

*The Meazure Learning organization has made a strong investment to improve the access to our technology for test-takers who require assistive technologies. That all started with a large engagement with an outside consulting firm that specializes in the WCAG standard and accessibility tools in 2020. The annual evaluation from external experts in Accessibility (and particularly WCAG) has been a constant method. This includes comprehensive WCAG audits, associated software remediations, customer feedback and ongoing improvements. Meazure Learning will continue to work with experts in the industry to also help improve overall user experience.*

*The goal is supporting the most test takers as possible who have accessible needs through the most widely used tools. This requires ongoing evaluation of new and updated assistive technologies. That is a journey that will continue.*

The technological focus has been on the most widely used accessibility tools in our testing and remediation. Those include:

- NVDA, JAWS, VoiceOver for Mac

*Many other tools have been successfully used by customers but haven't been the primary focus of testing for Meazure Learning.*

To further support the Meazure Learning Accessibility Vision, there have also been improvements beyond the requirements of a WCAG audit. Those include:

- Established partnerships with customers who have strong accessibility and user experience expertise to collaborate on solutions
- Investments in user testing and mechanisms for gathering targeted user experience feedback.

Here are some of highlights:

- A full set of technical training related to the latest standards and guidelines for accessibility was completed for our technical and product teams. That is a requirement as Meazure Learning onboards new product and technology team members.
- Established key frameworks and designs for contrasts, colors, and workflow models by the User Experience team. These frameworks will get validated by customers with Accessibility and WCAG expertise, as well as validation with our users who need these assistive technologies and tools.
- As it relates to the specific details of the test-taker workflow, the initial “on boarding” and pre-check processes was prioritized first and has been complete since February of 2022. The “Test-it-Out” solution that is used for test-takers to have their equipment ready, was then completed for WCAG 2.1 compliance in March 2022. These are the areas where test-takers create the most interaction.
- The final component to work on is the native scheduling within ProctorU’s scheduling. Customers who are integrated into the ProctorU platform do not use this workflow. This is only for customers who schedule directly in ProctorU’s interface, not through a Learning Management System or Exam Driver. This work is scheduled to complete in Q4 of 2023.

Beyond the ongoing technical improvements needed to best support the latest accessible tools, Meazure Learning has an operational process to ensure these test takers are comprehensively supported. This includes the tagging of test takers with these types of needs (or accommodations), so that the proctors and other supporting staff are ready to proactively intervene as needed. The ProctorU staff works with the organization to support their policies on how to best monitor test takers with these needs.