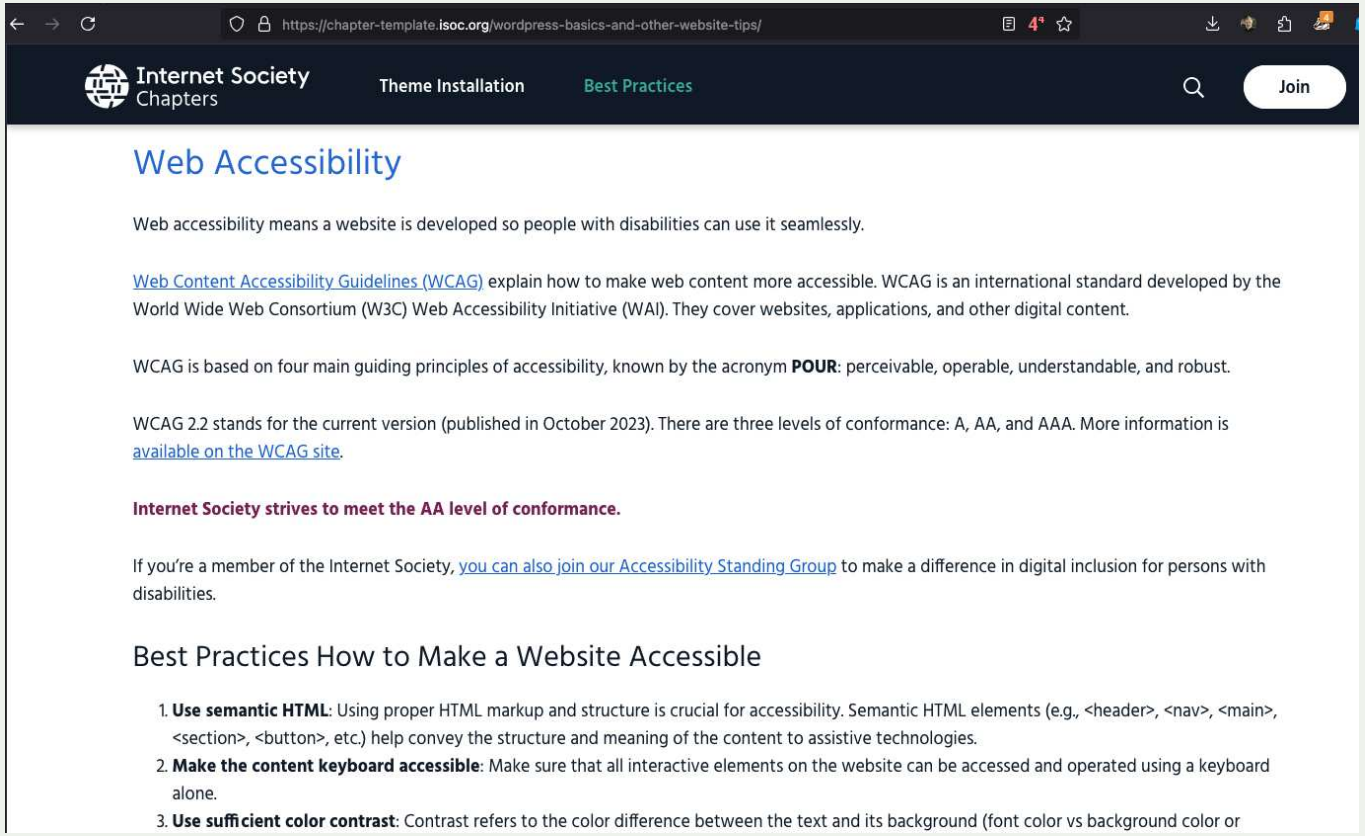
- https://support.microsoft.com/en-us/office/make-your-powerpoint-presentations-accessible-to-people-with-disabilities-6f7772b2-2f33-4bd2-8ca7-dae3b2b3ef25#bkmk_macreadingorder

Additional Information

- https://support.microsoft.com/en-us/office/make-your-powerpoint-presentations-accessible-to-people-with-disabilities-6f7772b2-2f33-4bd2-8ca7-dae3b2b3ef25#PickTab=macOS

Success – Chapter Website Template (WordPress)

- chapter-template.isoc.org
- Includes section on best practices for web accessibility



Success – Engagement with the Accessibility Standing Group (ASG)

Challenges and Delays

There were two areas where work planned to start in 2025 was delayed:

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For More Information

- The accompanying document provides a line-by-line update of the various tasks in the Accessibility Operational Framework

Questions?

accessibility@isoc.org