



Inclusive eLearning: designing for accessibility

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Why accessibility in eLearning?





**1 billion people
live with
a disability**

**15% of the world
population**

Legal and ethical considerations

Compliance

- ADA 508
- WCAG
- European Accessibility Act of 2025

Ethical

Inclusion and diversity

- Promoting equal opportunity
- Fostering inclusion
- Social responsibility
- Respecting human dignity
- Preventing discrimination

Introduction to broader accessibility needs



Visual impairment



Hearing impairment



Neurodivergence



Limited motor skills



Cognitive impairment

Visual impairment



Key challenges

- Lack of accessible content
- Navigation difficulties
- Inaccessible multimedia content
- Keyboard accessibility issues
- Lack of customizable options
- Time-dependent activities
- Insufficient training and support
- Social isolation

Design considerations

- Text
- Content structure
- Multimedia
- Navigation and layout
- Interactive elements
- Visual and sensory considerations
- Content delivery
- Testing and feedback

Supporting people with limited motor skills



Key challenges

- Mouse pad and touch pad navigation
- Keyboard accessibility limitations
- Interactive content barriers
- Inaccessible form inputs
- Fatigue and repetitive strain
- Social interaction challenges
- No alternative interaction methods

Design considerations

- Ensure keyboard accessibility
- Large clickable targets
- Alternative to mouse dependant interactions
- Voice command and assistive tech
- Customizable interfaces
- Simplified navigation

Designing for neurodivergence



Key challenges

- Difficulties with attention/focus
- Sensory overload
- Difficulty with time management
- Social interactions and communication challenges
- Anxiety and stress management

Design considerations

- Simplify and clarify interface
- Manage sensory input
- Support time management
- Facilitate social interactions
- Reduce anxiety and stress

Addressing cognitive disabilities



Key challenges

- Difficulties with information processing
- Memory and retention issues
- Attention and focus
- Problem solving and critical thinking
- Unclear instructions

Design considerations

- Simplified language
- Chunk information
- Support memory and retention
- Provide clear instructions

How does this impact the employee and the organization?

- Increased inclusivity and equity
- Enhanced learning experience
- Broader audience reach
- Improved engagement and retention
- Positive organizational impact
- Innovation and creativity in design
- Enhanced learning outcomes
- Social and ethical responsibility
- Long term sustainability



DDI's accessibility journey



DDI's partnership with RWS



Working together with the product team since 2015



Services provided:

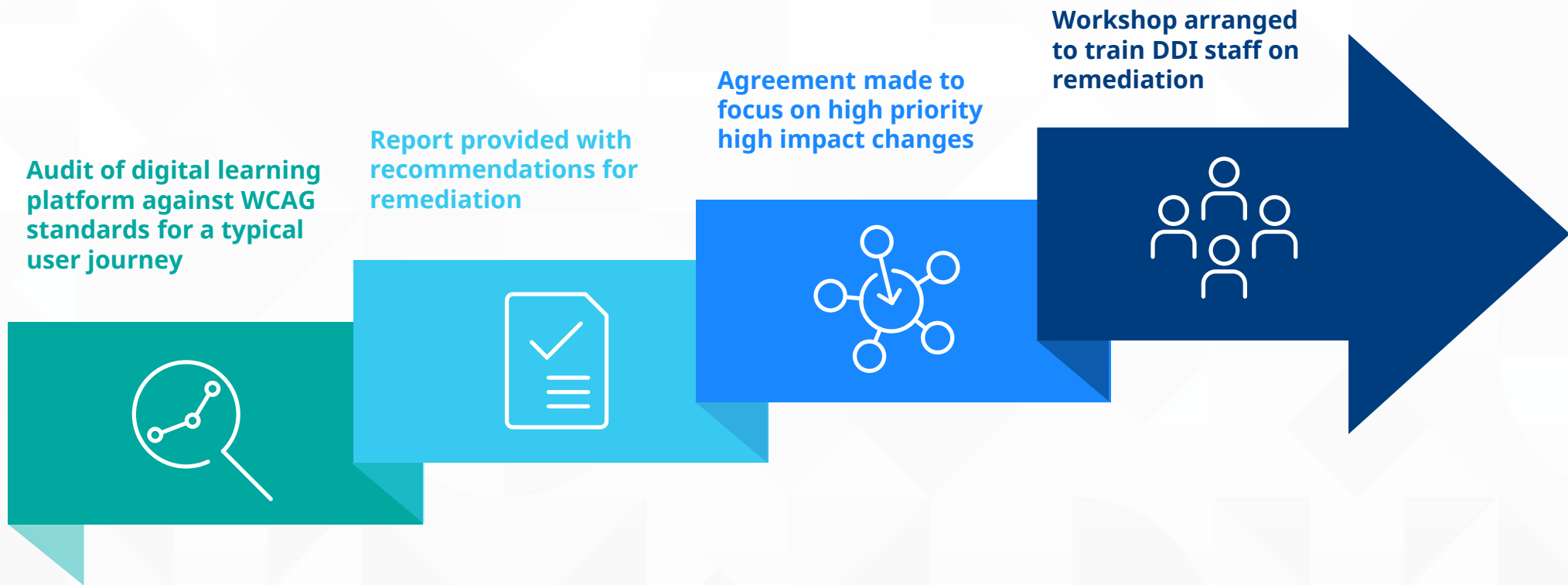
- Localization of eLearning and training content
- Localization of assessment content
- Desktop publishing
- Engineering
- Linguistic and functional testing
- Third-party review
- Producer support
- Video work
- Accessibility testing and remediation

Primary languages supported:

French Canadian, Chinese Simplified, Japanese, German,
Spanish (Latin American)

Key milestones

Digital learning platform



Key implementation areas

Platform improvements for those with visual disabilities

Content improvements

Video improvements for the deaf or hard of hearing

Facilitation improvements



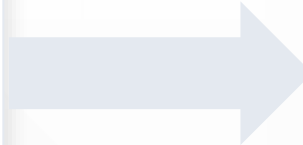
Specific accessibility improvements by DDI

Before

Basic subtitling

Spoken audio transcript

Some screen reader compatibility



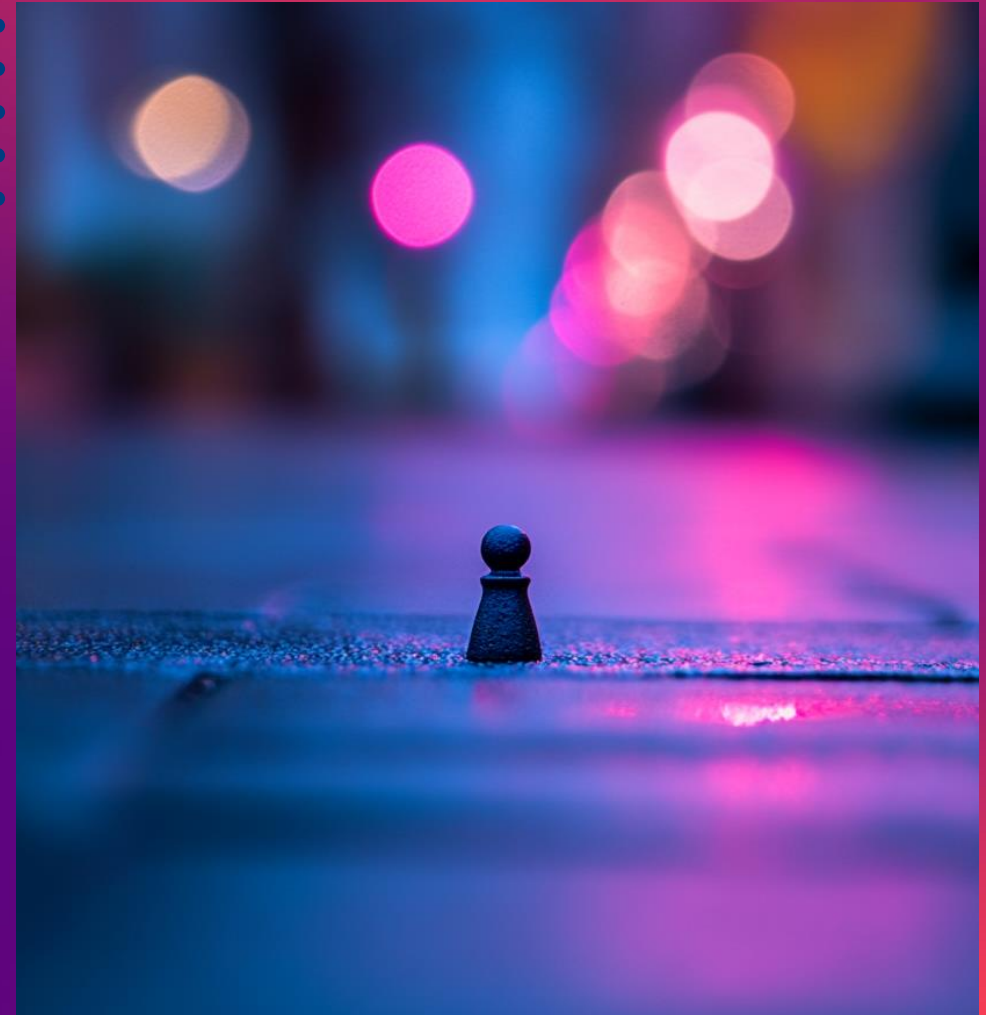
After

SDH captions

Transcript including SDH content

Improved screen reader compatibility

Personal impact story



Sharing experience

frustration

disappointment

time consuming

feeling of dependence

lack of confidence

anxiety

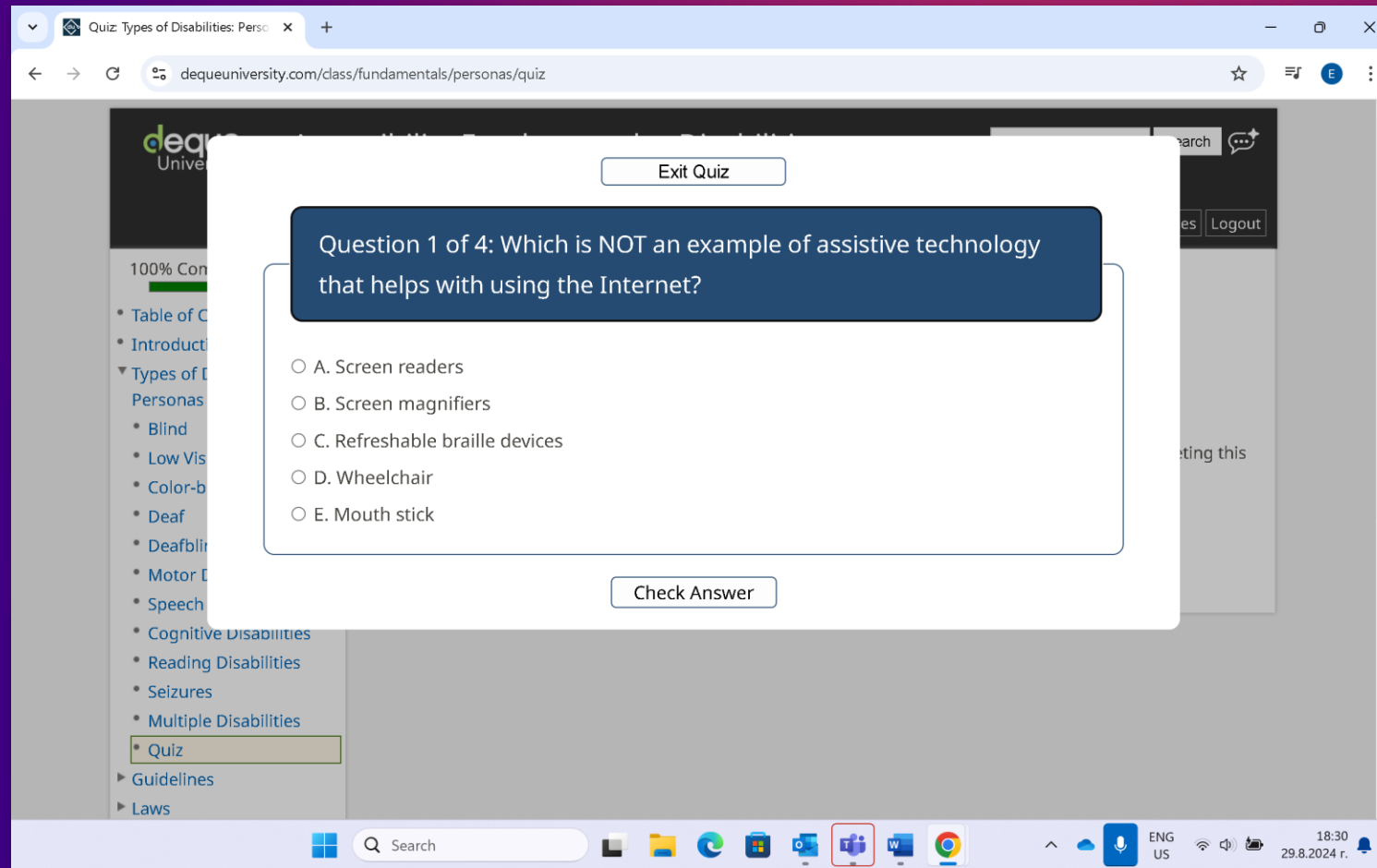
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workaround

Example of inaccessible eLearning task



Example of accessible eLearning task



Q&A

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Thank you!

