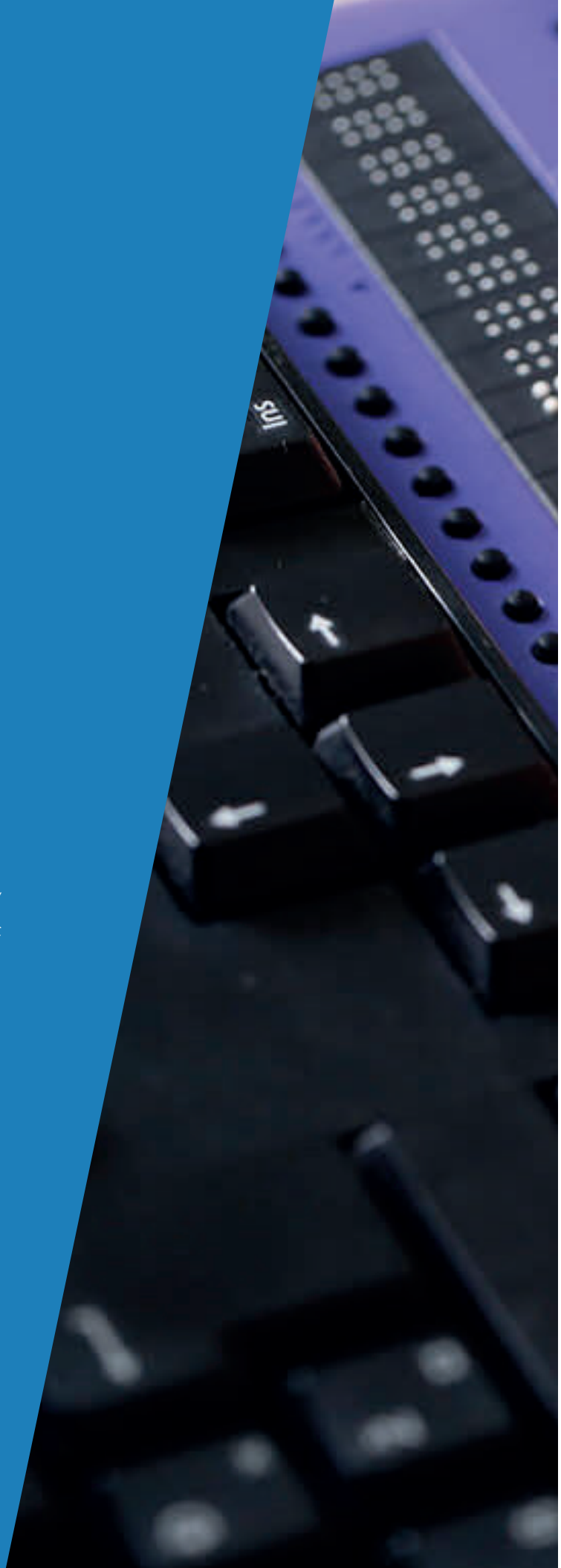




## CASE STUDY

# Accessibility Testing for an International Education Services Platform

*When an international education organization required a software testing services company that could test accessibility compliance as well as functionality, they selected QualityLogic to augment their in-house services.*



## The Client

The client is a research-based, not-for-profit organization that supports students and educators worldwide by creating assessment tools that precisely measure growth and proficiency. The client has developed Pre-K–12 assessments and professional learning offerings to help advance all students along their optimal learning paths. These tools and solutions are used by educators in more than 10,000 schools, districts, and education agencies in 145 countries.

## The Issue

Research shows that in the United States, nearly 8 million people over the age of 16 — and nearly 75,000 students — are considered legally blind. Globally, the number of people of all ages who are blind is estimated to be 39 million. As an international company focused on improving education programs, it was therefore critical for the client to have its tools function correctly and be usable by teachers and students of all abilities.

Recognizing the need for an outside testing services company, the client began a search for a partner who had accessibility testing solutions in addition to quality assurance. The company contacted QualityLogic, and after a thorough review process, selected the on-shore testing services company to augment the existing in-house team.

## The Solution

During the initial phase of the engagement, the client provided QualityLogic with test cases for the tools and products. QualityLogic reviewed, then enhanced these cases and began to execute multiple testing methods.

The client had also requested specific screen reader and accessibility tools be used in the accessibility testing. QualityLogic provided the equipment — including JAWS, NVDA, MAGIC and Fusion — as well as multiple blind team members who use the tools in their daily life. Because these individuals are personally impacted by the need for accessible software and websites, they are exceptionally passionate about providing compliant and usable solutions.

The QualityLogic team tested the client's software against a variety of compliance standards, including the WCAG 2.0 AA guidelines. Testing also included the use of Braille displays that translate text from a screen onto a keyboard with Braille dots. Through use of these tools during testing, QualityLogic engineers were able to verify whether the information issued by screen readers matched what was shown on the Braille display. By executing different testing methods, the engineers also ensured the client's products are not simply compliant, but truly usable by persons with sight disabilities.

During the ongoing engagement with the client, QualityLogic provided regular reports on the issues identified during testing. The reports provided detailed explanations of the problems, including steps to replicate the errors and reference to the compliance guidelines that were in violation.

## The Outcome

QualityLogic assigned a skilled team of experts to the client: a project manager, a project lead, and testers and supported multiple development teams for the client, providing functional and regression testing in support of roles, new features, and assistance in trouble shooting production issues. After each run, the team provided the client information on remediation and then conducted regression testing to validate the fixes implemented had solved the errors. QualityLogic's flexible engagement model, depth of experience, attention to detail and tailored communications were key differentiators and value for the client.

Accessibility is now part of every regression test and new product test that QualityLogic and the client run. Tests include typing, tabbing through commands, and listening to the descriptions of the programs, thereby ensuring that the Braille readouts match what the screen reader says. Other tests verify that the contrast levels of colors and text meet compliance standards.

By adding accessibility testing to the quality assurance programs, the client has ensured that people of all abilities are able to use the software tools the company developed. Engaging with QualityLogic's team of highly skilled blind and sighted testers has been an invaluable addition to the client.

## For More Information

Visit [www.QualityLogic.com](http://www.QualityLogic.com) or call +1 208-424-1905